

CISCO UNIFIED COMMUNICATIONS MANAGER REFERENCE GUIDE – Analog

ANALOG LINE FEATURE ACCESS CODES:

CALL PICK UP	Dial **3
TRANSFER	"flash" + number
CONSULTATION	"flash" + number consult
CONFERENCE	"flash" + number + "flash"

CALL FORWARD	Dial **1 + number
CANCEL CALL FORWARD	Dial **2
REDIAL	Dial * #
VOICE MAIL	5522 or 7787

DIALING OUT: Dial **9** & number **or** dial 4-digit extension.

LAST NUMBER REDIAL: Pick up handset and press *#.

CALL WAITING: Press the hook switch if you hear a call waiting tone to put the 1st call on hold and answer the 2nd call. Use "flash" to toggle between calls.

CALL PICK UP: Dial ****3** to answer a call ringing in your pick up group.

HOLD: While on call, press the hook switch or flash.

HOLD RETRIEVE: Press hook switch or flash again.

CALL TRANSFER: While on a call, press the hook switch or flash.
Dial 4-digit extension & hang up to complete the transfer.

TRANSFER TO VM: While on a call, press hook switch or flash, press * and 4-digit mailbox number. Hang up to complete the transfer.

CONFERENCE: While on a call, press hook switch or flash.
Dial 4-digit extension or dial 9 and an outside number.
Press the hook switch or flash again to join parties together.

FORWARD ALL CALLS: Lift receiver and dial call forward code: ****1**
Enter the 4-digit extension or 7787 to forward calls to your VM.

DEACTIVATE CALL FORWARD: Lift receiver and dial ****2**.

ACCESS VOICE MAIL:

Dial **5522** or **7787**.

Enter your PIN and #.

AS A NEW USER, your default password is: 1234 #

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

ALTERNATE VOICE MAIL ACCESS:

Not at your desk dial **5522** or **7787** and press * (**star**).

Enter **ID** (mailbox number) and #.

Enter **PIN** and #.

From off campus, dial **860-768-5522** or **7787**.

When the greeting answers, press * (**star**)

Enter **ID** (mailbox number) and #.

Enter **PIN** and #.

EXPRESS MESSAGING:

From your phone, press * and dial an extension/mailbox number. You will hear their mailbox greeting. You may press # to bypass the greeting & leave a message. Hang up to send.

Cisco Unity Connection Flow Chart

