

WORLDSMART Features on Your Cisco Phone

Voice Mail

To access voicemail from your Cisco Phone using the special access code:

- Dial 9999
- Enter your Extension followed by #
- Enter your PIN followed by #
- Follow the prompts to listen to old or new voicemails.

Transferring Calls using

During a call, press # followed by the number or extension to which the call is to be transferred.

Blind Transfer

- During a call, press the More soft key and then press the BlndXfr soft key.
- Enter the number to which you want to transfer the call. Use the Dial soft key to complete the call.

Supervised Transfer

- During a call, press the More key and then the Transfer soft key. This places the call on hold.
- Dial the number to which you want to transfer the call. Use the Dial soft key to complete the call.
- Press the Transfer soft key after consulting with the remote party. You will be disconnected.
- Cancel a transfer at any time by pressing the End Call soft key. Press Resume to return to the active call.

Transferring to User's Voicemail

WORLDSMART allows you to transfer an ongoing call directly to the voicemail of one of your colleagues. To do this on your Cisco Phone:

- Enter the extension of the user and press #*.
- This sends your caller to the voicemail box of your colleague, and the call disconnects on your phone.
- During an ACD call, press # 2 # followed by the number or extension to forward a call directly to a user's Voicemail.

Support Information

Enjoy using your Phone! For any queries, contact WORLDSMART support at: support@panterranetworks.com or call us at: 800 805 0558 (option 2). Or simply dial 611 from your Phone.

WORLDSMART™



Quick Start Guide for Cisco 7940/60

In This guide

- ▶ Configuring your Cisco Phone
- ▶ Using your Cisco Phone
- ▶ WORLDSMART features on your Cisco Phone



Congratulations on your purchase of Cisco phone. Use this QuickStart to set up your phone and to learn how to use it.

WORLDSMART Features on Your Cisco Phone

Transferring ACD Calls using

- During an ACD call, press # 1 # followed by the number or extension to which the call is to be transferred.

Note: This type of transfer work for calls that come through the Auto attendant of your PBX, through a DID or through Extensions.

Parking Calls

- Dial #9996.
- The IVR announces the Virtual extension where the call is parked. On your phone, the call will immediately disconnect.
- The caller will hear music on hold.
- The call will remain parked for 300 seconds.
- Any WORLDSMART user in your account can pick up this call by dialing the announced virtual extension.
- You can inform one of your colleagues to pick up the parked call. Or you can pick up the call.

3-Way Conferencing

To establish a three-way conference:

- Dial the number of the first party.
- After call connects, make sure you do not disconnect it. You may need to tell the other person to wait while you are setting up the conference.
- Press the Confm soft key and enter the number of the next party.
- Press Dial.
- Press the Join soft key.
- All parties are connected to the conference call.

ACD Login

- Dial 9997
- When prompted, enter your user code and password. User code is the same as your WORLDSMART PBX extension.
- Enter your password followed by the # key. Password is by default the same as your Voicemail PIN. Press 1 to login or 2 to logout.
- When valid code and password are used, you get the "Agent logged in" message.

DND (Do Not Disturb)

To set DND (Do Not Disturb) on your Cisco phone:

- Press the Settings button.
- Select Option 6 (Call Pref.) and then press Option 1 (DND) from the "soft-menu". Now, select YES and SAVE the changes.
- Calls received while Do Not Disturb is enabled are logged in the Missed Call list.
- To turn off Do Not Disturb, press the DND soft button.

Diverting Calls

To divert all calls coming to your Cisco to another destination:

- Press the CFwdALL soft key from the idle display.
- Enter the number or URL to which you wish to divert all future incoming calls.
- Press the Accept soft key to confirm Call Forwarding.
- Idle display returns with a message "Forwarded to xxxx"; Call Forwarding enabled.

To turn call divert off:

- Press the CFwdALL soft key from the idle display.

Accessing voicemail

Using the Messages button on the Cisco phone:

- Received messages are indicated by a flashing MWI and a visual notification on the phone screen. Individual line indicators reflect voice messages left on that line.

To listen to voicemail

- Press Messages
- Select Message centre
- If multiple lines are in use, select the line from which to retrieve messages.
- Press Connect.
- Follow voice prompts to listen to messages.

