

Accessing Voicemail

On-Site - From Your Extension

Press Messages Key *or* Dial 5700
Enter Password followed by #

On-Site - From Another Extension

Press Messages Key *or* Dial 5700
Press *(Star Key) + Extension Number followed by #
Enter Password followed by #

Off-Site

Dial **(818) 240-1000**
Press *(Star Key) + Extension Number followed by #
Enter Password followed by #



Cisco Unity Voicemail User Guide

Setting Up Initial Voicemail

Press **messages** or Dial 5700
Enter Default Password:
Follow prompts to:
Record Name (Press # When Complete)
Record Personal Greeting (Press 1 to Record Personal Greeting - Press # When Complete)
Enter Password (5-20 characters long - Press # When Complete)
Add Name to Directory Assistance (Press # to keep your name in the directory)
Mailbox Setup is Complete!

Provided by:



GLOBAL
GROUP

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During Message Menu

While listening to a message, press:

Key(s)	Task
1	Restart message
2	Save
3	Delete
4	Slow playback
5	Change volume*
6	Fast playback
7	Rewind message
8	Pause/Resume
9	Fast-forward
#	Fast-forward to end
##	Skip message, save as is

*Not available on some systems.

After Message Menu

After listening to a message, press:

Key(s)	Task
1	Replay message
2	Save/Restore as saved*
3	Delete
4	Reply
42	Reply to all
44	Call the subscriber*
5	Forward message
6	Save as new/Restore as new*
7	Rewind message
8	Deliver fax to fax machine*
9	Play message properties
#	Save as is

*Not available on some systems.

Shortcuts

While listening to the Main menu, press:

Keys	Task
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
422	Change fax delivery*
423	Choose full or brief menus
431	Change phone password
432	Change recorded name
44	Change call transfer
51	Find messages from a subscriber*
52	Find messages from all outside callers*
53	Find messages from a specific outside caller*

*Not available on some systems.

After recording a message, press:

Keys	Task
11	Change addressing
12	Change recording
13	Set special delivery
14	Review recorded message

While listening to a message, press:

Keys	Task
#2	Restore as saved*
#4	Reply
#42	Reply to all
#5	Forward message
#6	Save as new/Restore as new*
#8	Deliver fax to fax machine*
#9	Play message properties

*Not available on some systems.

Settings

Use to access telephone settings

Contrast – controls the contrast of telephone display

Ring Type – choose from 25 different ring types

Network Configuration – list of system information and MAC address

Status – list of network statistics and firmware versions

**Press save to store changes made to phone settings

? Button

Press ? **Button** and any soft key to learn about that telephone feature

Volume

Controls ring volume when phone is idle

Controls speaker volume when speakerphone is in use

Controls handset volume when handset is in use

Headset

Plug headset into headset jack

Press headset button to place outbound or answer incoming call

Press headset button again to disconnect

Headset button will light when active

Mute

Press to mute calls on handset or speakerphone

Mute button lights red when active

Press again to deactivate

Speaker

Press to make or receive calls without using handset

Speaker button will light when active

Use the **CCMUSER page** to access phone manuals, add speed dials, change phone system password and PIN, change call forwarding, or subscribe to services such as Personal Address Book

<https://10.100.8.20/ccmuser>

Logon Instructions to Cisco Call Manager User Website

User Identification: **Extension Number**

Default Password:

To Add a Speed Dial by CCMUSER Page:

Log On to CCMUSER Page

Choose Add/Update Your Speed Dials

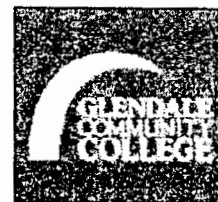
Fill in speed dials under "Speed dial settings not associated with a phone button"

Click Update

To Call a Speed Dial Number:

Dial the number assigned to the "Speed Dial" while the phone is on hook

Press the AbbrDial softkey (the phone will start dialing)



Cisco Call Manager Telephone User Guide

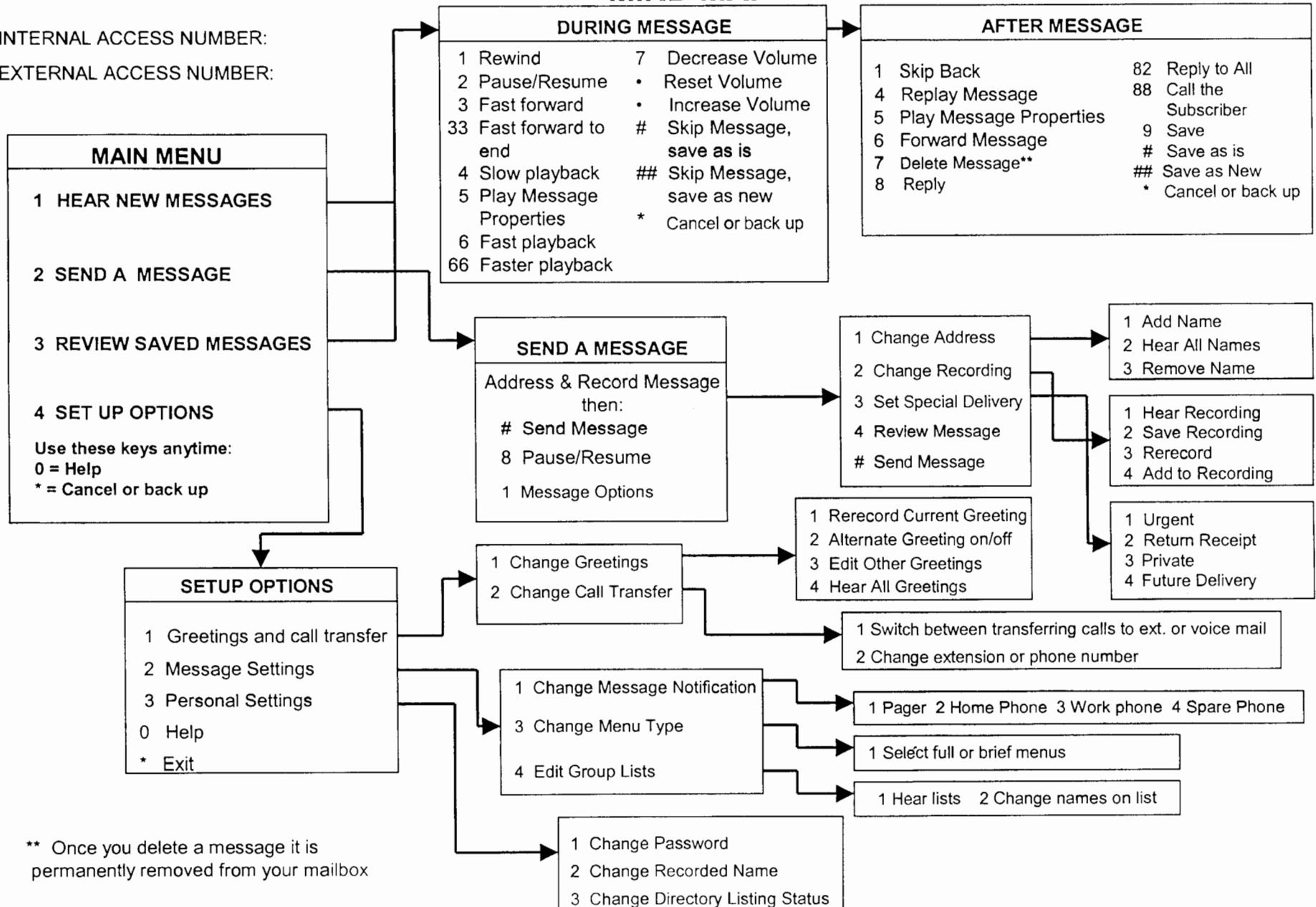
Provided by:



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CISCO UNITY VOICE MAIL SYSTEM MIND MAP

INTERNAL ACCESS NUMBER:
EXTERNAL ACCESS NUMBER:



** Once you delete a message it is permanently removed from your mailbox

General Information

Making Calls

Lift handset, press Speaker button, press New Call soft key, press extension Line Key, or enter a number and press Dial soft key to activate call
Internal Call – dial four digit extension number
External Call – dial 9 plus local or long-distance telephone number
Voicemail – press messages button or dial 5700

Extension Mobility

A Log-In is required to use your profile at any phone
Press Services Key
Choose Extension Mobility
Enter your extension and PIN (default is 123321)
Press Submit key
Log out when you are finished (using the same process)

Soft Keys

Redial

Press Redial to call the last number dialed

CFwdAll -- Call Forward

Sends all incoming calls to another extension or telephone number

To activate:

Press CFwdAll (Listen for two beeps)

Dial desired number

**Forwarding information will display on screen*

Or logon to [https:// 10.100.8.20/ccmuser](https://10.100.8.20/ccmuser) to set call forward

To cancel:

Press CFwdAll

Listen for two beeps

PickUp

Allows you to pickup another ringing phone in your group

More

Press More to display next soft key options

Hold and Resume

Press Hold to place current call on hold

Press Resume to return to caller

If multiple calls are holding: use scroll to select desired call then press resume

Answer/Release

Press Answer to pick-up an incoming call or to activate your headset

Park

Places a call on hold that can be retrieved from any phone

To activate: Press More until Park appears in display

Press Park (*a 4-digit location number will show in display*)

Take note of location number and hang up

Inform desired party of the location number above

To retrieve: From any phone dial location number of parked call

Note: parked call will ring back to original extension after two minutes

Transfer

Press Transfer

Caller is automatically placed on hold and a new line is selected

Dial third party telephone number

Press Transfer again to complete transaction and hang up

If third party is not available press End Call and Resume to return to caller

Conference

Press ConFrm

Caller is automatically placed on hold and a new line is selected

Dial third party telephone number

Press Conference again to connect three parties together

If third party is not available press End Call and then Resume to return to caller

Meet Me Conference

To Activate:

Initiator Lift Handset or Press Speaker

Press More until MeetMe appears in display

Press MeetMe

Enter MeetMe conference number

To Join Internally:

Dial 4-digit MeetMe number

To Join From Outside:

Dial Main Number

Transfer to MeetMe number

QRT

Allows you to report any audio or general problems with the phone

Standard Keys

Messages

Speed dial to personal voicemail box

Scroll Bar (Up/Down Arrow)

Press up or down arrow to scroll through features in display

Directories

Press to access directories: view any of the following

Missed Calls, Received Calls, Placed Calls or Corporate Directory

Choose a call option above and press select to view calls

For Corporate Directory: press Search after entering at least one character in the information display and scroll to see next available

To call a number or contact that appears in display for all above options:

With desired number selected press Dial

If required press Edit Dial to insert 9 and 1 for a long distance number

Services

Information on any additional available services such as Extension Mobility or IP Phone Agent