**General Features**

### Set Up Voicemail Messages

1. Press the **Messages** button
2. Enter **Password** and # key (default password is 12345)
3. Press 4 on the keypad
4. Follow the voice instructions
5. Speak into the handset to record greeting
6. Press # key to end recording
7. Press 1 to re-record
8. Press 3 to activate new greeting

### Voicemail Navigation Commands

Select the **Messages** button

1. Enter **Password** and # key
2. Press 1 to access new voicemail messages
3. Press 3 1 to access saved or previously read voicemail messages
4. Press 2 to send a new voicemail message
5. Press 4 1 to change greetings
6. Press 9 to repeat the main menu

Press * to terminate the call

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### Access Voicemail

The red light on the handset indicates a voice mail message and **You Have Voicemail** is displayed on the screen.

1. Press the **Messages** button and follow the voice instructions. **When off campus:**
   - Dial (517)267-5800
2. At the voice prompt press *, dial your 4-digit number, press #, and enter your pin

### Message Playback Functions

These commands apply to unread, previously read or saved messages:

- Press 1 to restart message; press 1 6 to play next message
- Press 6 6 to **speed up** playback; press 6 4 to **slow down** playback
- Press 9 to **fast forward** message; press 7 to **rewind**
- Press 3 at any time during the message playback to **delete**
- Press 8 to **pause** playback; press 8 to **resume** playback
- Press # to **skip to the end** of the message

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### Transfer a Call to Voicemail

1. Warn the caller to expect a delay
2. Press the **Transfer** softkey
3. Dial the users 4 digit extension
4. Press the **Transfer** softkey

### Forward All Calls to Voicemail

1. Press CFwdALL softkey
2. Press **Messages** button
3. Press CFwdALL softkey to cancel
4. Press Resume softkey

### Answer a Second Incoming Call

1. Scroll to second caller shown on screen
2. Press **Answer** softkey
   - (1 caller is automatically on hold)
3. Scroll to first caller shown on screen
   - (2nd caller is automatically on hold)

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### Add/Update Speed Dials

**Speed Dials** are one of two-five lines displayed on the right side of the phone screen depending on the model of phone. By pressing the corresponding button, the numbers will be automatically dialed. Follow the steps below to add or update speed dials.

**CallManager Access:**

1. Launch **Internet Explorer**
2. Type in **https://volare/ccmuser**

**User Options Menu:**

1. Select **Phone Settings**
2. Enter a 4-digit **extension** or **external number** (include the 8)
3. Enter your **username and password** (default password is 12345)  
4. Click **Log On**  
   Welcome (Name) will appear with the Options Menu

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### General Features Continued

#### Place a Conference Call

1. During a call, press **More** softkey
2. Press the **Confbrn** softkey next  
   (1st caller is automatically on hold)
3. Dial another **number or extension**
4. When the call is answered, press **Confbrn** softkey  
   (2nd party is added to the conference call)
5. Repeat these **steps** to add others to the conference call

#### Use the Corporate Directory

1. Press the **Directories** button.
2. Press **4 or 5** on the keypad
3. Use the **Scroll** softkey to select First Name, Last Name, or Number
4. Use the numbers corresponding to the letters on the dialing pad to enter a name or number to find it in the directory.
5. Press the **Search** softkey
6. **Scroll** to desired name
7. Pick up **handset** to automatically dial

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### Resources

#### Find Help or Report Problems

Information about the various features and services available can be located in the Cisco CallManager User Options menu under View the **User Guide** at [https://volare/ccmuser](https://volare/ccmuser).

**Voicemail System Access Request:**
Please contact your divisional operations person to have a new Voice Mailbox setup. A list of divisional operations personal is available at the bottom of PCTS upgrades webpage. [http://www.lcc.edu/pcts/upgrades/index.aspx](http://www.lcc.edu/pcts/upgrades/index.aspx)

If you are experiencing phone problems, try resetting your phone by pressing (** * * # * * **).

For further assistance contact the **LCC Help Desk**:

- 517-483-5221
- lcc1@lcc.edu
- www.lcc.edu/helpdesk