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## St. Francis Schools Cisco Unity Voicemail User Guide

### Accessing Your Mailbox

- ▶ **From Your Own Extension**
  1. Press  the **MESSAGES** key
  2. Enter *your password* then press #
- ▶ **From Another Extension**
  1. Press  the **MESSAGES** key
  2. Press \*
  3. Enter *your mailbox ID number* then press #
  4. Enter *your password* then press #
- ▶ **From An Outside Line**
  1. Dial the vm pilot number: 414-747-3999
  2. Press \*
  3. Enter *your mailbox ID number* then press #
  4. Enter *your password* then press #

(voicemail pilot number --3999)

### Initializing Your Mailbox

#### To Set Up Your New Mailbox

1. Use instructions (above) to **LOG IN**.
2. Your temporary password will be 12345

You will hear "Welcome to Unity". Unity's tutorial will play until you successfully complete the mailbox setup.

#### To Record Your Name

3. At the tone, "Say Your First And Last Name"
4. Press #
5. If you like the recording, press # to accept

#### To Record Your Standard Greeting

6. When prompted, press 1
7. At the tone, "Record Your Greeting"
8. Press #  
*Note: To Erase and re-record, press 1*
9. To Accept, press #

#### To Change Your Password

10. Enter your new password
11. Enter the new password Again

#### To Change Your Directory Listing Status

12. Press 1 to change your listing status, or press # to keep your current status.

#### To Exit Mailbox Set-Up

When complete Cisco Unity will say: "You have finished Enrollment."

### Playing Messages

- ▶ **To Listen to New or Existing Messages**

Log on to voicemail

Press

  - 1 to hear **New** messages
  - 3 to review **Old** messages
- ▶ **While Listening to the Current Message,**

Press

  - 1 to **Repeat** the message
  - 2 to **Save** the message
  - 3 to **Delete** the message
  - 5 to **Change the Volume**
  - 7 to **Backup** (7 seconds) in the current message
  - 8 to **Pause** or to resume after a pause
  - 9 to **Fast-Forward** (7 seconds) in the current message
- ▶ **After Hearing the Current Message,**

Press

  - 4 to **Reply** to the message
  - 5 to **Forward** the message
  - 6 to **Mark as a New** message
  - 7 to **Reverse**
  - 8 to send an **E-mail or Fax**
  - 9 to **Hear Summary**

### Shortcuts

- \* to cancel or back up to a previous menu
- # to bypass a user's greeting
- ## to switch between alpha & numeric

### To Compose A Message

1. While logged in, press 2
2. Press 1 to add another *mailbox number*
3. Press # to **Record** message  
*Note: Press 8 to Pause or resume the recording*
4. Press # to **End** the recording

- ▶ **Press 1 for Message Options, then press**
  - 4 to **Review** the message
  - 2 to change the **Recording**
    - 1 to change **Addressing**
    - 3 to set **Special Delivery Option**

- ▶ **Special Delivery Option - PRESS:**
  - 1 to mark the message **Urgent**
  - 2 for **Receipt Acknowledgment**
  - 3 to mark the message **Private**
  - 4 for **Future Delivery**

5. To **SEND**, press #

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### Transfer A Caller Directly To Voicemail

1. Press the **TRNSF...** soft key
2. Press **\***
3. Enter the **MAILBOX** number
4. Press the **TRNSF...** soft key

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### Forward Your Calls Directly To Voicemail

- ▶ **To Activate Call Forward**
  1. Without lifting the handset, press the **CFwdALL** soft key
  2. Press the **MESSAGES** key
- ▶ **To Cancel Call Forward**
  1. Press the **CFwdALL** soft key

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### Modify Personal Settings Or Greetings

- ▶ **To Change Your Password**
  1. Log on to voicemail
  2. Press **4 - 3 - 1**
  3. Enter **new password**
  4. Press **#**
  5. Enter **new password** again to confirm
  6. Press **#**
- ▶ **To Re-Recorded Available Greetings**
  1. Log on to voicemail
  2. Press **4 - 1 - 1**
  3. Listen to current greeting
  4. Press **1** to re-record your current greeting
  5. Press **3** to record a **Different Greeting**  
*Note: Standard, Closed, or Alternate*
  6. Press **#** to end recording
- ▶ **To Enable or Disable a Greeting**
  1. Log on to voicemail
  2. Press **4 - 1 - 1**
  3. After Unity plays your current greeting, press **2** to enable or disable your alternate greeting. The alternate greeting becomes the default greeting.
- ▶ **To Change Your Recorded Name**
  1. Log on to voicemail
  2. Press **4 - 3 - 2**
  3. At the tone, "**Record Your Name**"
- ▶ **To Change Your Directory Listing Status**
  1. Log on to voicemail
  2. Press **4 - 3 - 3**
  3. Press **1** to **Change** your listing status
  4. Press **#** to **Keep** your current status
- ▶ **To Change the Conversation Menus**
  1. Log on to voicemail
  2. Press **4 - 2 - 3**
  3. Press **1** to toggle between full and brief prompts

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### Private Lists

- ▶ **To Create a Private List**
  1. Log on to voicemail
  2. Press **4 - 2 - 4 - 2**
  3. Choose a **Number of the List** from (1 – 20)  
*Note: Press ## to switch to number entries*
  4. Enter **Mailbox Number**, press **#**
  5. Press **# Again**, after each entry to accept the entry  
*Note: Repeat steps 4 and 5 to add more names*
  6. Press **\*** to **complete** the Private List
  7. Press **4** to record **Name (i.e. Sales Dept)**
  8. **Record** the name at the tone
  9. Press **#** to **End** the recording
  10. Press **\*** to **Keep** the list name
  11. Press **\*\*\*\*** to **Exit** to the main menu
- ▶ **To Change the Members of a Private List**
  1. Log on to voicemail
  2. Press **4 - 2 - 4 - 2**
  3. Enter the **Number of the List** you wish to add or change (1-20)
  4. After Unity plays the List Name Itself, you may:
    - ▶ Press **1** to **Add** a name (*mailbox or member*)
    - ▶ Press **2** to **Hear** the names (*mailboxes or members*) in the list
    - ▶ Press **3** to **Remove** the name (*mailbox or member*) from the list
  5. Press **\*\*\*\*** to **Exit** to the main menu
- ▶ **To Change the Private List Recorded Name**
  1. Log on to voicemail
  2. Press **4 - 2 - 4 - 2**
  3. Enter the **Number of the List** whose name you wish to change (1-20)
  4. Press **4** to **Record** the list name, then press **#**
  5. Press **\*** to keep the name you just recorded
  6. Press **\*\*\*\*** to **Exit** to the main menu

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### To Compose A Message To Private List


1. Log on to voicemail
2. Press **2** to **Send** a message  
*Note: Press ## to switch to number entries*
3. Enter the **Private List Number** (*when prompted to enter a mailbox number*)
4. **#** after entering the List number
5. **#** to accept the number you just entered
6. **#** when you are done entering List and or Mailbox numbers
7. **Record** your message
8. Press **#** to **End** the recording
9. Press **#** to **Send**
10. Press **\*** to **Exit** to the main menu





## St. Francis Schools CISCO 7942 & 7962 TELEPHONE USER GUIDE


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### BUTTONS ON YOUR PHONE


 **LINE OR SPEED DIAL BUTTON** – Opens a new line or speed dials the number on the LCD screen


 **DIRECTORIES** – Provides access to call histories and directories


 **SETTINGS** – Provides access to phone settings such as LCD contrast, ring tone, network configuration, and status information


 **SERVICES** – Provides access to any available phone services


 **MESSAGES** – Provides access to your voice message system


 **QUESTION MARK** – Displays help on your LCD screen for a phone button or function

 **NAVIGATION** – Allows you to scroll through text and select features displayed on the LCD screen

 **SPEAKER** – Use to place or answer a call without lifting the handset

 **MUTE** – Use to disable / enable the microphone for the handset, headset, or speaker

 **HEADSET** – Use to place or answer a call with a headset

 **VOLUME CONTROL BAR** – Use to increase or decrease volume for the handset, headset or speakerphone (depending upon which is currently active)

▶ **Ringer Volume**  
Without lifting the handset, press the Volume Control Bar


▶ **Handset or Speaker Volume**  
1. While listening, press the Volume Control Bar  
2. Press the SAVE soft key to save the entry

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**SOFT KEYS** – Enable you to engage any of the functions displayed on the corresponding LCD screen tabs. Soft keys point to feature options displayed along the bottom or your LCD screen. Soft keys change depending on the status of your phone.

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### INDICATORS ON YOUR PHONE

 Observe indicators in your display that identify the state of the line.

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### DIALING INSTRUCTIONS

#### To Place an Outside Call

1. Lift handset OR press **SPEAKER** button OR press **NEWCALL** soft key
2. Dial 9 + telephone number

#### To Place an Internal Call

1. Lift handset OR press **SPEAKER** button OR press **NEWCALL** soft key.
2. Dial extension number

#### To Answer a Call on Your Primary Line

- ▶ Lift handset OR press **SPEAKER** button OR press **ANSWER** soft key

#### To Answer a Call on Another Line on Your Phone

- ▶ Press corresponding Line Key OR press **ANSWER** soft key.

#### To End a Call

- ▶ Hang up handset OR press **SPEAKER** button OR press **ENDCALL** soft key

#### To Answer a SECOND Call on Your LINE

1. Second call will appear in your display (but not ring)
2. Press **ANSWER** soft key. The first call is automatically put on Hold.
3. Use **NAVIGATION** up/down key to highlight either call
4. Press **RESUME** soft key to connect to caller

#### To Place a Call on Hold

1. Press **HOLD** soft key
2. Hang up handset
3. Press **RESUME** soft key or the desired line button to return to a call

#### To Redial the Last Manually Dialed Number

- ▶ Press **REDIAL** soft key

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### TRANSFER

#### To Transfer a Call to Another Extension:

1. Press **TRANSF...** soft key
2. Dial extension (if third party cannot be reached, press **End Call** soft key then **Resume** soft key)
  - ▶ *You may announce call in private*
3. Press **TRANSF...** soft key to complete transfer

#### To Return to Caller when Busy or No Answer

1. Press **ENDCALL** soft key
2. Press **RESUME** soft key

#### To Return to the Original Call:

- ▶ Press **RESUME** soft key

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**DIRECT TRANSFER**

To Transfer two separate, current callers to each other while disconnecting yourself:

1. While on an active call, press the **MORE** and **SELECT** softkeys (see highlighted caller – the call now has a checkmark next to it)
2. Use the up/down **scroll button** key to highlight the other caller
3. Press **SELECT**
4. Once the two callers are selected, press the **DirTrfr** softkey

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**TO TRANSFER A CALLER DIRECTLY INTO VM**

1. Press **TRANSF...** soft key
2. Press \* key
3. Enter mailbox number
4. Press **TRANSF...** soft key

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**iDivert**

Transfer a Ringing Call automatically to Voice Mail

1. When your phone is ringing, press the **iDivert** soft key.

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**JOIN**

To create a conference by joining two separate, current calls to each other including yourself

1. Press **MORE** and **SELECT** softkeys to select the current highlighted caller (the call now has a checkmark next to it)
2. Use the up/down **scroll** arrow to highlight the other caller
3. For each highlighted user, press **MORE** and **SELECT** softkeys
4. Press **JOIN** softkey to combine all callers to one conference call

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**CONFERENCE**

To CONFERENCE Up to 6 Parties

5. With an active call on the line
6. Press **MORE** soft key
7. Press **CONFRN** soft key (listen for dial tone)
8. Dial next party
9. Announce call in private
10. Press **CONFRN** soft key to join all parties

If a Party Doesn't Answer or Doesn't Want to Join the Call

1. Press **ENDCALL** soft key
2. Press **RESUME** soft key

To Permanently Remove Yourself From the Conference

- ▶ Hang up OR press **ENDCALL** soft key

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**CONF LIST**

To view a list of all participants on the conference call. The initiator (indicated with \* ) may select and remove a participant from the call.

1. Highlight the call using the Navigation
2. Press the **SELECT** softkey the call
3. Press the **ConfList** softkey
4. Press the **REMOVE** softkey

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**CALL PARK**

To Hold a Call for Retrieval from any Telephone

1. Press **MORE** soft key
2. Press **PARK** soft key
3. Note call park number in the display XXXX
4. Hang up

To Retrieve a Parked Call

1. Lift handset of any phone
2. **DIAL** the number assigned to the parked call.

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**MEET-ME CONFERENCE**

To Establish a Multi-Party Conference with Up to 10 parties

1. Lift handset or press **SPEAKER** button
2. Press **MORE** soft key
3. Press **MEETME** soft key
4. Dial conference bridge number (2020-2049)
5. Wait for other conferees to join call

To Join a Meet-Me Conference Call

1. Dial conference bridge number provided to you by the conference initiator
2. Wait for other conferees to join call

*Note: If you dial in before the initiator, you will receive a busy tone and must try later.*

*Do not press the MEETME soft key to join a MeetMe conference call.*

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**CALL PICKUP**

To Pick Up a Call Ringing at Another Telephone

1. Lift handset OR press **SPEAKER** button
2. Press **MORE** soft key
3. Press **PICKUP** soft key (the call will begin to ring on your phone)
4. Press **ANSWER** soft key or appropriate line button

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**FORWARDING**
**To Forward Calls to Another Extension**

1. Without lifting handset press **CFwdALL**.
2. **DIAL** the number, to which you want to forward calls.

**To Cancel Call Forwarding**

- ▶ Press **CFwdALL** soft key

**To Forward Calls Directly into Your Mailbox**

1. Without lifting handset press **CFwdALL** soft key
2. Press **MESSAGES** key

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**MESSAGES**
**To Dial Unity Voice Mail and Access your Mailbox**

1. Press **MESSAGES** key
2. Enter your Password + #

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**DIRECTORIES**
**To View Missed, Received, or Placed Call History**

1. Press **DIRECTORIES** key
2. Use scroll bar to highlight desired option **OR** press corresponding number
3. Press **SELECT** soft key

**To Exit While Viewing a Call History**

Press **EXIT** soft key twice

**To Edit and then Speed Dial a Logged Call**

1. Press **DIRECTORIES** key
2. Press **SELECT** soft key for Directory/Log Menu item
3. Scroll to highlight the desired number
4. Press **EDIT DIAL** soft key
5. Enter 9 and/or 1 (if necessary) before number
6. Press **DIAL** soft key

**To Search the Corporate Directory**

1. Press **DIRECTORIES** key
2. Select **CORPORATE DIRECTORY OR** dial 4
3. Search using either first name, last name or extension (It is not necessary to enter entire name.)
4. Use \* as a wild card to access entire Corporate Directory
5. Press **SEARCH** soft key

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**SETTINGS**
**To Choose a Ring Type**

1. Press **SETTINGS** key
2. Use scroll bar to highlight **Ring Type OR** dial 2
3. Press **SELECT** soft key
4. Use scroll bar to select an option
5. Press **Play** soft key to hear ring
6. Press **SELECT** soft key to choose a specific ring for your phone
7. Press **OK** soft key
8. Press **Exit** soft key

**To Adjust the Display Contrast**

1. Press **SETTINGS** key
2. Use scroll bar to highlight **Contrast**
3. Press **SELECT** soft key
4. Press **UP** and **DOWN** arrow soft keys
5. Press **OK** soft key to save selection
6. Press **Exit** soft key

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**SERVICES**

In order to build your Personal Address Book and Fast Dial numbers you must Access the internet and log into the User Options Web Page. Use the instruction sheets provided. The telephone numbers and settings that you have established from the Cisco CallManager User Options web pages are associated with your phone.

**To Access Your Personal Address Book**

1. Press **SERVICES** button
2. From Services Menu, use the Navigation key to select Address Book or press the corresponding number on your keypad.
3. Press **SELECT** soft key
4. Use **NAVIGATION** key to highlight number to call
5. Press **Dial** soft key to dial number selected

**To Access Your Fast Dials**

1. Press **SERVICES** button
2. From the Services Menu use the Navigation key to select **Fast Dials OR** press corresponding number on your keypad.
3. Press number of Fast Dial you wish to call