Phone functions

Using an internal Cisco IP phone

The following functions are available for Cisco IP phones that are integrated in the same environment as your Callisto installation.

Call forwarding to voice mail

Press the *Forward* button on your Cisco IP phone and type the voice mail number given to you by your Callisto administrator.

Listening to voice mail messages

Messages button on
a Cisco IP phone

Dial the voice mail number or press the *Messages* button on your Cisco IP phone. The total number of new messages is announced and the last message is played back.

1	Store the message (will appear in *Old Messages* afterwards).
2	Listen to the message again.
3	Delete the message.
4	Listen to message information (caller number, date and time of the call).
5	Call back immediately (if the call is answered, the message is stored; otherwise it is played again).
#	Return to the main menu.

Directories

Services button on
a Cisco IP phone

All three types of Callisto directories (global, local, and private) can be selected through your IP phone's display. Press the *Services* button on your Cisco IP phone and select a directory. The phone's keypad can be used to search for contacts. The search behaves the same way as with Callisto's search operators, and the star key ? can be used for the asterisk (*) wildcard. Contacts can be called directly from this menu.

Callisto administrators have the possibility to add further services to the service menu. Ask your administrator about custom services available with your Callisto system.

Using an external phone

The following functions can be accessed with any phone supporting DTMF, by calling the voice mail service number provided by your Callisto administrator. Callisto welcomes you in your company's language and

you are asked to enter your internal phone extension followed by your user PIN. The user PIN can be configured in Callisto (see Message settings). After entering the internal phone extension and the user PIN, you will enter the *main menu*.

Each entry can be terminated by pressing the pound key #.

Main menu

1	Listen to voice mail messages.
2	Change settings.
?	End the call.

Listen to voice mail messages

After pressing 1 in the main menu, all voice mail messages marked as *new* will be played.

1	Store the message (will appear in *Old Messages* afterwards).
2	Listen to the message again.
3	Delete the message.
4	Listen to message information (caller number, date and time of the call).
5	Call back immediately (if the call is answered, the message is stored; otherwise it is played again).
#	Return to the main menu.

Change settings

After pressing 2 in the main menu, you enter the settings menu.

1	Activate a diversion (call forwarding) to your voice mail.
2	Activate a diversion to an internal or external subscriber number. Enter an internal or external subscriber number and confirm with the pound key #. The entered phone number will be read by the Callisto system, and you will be returned to the settings menu.
3	Change personal announcements. The currently active announcement will be played. Change it by pressing:

?	1	Activate the standard announcement.
	2 3 4	Activate the alternative announcement A, B, or C, respectively.
	?	1 Listen to the currently configured announcement (recording will be played).
		2 Record a new announcement (speak after

	the beep sound and press 0 to complete the recording).
3	Activate the alternative announcement you chose in the previous step.