



Model
7945/65

WEST HARTFORD SCHOOLS

CISCO UNIFIED COMMUNICATIONS MANAGER REFERENCE GUIDE

DIALING OUT:

External: Dial **9** and an outside number.
Internal: Dial the 4-digit extension number.
Redial: Press **REDIAL** soft key to automatically dial the last number entered.

ANSWERING A CALL:

Lift the receiver/handset or press the flashing line key to answer on speakerphone.

ANSWERING A 2nd CALL:

While on an active call, press **ANSWER** soft key to place 1st call on hold & answer the 2nd ringing call.

Toggling between multiple calls:

Use **navigation button** (up and down arrow) to select (highlight) the call to retrieve from hold & hit **RESUME** soft-key.



Use soft keys to **resume**, **hold**, or **park** the active call. The previous call is automatically placed on hold when selecting another call.
Note: The soft keys affect the active window only.

DIVERT:

Press the **IDivert** soft key while your phone is ringing to send a call to voice mail.

CALL PICK UP:

Press **PICK UP** soft key & **ANSWER** soft key to answer a call ringing in your group. (*Groups are pre-programmed.*)

HOLD:

While on a call, press the **HOLD** soft key.

HOLD RETRIEVE:

Press **RESUME** soft key **or** press the **blinking line key**.
*Note: If multiple calls are holding, scroll using the navigation button to select/highlight the call that you want to retrieve and then press **RESUME** soft key.*

PARK:

To Park: While on a call, press the **PARK** soft key & note the **number** the call is parked on at the bottom of the display. (*If you don't see **PARK** soft key, press **MORE**.*)

To Retrieve a Parked Call: Go to any phone & dial the 3-digit number that call is parked on.
(*Park numbers are: 400 - 419*)

CALL TRANSFER:

While on a call, press **TRANSFER** soft key & dial 4-digit extension. Announce the call (optional) and press **TRANSFER** soft key again to complete the transfer.

TRANSFER TO VM:

Press **TRANSFER** soft key, press * and 4-digit mailbox number. Press **TRANSFER** soft key to complete the transfer.

CONFERENCE:

While on a call, press **MORE** soft key & **CONFNRN** soft key. Dial 2nd party, (*either a 4-digit extension or 9 & an outside number.*)

Press the **CONFNRN** soft key again to join parties together. Repeat the same steps to add additional parties – up to 10 parties per conference call.

OTHER CONFERENCE FEATURES:

REMOVE LAST PARTY CONFERENCED: To remove the last party that joined a conference call, press **MORE** soft key & **RmLstC**.

CONFERENCE LIST: To choose which party to remove, press **MORE** soft key & **ConfList** soft key & scroll to the party to remove. Press **REMOVE** soft key.

CALL FORWARD:

Press **CFWDALL** soft key.

Dial 4-digit extension or press **MESSAGES** key to FWD to VM. (*While the phone is forwarded, you will see a flashing arrow on your display and it will show where your phone is forwarded.*)

Deactivate Call Forward All by pressing **CFWDALL** soft key.

DIRECTORIES:



Press **DIRECTORIES** key to show a log of MISSED CALLS, RECEIVED CALLS, PLACED CALLS & the CORPORATE DIRECTORY (extension directory.)

SETTINGS/User Preferences:



Customize contrast & ring settings. Select default ring and review additional ring tones. Press **Select & SAVE** to save settings.

SERVICES:



See system administrator for more information.

HELP/QUESTION KEY:



Press the **HELP** key & any other button on the phone for info.

VOLUME UP & DOWN:



Adjusts the volume on the ringer, handset and speaker.

ACCESS VOICE MAIL:



Press **MESSAGES** key on your phone. Enter your **PIN** and **#**.

AS A NEW USER, your default voice mail PIN is 0000 #.

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

ALTERNATE VOICE MAIL ACCESS:

Not at your desk, press **MESSAGES** key on any Cisco phone. Press * (**star**) key.

Enter your ID (mailbox/extension number) and **#**.

Enter your **PIN** and **#**.

REMOTE VOICE MAIL ACCESS:

Call **860-561-7401**.

Press * (**star**) key when the greeting answers.

Enter your ID (mailbox/extension number) and **#**.

Enter **PIN** and **#**.

EXPRESS MESSAGING:

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.

Unity Connection Voice Mail Flow Chart

