

Telephone User Instructions

Cisco Unity System

Voicemail (*Envelope button*)

- **Setup Voicemail**
 - Press the "Envelope" button on the phone which will direct you to your voicemail box (*make sure YOUR line is "active"- green light*)
 - It will ask for your PIN (*followed by #*), which is set to the default of 123789. If entered wrong the first time, it will then ask for your ID (4 digit extension) and then the PIN again
- **Change Voicemail PIN**
 - Click the "Envelope" button (*YOUR line "active"*)
 - Enter PIN (*followed by #*)
 - Choose option 4 (Set up options)
 - Choose option 3 (Preferences)
 - Choose option 1 (Change PIN)
- **Received Voicemail**
 - Solid red light indicator on handset
 - New Voicemail message will appear on display screen
 - If on the line when another call comes in, system is set to send caller straight to your voicemail
- **Checking Voicemail (3 different ways)**
 - **First Way**
 - Select YOUR line and then press the "Envelope" button (*the speaker phone will automatically turn on*)
 - Enter PIN (*followed by #*)
 - **Second Way**
 - Pick up the handset
 - Press the "Envelope" button OR dial 7000
 - Enter PIN (*followed by #*)
 - **Third Way (Away from your desk)**
 - Dial 460-2362 and the Unity Connection greeting will begin
 - MUST press *
 - Enter User ID (4 digit extension) & PIN (*followed by #*)
- **Voicemail Locked Out**
 - If you keyed the PIN incorrectly 3 times, BUT you know the PIN, wait 30 minutes and your voicemail will unlock automatically
- **Forgot PIN**
 - Call the IT department to have voicemail PIN reset
- **Expiring Voicemail PIN**
 - Press the "Envelope" button (*make YOUR line "active"*)
 - Enter PIN to access your voicemail box
 - Listen to the options for changing your PIN
- **Send callers directly to Voicemail**
 - Transfer button + * + Extension

Questions, call the IT dept. 870 460 1036

Place a Call

- Campus (Monticello, Crossett, & McGehee): dial 4 digit extension only
- Local calls: dial 9 + 870 + number
- Long distance calls: dial 9 + 1 + area code + number
- International calls: dial 9 + 011 + number (**phones needing INTL dialing require Executive Council Pre-Approval**)

Hold a Call

- Press Hold button (*upside-down phone handset with line underneath it*)

Mute a call

- Press Mute button (*microphone with slash through it*)

Transfer a Call

- Press transfer button (*arrow pointing at person*) + extension/number + transfer button again

Forward Calls

- Press FWD ALL soft key + extension/number
- Press FWD ALL soft key + Voicemail button

Conference Calls (*Speaker Phone is needed*)

- The system can handle 4 people on a call (1 person to initiate the call, and 3 more people to join)
 - **Place a Conference Call**
 - During a call, press Conference button to open a new line and put first party on hold
 - Place a call to another number
 - When call connects, press Conference again to add new party to existing call with first party
 - **End a Conference Call**
 - Hang up handset OR press Cancel soft key

Directory Search

- Click on the "Book" button
- Scroll down using the up & down arrows and choose Corporate Directory
- Search by Last Name, First Name, or Extension Number
- Click Search for details

Settings (*Gear-shaped setting button*)

- Click on the "Settings" button
- Call history
 - Press the select button (*button between up & down arrows*) to choose a Line(s)
- Preferences
 - Ringtones
 - Contrast