

# FAIRFIELD PUBLIC SCHOOLS

## CISCO UNIFIED COMMUNICATIONS – QUICK REFERENCE GUIDE – 8811



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### 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 or press **ANSWER** soft key or 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 **flashing session button** on the right side of the display to answer the 2<sup>nd</sup> call & to place 1st call on hold.

### Toggleing between multiple calls:

Press the session key or if the call is on another line on your phone, press the line 1<sup>st</sup> and then press the session key next to the call you would like to answer.

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### 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 ringing call to voice mail.

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### HOLD:

**To Hold:** While on a call, press the **HOLD**  key.

**To Retrieve Held Call:** Press **HOLD**  key 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.  
(*Park numbers are: 6000 – 6029*)

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### CALL TRANSFER:

While on a call, press **TRANSFER**  & dial 4-digit extension. (*Optional – stay on the line to announce the call.*) Press **TRANSFER** again or **hang up** to complete the transfer.

### TRANSFER TO VM:

Press **TRANSFER**  and press \* (**star**) and 4-digit mailbox number. Hang up to complete the transfer.

### CONFERENCE:

While on a call, press **CONFERENCE**  key.  
Dial 4-digit extension or dial **9** and an outside number.  
Press the **CONFERENCE**  key again to join the parties.

**CALL FORWARD:**


Repeat the same steps to add additional parties.

**Activate:** Press **FORWARD ALL** soft key & **4-digit extension** or press the **MESSAGES** key to forward to VM.


**Deactivate:** Press **FORWARD OFF** soft key.


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**CONTACTS:**

Press **CONTACTS**  key & select **CORPORATE DIRECTORY**. Search for an extension number by first or last name by entering letters with the telephone keypad.

**APPLICATIONS/SETTINGS:**

**Call History:** Press **Applications**  key & select **Recents** to view call logs – missed calls or 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.

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**NAVIGATION BUTTON:**



Used to scroll through menus on phone display & access recent calls.

**VOLUME UP & DOWN:**



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.

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**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: 2580 #**

New users must complete a new user tutorial. Follow prompts to record your name, greeting and change your PIN.

**ALTERNATE VOICE MAIL ACCESS:**

Not at your desk, 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 mailbox number) followed by **#**.  
Enter **PIN** followed by **#**.

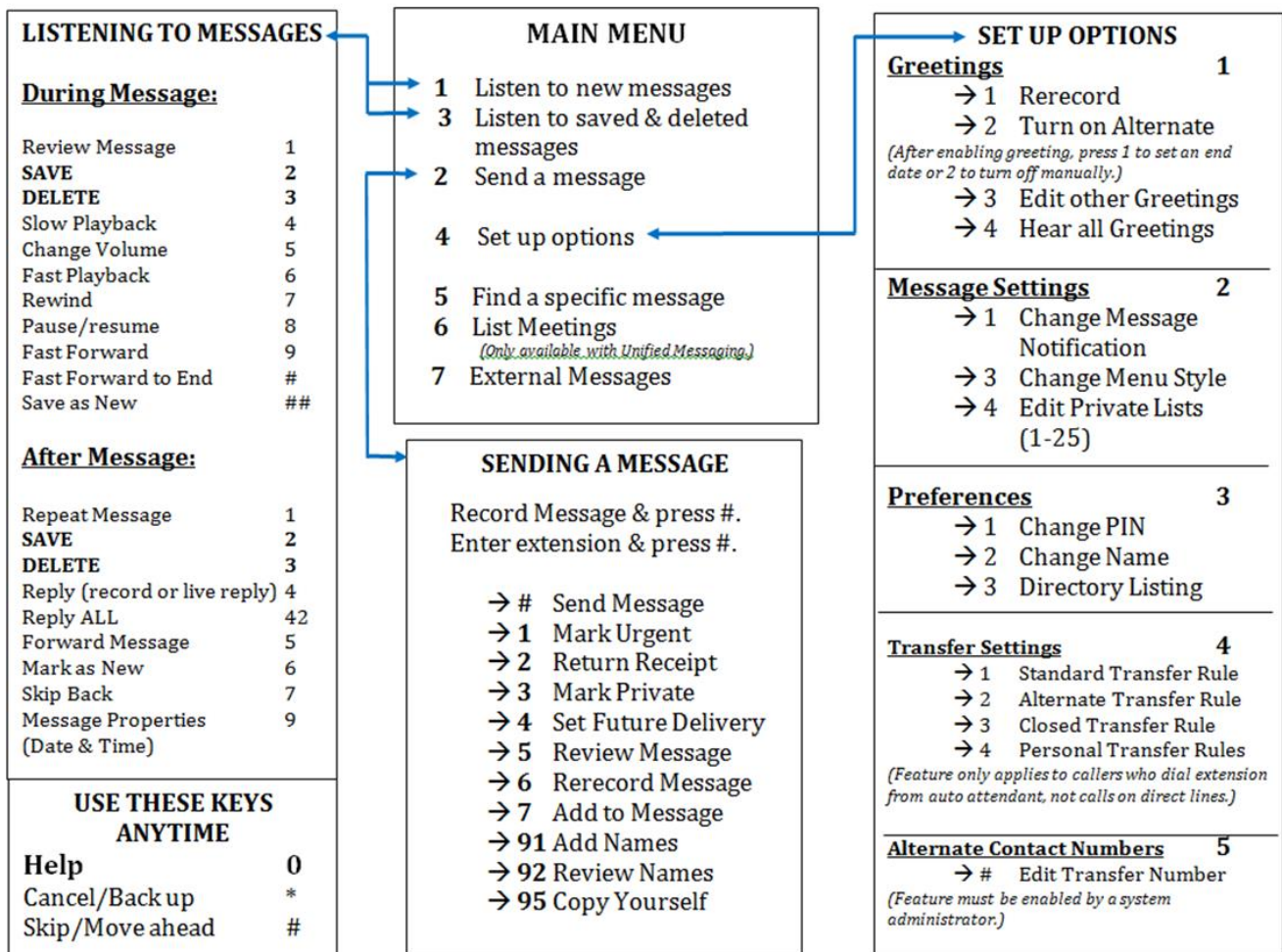
## EXPRESS MESSAGING:

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



### 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.