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, press ANSWER soft-key or press the flashing session key on the right hand side of the phone display.

ANSWERING A 2nd CALL: While on an active call, press flashing session button on the right side of the display to answer the 2nd call & to place 1st call on hold.

Toggling between multiple calls: Press the session key or if the call is on another line on your phone, press the line 1st and then press the 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. (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 HOLD key or RESUME soft-key or the flashing green session button.

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 or press the session key where the call is parked on your phone to retrieve the call.
(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 Contrast to change the contrast on the phone display.

NAVIGATION BUTTON: Used to scroll through menus on the phone display and to access call history.

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.

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**

![Flow Chart Image]