FAIRFIELD PUBLIC SCHOOLS

CISCO UNIFIED COMMUNICATIONS – QUICK REFERENCE GUIDE – 8811



DIALING OUT:	 Press the line (on the left) that you want to use. External: Dial 9 and an outside number. Internal: Dial the 4-digit extension number. Redial: Press REDIAL soft key to dial the last number entered. 	
ANSWER A CALL:	Lift the handset <u>or</u> press ANSWER soft key <u>or</u> press the flashing session key on the righthand side of the phone display.	
ANSWERING A 2 nd CALL:	While on an active call, press flashing session button on the right side of the display to answer the 2 nd 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 1st and then press the</u> session key next to the call you would like to answer.	
CALL PICKUP:	Press the PICKUP soft key to answer a call ringing in your group. (Contact your system administrator for more info.)	
DIVERT/DECLINE:	Press DECLINE 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:	To Park a Call: While on a call, press the PARK soft key & note the number the call is parked on at the bottom of the display.	
	To Retrieve a Parked Call: 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 TRANSFER 4 dial 4-digit extension. <i>(Optional – stay on the line to announce the call.)</i> Press TRANSFER again <u>or</u> hang up to complete the transfer.	
TRANSFER TO VM:	Press TRANSFER	
CONFERENCE:	While on a call, press CONFERENCE Wey. Dial 4-digit extension or dial 9 and an outside number. Press the CONFERENCE 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 CONTACTS W key & select CORPORATE DIRECTORY. Search for an extension number by first or last name by entering letters with the telephone keypad.
APPLICATIONS/SETTINGS:	<u>Call History</u> : Press Applications (Call History): Press Applications (Call History): key & select Recents 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 MESSAGES key on your phone. Enter your PIN followed by # .
	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 MESSAGES key on any Cisco phone. Press * (star) key. Enter your ID (4-digit mailbox number) followed by #. Enter your PIN followed by # .

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	 1 Listen to new messages 3 Listen to saved & deleted messages 2 Send a message 	$\begin{array}{c c} \underline{Greetings} & 1 \\ \hline \rightarrow 1 & \text{Rerecord} \\ \hline \rightarrow 2 & \text{Turn on Alternate} \\ (After enabling greeting, press 1 to set an end date or 2 to turn off manually.)} \end{array}$
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 #	 5 Find a specific message 6 List Meetings (Only: available with Unified Messaging.) 7 External Messages SENDING A MESSAGE 	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	 → 1 Mark Urgent → 2 Return Receipt → 3 Mark Private → 4 Set Future Delivery → 5 Review Message → 6 Rerecord Message 	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 * #	 → 7 Add to Message → 91 Add Names → 92 Review Names → 95 Copy Yourself 	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.