



## Your Phone

1. Incoming call or voicemail indicator
2. Phone Screen
3. Feature and session buttons
4. Softkeys
- 5 & 6. Navigation cluster, and Release
- 7, 8, 9. Hold, Conference and Transfer
- 10, 11 & 12. Speakerphone, Mute and Headset
- 13, 14 Dial Pad & Volume
- 15, 16, & 17. Contacts, Applications, Voicemail
- 18 & 19. Back & Handset

## Dial Plan

**Internal Calls:** Dial 5-digit extension

**External Calls:** Site-to Site 5-digit number

Domestic: 9+1+ Area Code + Number

Int'l: 9+011+Country Code + Number

Emergency External: 9+911 or 911

## Place a Call

- Enter a number and pick up the handset.
- Press **Redial** soft key.
- Press **New Call**, **Speaker** or **Headset** and dial.

## Answer a Call







- Press the flashing amber session button.

## Put a Call on Hold

- Press **Hold**.
- To resume a held call, press **Hold** again or **Resume** softkey.

## Feature and Session Buttons

Feature buttons (left side): view calls on a line or Speed Dials  
Session buttons (right side): resuming calls or answering a call

-  Green, steady: Active call
-  Green, flashing: Held call
-  Amber, steady: Private line in use
-  Amber, flashing: Incoming call
-  Red, steady: Remote line in use
-  Red, flashing: Remote line on hold

## Call Transfer

To transfer while on an active call:

- Press the **Transfer** button or softkey.
- Dial the intended party.
- Announce caller when line is picked up.
- Press the **Transfer** button.

**Note:** If dialed party does not wish to take the call, press **End Call**, then resume original call.

### Transfer to Voicemail

- Press Transfer \* + 5-digit extension + Transfer.

## Call Forward

To forward all incoming calls:

- Select a line and press the **Forward all** softkey.
- Dial the internal number.

To forward to voicemail:

- Press the **Forward ALL** softkey.
- Press the **Voicemail** button.

To receive calls again:

Press the **Forward Off** softkey again.

## Conference

### Ad Hoc Conference (MAX #8)

While on an active call:

- Press **Conference** button.
- Dial the intended party, then press the **Call** softkey.
- When call connects, press **Conference** button to connect the calls.
- Repeat to add additional parties.

To rejoin conference if party is not available:

- Press **EndCall** softkey.
- Press **Resume** softkey and you are connected with conference in progress.

### View Conference Participants

- Press the **Show detail** softkey to refresh the screen, press **Update**.
- Press **Remove Conference Participants**
- Press **Show Detail** softkey.
- Highlight the party you wish to remove using the Navigation button.
- Press the **Remove** softkey.

## Add Another Person to a Call

- From a connected call that is not on hold, press **Conference**.
- Press **Active calls** to select a held call and press **Conference** again to join the calls.

## Call Pickup

### Answering a Call Using Pickup

To answer a call that is ringing on another phone within your call pickup group:

- Press **PickUp** softkey to transfer a ringing call within your pickup group to your phone
- If the call rings, press Answer softkey to connect the call

## Hunt Groups

### Sharing Call Loads for a Number That Receives a Large Incoming Call Flow

To sign in and out:

Press the **Hunt Group** softkey to sign in.

Visual confirmation displays.

Press the button again to sign out.

## Ignore

### Send an Active or Ringing Call to your Voicemail

To redirect an incoming, ringing call while on another call:

Highlight the incoming call and press **Ignore** softkey.

To redirect an incoming call while not on a call:

Press **Ignore** softkey. To redirect a held call:

First resume the call and then press the **Divert** softkey.

## Do Not Disturb (DND)

Press **DND** button to turn on or off the ringer on the phone.

## Directories

### Corporate Directory

- Press **Contacts** button.
- Select **Corporate Directory**.
- Perform a search by name or extension.
- Press **Submit**.
- To dial, scroll to a listing and press the **Select** button in the Navigation pad.
- Press the **Select** button again.
- Press the **Call** softkey.

To Exit:

Press the **Back** button multiple times.

## Personal Directory

To access the Personal Directory:

- Press **Contacts** button.
- Select **Personal Directory**.
- Enter **User ID: BlueNet Username**
- Enter **Password: Cisco Phone PIN**
- Press **Submit**.
- Select **Log Out**, Select and **OK** to log out.

Add a Personal Directory Entry:

- Press the **Contacts** button.
- Sign in to **Personal Directory**.
- Select **Personal Address Book**.
- Press the **Submit** softkey.
- Press the **New** softkey.
- Enter the nickname information.
- Press the **Phones** softkey and enter the phone numbers.
- Press the **Submit** softkey to add the entry to your personal directory.

Search for an Entry in Personal Directory:

- Press the **Contacts** button.
- Sign in to **Personal Directory**.
- Select **Personal Address Book**.
- Select one, all, or none of these: Last Name, First Name, Nickname.
- Enter the search criteria information, then press the **Submit** softkey.

## Call History

- Press **Applications** button.
- Select **Recents** softkey.
- Select line to view.
- To dial outside # press **...** for **Edit Dial** to add the prefix 9 or 91 depending on whether it is local or long distance.

- **Note:** You can view the last 150 **missed** or **all calls** by selecting the softkey.

## Extension Mobility

*Note this is for Call Center users only.*

To log on to an available phone:

- Press **Applications** button.
- Select **Extension Mobility**.
- Enter your **User ID:VWCC Username**
- Enter **Default PIN: Cisco Phone PIN**
- Press **Submit** softkey.

**Note:** First time logging -in you will be required to change your PIN.

To sign out:

- Press **Applications** button.
- Select **Extension Mobility**.
- Press the **Yes** softkey.

## Managing your phone from the Web (On campus only)

To manage features such as speed dials (phone buttons), abbreviated dials (softkeys), Phone Contacts browse to:

<https://vwtss150.vw.edu/ucmuser/>

Logon with your VWCC credentials

**ID: vwxxxxx (your login ID)**

**Password: \*\*\*\*\* (your password)**

## Speed Dial Configuration

To create additional speed dials:

- Click **Phones** tab.
- Click **Phone Settings**.
- Click **Speed Dial Numbers**.
- Do the following:

- If your phones are linked, click **Add New Speed Dial**.
- If your phones are not linked, select the phone for which you want to add the speed dial number, and then click **Add New Speed Dial**.

- Enter in the Number.
- Enter in Label.
- Assign speed dial number (1-199).
- Click **Save**.

## Call Forwarding.

- Click **Phones** tab.
- In the left navigation pane, click **Call Forwarding**.
- Click the phone number on which you want to set up call forwarding.
- Check the **Forward all calls to:** check box.
- From the Forward calls to drop-down list box, enter the phone number to which you want to forward all calls.
- Click **Save**.

To turn forwarding off:

- Uncheck the **“Forward all calls to”** box.
- Click **Save**.

## Do Not Disturb

- Click the **IM & Availability** tab.
- Check the “turn on” box under the Do Not Disturb section.
- Uncheck the box to turn DND off.

## Phone Contacts

- Click **Phones** tab across the top of the page.
- Click **Phone Settings** tab.
- Click **Create New Contact**. The Add New Phone Contact window appears.
- Complete the fields with the contact information for the contact.
- Click **OK**.

## Ring Settings

Customize your shared line ringtones.

- Click **Phones** tab across the top of the page.
- Click **Phone Settings** tab.
- Select **Ring Settings**.
- Select the phone number and customize **when I'm on a call** and **when I'm not on a call** from the drop down arrow.
- Click **Save**.

## Voicemail Notification Settings

Customize your voicemail notification.

- Click **Phones** tab across the top of the page.
- Click **Phone Settings** tab.
- Select **Voicemail Notification Settings**.
- Select the phone number and customize **if you want message light on, display screen prompt or play stutter tone when on a call**.
- Click **Save**.

## Voicemail

### Setting up Voicemail

- Press the **Voicemail** button
- Enter your default PIN **540562#**
- Record your **Name**
- Record your **Greeting**
- Change your **Temporary PIN**
- Confirm your **Directory Listing**

**Note:** If you hang up before completing setup, you need to repeat setup again.

### Internal Sign-on

From your phone:

- Press **Voicemail** button
- Enter your **PIN, #**

From another phone:

- Press **Voicemail** button
- Press \* key
- Enter your **5-digit extension, PIN, #**

### External Voicemail Access

- Dial your direct number
- Press \* key
- Enter **5-digit extension #**
- Enter your **PIN, # Main Menu:**
- Listen to messages
- Send a message
- Review old messages

Setup options

### Greetings

- 4-1-1 Re-record Standard Greeting
- 4-1-2 Re-record Alternate Greeting
- 4-3-2 Re-record Name
- 4-3-1 Change PIN

### Direct to Voicemail

To leave someone a voicemail message without having to call them:

Press \* + 5-digit extension

### Check Messages

To check for messages after logging in:

Press 1 to listen to new messages

Press 3, then one to review saved messages

Press 3, then 2, then 1 to listen to deleted messages

The following options can be used while listening to your mail:

- |                 |                    |
|-----------------|--------------------|
| 1 Restart       | 6 Fast Playback    |
| 2 Save          | 7 Rewind           |
| 3 Delete        | 8 Pause or Resume  |
| 4 Slow Playback | 9 Fast forward-End |
| 5 Change Volume | # Skip Message     |
|                 | ## Keep Msg. New   |

After listening to messages:

- |           |                      |
|-----------|----------------------|
| 1 Replay  | 6 Mark As New        |
| 2 Save    | 7 Skip Back          |
| 3 Delete  | 9 Msg. Properties    |
| 4 Reply   | * Cancel Playing Msg |
| 5 Forward | 0 Help               |