DUTCHESS BOCES

To Place a call outside the agency, Dial 8 then the number, 8-1-xxx-xxx-xxxx for Long Distance and 8-xxx-xxxx for local. You will be asked for you FAC code which will be provided to you prior to the system going live.

CISCO 7841

Buttons

Icon	Button
⚙	Applications
📖	Contacts
▭	Messages
↪	Transfer
❚❚	Hold/Resume
👥	Conference
+ / −	Volume
🔊	Speakerphone
🔇	Mute
🎧	Headset
○	Select button

Common Phone Tasks

Task	Action
Place a call	Go off-hook before or after dialing a number.
Redial a number	Press **Redial**.
Switch to handset during a call	Pick up the handset.
Switch to speaker or headset during a call	Press 🔊 or 🎧, then hang up the handset.
Mute and un-mute a call	Press 🔇.
View call history	Press ⚙ > **Call History**.
Hold and resume a call	Press ❚❚, to hold a call and press it again to resume the held call.
Transfer a call to new number	Press ↪, enter the number, then press it again.
Start a standard conference call	Press 👥, dial the participant, then press it again.
Silence the ring for an incoming call	Press the **Volume** button down once.

The Business of Connectology

ANNESE
INTEGRATED COMMUNICATIONS SYSTEMS

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Cisco Unity Phone Menus and Shortcuts

To Access Voice Mail Internally:
- Press the **Messages** button on your Cisco IP Phone
- Press the * key
- Enter your ID (Your 4 digit assigned voicemail extension).
- The default PIN is 845845

To Access Voice Mail Externally:
- Call your main building number.
- Press the * key
- Enter your ID (Your 4 digit assigned voicemail extension).
- Enter your PIN.

Accessing Cisco Unity

1. Call Cisco Unity.
From your desk phone, **press msg button enter password**
From another phone within your Organization **press msg button.**
From outside your organization, dial your main building number.
2. If you are calling from another phone within your organization or from outside your organization, **press *,** when Cisco Unity answers.
3. If prompted, enter your Cisco Unity ID (your desk phone extension or voice mail ID), and press #.
4. Enter your password, and press #.

Main Menu and Shortcuts
Key Task
1 Hear new messages
2 Send a message
3 Review old messages
4 Change setup options
41 Change greetings
412 Turn on/off alternate greeting
421 Change message notification
423 Choose full or brief menus
431 Change phone password
432 Change recorded name

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 five seconds
8 Pause/Resume
9 Fast-forward five seconds
Fast-forward to end
Skip message, save as is
*Not available on some systems.

Shortcuts for During Message Menu
While listening to a message, press:
Keys Task
#4 Reply
#42 Reply to all
#5 Forward message
#6 Save as new
#8 Deliver e-mail/fax to fax machine*
#9 Play message properties
77 Rewind ten seconds
99 Fast-forward ten seconds
*Not available on some systems.

After Message Menu
After listening to a message, press:
Key(s) Task
1 Replay message
2 Save
3 Delete
4 Reply
42 Reply to all
44 Call the subscriber*
5 Forward message
6 Save as new
7 Rewind five seconds
8 Deliver e-mail/fax to fax machine*
9 Play message properties
Save as is
*Not available on some systems.

Send Message Menu
After addressing and recording, press:
Key(s) Task
Send message
1 Mark urgent
2 Request return receipt
3 Mark private
5 Review recording
6 Rerecord
7 Add to recording
91 Add name
92 Hear all names (and delete names)
* Cancel message

To access a Dial by voice directory, pick up your handset and dial 7555 and state the name of whom you would like to reach.