

### Accessing Voicemail

- Press the messages button, or
- Dial 717-361-1200 to access voicemail off-campus
- Enter your voicemail PIN

### Voicemail Message Commands

For use after message playback or while a message is paused.


- 1 Repeat message
- 2 Save
- 3 Delete
- 4 Reply
- 5 Forward
- 6 Mark as new
- 7 Skip back
- 9 Message properties
- \* Cancel playing messages
- 0 Help


### Voicemail Menu Commands

- 2 Send a message
- 3 Review old messages
- 4 Setup options
- \* Exit
- 0 Help

### Message Playback Commands

- 4 Slow down playback
- 6 Speed up playback
- 8 Pause playback
- # Skip message

 When leaving a voicemail press # to skip the voicemail greeting.

 Press \* and dial an extension to call directly to a person's voicemail.

### Change Voicemail Greeting

At the main menu:

- Press 4 for setup options.
- Press 1 to change your greetings.

*Press:*

- 1 To change standard greeting
- 3 To change other greetings

*To edit other greetings, press:*

- 1 Standard greeting
- 2 Closed greeting
- 3 Alternate greeting
- 4 Busy greeting
- 5 Internal greeting
- 6 Holiday greeting

### Conference Calling

- Press the **More** softkey.
- Press the **Confrn** softkey.
- Enter a phone number or extension.
- Press **Confrn** to add the number to the conference call.
- Repeat to add new conference participants.
- To see a list of conference participants, press **ConfList**.

### Transfer A Call

- Press **Transfer**.
- Enter the destination extension.
- Press **Transfer**.

### Accessing Directories

To access the directories list press the **directories** button.

Press:

- 1 For Missed Calls
- 2 For Received Calls
- 3 For Placed Calls
- 4 For Personal Directory
- 5 For Corporate Directory

For quick access to recent calls press the **Up** or **Down navigational arrows** at the home screen.



Elizabethtown College  
Information & Technology Services

## Cisco IP Phone Quick Reference Guide

### Campus Security

Call x1111 for on-campus emergencies  
Main number 717-361-1000

### For Phone System Help

<http://www.etown.edu/offices/its/voip/>  
717-361-3333 | [helpdesk@etown.edu](mailto:helpdesk@etown.edu)