CISCO PHONE INSTRUCTIONS
Faculty and Staff Quick Reference

GENERAL INFORMATION

Outbound Calls:

Campus Calls: .... dial the 5-digit extension number
Local Calls: .... 9 + 7-digit number
Long Distance Calls: ... 9 + 1 + area code + phone number
800 or 8XX Numbers: .. 9 + 1 + 800 (or 8XX) + XXX-XXXX
900 or 976 Numbers: ... not permitted from campus
International Calls: ...... 9 + 011 + country code + city code + local number
Collect Calls: .... 9 + 0 + area code + phone number
Campus Operator: .... dial 0

Inbound Calls:

Campus Extensions: All campus extensions can be direct dialed from off campus by adding "31" as the prefix. Ex: 31x-xxxx (where x-xxxx) is your five-digit extension.

Collect Calls/3rd Party Billing: Accepting charges for these types of incoming calls is not permitted.

Directory Assistance:

Please use online resources (http://yellowpages.concordia.edu) to avoid directory assistance charges.

Concordia's Directory is available by pressing , then choose "Corporate Directory." Once in this directory you can search by simply typing part of the person's name on the keypad.

Voice Mail:

From your phone:
1.) Press Messages:
2.) Enter security code and press # (pound). The default code is 0000 (four zeros).

*Note: If this is your first time to access voicemail, the voicemail lady will walk you through mailbox setup.

From another phone:
1.) Dial the voicemail access number:
   a. On campus: #33001
   b. Off campus: 313-3001
2.) Press *.
3.) Enter extension and press #.
4.) Enter security code press #.

Emergency Phone Numbers:

Campus Police ....Dial 311
    From off campus ....Dial 313-3311
Police ....Dial 911
Police (APD non emergency) ....Dial 9-311?
Fire ....Dial 911
Ambulance ....Dial 911
Poison Center ....(800) 764-7661
FBI 345-1111
Texas Department of Public Safety 424-2000
Austin District Office 873-3100
National Youth Crisis Hotline ....(800) 448-4663
Alcohol, Tobacco & Firearms 349-4545

For information on how to handle specific campus emergencies, please refer to the Campus Emergency Procedures document.

Maintenance and Repairs:

CISCO PHONE FEATURES

Adjusting Ring Type, Volume, and Display Contrast:

1.) Press the SETTINGS button.
2.) Use the up and down arrows to scroll through the menu.
3.) When option desired is displayed, press the ENTER button (in the middle of the directional pad).
4.) Use up and down arrows to change selection.
5.) When selection is made, press ENTER button.

Adjusting Handset and Speaker Phone Volume:

During an active call, use the   to adjust handset or speaker phone volume.

Call Waiting:

To switch from an active call to an incoming call, press the "Answer" soft key. To switch back, use the arrow pad to select the first call and press "Resume."

Transferring Calls:

1.) Press the TRANSFER soft key.
2.) Dial the extension where the call should be transferred.
3.) Press the TRANSFER soft key again.

Transferring Calls to Voicemail:

1.) When the phone is ringing press iDivert to send the caller to your voicemail.
2.) If you are on the phone and need to send a another call to voicemail, press the Transfer soft key and dial # and the 5-digit extension, then press Transfer again.

Call Forwarding:

To forward all incoming calls to another extension on campus:
1.) Press the CFWDALL button.
2.) Dial the extension where calls should be forwarded.

To forward all incoming calls to any other local phone number:
1.) Press the CFWDALL button.
2.) Dial 9 + 512 + phone number (Ex: 9-512-555-1234)

*Note: you need to add the 512 area code, even though the call is local.

To cancel call forwarding (either type): Press the CFWDALL key.

Conference Calling:

1.) Call the first conference party.
2.) Once connected, press MORE then press CONFRN. You will hear a dial tone.
3.) Call the second conference party.
4.) Once connected to the second party, press the CONFRN button a second time.
5.) All three parties (you and two others) should now be connected.
6.) Repeat steps 2 to 4 to connect additional parties.