

## UNITY VOICE MAIL SYSTEM

### Initial Login:

The system will prompt for a password, which is 1234 #. When entered correctly, you will be guided through a tutorial or enrollment. You must complete the tutorial or you will be presented with it each time you enter voice mail!

Password Change: 3-12 digits, not trivial in nature

### ACCESSING VOICE MAIL FROM YOUR PHONE

- (1) Press Msgs soft key
- (2) Enter password (4 digits)
- (3) press #

### ACCESSING VOICE MAIL OUTSIDE THE SYSTEM

- (1) Call your own number
- (2) Press \* key while your greeting is playing
- (3) Follow prompts to log into your mailbox
- (4) ID = your 4-digit extension  
Password = the password you have set up after changing from initial default password

### TRANSFER/CALL DIRECTLY TO VOICE MAILBOX

Press transfer \*, dial 4 digit extension, press transfer to transfer a caller directly to a mailbox

Dial \*, 4 digit extension to call directly to a mailbox

### MAIN MENU

#### (1) MESSAGE OPTIONS

During a message:

- |                              |                       |
|------------------------------|-----------------------|
| (1) restart message          | (6) fast playback     |
| (2) save                     | (7) rewind message    |
| (3) delete                   | (8) pause/resume      |
| (4) slow playback            | (9) fast forward      |
| (5) change volume            | # fast forward to end |
| # # skip message, save as is |                       |

After a message:

- |                              |                          |
|------------------------------|--------------------------|
| (1) replay message           | (5) forward message      |
| (2) save/restore             | (6) *save as new/restore |
| (3) delete                   | (7) rewind message       |
| (4) reply                    | (8) deliver email or fax |
| (42) reply to all properties | (9) play message         |
| (44) call the subscriber     |                          |
| # save as is                 |                          |

#### (2) SEND A MESSAGE

Address and record message:

- |                      |                      |
|----------------------|----------------------|
| (1) urgent           | (6) re-record        |
| (2) return receipt   | (7) add to recording |
| (3) private          | # send message       |
| (4) future delivery  | (91) add name        |
| (5) review recording | (92) hear all names  |

#### (4) CHANGE REFERENCES

Set-Up Options:

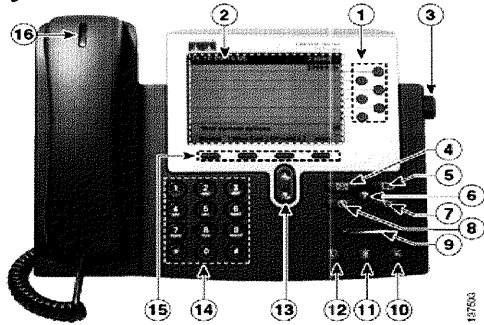
- (1) greetings
- (2) message settings
- (3) personal settings
- (4) call transfer

## *IP Phone Tutorial*



## CISCO IP PHONE 7942/7962 Telephone User Quick Reference Guide

Figure 1 Cisco Unified IP Phone 7961G and 7961G-GE



#	Item	Description
1	Programmable Buttons	Per configuration, provide access to: Phone lines (line buttons) Speed-dial numbers (speed-dial buttons) Phone features (ie., a Privacy button) The buttons illuminate to indicate status: Green, steady—Active call Green, flashing—Held call Amber, steady—Privacy in use Amber, flashing—Incoming call Red, steady—Remote line in use Red, flashing—Directed Call Park
2	Phone Screen	Shows Phone Features, date & time
3	Footstand Button	Allows adjustment of the phone base.
4	Messages Button	Auto-dials your voice message service Button
5	Directories	Opens/closes the Directories menu for Missed, Received, Placed call logs
6	Help Button	Activates the Help menu.
7	Settings Button	Provides access to change ring tones, contrast, languages, etc.
8	Services Button	Provides login access for ext mobility
9	Volume Button	Controls handset, headset, speakerphone & ringer volume.
10	Speaker Button	Toggles the speakerphone on or off.
11	Mute Button	Toggles the Mute feature on or off.
12	Headset Button	Toggles the headset on or off.
13	Navigation Button	Scroll through menus, highlight items. When phone is on hook, displays phone numbers from the placed call log
14	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
15	Soft Key Buttons	Activates changeable options (displayed on your phone screen).
16	Handset Light Strip	Indicates an incoming call or new voice message.

\* note: Highlighting a phone number in the directories menu, then lifting your handset will cause that number to be automatically dialed

## TELEPHONE FEATURES

### MAKE A CALL

- 1 Lift handset or press NewCall
- 2 Dial 4 digit extension in the office
- 3 Dial 9 + area code + number for outside calls

### TRANSFER

- 1 While on a call, press the **TRNSFR** softkey
- 2 Dial the number to transfer the call to
- 3 (Optional) Wait for the call to be answered and announce the call
- 4 Press the transfer a second time

### CONFERENCE

- 1 While on a call, press **MORE** softkey , press **CONFNRN**
- 2 Dial the number of the person to add to the conference
- 3 Wait for the call to be answered; announce call
- 4 Press the **CONFNRN** softkey to add the caller I
- 5 (Optional) To add more people to the call, repeat steps
- 6 Press **Conf Lst** to view the conference attendees

To Drop the last party from the call, highlight the participant's name at the top of the conference list and press **REMOVE**. The last participant is always listed at the top of the list. An \* asterisk will identify the person who started the conference.

### CALL FORWARD

To **VoiceMail**:

With handset down, press the **CFwdALL** softkey, then press the MESSAGE button

To a **Co-Worker**:

With handset down, press the **CFwdALL** softkey, then dial the 4 digit extension

To cancel, press **CFwdALL**.

### CALL WAITING/ MULTIPLE CALLS

While on a call, user will hear one tone in the handset and the display will show the calling line ID of the new call.

3 Choices:

*Ignore* the second call

Press the **ANSWER** soft key, and the first call will automatically be placed on hold while you are connected to the new call.

Press the **iDIVER** soft key to send the new call immediately to your mailbox

**JOIN** connects 2 active calls. From the connected call, use blue **NAV bar** to select the call on hold; Press **MORE**, press **JOIN**

### MESSAGE WAITING INDICATOR

The light strip on your handset will be solidly lit to indicate a new message in your voice mailbox. The light will go off when you have *opened* the message, either in VM or in Outlook, regardless of whether or not you have read/listened to it in its entirety.

## HANDSFREE SPEAKERPHONE

The 7941/61 telephones have two-way speakerphones enabled. For privacy, lift the handset and the speakerphone will turn off.

While on an existing call using the handset, press the **Speaker** button to activate the speakerphone and hang up the handset.

*To make a handsfree call:*

- 1 With your handset on phone, press the **Speaker** button
- 2 Dial as normal

## SPECIAL FUNCTION BUTTONS

**Directories** – missed, placed, received call logs

**Messages** – Call or Set up voice mail

**Settings** – Ring type, background adjustment, language

**Services** - IP configuration, Extension Mobility, Personal Directories

**Help** – Provides instructions on phone features