Model 3905

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** key to automatically dial the last number entered.

ANSWERING A CALL:

Lift the handset or press the speakerphone button to answer on speakerphone.

HOLD:

While on a call, press the **HOLD/RESUME** key.

HOLD RETRIEVE:

Press **HOLD/RESUME** key again.

CALL TRANSFER:

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

TRANSFER TO VM:

Press **TRANSFER** key, press ***(star)** and 4-digit mailbox number. Press **TRANSFER** key again to complete the transfer.

CONFERENCE:

While on a call, press & release the hook switch to get dial tone.
Dial 2nd party, *(either a 4-digit extension or 9 & an outside number.)*
Press & release the hook switch again to create the conference.

CALL FORWARD:

In the center of the Navigation bar, press the **FEATURE** button.
Select **Call Forward All** and press the **FEATURE** button.
Listen for a confirmation tone & then enter the number to forward calls to.
To cancel call forwarding: In the center of the Navigation bar, press the **FEATURE** button. Select **Call Forward All** and press the **FEATURE** button.

Feature

APPLICATIONS KEY:

Customize ring settings and access call history.

VOLUME UP & DOWN:

Adjusts the volume on the ringer, handset and speaker.

ACCESS VOICE MAIL:

Dial **7401.**
Press *** (star).**
Enter your **ID (mailbox/extension number)** and **#**
Enter your **PIN** and **#.**
AS A NEW USER, your <u>default</u> 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, dial **7401** 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 you hear the automated message.
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

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
3   Listen to saved & deleted messages
2   Send a message

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**
→ 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   **2**
→ 1 Change Message Notification
→ 3 Change Menu Style
→ 4 Edit Private Lists (1-25)

Preferences   **3**
→ 1 Change PIN
→ 2 Change Name
→ 3 Directory Listing

Transfer Settings   **4**
→ 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   **5**
→ # Edit Transfer Number
(Feature must be enabled by a system administrator.)