**DIALING OUT:**
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 the flashing line key.

**ANSWERING A 2\(^{nd}\) CALL:**
While on an active call, press **flashing amber line key** to answer the 2\(^{nd}\) call and to place 1st call on hold.

**Toggling between 2 calls:**
Press the **flashing line key**. Along with the caller ID, the display will show which of the 2 calls you are on “Call 1 of 2” or “Call 2 of 2.”

**CALL PICKUP:**
Press the **PICKUP** soft key to answer a call ringing in your group. *(Pick up groups are maintained by ITS.)*

**DIVERT:**
Press **DIVERT** soft key to send a ringing call to voice mail.

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

To Retrieve Held Call: Press the **blinking line key**.

Note: If multiple calls are holding, use the navigation key to select which call to retrieve.

**PARK:**
To Park a Call: While on a call, press the **MORE** soft key & **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 3-digit number that call is parked on. *(Park numbers are: 290 - 299)*

**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. Repeat the same steps to add additional parties.
**DO NOT DISTURB:** Disables the ringer. Caller will go to VM if call is not answered. Press *DND* soft key to activate & deactivate do-not-disturb.

**CALL FORWARD:**

*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:**

*Call History:* Press *Applications* key & select *Call History & All Lines* to view call logs – missed calls or all calls.  
*Ring Tones:* Press *Applications* key. Select *Preferences* and *Ring Tone* to change the ring tone on each line.  
*Display:* Press *Applications* key. Select *Preferences* and *Brightness* to change the contrast on the phone display.

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**NAVIGATION BUTTON:** Used to scroll through menus on the phone display and to access call history. It is also used to select which call to take off of hold or which call to answer if more than 2 calls are being handled on a single line.

**VOLUME UP & DOWN:** Adjusts volume on the ringer, handset and/or speaker.

**SPEAKER:** Activates & deactivates speakerphone.

**MUTE:** Mutes & unmutes active call.

**HEADSET:** Activates & deactivates headset mode.

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**ACCESS VOICE MAIL:** Press the *MESSAGES* key on your phone. Enter your *PIN* and #.  

**AS A NEW USER, your default PIN is:** 1234 #  
New users must complete a new user tutorial. Follow prompts to record your name, greeting and change your PIN.

**Note about department mailboxes:** When checking department mailboxes, press the department line on your phone first and then press the *MESSAGES* key.
**ALTERNATE VOICE MAIL ACCESS:** Not at your desk, press **MESSAGES** key on any Cisco phone or dial 5522 or 7787.
Press * (star) key.
Enter your ID (4-digit mailbox number) followed by #.
Enter your PIN followed by #.

**REMOTE VOICE MAIL ACCESS:** Call 860-768-5522 or 7787 & press * (star) when the greeting answers.
Enter your ID (4-digit mailbox number) and #.
Enter PIN and #.

**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.

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**CISCO UNITY CONNECTION VOICEMAIL FLOW CHART**

**LISTENING TO MESSAGES**

- During Message:
  - Review Message: 1
  - SAVE: 2
  - DELETE: 3
  - Slow Playback: 4
  - Change Volume: 5
  - Fast Playback: 6
  - Rewind: 7
  - Pause/resume: 8
  - Fast Forward: 9
  - Fast Forward to End: #
  - Save as New: ##

- After Message:
  - Repeat Message: 1
  - SAVE: 2
  - DELETE: 3
  - Reply (record or live reply): 4
  - Reply ALL: 42
  - Forward Message: 5
  - Mark as New: 6
  - Skip Back: 7
  - Message Properties: 9
  - (Date & Time)

**USE THESE KEYS ANYTIME**

- Help: 0
- Cancel/Back up: *
- Skip/Move ahead: #

**MAIN MENU**

- 1. Listen to new messages
- 2. Send a message
- 3. Listen to saved & deleted messages
- 4. Set up options
- 5. Find a specific message
- 6. List Meetings
  *(Only available with Unified Messaging)*
- 7. External Messages

**SENDING A MESSAGE**

- Record Message & press #.
- Enter extension & press #.
  - # Send Message
  - 1 Mark Urgent
  - 2 Return Receipt
  - 3 Mark Private
  - 4 Set Future Delivery
  - 5 Review Message
  - 6 Rerecord Message
  - 7 Add to Message
  - 91 Add Names
  - 92 Review Names
  - 95 Copy Yourself

**SET UP OPTIONS**

- Greetings:
  - 1 Rerecord
  - 2 Turn on Alternate
  *(After enabling greeting, press 1 to set an end date or 2 to turn off manually)*
  - 3 Edit other Greetings
  - 4 Hear all Greetings

- Message Settings:
  - 1 Change Message Notification
  - 3 Change Menu Style
  - 4 Edit Private Lists
    *(1-25)*

- Preferences:
  - 1 Change PIN
  - 2 Change Name
  - 3 Directory Listing

- Transfer Settings:
  - 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)*

- Alternate Contact Numbers:
  - 1 Edit Transfer Number
  *(Feature must be enabled by a system administrator)*