



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 2nd CALL:

While on an active call, press **flashing amber line key** to answer the 2nd 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.


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.

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.

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.

CISCO UNITY CONNECTION VOICEMAIL FLOW CHART

