



Your Phone

1. Incoming call or voicemail indicator
2. Camera
3. Feature and session buttons
4. Softkeys
5. Back, Navigation cluster, and Release
6. Hold, Transfer, and Conference
7. Headset, Speakerphone, and Mute
8. Voicemail, Applications, and Mute
9. Volume

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 + * + 5-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
- Enter **Password:** Your Extension Mobility PIN (not your VM PIN)Password
- Press **Submit**

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

Stop Your Video

- Turn the camera shutter counterclockwise to stop your video.
- Turn the camera shutter clockwise to start your video.

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 **147369#**
- 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 or 203-392-7700
- 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. Listened to 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.