Cisco Phone User Guide

Display Screen/Soft Key Options

Line Buttons
Voice Mail
Directory Button
Online Information
Settings Button
Volume Control
Speaker Button
Services Button
Scroll Button
Mute Button
Headset Button

Accessing Outside Lines
- Lift the handset & dial the number preceded by '9' OR
- Press the Line, Speaker, Headset, **NewCall** buttons & dial the number preceded by '9'

Placing a Call on Hold:
- During a call, press the **Hold** soft key
- To return to the call, highlight the call & press the **Resume** soft key
- To place another call from that line, press the **New Call** soft key

* You can only resume the call from the phone that put it on hold originally

Parking a Call:
- During a call, press the **Park** soft key
- "Call parked at" will display on bottom of phone with number call is at
- To get the call back, from any phone, take the phone offhook & enter the park number

Transferring a Call:
- Press the **Transfer** soft key (caller is put on hold automatically)
- Dial the number to transfer the call to
- When you hear ringing press **Transfer** button OR wait to announce call then press **Transfer** a second time

- ❖ To retract the transfer, press **End Call** prior to the pressing **Transfer** the second time, then press **Resume** to get the call off Hold
- ❖ To transfer directly to voicemail, enter * + the extension

Forwarding Calls:
*This option bypasses the phone entirely: no ring, no display, and no call history.
- Press the **CFwdAll** soft key
- Dial the number to which you want to forward all calls OR press the Messages key to forward to Voicemail
- To end call forwarding, press the **CFwdAll** key
*To forward calls externally, you need to enter the number as it should be dialed with the 9

Using Corporate Directory:
- Press the *Directory* button
- Select Corporate Directory
- Enter a portion of the name & press Search
- Select the user & press **Dial**

Conference Calls:
- During a call, press the **More** soft key & then the **Confrn** soft key.
- Call the other party
- When the call connects, press the **Confrn** soft key again to add this party to the call
- ❖ To end the Conference prior to getting the third party on line, press **End Call** prior to the pressing **Confrn** the second time, then press **Resume** to get the call off Hold
- Continue the previous steps to add additional parties to the conference call

Call History:
- Press the **Directories** button to display the directory menu:
- Use the *Scroll* key to highlight the desired history then press the **Select** soft key
- Use the *Scroll* key to highlight the desired number then press the **Dial** soft key place a call

- Use the **EditDial** key to change the number to dial out if needed (may need to add 9, 91, or remove some digits)

Ignoring a Call:
- When a call is ringing in, press the **iDivert** softkey to immediately redirect them to VM

Do Not Disturb:
*This option disables the ringer for the phone but the phone still displays an incoming call.
- Press the **DND** soft key
- The phone will say "Do Not Disturb" on the bottom of the screen when the option is active.
- To disable, repeat the process.

Ringer Volume:
- When the phone is onhook, you can change the ringer volume by pressing the volume control up or down repeatedly.
- Change the call volume by changing the volume while on a call, then press Save to retain the setting for the next call

Changing Ringtones:
- Press the **Settings** button
- Use the scroll button/rocker to highlight *User Preferences* & press the **Select** softkey
- Use the scroll button/rocker to highlight *Rings* & press the **Select** softkey
- Use the scroll button/rocker to highlight *Default Rings*, or the specific extension to change & press the **Select** softkey
- Use the scroll button/rocker to highlight a ring & press the **Play** sotkey to preview
- After highlighting one, press the **Select** softkey to choose it
- Press the **Save** softkey to keep it

Emergency Dialing:
- All phones can call both 911 and 9911 – either number will place a call to 911 emergency services.

Call Join:
This allows taking two calls on a single line and merging them together for a conference.

- Look at the phone and the display will show the call you are on with a small "play" indicator as well as a highlighted information window
- Use the scroll button on the phone to move the highlight to the other call on the phone (it may show with more information in a call window with a "pause" indicator
- Once selected, press **More** on the softkeys until you have the Join option
- Press the **Join** softkey – you'll see the call window change to say 'Conference'
- You can then continue the conference call or hang up and the other parties will remain on the line

Unity Voicemail User Guide

Setting Up Voicemail:
- Press the **Messages** button
- Follow the Prompts to set up your mailbox
- The initial password is: 112233

Checking Voicemail Inside the Office:
- Press the line button next to the flashing envelope
- Press the **Messages** button

Teachers checking Voicemail Inside the Office:
- Enter your ID (your extension)
  *Your extension is the 4 digits
- Enter your password

Checking Voicemail Outside the Office Directly:
- Call xxx-xxxx & enter your password if prompted; otherwise:
- During the greeting, press *
- Enter your ID (your extension)
  * Your extension is the 4 digits
- Enter your password

Checking Voicemail Outside the Office Indirectly:
- Call the main number
- In the Auto-Attendant, press * OR
- Ask to be transferred to * and your extension (ex. *1234)
- Enter your ID (your extension)
- Enter your password

Checking Voicemail from Email:
- Voicemail will be in your email as a .mp3 file attachment and can be open and played through there.
- If you delete the message from the phone or email, it will be gone from the other as well
- If you listen to the message on the phone or mark the email as read, the phone message waiting indicator will turn off

Setting Up Main Mailbox
- Press GVM button
- Press messaging button
- Enter pin 112233
- Then change the pin to the desired pin (minimum 4 digits)
- Document the password so others can check the mailbox in your absence

Creating Private Distribution Lists
- Call into you voicemail
- Select option 4 (setup options)
- Select option 2 (message settings)
- Select option 4 (edit private lists)
- To create a list, select 2 (change names on a list)
- Select the number of the list (1-20)
- Press 1 to add names
- Spell the first few letters of the last name of the user, then press #
- When the matches play, select the appropriate response
- Press ## to change from searching by last name to extension (or wait for further options)
- Press 1 to add another user, press 2 to list the users, or press 3 to delete a user
- Press 4 to change the list name (during the recording it should be at least 4 seconds long or it may not accept the recording)
- Press * at any time to go back to the Main Private List menu that allows pressing 1 to play the lists, or pressing 2 to change the names on a list.

Sending to Private Distribution Lists
1. Call into your voicemail
2. Select option 2
3. Press ## to switch to extension
4. Press the number of the private distribution list to send to
5. Record the message and press #
6. Press # to send the message

Unity Keypad Options

Main Menu
1 – new messages
2 – send a message
3 – saved messages
4 – setup options
0 – help
* - cancel or back up a menu

Options During Message Playback
1 – jump to the Start
2 – skip/Mark saved
3 – delete
4 – slow Playback
5 – change Volume
6 – fast playback
7 – rewind Message
8 – pause/Resume
9 – fast Forward
- jump to after message options

Options After Message Playback
1 – replay Message
2 – save/Restore as saved
3 – delete
4 – replay message
5 – forward
6 – save as new/Restore as new
7 – rewind
8 – deliver email/fax
9 – save Play Message properties
- save as is

Sending a Message
Address and record message
- send message
1 – urgent
2 – return receipt
3 – private
4 – future delivery
5 – review recording
6 – re-record
7 – add to recording
9,1 – add name
9,2 – hear all names (and delete names)

Setup Options
1 – greetings
2 – message settings
3 – personal settings
4 – call transfer

Greetings
1 – record standard greeting
2 – turn on/off alternate with end date
    then record alternate greeting
3 – edit other greetings
    1 – standard
    2 – closed
    3 – alternate
    4 – busy
    5 – internal
4 – hear all greetings

Message Settings
1 – change message notification
    1 – pager
    2 – home phone
    3 – work phone
    4 – hear all greetings
2 – change fax delivery
    1 – keep this number
    2 – enter new number
3 – change menu type
    1 – select full or brief menus
4 – edit private lists
    1 – hear lists
    2 – change names on a list

Personal Settings
1 – change password
2 – change recorded name
3 – change directory listing
    1 – change listing status
4 – call transfer
    1 – switch between transferring calls to
        extension or voicemail
    2 – change extension or phone number

Greeting Information
Standard:
Plays during all hours, unless the other greetings are enabled.

Closed:
When enabled, plays outside of M-F 8am to 5pm.

Alternate:
When enabled, overrides ALL other greetings and plays until disabled or until end date is reached.

Busy:
When enabled, plays when a caller gets to your voicemail because your line was busy.

Internal:
If an internal caller dials your number, this greeting is heard (unless busy, alternate, or closed are enabled – then it plays the most appropriate of those).