Cisco Unified Communications
Quick Tip Sheet

Answering a Call

- Press the SPEAKER button on the bottom right of the unit, the Answer soft key, or pick up the receiver

Placing a Call on Hold

- While on an established call, press the Hold soft key
- To continue the original call, press the Resume soft key

Transferring a Call

- While on an established call, press the Transfer soft key
- Dial the extension number
- You may wait for the party to answer the call, announce the call you are sending, and press the Transfer soft key a second time OR;
- You may do a blind transfer by hanging up or pressing the Transfer soft key a second time immediately after the call starts to ring

NOTE: If you are transferring a call to an extension number and the call is not answered or goes to voicemail while you are on the line, press the EndCall and Resume soft keys to be reconnected to the original caller.

Transferring Calls Directly to Voicemail

- From an active call, press the Transfer soft key
- Press the asterisk (*) plus the extension number
- Press the Transfer soft key a second time

Call Forward All Calls

- Press the CallFwdAll soft key
- Dial the extension or external number to which calls are to be forwarded (enter '9' plus Area Code for external number)
- To forward all calls to voicemail, dial extension 2999 in the above step
- To remove – Press the CallFwdAll soft key a second time

Call Park

- During an active call, press the more soft key until you see Park
- Press the Park soft key, the LCD screen displays the special call park number at which the call is stored
- Make a note of the call park number, and hang up. The call is parked at that number, allowing you to retrieve it from another phone. Go to any other phone, left the handset, and dial the call park number. You will be reconnected to your original call.

Conference Calling – Six (6) total (originator and 5 additional parties)

- Place or answer the first call
- Press the more soft key and select the Confmr soft key; place 2nd call, press the Confmr soft key again – you now have three (3) callers joined.
- Press the more soft key and select the Confmr soft key; place 3rd call, press Confmr soft key again – repeat process to add additional callers
- To remove a party from the conference call, press the ConfList soft key and select the number of the call you wish to terminate
- Press the EndCall soft key
- Press the Resume soft key to be reconnected to the conference call.

Voicemail Setup

- Press the Messages key and enter the default password '147963'; the setup tutorial will begin. Please do not hang up until you have completed the session.
- New password requires a minimum of 4-digits.
- To set up your greeting(s), personal identification, private lists, etc., follow the prompts inside voicemail (instructions are on the reverse side of sheet)
- To access voicemail away from the office, dial 256-306-2999 and press * when the greeting starts. Enter your extension and password as prompted.
Voicemail Prompts

- Log into voicemail by pressing the Messages key and entering your password.
- The first set of prompts will be as follows:
  - To play new messages, press 1
  - To send a message, press 2
  - To review old messages, press 3
  - Setup options, press 4
  - To find a message, press 5
  - For Help, press 0
  - To Exit, press *
- If no new messages, the prompt will begin at Option 2:
  - To send a message, record your message, and press #
  - Enter the name of the person to whom you wish to send the message, press #
  - The recorded name will be played; if correct, press #; press # a second time to send
- To review old messages, press 3
  - To review Saved messages, press 1
  - To review Deleted messages, press 2
- To enter Setup options, press 4
  - To change your Greetings, press 1 (greetings are heard by the caller when reaching voicemail)
    - To change your Standard greeting, press 1
    - To change your Closed greeting, press 2
    - To change your Alternate greeting, press 3
    - To change your Busy greeting, press 4
    - To change your Internal greeting, press 5
    - To change your Holiday greeting, press 6
    - For Help, press 0
    - To Exit, press *
  - NOTE: Not all greetings must be recorded; the Standard greeting will be used if no others are present
- To change your Message Settings, press 2
  - To change your Message Notifications, press 1
    - You can set up Message Notifications to be sent to various devices (cell phone, pager, etc.)
  - To change your Menu Style, press 3
    - You now hear full menus; for brief menus, press 1
    - For Help, press 0
    - To Exit, press *
  - To change your Private Lists, press 4
    - You may set up Private Lists for calling within the college or external numbers
- To change your Personal Settings, press 3
  - To change your PIN (password), press 1
    - Your PIN (password) MUST be a minimum of 4-digits
  - To change your Recorded Name, press 2
    - Your Recorded Name is heard by the caller when forwarded to voicemail if no greeting has been recorded; it is also an identifier for others when setting up Private Lists
  - To change your Directory Listing, press 3
    - You may choose whether or not to be listed in the Directory Listing; default is 'yes'
  - For Help, press 0
  - To Exit, press *
  - To change your Transfer Settings, press 4
  - For Help, press 0
  - To Exit, press *
- To find a message, press 5
  - To display all new messages, press 4
  - To display all messages, press 5
  - To display messages from another voicemail user, press 1
  - To display all messages from external numbers, press 2
  - To display all messages from a specific external number, press 3
  - For Help, press 0
  - To Exit, press *