Accessing Your Voicemail Remotely

You may access your voicemail from anywhere by dialing your company's main number and then choosing your extension, or by dialing your private DID number. Your own extension will ring until your voicemail message picks up. When you hear your own greeting, press the '*' key and you will be prompted to enter your password followed by the '#' key. Once this is entered, you will have access to the voicemail system just as if you were sitting at your own desk.

SPEED DIAL

Allows you to assign your most frequently called numbers to a button on your phone.

TO PROGRAM A SPEED DIAL

Dial '544' on your keypad. You will be prompted to enter the speed dial number you wish to program followed by the pound sign. Enter '9' before the number if it will be an external call. You may also program an internal number by simply entering the four digit extension. '9' is not needed if the number is internal. The number you entered will be repeated to you and you are to confirm that the number is correct by entering the '#' sign.

Note: You may have a system administrator program the speed dial numbers for you on the Cisco 7942/7962 phone by sending an email to support@razorline.com. Once the numbers are programmed they will appear as a softkey on your phone display.

ANSWER A SECOND CALL

To answer a second call and switch between the two calls…

- To answer the second call press the 'ANSWER' soft key

(The first call is automatically placed on hold and you are connected to the second call. NOTE: If you do not use the answer key and you select another line without pressing HOLD, the first call is disconnected.)

To reconnect with the first call press the blue scroll key (with the up and down arrows). Highlight the original call. Press the 'RESUME' soft key.

WEB PORTAL

Baton Rouge web address:
http://webportal.razorline.com/

New Orleans web address:

http://webportal.razorline.com/

For Technical Support please email support@razorline.com or call 877-733-1700

111 Veterans Memorial Blvd.

Suite 1620

Metairie, LA 70005

504-274-1700

5555 Hilton Ave.

Suite 605

Baton Rouge, LA 70808

225-214-4400

Quick Reference Card
For
Cisco 7942/7962 Phones

TRANSFER

To transfer a call to another party:
Inform the caller of the transfer. Press the 'TRNSFER' soft key on your phone. The original party will hear 'on hold' music. Dial the four digit extension you wish to transfer to or '9' and the outside line. When the party answers the call, announce the transfer and hang up your handset.

CALL FORWARD

To forward your calls to another extension or an outside line (such as a cellular phone):
Lift the handset.
Press 'FWD' soft key.
Enter the number you want your calls forwarded to. Remember to enter '9' before the number if it is an outside line. If it is internal, you may simply enter the four digit extension.
Press the 'End Call' softkey or hang up.

NOTE: Your phone will not ring until you cancel Call Forward. To cancel call forwarding, press the 'forward' button and then press the 'speaker' button or pick up and replace the handset.

**This feature is not to be confused with the Find-me Follow-me feature in Webportal.

HOLD

During a call if you want to place someone on hold, press the 'HOLD' soft key. You may then dial another call immediately, without selecting another line. Toggle between the two calls by pressing the 'resume' and 'hold' softkeys. If at any time during the call you press the round line button along the side of your phone, you will terminate one of the calls.

CONFERENCING

To place a conference call while speaking with one party:

Inform them of the conference

Press the 'CONF' soft key: the call is placed on hold and you may immediately dial the second party.

Dial the number of the party you wish to include in the conference. You may dial an internal four digit extension or '9' and an external number. Inform the third party of the conference.

Press the 'CONF' soft key again and 'New Conference" will appear on your LCD. This indicates that the conference was completed successfully. The three parties are now connected.

To end the conference call, simply hang up. The originator of the call may hang up at any time and the other parties involved in the call are still connected. Their connection will not terminate until they physically hang up their handsets.

MUTE

To mute a call, press the 'MUTE' button on your phone. To continue your call, press the 'MUTE' button again to disable this feature.

VOICEMAIL

To access your voicemail, press the 'Messages' button. Enter your password. The default password for your voicemail is your four digit extension. Press the '#' key.

If there is a message waiting it will play immediately, otherwise you will be prompted to enter a number corresponding with one of the following options:

1-Listen to Inbox messages

2-Listen to Saved messages

3-Change your password

4-Listen to your pre-recorded greetings

5-Record your voicemail greetings

6-To access personal distribution groups

7-To compose a message

8-To hear or change your customized operator assistance

Once you make a selection, you will be prompted step by step through the process.

While listening to messages, the following commands may be helpful:

'#' skips through the prerecorded announcement to the message

7-skips backward in 5 second increments
9-skips forward in 5 second increments
99-skips to the end of the message
77-rewinds to the beginning of the message
8-pauses the play of a message
5-saves a message
4-deletes a message