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Cisco IP Phones

Basic Phone Use



	Button/Hardware	Description
1	Programmable Buttons	Depending on configuration, programmable buttons provide access to: Phone lines (line buttons), Speed-dial numbers (speed-dial buttons), Web-based services
2	Phone screen	Shows phone features such as time, date, phone number and current options.
3	Footstand button	Allows you to adjust the angle of the phone base.
4	Messages button	Typically auto-dials your voice message service so you only need to enter your voicemail PIN.
5	Directories button	Opens/closes the Directories menu. Used to access call logs (missed, received, and placed calls) and corporate directories.
6	Help button	Activates the Help menu.
7	Settings button	Opens/closes the Settings menu. Provides access to phone settings such as LCD screen contrast, ring sounds, network configuration, and status information.
8	Services button	Opens/closes the Services menu. Provides access to available phone services that have been

		implemented.
9	Volume button	Controls the volume settings for the handset, headphones, and speaker options.
10	Speaker button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Mute button	Toggles the Mute feature on or off. When Mute is on, the button is lit.
12	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
13	Navigation button	Allows you to scroll through menus and highlight items. Use in conjunction with softkeys to activate highlighted items.
14	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
15	Softkey buttons	Each button activates a softkey option (displayed on your phone screen).
16	Handset light strip	Indicates an incoming call or new voice message.

Placing a Call

You can use any of the following methods to place a call:

- Lift the Handset and dial the number.
- Press a Line button corresponding to your extension and dial the number.
- Press the **Speaker** button and dial the number.
- Press the **New Call** softkey and dial the number.
- Enter the number and press the **Dial** softkey.
- Press the button that corresponds with your Speed dial.
- Press the **Redial** softkey to dial the last number dialled. Unless you first choose a secondary line, this feature uses your primary line.

Choosing a Menu Item

After selecting one of the Information Feature buttons, which include **Messages**, **Directories**, **Services**, or **Settings** buttons, you can choose menu items that appear on your LCD screen in numerous ways:

- Press the Navigation button to highlight the menu item and then the **Select** softkey to choose the item.
- Press the number key on your phone's dial pad that corresponds to the number of the item displayed on your LCD screen.

Using the Speaker

You can use the speaker in conjunction with all of the features on your IP Phone.

- To place and answer calls using the speaker, press the **Speaker** button.
- To switch from the handset to the speaker during a call, press the **Speaker** button and then hang up the handset.
- To switch from the speaker to the handset, simply lift the handset.

Dialling from a Phone Log

You can search for and dial the numbers of missed calls, received calls, and placed calls by accessing your phone log through the **Directories** button. Your IP phone can store up to 32 calls in each of these directories.

- Press the **Directories** button.



- Choose **Missed Calls**, **Received Calls**, or **Placed Calls**.
- Press the corresponding number or use the Navigation button to highlight the desired number, and press the **Dial** softkey. Press the **Exit** softkey twice to exit the Directory menu.

Answering a Call

To answer an incoming call use one of the following methods:

- Lift the handset.
- Press the **Answer** softkey.
- To answer with the speakerphone, press the **Answer** softkey, the **Speaker** button or the flashing line button.

Answering a Call using Call Waiting

To switch from a connected call to answer a ringing call:

- Press the **Answer** softkey or press the **Blinking Amber Button** for the line with the incoming call. The other call is placed on hold automatically.

To switch between calls on one line:

- Highlight the call you are switching to and press the **Resume** softkey. The other call is placed on hold automatically.

Ending a Call

To end a call use one of the following methods:

- Using the handset hang up the handset or press **EndCall** softkey.
- Using the speakerphone press the **Speaker** button or press the **EndCall** softkey.

Using Hold and Resume

To place a call on hold:

1. During the call, highlight the call you want to put on hold and press the **Hold** softkey.

2. To return to a call, highlight the appropriate call and press the **Resume** softkey.

To return to a call on hold when you have multiple calls on multiple lines on hold:

1. Press the appropriate line button. If there is a single call holding on this line, the call will resume automatically. If there are multiple calls holding, make sure that the appropriate call is highlighted.
2. Press **Resume**.

Note: If you have multiple lines on hold and want to see the phone number for a call you have on hold, press the **?** button followed by the line button of the call on hold.

Using Mute

To mute a call:

- Press the **Mute** button to mute the handset, headset, or speakerphone during a call. This temporarily disables your phone's microphone so you can hear other parties but they cannot hear you.

Transferring Calls

To transfer a call without talking to the transfer recipient:

- Press **Transfer** softkey and enter the target number. The original call is automatically placed on hold. When you hear the call ringing, press **Transfer** softkey again to complete the transfer. To cancel the transfer, press **EndCall**.

To transfer a call when talking to the recipient before transferring:

- Press **Transfer** softkey and enter the target number. Wait for the transfer recipient to answer. If the recipient accepts the transferred call, press **Transfer** again to complete the transfer. If the recipient refuses the call, press **Resume** to return to the original call. To cancel the transfer, press **EndCall**.

To transfer two current calls to each other (direct transfer):

- Scroll to highlight any call on the line and press **Select**. Repeat this process for the second call. With one of the selected calls highlighted, press **DirTrfr**. (You might need to press **more** to see DirTrfr.) The two calls connect to each other and drop you from the call.

Send a call to your voice messaging system:

- Press **iDivert**. The call is automatically transferred to your voice message greeting. You can use **iDivert** with a call that is active, ringing, or on hold.

Forwarding All Calls

You can set up call forwarding to forward all your incoming calls on line one to another phone number or voice mail.

Note: This feature only applies to the first line on your phone.

1. Press the **CfwdAll** softkey. You will hear two beeps.
2. To forward calls to another extension, dial the number to which you want to forward all of your calls. Make sure to enter in this number exactly how you would if you were placing a call from your office phone. A notice will

appear at the bottom of the LCD screen stating that calls have been forwarded to the specified extension number.

3. Alternatively, to forward calls to voicemail, press the **Messages** button, or dial the voicemail pilot number 5500.



After a brief pause the phone line will automatically turn on the voicemail system. A notice will appear at the bottom of the LCD screen stating that calls have been forwarded to voicemail.

4. You can cancel call forward all, press the **CfwdAll** softkey again. All incoming calls will no be sent to your extension.

Placing a Conference Call

1. During a call, press the **more** softkey and then the **Confm** softkey. The first party is placed on hold.
2. Dial another number or extension.
3. When the call connects, press **Confm** again to add the new party to the call. Now all three parties are in the one call.
4. Repeat the first three steps to add additional participants.

Note: If the person at the number that you are attempting to conference in is not available, press the **Resume** softkey to return to the first party on the line.

Removing a Conference Call Participant

1. During a conference call that you initiated, press the **more** softkey and then the **ConfList** softkey.
2. Use the Navigation buttons to select the participant you wish to remove and press the **Remove** softkey.

Note: While viewing the list, press the **Update** softkey to get an updated list of the participants.

Initiating a Meet-me Conference Call

A Meet-me conference allows other callers to dial into the conference call.

1. Obtain necessary Meet-me conference number(s) from your telecomm administrator.
2. Lift the handset or some other method to go offhook.
3. Press the **more** softkey until you see the **Meet-me** softkey.
4. Press the **Meet-me** softkey.

5. Dial the Meet-me conference number to establish the conference. Now others can join the conference call by dialling the Meet-me conference number.

Joining a Meet-me Conference Call

- Dial the Meet-me conference number provided by the Meet-me Conference initiator. You will be connected to the conference.

Note: If the Meet-me conference has not yet been established, you will get a busy tone.

Adjusting the Handset, Speakerphone, and Headset Volume

You can adjust the volume of the caller for the handset, speakerphone, and headset separately. When you change the volume for one, the others are not affected.

1. Press the up or down **Volume** button when the handset, speakerphone, or headset are in use.
2. To save this volume setting for future calls, press the **Save** softkey.

Adjusting the Ringer Volume

To change the volume of the ringer:

- Press the up or down **Volume** button to hear sample rings and to adjust the volume to the desired level. The ringer volume setting will be automatically saved.

Personalizing the Ringer Sound

To change the ringing sound on each of your lines:

1. Press the **Settings** button.



2. Use the Navigation button to select **User Preferences** and then press the **Select** softkey.
3. Use the Navigation button to select **Rings** and then the **Select** softkey. You will see two different ring types on the LCD screen: default ring and a ring type for each of your lines.
4. To select the ring type for the default tone, use the Navigation button to highlight **Default Ring** and then the **Select** softkey.
5. Use the Navigation button to scroll through the list of ring types and press the **Play** softkey to hear the selected ring.
6. Press the **Select** softkey and then the **Save** softkey to accept and save your default ringer selection.

7. Press the **Exit** softkey to exit the Settings menu.

Note: To configure a specific line, use the Navigation button to scroll through the list of your lines. When you find the line you want to configure, press the **Select** softkey and follow steps 4 and 5 above.

Changing the LCD Contrast

To improve the readability of the LCD screen, follow these steps to adjust the contrast:

1. Press the **Settings** button.
2. Use the Navigation button to select **User Preferences** and then press the **Select** softkey.
3. Use the Navigation button to highlight **Contrast** and then the **Select** softkey.
4. Press the **Up** or **Down** softkeys to adjust the contrast of your LCD screen.
5. Press the **Save** softkey to accept and save your settings.

Changing the Background Image

To change the background image on you phone:

1. Press the **Settings** button
2. Select **User Preferences**
3. Select **Background images**
4. Press **Select** to choose an image or **Exit** to return to the menu

Checking Your Voice Mail

If there is voicemail for you, the LED on the handset will be lit red. To check your voicemail, simply press the **Messages** button and follow the instructions given. There is more detail on Unity voicemail in a different section of this document.

Using Call Pickup

You can answer an incoming call to your extension that is ringing on an extension other than your own by using the call pickup feature. You will be able to pick up a call from within your own group (a “call pickup group” is any set of IP Phone extensions, as defined by your telecomm administrator.

If your extension is in a Call Pickup Group, when a call that is ringing on another extension within your call pickup group, you will see a message on the bottom of the phone screen indicating the extension number or phone number of the caller. To pickup this call:

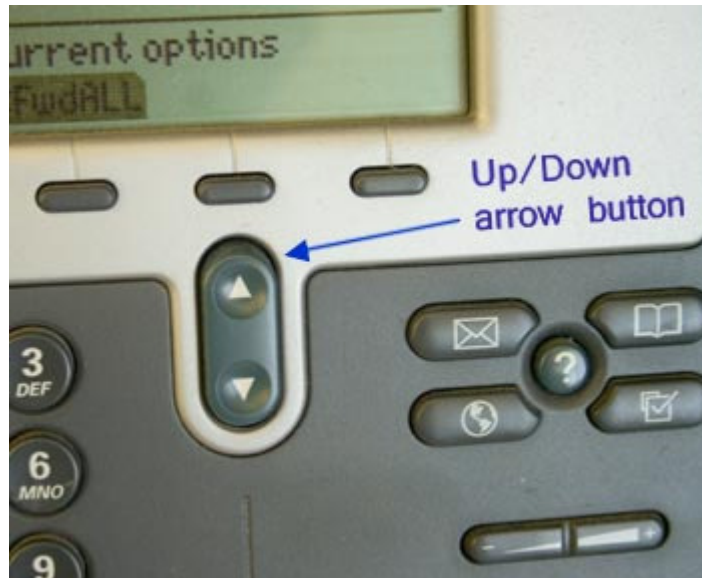
1. Press **PickUp** softkey. If you not see a **PickUp** softkey, press the **more** softkey and then the **PickUp** softkey.
2. Press **Answer** to connect to the call.

Finding a CIT employee in the Phone Corporate Directory

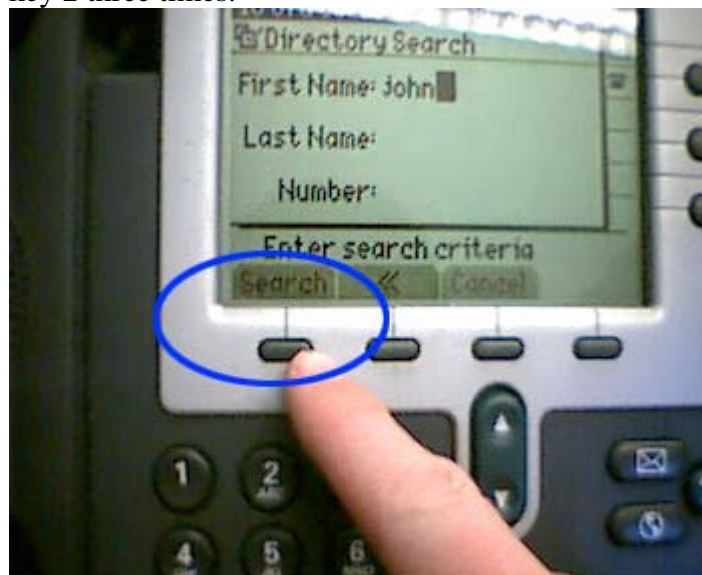
The phone system has a corporate directory with the telephone numbers of staff within the college. The directory is constructed from the Staff Active Directory, so it is the same as the extension number you find in Exchange email. If the number for you is wrong in the corporate directory, please send an email to servicedesk@cit.ie asking to have it updated/corrected.

So to use the corporate directory on your Cisco IP phone:

1. Press the **Directories** button.
2. Use the Navigation buttons to select the Corporate Directory, or alternative, type 5 on the keypad.
3. Type in all or part of the **first** and/or **last** name of the person you are searching for. (Use the up/down arrow button to move the cursor between first or last name fields).

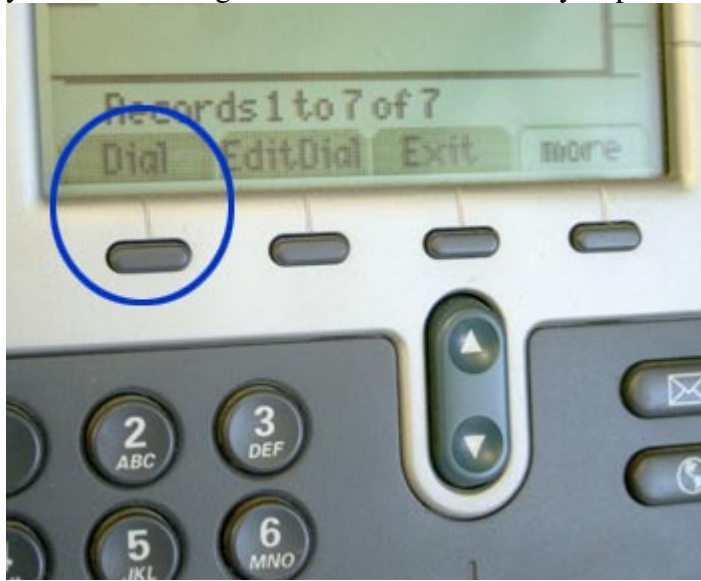


You can use a minimum of one character in either field to perform a search. Supplying more than one character helps to narrow the search results. You can also search to find the owner of a specific extension by entering that extension in the "Number" field.). The characters are entered by pressing the keys on the keypad, one or more times, similar to text messaging on a mobile phone. So for a "c", you would have to press the key 2 three times.



4. Press the **Search** softkey (leftmost button directly underneath the display).

5. Move through the list using the up/down arrow button to find the person you are searching for. Press the **Dial** softkey to place a call to that person.



6. If you are just looking up a number, press the **Exit** softkey twice when you are done to return to the normal display screen.

Unity Voicemail

Basic User Control

Setting up your voicemail for the first time:

- Press the messages key on your phone or dial the pilot number 5500
- Enter your initial PIN (e.g. 1234#)
- Record your name
- Record your greeting
- Set a new password

Make sure you follow the prompts all the way to the end to complete the set-up of your voicemail box!

Check Voice Mail from your office phone (Log On)

- Press the message key on your phone or the pilot number 5500
- Enter your PIN
- Press the 1 key

Use the following keys to control playback as you listen to a message.

Key(s)	Task	Key(s)	Task
1	Restart message	8	Pause/Resume
2	Save	9	Fast-forward
3	Delete	#	Fast-forward to end
4	Slow playback	##	Skip message, save as is
5	Change volume	*	Cancel or back up
6	Fast playback	0	Help
7	Rewind message		

Use the following keys to manage the message after you have listened to it.

Key(s)	Task	Key(s)	Task
1	Replay message	6	Save as new
2	Save	7	Rewind message
3	Delete	8	Play message properties
4	Reply	#	Save as is
42	Reply to all	*	Cancel or back up
44	Call the subscriber	0	Help
5	Forward message		

After saving or deleting the message, you can:

- Follow the system prompts to play another message or log on to Cisco Unity to perform other tasks.
- Hang up, and click the Back button on your device to return to the BlackBerry Inbox.

Check Voice Mail from an outside line

- Dial (021) 433-5500
- Press the * key
- At the “enter your id number” prompt, enter your 4-digit work phone number
- Press the # key
- Enter your PIN
- Press the # key

Forwarding calls to voice mail

For standard users, if a call is not answered after 20 seconds, the call will automatically be forwarded to voicemail. If however, you want to forward all calls to the voice mail system, e.g. when out of the office, or on leave:

- Press the CFwdALL softkey on the phone.
- Press the Messages button, or dial the voicemail pilot number 5500. After a brief pause the phone line will automatically turn on the voicemail system. A notice will appear at the bottom of the LCD screen stating that calls have been forwarded to voicemail.

Cancelling voice mail

- Press CFwdAll softkey.

Setup Options

While listening to the Main menu, press:

Key(s)	Task
1	Hear new messages
2	Send a message
3 1	Review saved messages
3 2	Review deleted messages
4	Change setup options
4 1	Change standard greetings
4 1 2	Turn alternate greeting on or off
4 1 3	Edit other greetings
4 1 3 1	Edit standard greetings
4 1 3 3	Edit alternative greetings
4 1 3 4	Edit busy greetings
4 1 3 5	Edit internal greetings
4 1 3 6	Edit holiday greetings
4 1 4	To play all greetings
4 2	Message Settings
4 2 1	Change message notification
4 3	Personal Settings
4 3 1	Change voicemail PIN
4 3 2	Change recorded name
4 4	Change call transfer

Voicemail PIN

Users can change their PIN from their own phones at any time as follows:

- Press the message key on your phone or the pilot number 5500
- Enter your PIN
- Next chose the Setup option, press 4
- Next chose Personal settings, press 3
- Now, press 1 to change your PIN
- You will be asked to enter your PIN twice to confirm it, both times followed by #.

Changing your Recorded Name

- Press the message key on your phone or the pilot number 5500
- Enter your PIN
- Press the 4 + 3 + 2 keys (in sequence)
- After the tone, record your name or press * to keep the current recording

Use the following keys for recording:

Key(s)	Task
8	Pause Recording
#	End Recording

Record the Standard (System) Greeting

Note: You can record only your standard, alternate and holiday greetings by phone. The standard greeting is played when no other greeting is activated. This is a mandatory greeting.

- Press the message key on your phone or the pilot number 5500
- Enter your PIN
- For Setup options, press 4;
- To change greetings, press 1;
- After Unity plays your current standard greeting,
- Press 1 to re-record the greeting

Use the following keys for recording:

Key(s)	Task
8	Pause Recording
#	End Recording

Record, Enabling or Disabling Greetings (Alternative)

- Press the message key on your phone or the pilot number 5500
- Enter your PIN
- For Setup options, press 4;
- To change greetings, press 1;
- To record an Alternative greeting, press 3 to edit other greetings.
- To edit the Alternative greeting, press 3.
- After Unity plays the greeting, press 1 to rerecord this greeting.
- When finished, to reset in back to the system greeting, press 2.

- To turn ON this greeting, press 3. If the greeting is already ON, pressing 3 will turn off this greeting and return it to the standard greeting.
- Unity will prompt you for the duration of the greeting. To set an end date for the greeting, press 1. To leave it on indefinitely, press #
- After Unity plays the current greeting, press the 2 key to enable or disable your alternate greeting

Record, Enabling or Disabling Greetings (Holiday)

- Press the message key on your phone or the pilot number 5500
- Enter your PIN
- For Setup options, press 4;
- To change greetings, press 1;
- Press 3 to edit other greetings.
- To edit the Holiday greeting, press 6.
- After Unity plays the greeting, press 1 to rerecord this greeting.
- To turn ON this greeting, press 3. If the greeting is already ON, pressing 3 will turn off this greeting and return it to the standard greeting.
- Unity will prompt you for the duration of the greeting. To set an end date for the greeting, press 1.
- Follow the prompts to enter the date which you will return to work in terms of day/month and time.
- To turn off the greeting, press 3, otherwise, to exit, press *.