

# CISCO 500 SERIES QUICK START

Note: Phone picture might differ from model, but the steps are the same for series.

## MAKING A CALL

Dial the number you wish to call using the keypad and press "Dial". The phone will dial the number and your call will be connected.



## MANAGING YOUR VOICEMAIL ACCOUNT

Press the "Message" or



A voice menu system will ask you to enter your Personal

- Identification Number (PIN) followed by "#".

The initial options you are presented with, are the following:

- Dial \* to play your messages.
- Dial "9" to go to options.
- Dial pound "#" to exit.

\*When you dial "9" for options, the following options will be announced by the voicemail system.

\*Dial the respective numbers to change and update these features:

- "1" allows you to change your profile status.
- "5" allows you change your self-identification message.
- "6" allows you to play mailbox information.
- "7" allows you change your voicemail PIN number.
- "8" allows you to change your greeting message.
- "9" allows you to restart the voice menu prompts.

## HOW TO MAKE A CONFERENCE CALL

- Make or Answer a call.



- Press the "Conf" soft key. The first caller will be put on hold.
- Dial the number of the caller you wish to add to the conference call and press "Dial". When the caller answers press the "Conf" soft key to add them to the conference.
- Press the "End Call" soft key to remove the selected participant from the conference.
- Select a participant by pressing the "Up" and "Down" keys to highlight a participant. Hang up to end the conference.
- Press the "Join" soft key to leave the conference and keep the other participants connected.

NOTE: A conference with up to three participants (yourself and two others) can be made using this procedure.

## TRANSFER DIRECT TO VOICE-MAIL

To transfer a caller directly to the Voice-mail of an Extension:

- Dial \*4 + <extension number>  
For example;  
\*4100, will leave a voice-mail message for extension 100.

## HOW TO MAKE A BLIND TRANSFER

Note: A Blind Transfer is a transfer to another extension without actually initiating a call to the end destination. The call is blindly transferred to the destination. By comparison, an attended transfer is a transfer where before actually transferring to the destination, the call is put on hold and another call is initiated to confirm whether the end destination actually wants to take the call or not. These two calls are then merged together.

### BLIND TRANSFER METHOD

- Press "Answer" on the touch screen to answer the call



- Press the "BlindXfer" soft key.
- Dial the extension number of the person you would like to transfer the call to and press the "Dial" soft key.

### ATTENDED TRANSFER METHOD

- Press the "Answer" soft key to answer an incoming call.



- Press the "Transfer" soft key to start the attended transfer procedure. This will automatically put the caller on hold.
- Dial the extension number of the person you would like to transfer the call to.
- Press "Dial" to call.  
The transfer recipient answers and accepts to take the call.
- Press the "Transfer" soft key.  
The original caller and the transfer recipient are now connected.