# FAIRFIELD PUBLIC SCHOOLS

CISCO UNIFIED COMMUNICATIONS – QUICK REFERENCE GUIDE – 8811



DIALING OUT:	<ul> <li>Press the line (on the left) that you want to use.</li> <li>External: Dial 9 and an outside number.</li> <li>Internal: Dial the 4-digit extension number.</li> <li>Redial: Press REDIAL soft key to dial the last number entered.</li> </ul>	
ANSWER A CALL:	Lift the handset <u>or</u> press <b>ANSWER</b> soft key <u>or</u> press the flashing session key on the righthand side of the phone display.	
ANSWERING A 2 <sup>nd</sup> CALL:	While on an active call, press <b>flashing session button</b> on the right side of the display to answer the 2 <sup>nd</sup> call & to place 1st call on hold.	
Toggling between multiple calls:	Press the session key <u>or</u> if the call is on another line on your phone, press <u>the line 1<sup>st</sup> and then press the</u> session key next to the call you would like to answer.	
CALL PICKUP:	Press the <b>PICKUP</b> soft key to answer a call ringing in your group. (Contact your system administrator for more info.)	
DIVERT/DECLINE:	Press <b>DECLINE</b> soft key to send a <u>ringing</u> call to voice mail.	
HOLD:	To Hold: While on a call, press the HOLD wey.	
	To Retrieve Held Call: Press HOLD wey or RESUME soft-key or the flashing green session button.	
PARK:	<b>To Park a Call:</b> While on a call, press the <b>PARK</b> soft key & note the number the call is parked on at the bottom of the display.	
	<b>To Retrieve a Parked Call:</b> Go to any phone & dial the 4-digit number that call is parked on or press the session key where the call is parked on your phone to retrieve the call. ( <i>Park numbers are: 6000 – 6029</i> )	
CALL TRANSFER:	While on a call, press <b>TRANSFER 4</b> dial 4-digit extension. <i>(Optional – stay on the line to announce the call.)</i> Press <b>TRANSFER</b> again <u>or</u> <b>hang up</b> to complete the transfer.	
TRANSFER TO VM:	Press <b>TRANSFER</b>	
CONFERENCE:	While on a call, press <b>CONFERENCE</b> Wey. Dial 4-digit extension or dial <b>9</b> and an outside number. Press the <b>CONFERENCE</b> Wey again to join the parties.	

CALL FORWARD:	Repeat the same steps to add additional parties. <u>Activate</u> : Press FORWARD ALL soft key & 4-digit extension <u>or</u> press the MESSAGES key to forward to VM. <u>Deactivate</u> : Press FORWARD OFF soft key.
<u>CONTACTS</u> :	Press <b>CONTACTS W</b> key & select <b>CORPORATE</b> <b>DIRECTORY.</b> Search for an extension number by first or last name by entering letters with the telephone keypad.
APPLICATIONS/SETTINGS:	<u>Call History</u> : Press <b>Applications (Call History</b> ): Press <b>Applications (Call History</b> ): key & select <b>Recents</b> to view call logs – missed calls <u>or</u> all calls. When record is selected, you can press the "more" key and "Details" for more info OR "Edit dial" to add a "9" before a number to dial back out.
	Ringtones: Press Applications  key. Select Settings and Ringtone to change the ringtone on each line.
	Display: Press Applications  key. Select Settings and Brightness to change the contrast on the phone display.
	to scroll through menus on phone display & access recent calls.
VOLUME UP & DOWN: + A	Adjusts the volume on the ringer, handset and/or speaker.
SPEAKER:	Activates & deactivates speakerphone.
MUTE:	Mutes & unmutes active call.
HEADSET:	Activates & deactivates headset mode if you have a headset.
BACKUP:	Backs up to previous menu.
RELEASE:	Releases current call.
ACCESS VOICE MAIL:	Press the line key associated with the mailbox being checked.
	Press the <b>MESSAGES</b> key on your phone. Enter your <b>PIN</b> followed by <b>#</b> .
	AS A NEW USER, your default PIN is: <u>2580 #</u> New users must complete a new user tutorial. Follow prompts to record your name, greeting and change your PIN.
ALTERNATE VOICE MAIL ACCESS:	<u>Not at your desk,</u> press <b>MESSAGES</b> key on any Cisco phone. Press * (star) key. Enter your <b>ID</b> (4-digit mailbox number) followed by <b>#.</b> Enter your <b>PIN</b> followed by <b>#</b> .

# REMOTE VOICE MAIL ACCESS:

*This feature is available after 2/26/19.* Call **203-255-7333 & press \* (star)** when the greeting answers. **Enter your ID** (4-digit <u>mailbox</u> number) followed by **#.** Enter **PIN** followed by **#.** 

## **EXPRESS MESSAGING:**

Leaves a message for a user without calling them. From your phone, **press** \* and dial an extension/mailbox number. You may **press** # to bypass the greeting & leave a message. Hang up to send the message.

### CISCO UNIFIED MESSAGING:

Users have the ability to listen and delete voice mail messages from Outlook by clicking on a WAV attachment. When a message is deleted in Outlook, it is deleted from the phone as well. Feature is enabled by contacting IT.

#### **CISCO UNITY CONNECTION VOICEMAIL FLOW CHART**

LISTENING TO MES	SAGES	MAIN MENU	SET UP OPTIONS
During Message: Review Message SAVE	1 2	<ul> <li>1 Listen to new messages</li> <li>3 Listen to saved &amp; deleted messages</li> <li>2 Send a message</li> </ul>	$\begin{array}{c c} \underline{Greetings} & 1 \\ \hline \rightarrow 1 & \text{Rerecord} \\ \hline \rightarrow 2 & \text{Turn on Alternate} \\ (After enabling greeting, press 1 to set an end date or 2 to turn off manually.)} \end{array}$
DELETE Slow Playback Change Volume Fast Playback	3 4 5 6	4 Set up options	$  \begin{array}{c} \rightarrow 3  \text{Edit other Greetings} \\ \rightarrow 4  \text{Hear all Greetings} \end{array} $
Rewind Pause/resume Fast Forward Fast Forward to End Save as New After Message:	7 8 9 #	<ul> <li>5 Find a specific message</li> <li>6 List Meetings (Only: available with Unified Messaging.)</li> <li>7 External Messages</li> <li>SENDING A MESSAGE</li> </ul>	Message Settings2→ 1Change Message Notification→ 3Change Menu Style→ 4Edit Private Lists (1-25)
Repeat Message SAVE DELETE Reply (record or live rep		Record Message & press #. Enter extension & press #. → # Send Message	Preferences3 $\rightarrow$ 1Change PIN $\rightarrow$ 2Change Name $\rightarrow$ 3Directory Listing
Reply ALL Forward Message Mark as New Skip Back Message Properties (Date & Time)	42 5 6 7 9	<ul> <li>→ 1 Mark Urgent</li> <li>→ 2 Return Receipt</li> <li>→ 3 Mark Private</li> <li>→ 4 Set Future Delivery</li> <li>→ 5 Review Message</li> <li>→ 6 Rerecord Message</li> </ul>	Transfer Settings       4         → 1       Standard Transfer Rule         → 2       Alternate Transfer Rule         → 3       Closed Transfer Rule         → 4       Personal Transfer Rules         (Feature only applies to callers who dial extension from auto attendant, not calls on direct lines.)
USE THESE KEY ANYTIME Help Cancel/Back up Skip/Move ahead	0 * #	<ul> <li>→ 7 Add to Message</li> <li>→ 91 Add Names</li> <li>→ 92 Review Names</li> <li>→ 95 Copy Yourself</li> </ul>	Alternate Contact Numbers       5         → #       Edit Transfer Number         (Feature must be enabled by a system administrator.)

#### To record the alternate greeting & enable after your mailbox is set up:

Log into your mailbox. Press 4 for Set up options Press 1 for greetings Press 2 for alternate greeting Press 1 to set end date & time Follow prompts to set end date and time. The current alternate greeting will play. Press 1 to rerecord the alternate greeting.