Making a Call

Internal
5 digit extension - 3 xxxx
External:
Dial “9+(area code)+ number”

International
Dial 9 + 011

Emergency Dialing
9 11 or 999

Answer a call
Lift the "handset" or
Press the "Speaker" key
If you are using a Headset,
press the "Answer" Soft Key
Hold
Press the "Hold" Soft Key

To return to the held call:
Press the "Resume" Soft Key

Answer a Second Call Appearance:
Press the Answer key. The first call will be automatically placed on Hold

To return to the held call:
Highlight the call on hold using your navigation key
Then press Resume

Speaker
Press the "Speaker" key

Muting a Call
While on a call, press mute to prevent the party you are speaking to, from hearing what you (or someone else in the room) is saying.
To mute a call, press the "Mute" key
To cancel, press the "Mute" key again

Call Forward All Calls
You are able to divert your phone calls to any internal/external number or to voicemail
Press the "CFwdAll" Soft Key
Dial the number that you want all of your calls to "forward to" (External forwarding must include "9-1")

To cancel call forward:
Press the "CFwdAll" Soft Key

To forward to voicemail:
Press the "CFwdAll" Soft Key
Press the "Messages" button.

Transfer a call (Announced Transfer)
During a call:
Press the "Transfer" Soft Key
Dial the 5 digit extension number, when answered, announce the call...
Then, press the "Transfer" Soft Key again

Cancelling the Transfer
If there is no answer, the number was dialed incorrectly or if Voicemail answers:
Press the "EndCall" Soft Key, then press the "Resume" Soft Key to reconnect to the original caller

Transfer a call (Blind Transfer)
While on a call:
Press the "Transfer" Soft Key
Dial the 5 digit extension number
Press the "Transfer" Soft Key again

Conference Call (4 party)
During a call,
Press the "More" Soft Key, then press the "Confm" Soft Key
(This opens a new line while putting the other party(s) on hold).
Dial the additional party.
Press the "Confm" Soft Key again to add this party to the conference call.
Repeat the first three steps to add another caller.
Note: Only the host will be able to add new participants to the call

Conference Call
If there is no answer, the number was dialed incorrectly or if Voicemail answers:
Press the “EndCall” Soft Key, then press the original caller(s)

Conf list
To view a list of conference participants
Press the "More" soft Key (twice), then press the "ConfList" Soft Key.
(The participant with an asterisk (*) next to his/her name is the "initiator"
To remove a participant
While viewing the "ConfList", highlight the participant that you wish to remove, then press the "Remove" Soft Key.
**IP TELEPHONE QUICK REFERENCE**

Choose a menu item to handle original call:

- **Hold** – Puts the first caller on hold and dials the second
- **Transfer** – Transfers 1st party to 2nd and drops you from call
- **Conference** – Creates Conference with all parties and yourself
- **End Call** – disconnects the 1st call and dials the 2nd

Press Transfer again or hang up to complete transfer

**Managing your phone from the web**

By entering the following web link you can administer phone options such as User Settings, Directory features, Personal Address Book, and Abbreviated Dials via a web user interface.

Open an Internet Explorer window and type the following address:

**URL:**  https://147.4.147.194/ccmuser

**User ID:** 3xxxx

**Default Password:** 12345

**Abbreviated Dials**

Select “User Options”

Select “Device” (from the drop down list)

Press “Speed Dials”

Enter number in “number” field (9 for outside line)

Enter name in “Label” field (Then “Tab” to next entry Level)

Press “Save” (the entry(s) will be downloaded to your phone)

Note: Take a note of the abbreviated dial “memory number” (01-99)

**To call an entry**

Dial the 2 digit memory location (01-99).

Do not lift the handset or press the speaker key.

Press the “AbbrDial” soft key.

**“Personal Address Book” Web Page:**

Select “User Options”

Select “Personal Address Book”

Select “Add New”

Fill in as much detail as required. (Please note that the nickname field is mandatory)

Select “Save”

**To call an entry in your personal address:**

Press “Directories”

Select option (5) Personal Directory

Enter your User ID: (3xxxx)

**PIN:** 12345

Use the Keypad to enter a full or partial name and press the “Search” soft key

Highlight the listing, then press the “Dial”

**Changing CCM User Password or your phone’s PIN number**

Select “User Options”

Select “User Settings”

Enter “current” password/pin

Enter “new” password/pin twice

Select “Save”

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**Managing your Voicemail from the web:**

Active Assistant is a webpage for on-line management of your voicemail settings.

**URL:** http://147.4.147.194/ciscopca

Login: Extension 3xxxx

**PW:** 12345

**Mailbox Number and Password**

Your extension number is your mailbox number

The default password is: 12345

You will be prompted to change this during initial set up.

**Listening to Messages**

1. Listens to new messages
2. Removes old messages
3. Deletes messages

**After listening to a message**

1. Repeats a message
2. Saves messages
3. Deletes messages
## IP TELEPHONE QUICK REFERENCE

### Mailbox Number and Password
**Internally from your own phone:**  
Your extension number is your mailbox number  
The default password is: **12345**. You will be prompted to change this during initial set up.

### Accessing Voicemail
**Internally from your own phone:**  
Press the Message Envelope key  
Or dial 38400  
Enter your Password  
press the # key  
Follow the prompts

**Internally from another phone:**  
Press the Message Envelope key  
Press the * key  
Follow the prompts.

### Externally:
- Dial your direct number  
  Or  
- 516 463 8400  
- Press the * key  
- Follow the prompts.

### Re-Record Personal Greeting
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Greetings Menu</td>
</tr>
<tr>
<td>2</td>
<td>Choose Setup from main menu</td>
</tr>
<tr>
<td>3</td>
<td>Your active greeting plays</td>
</tr>
<tr>
<td>4</td>
<td>To record your new greeting</td>
</tr>
<tr>
<td></td>
<td>Record your new greeting after the tone,</td>
</tr>
<tr>
<td></td>
<td>then press #.</td>
</tr>
<tr>
<td>#</td>
<td>To save the greeting</td>
</tr>
</tbody>
</table>

### Voicemail Main Menu
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Listen to messages</td>
</tr>
<tr>
<td>2</td>
<td>Send a message</td>
</tr>
<tr>
<td>3</td>
<td>Review old messages</td>
</tr>
<tr>
<td>4</td>
<td>Setup options</td>
</tr>
</tbody>
</table>

### Listening to Messages
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>To listen to messages</td>
</tr>
<tr>
<td>Or</td>
<td>To review old messages</td>
</tr>
<tr>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

### Performing Common Voicemail Functions
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>4-1</td>
<td>Re-Record Greeting</td>
</tr>
<tr>
<td>4-3</td>
<td>Re-Record Name</td>
</tr>
<tr>
<td>4-3-1</td>
<td>Change Password</td>
</tr>
</tbody>
</table>

### After Listening to Messages
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Repeat Message</td>
</tr>
<tr>
<td>2</td>
<td>Save Message</td>
</tr>
<tr>
<td>3</td>
<td>Delete Message</td>
</tr>
<tr>
<td>4</td>
<td>Reply to Message</td>
</tr>
<tr>
<td>4-2</td>
<td>Reply to All</td>
</tr>
<tr>
<td>5</td>
<td>Forward a Message</td>
</tr>
<tr>
<td>6</td>
<td>Save message as new</td>
</tr>
<tr>
<td>7</td>
<td>Go back 3 seconds</td>
</tr>
<tr>
<td>8</td>
<td>Pause/Restart</td>
</tr>
<tr>
<td>9</td>
<td>Message Properties</td>
</tr>
<tr>
<td>#</td>
<td>Skip to next message</td>
</tr>
<tr>
<td>*</td>
<td>Cancel playing messages</td>
</tr>
<tr>
<td>1-2</td>
<td>To go to a specific</td>
</tr>
<tr>
<td></td>
<td>message</td>
</tr>
<tr>
<td>1-4</td>
<td>Previous Message</td>
</tr>
<tr>
<td>1-6</td>
<td>Next Message</td>
</tr>
</tbody>
</table>

### While Listening to Messages
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Delete Message</td>
</tr>
<tr>
<td>4</td>
<td>To slow the message down</td>
</tr>
<tr>
<td>6</td>
<td>To speed the message up</td>
</tr>
</tbody>
</table>