

## Voicemail Menu Shortcuts

Main Menu and Shortcuts	
Key	Task
1	Hear new messages
2	Send a message
3	Review old messages
4	Change setup options
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
423	Choose full or brief menus
431	Change phone password
432	Change recorded name

During Message Menu	
Key	Task
1	Restart message
2	Save
3	Delete
4	Slow playback
5	Change volume
6	Fast playback
7	Rewind five seconds
8	Pause/Resume
9	Fast-forward five seconds
#	Fast-forward to end
##	Skip message, save as is

Shortcuts During Message Menu	
Key	Task
#4	Reply
#42	Reply to all
#5	Forward message
#6	Save as new/Restore as new
#8	Deliver e-mail/fax to fax machine
#9	Play message properties
77	Rewind ten seconds
99	Fast-forward ten seconds

After Message Menu	
Key	Task
1	Replay message
2	Save/Restore as saved
3	Delete
4	Reply
42	Reply to all
44	Call the subscriber
5	Forward message
6	Save as new/Restore as new
7	Rewind five seconds
8	Deliver e-mail/fax to fax machine
9	Play message properties
#	Save as is

## Reference Information

Emergency Calls	
911 (You will be routed to NM State Police)	Dial 911 or 9-911
Campus Police	X3278 or x5555
Campus Police - From Off-Campus	454-3278
Las Vegas City Police	425-7504

Voice Mail Numbers	
Internal	7000 (fwd) 3081 (to check)
External	505-454-3081

Call Manager User Web Page
Use this web page to set up your speed dials and abbreviated dials.
<a href="https://cm1/ccmuser">https://cm1/ccmuser</a>
Username / Password

### Contact the ITS Helpdesk

For technical assistance call the ITS Help Desk at: 505-426-2215 or ext. 2215

Or email us at: [itshelpdesk@nmhu.edu](mailto:itshelpdesk@nmhu.edu)

You can create a work order online at <https://helpdesk.nmhu.edu/>. Sign in with your NMHU username and password. We ask that you provide as many details as possible when creating your work order. Once the work order has been submitted you will receive an email confirmation that it was received.



## Quick Reference Guide

for  
NMHU Cisco IP Phones  
Models 7940/7960 & 7941/7961



This quick reference card is intended for Highlands University Cisco Unified IP phone users who are already familiar with their phones. For more detailed information on your phone and its features, see your user guide.

### Note:

Because of differences in phone models and features, not all procedures and soft keys described here apply to all phones.

How To Transfer a Call	
<b>Step 1</b>	During a call, press the <b>Trnsfer</b> softkey. This puts the call on hold.
<b>Step 2</b>	Dial the number or extension to which you want to transfer the call
<b>Step 3</b>	When it rings on the other end, press <b>Trnsfer</b> again. Or, when the party answers, announce the call and then press <b>Transfer</b> .
<b>Step 4</b>	If the party refused the call or doesn't answer, press the <b>Resume</b> softkey to return to the original call.

Place a Conference Call	
<b>Step 1</b>	During a call, press the <b>more</b> softkey and then the <b>Confrn</b> softkey
<b>Step 2</b>	Place a call to another number or ext.
<b>Step 3</b>	When the call connects, press the <b>Confrn</b> again to add the new party to the conference call.
<b>Step 4</b>	Repeat these steps to add parties to the conference call.
<b>Note</b>	Press <b>ConfrnList</b> softkey to view a current list of participants. Press the <b>Remove</b> softkey to drop the selected party from the conference call.

How to Transfer a call Directly to VM	
<b>Step 1</b>	During a call, press the <b>Trnsfer</b> softkey. This will get a 2nd dial tone.
<b>Step 2</b>	Dial <b>55+Extension Number</b>
<b>Step 3</b>	Press <b>Trnsfer</b> softkey again

How to use Call Pickup - Must Request from ITS	
<b>Step 1</b>	If another phone is ringing in your pickup group, press any available line button or pickup the handset to get dial tone.
<b>Step 2</b>	Press the <b>More</b> softkey, then press the <b>PickUp</b> softkey. This will answer incoming call.

How to Park and Retrieve a Call	
<b>Step 1</b>	During an active call, press the <b>More</b> softkey until you see the <b>Park</b> tab.
<b>Step 2</b>	Press <b>Park</b> . The LCD screen displays the call park number where the call is stored.
<b>Step 3</b>	Make a note of the call park number, and then hang up. The call is parked at that number, allowing you to retrieve it from another phone.
<b>Step 4</b>	To retrieve the parked call from any phone in your network, dial the call park number at which the call is parked. Parked calls not retrieved will return after 1 minute.

### Voicemail Instructions

Accessing Voicemail	
<b>On-Campus</b>	Press the Messages button and enter your Password .
<b>On-Campus (from different extension )</b>	Dial x3081 Enter your extension and your password
<b>Off Campus</b>	Dial 505-454-3081 Enter your Extension and password

Initial Voicemail Setup	
<b>Step 1</b>	Access Voicemail
<b>Step 2</b>	Enter your voicemail password. The default password is <b>898945#</b>
<b>Step 3</b>	Follow the system prompts to complete the initial enrollment process.

How to Check your Voicemail	
<b>Step 1</b>	Access Voicemail.
<b>Step 2</b>	Enter your password or extension and password (if not calling from your ext)
<b>Step 3</b>	Press <b>1</b> to retrieve new messages OR press <b>3 1</b> to retrieve saved messages.

### Voicemail Instructions, contd.

Change your Voicemail Password	
<b>Step 1</b>	Access Voicemail.
<b>Step 2</b>	Enter your password or extension and password (if not calling from your ext)
<b>Step 3</b>	Press <b>4 3 1</b> to change your password.

Change your Standard Greeting	
<b>Step 1</b>	Access Voicemail
<b>Step 2</b>	Enter your password or extension and password (if not calling from your ext)
<b>Step 3</b>	Press <b>4 1 3 1</b> to edit standard greeting

Change your Alternate Greeting	
<b>Step 1</b>	Access Voicemail
<b>Step 2</b>	Enter your password or extension and password (if not calling from your ext)
<b>Step 3</b>	Press <b>4 1 3 3</b> to edit alternate greeting

Enable / Disable Alternate Greeting	
<b>Step 1</b>	Access Voicemail
<b>Step 2</b>	Enter your password or extension and password (if not calling from your ext)
<b>Step 3</b>	Press <b>4 1 2</b> for the Alternate Greeting menu
<b>Step 4</b>	Optionally: Follow the additional menu options to set an end date

Change your Alternate Contact #	
<b>Step 1</b>	Access Voicemail
<b>Step 2</b>	Enter your password or extension and password (if not calling from your ext)
<b>Step 3</b>	Press <b>4 3 4 1</b>
<b>Step 4</b>	Update your voicemail greeting to reflect the new option. "Press 0 to reach my co-worker, etc."
<b>Note</b>	You may enter 4 digit extensions or external numbers using 9 + 7 digit format. Example: 9-555-1212