



**Sweet Phones. Awesome Service.**

*Cisco SPA500 Series Phones*

**Questions? Just call 7-HELP or dial 816-268-2590**

## **Voicemail**

### **Accessing Voicemail:**

Press the **Messages** ☒ button on your phone to access your voicemail. To access the voicemail system from an outside phone, dial your phone number and press "0" once your voicemail picks up the call.

You will hear "Comedian Mail" announced. If you are not calling from your desk telephone, this will be followed by "Mailbox." **Enter your 5-digit user ID (6XXXX)** associated with your voicemail account. If you are calling from your sipVine phone, you will be recognized by the system and you will skip this step.

**Enter your password when prompted.** (The default is 12345)

### **Listening to Voicemails:**

You will hear one of the following: "You have no messages" "You have \_\_ new messages" or "You have \_\_\_ old messages"

#### **Following the voice prompts for further instructions:**

- Press 1 for new (or old) messages and messages will begin playing after the introduction of the time stamp, caller ID, and length. To skip the computer introduction, press one and the message will begin playing.
- Press 2 to change folders - if you want to change between new messages and old saved messages.
- Press 3 for advanced options – rarely used. Follow prompts.

Once you have listened to your voicemail, follow prompts for additional action, such as **press 7 to delete.**

### **Setting up Your Voicemail Box:**

Once you are logged in to voicemail, "Press 0 for mailbox options" - **You will want to record option 1 (unavailable message) and option 3 (name) as soon as possible**

- 1 to record your unavailable message
- 2 to record your busy message
- 3 to record your name
- 4 to record your temporary greeting, e.g. on vacation
- 5 to change your password
- \* for help
- # to exit

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### **Phone Features**

**For outgoing calls – always dial a “9” first and then the number**

#### **To answer an incoming call:**

- Simply lift the handset, press the speaker button, hit the [answer] softkey or press the line button that is ringing.

#### **Features available once on a call:**

1. **Transfer a call** – press the [Xfer] softkey, enter the number you wish to transfer to and then press [Xfer] softkey again once the called number answers.
2. **Conference in a Third Party** – once a call is established with the first party, press the [Conf] softkey and call the second party. Once the second party is connected, press the [Conf] softkey again to connect all three parties on a conference.
3. **Mute** – simply press the “Mute Ø” button that has a slash through a microphone to mute your voice to other callers.
4. **Hold** – to place a caller on hold, simply press the “Hold” key (looks like a raised hand). The caller will then hear soothing classical music.
5. **Recording a Call** – pressing the “★1” buttons in sequence will immediately start an audio recording of the call. The recording will end once the phone call is ended. An audio file recording of the call will be emailed to you at midnight Central time.

#### **Features available when not on a call:**

1. **Redial** – pressing the [Redial] softkey will bring up the last number you called and give you the option to dial it
2. **Call Forwarding** – to forward all incoming calls to a different number, press the [cfwd] softkey, type in the number to forward to, press “dial”. If it is to an outside line, remember to put a “9” in front of the number. The softkey will show a [-cfwd] indicator to let you know that call forwarding is engaged. To disable, simply repress the [cfwd] softkey and the “-“ will disappear and calls will no longer be forwarded.
3. **Do Not Disturb** – pressing the [dnd] softkey will send all calls to your extension to your voicemail. Your phone will not ring while DND is on.
4. **Call History** – Pressing the “Menu” button, then option 3 will bring up the call history menu. Listed there will be the “Redial List”, “Answered Calls”, and “Missed Calls” logs. Press any of the three to display their log.
5. Other commonly used items in the menu include **Directory, Speed Dial, and Ring Tone**. Press the menu button, then the number associated with the feature above and follow the prompts for changes. If you are adding personal directory items or setting a speed dial for an outside line, please remember to add a “9” in front of your entry.

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