

Your Phone

1. Incoming call or voicemail indicator
2. Phone Screen
3. Feature and session buttons
4. Softkeys
- 5 & 6. Navigation cluster, and Release
- 7, 8, 9. Hold, Conference and Transfer
- 10, 11 & 12. Speakerphone, Headset and Mute
- 13, 14 Dial Pad & Volume
- 15, 16, & 17. Contacts, Applications, Voicemail
- 18 & 19. Back & Handset

Dial Plan

Internal Calls: Dial 5-digit extension

External Calls: Domestic/Local: 9+1 Area Code + Number

Int'l: 9+011+Country Code + Number

Emergency External: 911

Place a Call

- Enter a number and pick up the handset.
- Press **Redial** softkey.
- Press **New Call**, **Speaker** or **Headset** and dial.

Answer a Call







- Press the flashing amber session button.

Put a Call on Hold

- Press **Hold**.
- To resume a held call, press **Hold** again or **Resume** softkey.

Feature and Session Buttons

Feature buttons (left side): view calls on a line or Speed Dials
Session buttons (right side): resuming calls or answering a call

-  Green, steady: Active call
-  Green, flashing: Held call
-  Amber, steady: Private line in use
-  Amber, flashing: Incoming call
-  Red, steady: Remote line in use
-  Red, flashing: Remote line on hold

Call Transfer

Transfer

To transfer while on an active call:

- Press the **Transfer** button or softkey
- Dial the intended party
- Announce caller when line is picked up
- Press the **Transfer** button

Note: If dialed party does not wish to take the call, press **End Call**, then resume original call.

Transfer to Voicemail

- Press **Transfer + * + X-digit extension + Transfer**

Call Forward

To forward all incoming calls:

- Select a line and press **Forward all** softkey
- Dial 5-digit extension for an internal call or 9+1 if forwarding call to external number

To forward to voicemail:

- Press the **Forward ALL** softkey
- Press the **Messages** button

To receive calls again:

- Press the **Forward Off** softkey again

Conference

Ad Hoc Conference (MAX #8)

While on an active call:

- Press **Conference** button
- Dial the intended party, then press the **Call** softkey

- When call connects, press **Conference** button to connect the calls
- Repeat to add additional parties

To rejoin conference if party is not available:

- Press **EndCall** softkey
- Press **Resume** softkey and you are connected with conference in progress

The conference ends when all participants hang up.

View Conference Participants

- Press the **Show detail** soft key
- To refresh the screen, press **Update**

Remove Conference Participants

- Press **Show Detail** soft key
- Highlight the party you wish to remove using the **Navigation** button
- Press the **Remove** soft key

Add Another Person to a Call

- From a connected call that is not on hold, press **Conference**.
- Press **Active calls** to select a held call and press **Conference** again to join the calls.

Decline

Sending an Active or Ringing Call to your Voicemail or to a Predetermined Number

To redirect an incoming, ringing call while on another call:

- Highlight the incoming call and press **Decline** softkey

To redirect an incoming call while not on a call:

- Press **Decline** softkey

To redirect a held call:

- First resume the call and then press the **Decline** softkey

Directories

Corporate Directory

- Press **Contacts** button
- Select **Corporate Directory**
- Perform a search by name or extension
- Press **Submit**
- To dial, scroll to a listing and press the **Select** button in the Navigation pad
- Press **Select** button again
- Press **Call** softkey

To Exit:

- Press the **Back** button multiple times

Personal Directory

To access the Personal Directory:

- Press **Contacts** button
- Select **Personal Directory**
- Enter **User ID:** Active Directory ID
- Enter **Password:** Your Extension Mobility PIN (not your VM PIN)
- Press **Submit**
- Select Log Out, Select and OK to log out

Add a Personal Directory Entry:

- Press the **Contacts** button
- Sign in to **Personal Directory**
- Select **Personal Address Book**

- Press the **Submit** softkey
- Press the **New** softkey
- Enter the nickname information
- Press the **Phones** softkey and enter the phone numbers
- Press the **Submit** softkey to add the entry to your personal directory

Search for an Entry in Personal Directory:

- Press the **Contacts** button
- Sign in to **Personal Directory**
- Select **Personal Address Book**
- Select one, all, or none of these:
 - Last Name, First Name, Nickname
- Enter the search criteria information, then press the **Submit** softkey.

Call History

- Press the Navigation button down

OR

- Press **Applications** button
- Select **Recents**
- Select line to view

Note: You can view **missed** or **all calls** by selecting the softkey

Managing your phone from the Web

To manage features such as speed dials (phone buttons), abbreviated dials (softkeys), Phone Contacts:

- <https://myphone.scsu.southernct.edu/ucmuser>

- ID: **Active Directory ID**
- Password: **Active Directory Password**
- Speed Dial Configuration

To create additional speed dials:

- Click **Phones** tab
- Click **Phone Settings**
- Click **Speed Dial Numbers**
- Do the following:

1. If your phones are linked, click **Add New Speed Dial**
2. If your phones are not linked, select the phone for which you want to add the speed dial number, and then click **Add New Speed Dial**
3. Enter in the Number
4. Enter in Label
5. Assign speed dial number (1-199)
6. Click **Save**

Call Forwarding

- Click **Phones** tab
- In the left navigation pane, click **Call Forwarding**
- Click the phone number on which you want to set up call forwarding

- Check the **Forward all calls to:** check box
- From the Forward calls to drop-down list box, enter the phone number to which you want to forward all calls
- Click **Save**

To turn forwarding off:

- Uncheck the “**Forward all calls to**” box
- Click **Save**

Do Not Disturb

- Click the **IM & Availability** tab
- Check the “turn on” box under the Do Not Disturb section
- Uncheck the box to turn DND off

Phone Contacts

- Press **Phones** tab across the top of the page
- Press **Phone Settings** tab
- Click **Create New Contact**. The Add New Phone Contact window appears.
- Complete the fields with the contact information for the contact
- Click **OK**

Voicemail

Setting up Voicemail

- Press the **Messages** button
- Enter your default PIN **XXXX#**
- Record your **Name**
- Record your **Greeting**
- Change your **Temporary PIN**
- Confirm your **PIN**
- Press **#** to confirm your Directory Listing

Note: Your password must be at least 6-digits.

Internal Sign-on

From your phone:

- Press **Messages** button
- Enter your PIN, **#**

From another phone:

- Press Messages
- Press * key
- Enter your 5-digit extension, PIN, **#**

External Voicemail Access

- Dial your direct number
- Press * key
- Enter 5-digit extension, **#**, Pin, **#**

VM Password

- Your voicemail password will expire every 90 days.

Main Menu:

- 1 Listen to messages
- 2 Send a message
- 3 Review old messages
- 4 Setup options

Greetings

- 4-1-1 Re-record Standard Greeting
- 4-1-2 Re-record Alternate Greeting
- 4-3-2 Re-record Name
- 4-3-1 Change PIN

Direct to Voicemail

To leave someone a voicemail message without having to call them:

- Press * + 5-digit extension

Check Messages

To check for messages after logging in:

- Press 1 to listen to new messages
- Press 3, then 1 to review saved messages
- Press 3, then 2, then 1 to listen to deleted messages

The following options can be used while listening to your mail:

- | | |
|-----------------|--------------------|
| 1 Restart | 6 Fast Playback |
| 2 Save | 7 Rewind |
| 3 Delete | 8 Pause or Resume |
| 4 Slow Playback | 9 Fast forward-End |
| 5 Change Volume | # Skip Message |
| | ## Keep Msg. New |

After listening to messages:

- | | |
|-----------|----------------------|
| 1 Replay | 6 Mark As New |
| 2 Save | 7 Skip Back |
| 3 Delete | 9 Msg. Properties |
| 4 Reply | * Cancel Playing Msg |
| 5 Forward | 0 Help |

Managing your Voicemail from your Computer

Web Inbox-Visual voicemail through your computer

- <https://myvoicemail.scsu.southernct.edu/inbox>

- User Name: **Active Directory ID**
- Password: **Active Directory Password**
- You are now viewing your Web Inbox

To view and listen to voicemail:

- New unheard messages are bolded, old messages are not bolded.
- Place your mouse over the message and click the play button to hear the message.

To log off Web Inbox:

- Click the **Sign Out** link in the upper-right corner

Messaging Assistant-Change your VM PIN

- <https://myvoicemail.scsu.southernct.edu/ciscopca>

- User Name: **Active Directory ID**
- Password: **Active Directory Password**

To change your VM PIN:

- Click **Passwords** drop down
- Select **Change PIN**
- Enter new voicemail PIN and enter it again to confirm using digits 0-9.
- Select **Save**

To log off Messaging Assistant:

- Click the **Sign Out** link in the upper-right corner.