

# Sharyland ISD Voice Mail On Cisco IP Phones



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Access Number – Outside Sharyland ISD: 956-584-6411 and press \*. Enter your extension and # when you are asked for your ID. Then enter your password and # when prompted.

Access Number – Inside Sharyland ISD: extension 6499 or **Messages** key

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## LOGIN:

### Inside Sharyland ISD:

1. Dial x6499 or press the **Messages** button on your IP telephone.
2. Enter your password. (*First time password is 131313.*)

*\*Note: if you are calling from someone else's IP phone, you will need to press \* when Unity answers. You will be asked to enter your mailbox number (your 4-digit extension) and your password (First time, 131313.)*

### First Time User Tutorial:

As a new user, Unity will walk you through a tutorial to initialize your mailbox. The prompts will ask you to:

1. Record your Name. (*Example: "Sarah Jones."*)
2. Record your Personal Greeting. (*Example: "Hello, this is Sarah Jones. I am currently out of the office or unavailable to take your call. Please leave a message after the tone, and I will return your call as quickly as possible. Thank you."*)
3. Enter a New Password. Your password must be a minimum of 4 digits. (*Note: Trivial passwords such as 1234 or 4321 pose a danger to the system from hackers.*) You will be asked to verify the password by entering it a second time.

### Outside Sharyland ISD:

1. Dial 956-584-6411
2. Press \* when the Unity system answers.
3. Enter your mailbox number when asked for your ID followed by #. (*This is the 4 digits of your extension.*)
4. Enter your password followed by #. (*First time password is 131313.*)

**\*\*If calling for the first time, follow the steps in First Time User Tutorial to set up your mailbox.**

## Review Messages

Dial x6499 or press the **Messages** button. After you have entered your password or mailbox number & password:

1. Press **1** to listen to **Voice** messages.
2. Press **#** to skip a message.
3. Press \* to cancel.
4. Press **0** for help at any time.

## Changing Personal Greeting or Adding Alternate Greetings

Dial x6499 or press the **Messages** button. After you have entered your password or mailbox number & password:

1. Press **4, then 1** to hear your current **Greeting**.
2. Press **1** to **rerecord your current greeting**.
3. Press **2** to **turn on an alternate greeting**.
4. Press **3** to **edit other greetings**.
5. Press **4** to **play all greetings**.
6. Press **0** for help at any time.

## Changing Your Password

Dial x6499 or press the **Messages** button. After you have entered your password or mailbox number & password:

1. Press **4, then 3** for **Personal settings**.
2. Press **1** for **Change Password** menu.
3. Follow prompts to enter a new password.
4. Press **0** for help at any time.

Quick Reference



**Cisco Unified IP Phone 7960G  
Cisco Unified IP Phone 7940G  
for Cisco CallManager Express  
3.2 and Later**



|    | Feature                           | Function  |
|----|-----------------------------------|---|
| 1  | Cisco Unified IP phone model type | Shows the Cisco Unified IP phone model number.                                  |
| 2  | LCD screen                        | Displays information such as line/call status, phone number, and soft key tabs. |
| 3  | Line or speed-dial buttons        | Opens a new line, speed-dials a phone number, or ends a call.                   |
| 4  | Footstand adjustment              | Allows you to adjust the angle of the phone base.                               |
| 5  | Directories button                | Provides access to phone directories.   |
| 6  | Question “?” button               | Not in use.   |
| 7  | Settings button                   | Provides access to phone settings such as display contrast and ring sound.      |
| 8  | Speaker button                    | Toggles the speaker on and off.   |
| 9  | Mute button                       | Toggles mute on and off.  |
| 10 | Headset button                    | Toggles the headset on and off.   |
| 11 | Volume button                     | Increases or decreases handset, headset, ringer, or speakerphone volume.        |
| 12 | Services button                   | Provides access to phone services.  |
| 13 | Messages button                   | Provides access to a message system.  |
| 14 | Navigation button                 | Scrolls through text and selects features that are displayed on the LCD screen. |

|    | Feature                      | Function   |
|----|------------------------------|--|
| 15 | Keypad                       | Functions like a traditional telephone keypad.                 |
| 16 | Soft keys                    | Engages the functions displayed on the corresponding LCD tabs. |
| 17 | Handset with indicator light | Functions like a traditional handset.                          |

**Soft Key Legend**

Your Cisco Unified IP phone is equipped with soft keys that point to feature options displayed along the bottom of the LCD screen. Soft keys change according to the state of the phone. Functionality will vary depending on your system configuration.

| Soft Key | Function   |
|----------|--|
| << or >> | Navigates to edit characters.  |
| Acct     | Consult your administrator on the use of this soft key.                  |
| Answer   | Answers an incoming call.  |
| Callback | Notifies callers that the called line is free.                           |
| Cancel   | Cancels the last selection.  |
| CFwdALL  | Forwards all calls.  |
| Clear    | Clears directory history.  |
| Confrn   | Connects callers to a conference call.                                   |
| Delete   | Deletes selected number.   |
| Dial     | Dials the displayed number.  |
| DND      | Activates the Do-Not-Disturb feature.                                    |
| Down     | Decreases the LCD screen contrast.                                       |
| EditDial | Selects a number and activates the cursor for editing.                   |
| EndCall  | Ends the current call.   |
| Exit     | Exits from current selection.  |
| Flash    | Provides hookflash functionality for three-way calling and call waiting. |

| Soft Key | Function  |
|----------|---|
| GPickUp  | Selectively picks up calls coming into a phone number that is a member of a pickup group.                           |
| Hold     | Places an active call on hold. Resumes a held call.   |
| Login    | Provides PIN-controlled access to restricted phone features.  |
| more     | Scrolls through additional soft key options (for example, use the <b>more</b> soft key to locate the DND soft key). |
| NewCall  | Opens a new line on the speakerphone to place a call.   |
| Ok       | Confirms the selection.   |
| Park     | Forwards calls to a location from which the call can be retrieved by anyone on the system.                          |
| PickUp   | Selectively picks up calls coming into another extension.   |
| Play     | Plays a sample of the ring sound.   |
| Redial   | Redials the last number dialed.   |
| Resume   | Returns to an active call.  |
| Save     | Saves the last change.  |
| Search   | Initiates a search in the local directory.  |
| Select   | Selects the highlighted option.   |
| Trnsfer  | Transfers active calls to another extension.  |
| Up       | Increases the LCD screen contrast.  |

Corporate Headquarters  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 526-4100

## Hold a Call

- Press the **Hold** soft key.
- To retrieve a held call, press the **Resume** soft key.
  - If multiple calls are on hold, use the **Navigation** button to select the desired call before you press **Resume**.
  - If multiple calls on multiple lines are on hold, press the line button for the line that you want to pick up. The active call on the other line will automatically be put on hold.

## Mute a Call

- While on a call, press the **Mute** button. The **Mute** button lights, indicating that the other party cannot hear you.
- To deactivate the mute function:
  - Press the **Mute** button again.
  - Lift the handset if you are using mute along with speakerphone.

## Place a Conference Call

1. During a call, press the **more** soft key and then the **Confrn** soft key to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press **Confrn** again to add the new party to the call.

## End a Conference Call

To end a conference call, call initiators may use one of the following methods:

- To disconnect all parties, press the **EndCall** soft key.
- To end the conference but remain connected to the most recent call, press the **Confrn** soft key. The older call is placed on hold.
- To disconnect from the conference, hang up the handset.

## Retrieve Voice-Mail Messages

Select an available phone line, press the **Messages** button, and follow the voice instructions.

## Transfer a Call

There are two ways to transfer a selected call to another number. Blind transfer immediately redirects the call without your speaking to the transfer recipient. Consult transfer redirects the call after you speak to the transfer recipient.

1. During a call, press the **Trnsfer** soft key. This places the call on hold.
2. Dial the number to which you want to transfer the call.
3. To make a blind transfer, hang up the handset or press the **Trnsfer** soft key when you hear the line ringing.

To make a consult transfer, press the **Trnsfer** soft key after the party answers, speak to the party and hang up the handset.



**Note** If the transfer fails, press the **Resume** soft key to return to the original call.

To cancel your call transfer attempt and reconnect to the original caller, press **EndCall** and then **Resume**.

## Forward All Calls

1. Press the **CFwdAll** soft key. You will hear a confirmation beep.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as you would if you were placing a call to that number. Remember to include locally required prefix numbers.

The phone display will be updated to show that the call is forwarded.
3. Press the pound key (**#**) or the **EndCall** soft key.

To cancel call forwarding:

- Press the **CFwdALL** soft key.

## Use Call Pickup

To pick up calls from another extension:

1. Press the **PickUp** soft key.
2. Dial the extension number of the Cisco Unified IP phone that you want to pick up. Control of the call will be transferred to your phone.

## Place a Call from Your Local Directory

1. Press the **Directories** button.
2. Press the **Up** or **Down** navigation button or press **4** to select the local directory.
3. Press the **Up** or **Down** navigation button to select the Last, First, or Number field search option.
4. Using the keypad, enter the last name or first name for the entry.

When entering letters, select the appropriate number key of the letter you want, and press that key the number of times that equals the position of the target letter. For example, to enter a B, press the **2** key two times, and to enter a C, press the **2** key three times. Use the (**<<**) soft key to make corrections while entering data.

5. Press the **Search** soft key to find your selection.
6. If your search results in multiple listings, use the **Up** or **Down** navigation button to select the correct number.
7. Press the **Dial** soft key to dial the selected number.

## Program Personal Speed-Dial Buttons

1. Select an available phone line by lifting the handset, by pressing the **NewCall** soft key, or by pressing a button. Listen for the dial tone.
2. Press the pound key (**#**).
3. Press the speed-dial button that you want to program. A short beep confirms that you are starting programming for this button.
4. Enter the speed-dial number. The digits will appear on the phone display. The backspace soft key (**<<**) is available to let you reenter digits that were entered incorrectly.

To remove a speed-dial number without replacing it with a new one, press the pound key (**#**).

5. Press the same speed-dial button a second time to indicate that you have finished entering the speed-dial digits and to store the new speed-dial number.
6. Hang up the handset, or press a new speed-dial button and repeat the process.

## Place a Call from Your Speed-Dial Numbers

1. Select an available phone line (off hook, press **NewCall** or select a **Line Button**).
2. Press the **Directories** button.
3. Press the **Up** or **Down** navigation button to select a speed-dial option.
4. Select the desired phone number from the speed-dial menu or enter the entry number on the phone keypad.

## Activate Do Not Disturb (DND)

For visual call alerting and information without audible ringing, use DND. Calls receive normal call-forward-busy and no-answer treatment.

To activate or deactivate the Do-Not-Disturb feature:

1. Press the **more** soft key to locate the DND soft key.
2. Press the **DND** soft key.

## For More Information

For additional information on using your Cisco Unified IP phone, contact your local administrator.

You can print additional copies of this card at this URL:

[http://www.cisco.com/univercd/cc/td/doc/product/access/ip\\_ph/ip\\_ks/cme32/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/access/ip_ph/ip_ks/cme32/index.htm)

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[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)

Quick Reference



## Cisco Unified IP Phone 7910G for Cisco CallManager Express 3.2 and Later



121279

|    | Feature                           | Function  |
|----|-----------------------------------|---|
| 1  | Cisco Unified IP phone model type | Shows the Cisco Unified IP phone model number.  |
| 2  | Footstand adjustment              | Allows you to adjust the angle of the phone base.   |
| 3  | Msgs button                       | Allows you to access voice-mail messages.   |
| 4  | Conf button                       | Allows you to initiate a conference call.   |
| 5  | Forward button                    | Redirects all calls to another number.  |
| 6  | Redial button                     | Automatically redials the last number dialed.   |
| 7  | Speaker button                    | Toggles the speaker on and off.   |
| 8  | Mute button                       | Toggles the muting on and off.  |
| 9  | Volume button                     | Increases or decreases the handset, speaker, or ringer volume and adjusts the LCD contrast. |
| 10 | Speed buttons                     | Allows you to call a number quickly.  |
| 11 | Keypad                            | Functions like a traditional telephone keypad.  |
| 12 | Handset with indicator light      | Functions like a traditional handset.   |
| 13 | LCD screen                        | Displays information such as line/call status, phone number, and soft key tabs.             |
| 14 | Line button                       | Opens a new line.   |
| 15 | Hold button                       | Places an active call on hold. Resumes a held call.   |

|    | Feature         | Function  |
|----|-----------------|---|
| 16 | Transfer button | Transfers the current call to a different number.   |
| 17 | Settings button | Adjusts handset, speaker, and ringer volume, ringer type, and contrast on the LCD screen. |

### Settings Legend

Your Cisco Unified IP phone settings are adjusted from a menu displayed in the LCD screen.

- Press the **Settings** button to access the menu.
- Press the **Volume** button to navigate through the list.

The following is a comprehensive list of settings and their associated keypad numbers. Functionality will vary depending on your system configuration.

| Setting Number | Setting               |
|----------------|-----------------------|
| 1              | Handset Volume        |
| 2              | Speaker Volume        |
| 3              | Ringer Volume         |
| 4              | Model Info            |
| 5              | LCD Contrast          |
| 6              | Network Configuration |
| 7              | Ringer Type           |
| 8              | Timers                |

### For More Information

For additional information on using your Cisco Unified IP phone, contact your local administrator. You can print additional copies of this card at this URL:

[http://www.cisco.com/univercd/cc/td/doc/product/access/ip\\_ph/ip\\_ks/cme32/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/access/ip_ph/ip_ks/cme32/index.htm)

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Corporate Headquarters  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 526-4100



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## Place a Call

Use one of the following methods to place a call:

- Lift the handset and dial a number.
- Press the **Line** button and dial a number.
- Press the **Speaker** button and dial a number. The **Mute** button automatically lights, indicating that the other party cannot hear you.



**Note** The Cisco IP Phone 7910G does not support two-way speakerphone operation. The **Speaker** button provides a hands-free, listen-only mode that allows you to hear a phone conversation or messages but does not allow you to be heard. To speak to the other party, you must use the handset. If you are using the handset, the **Mute** button can be toggled on and off to mute and activate the handset microphone.

- Press a **Speed** button.

## Answer a Call

- Lift the handset.

## End a Call

- Hang up the handset.
- Press the **Speaker** button (if using the speaker).
- Press the **Line** button.

## Redial a Number

To redial the most recently dialed number:

- Lift the handset and press the **Redial** button.
- Press the **Redial** button to dial using the speakerphone. When the party answers, you must lift the handset to talk.

## Hold a Call

- While on a call, press the **Hold** button.
- To retrieve a held call, press **Hold** again.

## Mute a Call

- Press the **Mute** button.  
The **Mute** button automatically lights, indicating that the other party cannot hear you.
- To disengage mute and rejoin the call, press the **Mute** button again. If you are using mute along with the speakerphone, lift the handset to speak to the other party.

## Manage Call Waiting

To select among calls waiting on the same line, use the **Line** button.

## Retrieve Voice-Mail Messages

- Press the **Msgs** button and follow the voice instructions.

## Transfer a Call

1. During a call, press the **Transfer** button. The call is placed on hold.



**Note** Press the **Hold** button to return to the original call.

2. Place a call to another person by dialing the number. The call is transferred.
3. To make a blind transfer:
  - Hang up the handset, or press the **Transfer** button when you hear the line ringing.

## Place a Conference Call

To place a conference call:

1. During a call, press the **Conf** button to open a new line and put the first party on hold.
2. Press another **Line** button, and place a call to another number.
3. When the call connects, press the **Conf** button again to add the new party to the call.

To establish a conference call between second- and third-party calls to a Cisco Unified IP phone, one active and the other on hold:

- Press the **Conf** button on the Cisco Unified IP phone.

## Forward All Calls

1. Press the **Forward** button. You will hear a confirmation beep.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as you would if you were placing a call to that number.
3. Press the **Speaker** button and hang up the handset. The phone display will be updated to show that the call is being forwarded.
4. To cancel call forwarding, press the **Forward** button.



**Note** The command sequence **Forward** plus **Msgs** will forward calls to voice mail. **Forward** plus **Speed1** or **Speed2** will forward calls to a speed-dial number.

## Program Speed-Dial Buttons

1. Select an available IP phone line. Listen for the dial tone.
2. Press the pound key (#).
3. Press the speed-dial button that you want to program. A short beep confirms that you are starting to program this button.
4. Enter the speed-dial number. The digits will appear on the phone display. Press the pound key (#) and hang up the handset, or press the speed-dial button you are programming a second time to indicate that you have finished entering the speed-dial digits and to store the new speed-dial number.
5. Hang up the handset, or press a new speed-dial button and repeat the process.

## Place a Call from Your Speed-Dial Button

1. Lift the handset.
2. Press the **Speed1** or **Speed2** button.

## Adjust the Volume for the Current Call

- Press the **Up** or **Down Volume** button to adjust the volume for the speaker or handset.

## Adjust Handset, Speaker, and Ringer Volume

1. Press the **Settings** button.
2. Press
  - 1 for handset volume
  - 2 for speaker volume
  - 3 for ringer volume
3. Press the **Up** or **Down Volume** button to adjust the volume to the desired level.
4. Press the pound key (#) on the keypad.
5. Press **Settings**.

## Adjust the Ring Sound

1. Press the **Settings** button.
2. Press 7 on the keypad.
3. Press the **Up** or **Down Volume** button to scroll through the list of available ring types.
4. Press the pound key (#) on the keypad to save your settings and return to the main menu.

## Adjust the Display Contrast

1. Press the **Settings** button.
2. Press 5 on the keypad.
3. Press the **Up** or **Down Volume** button to set the desired intensity of the display.
4. Press the pound key (#) on the keypad to save your selection.
5. Press the **Settings** button to exit the menu.




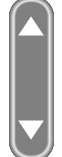
Quick Reference



## Cisco Unified IP Phone 7912G for Cisco CallManager Express 3.2 and Later



121277

|   | Feature  | Function  |
|---|--|---|
| 1 | Cisco Unified IP phone model type  | Shows the Cisco Unified IP phone model number.  |
| 2 | LCD screen   | Displays information such as line/call status, phone number, and soft key tabs.   |
| 3 | Soft keys  | Engage the functions displayed on the corresponding LCD tabs.   |
| 4 | Navigation button<br> | Scrolls through text and selects features that are displayed on the LCD screen. Provides shortcut access to the Speed Dial menu when the phone is idle. |
| 5 | Menu button<br>       | Provides access to phone services.  |
| 6 | Hold button<br>       | Places an active call on hold. Resumes a held call.   |
| 7 | Keypad   | Functions like a traditional telephone keypad.  |
| 8 | Volume button<br>    | Increases or decreases volume for the handset. Also controls the ringer volume (if on hook).  |
| 9 | Handset with indicator light   | Functions like a traditional handset.   |

### Soft Key Legend

Your Cisco Unified IP phone is equipped with soft keys that point to feature options displayed along the bottom of the LCD screen. Soft keys change according to the state of the phone. Use the soft keys to engage any of the functions displayed on the corresponding LCD tabs.

Functionality will vary depending on your system configuration.

The following is a comprehensive list of soft keys offered on the Cisco Unified IP Phone 7912G.

| Soft Key    | Function  |
|-------------|---|
| << or >>    | Navigates to edit characters.   |
| Acct        | Consult your administrator on the use of this soft key.   |
| Callback    | Notifies callers that the called line is free.  |
| Cancel      | Cancels the last selection.   |
| CFwdALL     | Forwards all calls.   |
| Clear       | Clears directory history.   |
| Confrn      | Connects callers to a conference call.  |
| Delete      | Deletes selected number.  |
| Dial        | Dials the displayed number.   |
| Directories | Provides access to phone directories.   |
| DND         | Activates the Do-Not-Disturb feature.   |
| Down        | Decreases the LCD screen contrast.  |
| EditDial    | Selects a number and activates the cursor for editing.  |
| EndCall     | Ends the current call.  |
| Exit        | Exits from the current selection.   |
| Flash       | Provides hookflash functionality for three-way calling and call waiting.  |
| GPickUp     | Selectively picks up calls coming into a phone number that is a member of a pickup group.                           |
| Message     | Dials the local voice-mail system.  |
| Monitor     | Enables the user to switch from the handset to the speaker to listen hands-free to a call.                          |
| Monoff      | Enables the user to switch from the speaker to the handset and continue talking on the call.                        |
| more        | Scrolls through additional soft key options (for example, use the <b>more</b> soft key to locate the DND soft key). |
| NewCall     | Opens a new line on the speakerphone to place a call.   |
| Ok          | Confirms the selection.   |

| Soft Key | Function  |
|----------|---|
| PickUp   | Selectively picks up calls coming into another extension.                               |
| Play     | Plays a sample of the ring sound.   |
| Redial   | Redials the last number dialed.   |
| Resume   | Returns to an active call.  |
| Save     | Saves the last change.  |
| Search   | Initiates a search in the local directory.  |
| Select   | Selects the highlighted option.   |
| Settings | Provides access to phone settings such as display contrast, ring volume, and ring type. |
| Trnsfer  | Transfers selected calls to an alternate number.  |
| Up       | Increases the LCD screen contrast.  |

### For More Information

For additional information on using your Cisco Unified IP phone contact your local administrator.

You can print additional copies of this card at this URL:

[http://www.cisco.com/univercd/cc/td/doc/product/access/ip\\_ph/ip\\_ks/cme32/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/access/ip_ph/ip_ks/cme32/index.htm)


You can find instructions for ordering additional documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)

Corporate Headquarters  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 526-4100



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## Place a Call

Use one of the following methods to place a call:

- Lift the handset and dial a number.
- Press the **NewCall** soft key and dial a number.
- Press the **Redial** soft key.
- Dial the number with the phone on hook. Then press the **Dial** soft key or lift the handset.

## Hold a Call

- Press the **Hold** button.
- To retrieve a held call, press the **Hold** button again.

## Manage Call Waiting

To select among calls waiting on the same line, use the **Hold** button.

## Place a Conference Call

1. During a call, press the **Confrn** soft key. Doing so automatically opens a new line and puts the first party on hold.
2. Place a call to another number.
3. When the call connects, press **Confrn** again to add the new party to the conference call.

## End a Conference Call

Call initiators may use one of the following methods to end a conference call:

- To disconnect all parties, press the **EndCall** soft key.
- To end the conference but remain connected to the most recent call, press the **Confrn** soft key. The older call is placed on hold.
- To disconnect from the conference, hang up the handset.

## Transfer a Call

There are two ways to transfer a selected call to another number:

- **Blind transfer**—Immediately redirects the call without allowing you to speak to the transfer recipient (the person to whom you are transferring the call).
- **Consult transfer**—Redirects the call after first allowing you to speak to the transfer recipient.

To transfer a call:

1. During a call, press the **Trnsfer** soft key. This puts the call on hold.
2. Dial the number to which you want to transfer the call.
3. To make a blind transfer:
  - Hang up the handset when you hear the line ringing.

To make a consult transfer:

- Press the **Trnsfer** soft key after the party answers, and hang up the handset.



### Note

If the transfer fails, press the **Resume** soft key to return to the original call.

- To cancel your call transfer attempt and reconnect to the original caller, press the **Hold** button.

## Forward All Calls

1. Press the **CFwdALL** soft key. You will hear a confirmation beep.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as you would if you were placing a call to that number. Remember to include locally required prefix numbers.
3. Press the pound key (#). The phone display will be updated to show that the call is forwarded.
4. To cancel call forwarding, press the **CFwdALL** soft key.



### Note

To forward calls to voice mail, use the soft-key and button sequence of **CFwdALL** soft key plus the **Menu** button and select the **Messages** menu option followed by **EndCall** soft key.

## Retrieve Voice-Mail Messages, Adjust Phone Settings, and Use the Phone Directory

1. Press the **Menu** button.
2. Use the **Navigation** button to scroll through the options:
  - Press **1** for messages and follow the voice instructions.
  - Press **2** for the directory, and to view recent missed, received, or placed calls.
  - Press **3** for phone settings, to adjust display contrast, ring volume, and ring type.
3. Use the **Navigation** button to scroll through the options. Use the **Select** soft key to make selections.
4. Press the **Exit** soft key to return to the previous directory menu.

## Program Personal Speed-Dial Buttons

1. Select an available IP phone line (off hook or **NewCall**) and listen for a dial tone.
2. Press the pound key (#).
3. Press the **Menu** button, press **4** on the keypad for Speed Dial, and use the **Navigation** button to select the speed-dial button that you want to program. A short beep confirms that you are starting to program this button.
4. Enter the speed-dial number. The digits will appear on the phone display. Use the backspace soft key (<<) to erase digits that were entered incorrectly.

To remove a speed-dial number without replacing it with a new one, press the pound key (#).

5. Press the same speed-dial button a second time to indicate that you have finished entering the speed-dial digits and to store the new speed-dial number.
6. Hang up the handset, or press a new speed-dial button and repeat the process.

## Use Call Pickup

To pick up calls ringing at another extension:

1. Press the **PickUp** soft key.
2. Dial the extension number of the Cisco Unified IP phone that you want to pick up.

Control of the call will be transferred to your phone.

To selectively pick up a call coming into a number that belongs to a pickup group, use one of the following methods:

- Press the **GPickUp** soft key. If there is only one pickup group defined in the entire CallManager Express system, control of the call will be transferred to your phone.
- If the ringing telephone and your phone are in the same pickup group, press the asterisk (\*) to transfer control of the call to your phone.
- If the ringing telephone and your phone are in different pickup groups, dial the pickup group number where the phone is ringing to transfer control of the call to your phone.

## Activate Do Not Disturb (DND)

For visual call alerting and information without audible ringing, use DND. Calls receive normal call-forward-busy and no-answer treatment.

To activate or deactivate the Do-Not-Disturb feature:

- Press the **More** soft key to locate the DND soft key.
- Press the **DND** soft key.