

Vicemail

The first time you enter the Cisco Messaging System, you will be asked to set up your voicemail. The voice commands will direct the parts that need to be recorded, but they will follow this agenda:

- Record your first and last name
- Record a personal greeting (this is your main greeting)
- Create a new pin
- Choose your directory preference (whether or not you are listed in the directory)

Once you have completed setting up your mailbox, you will be able to listen to your messages (If you need to exit while setting up your mailbox, press * to save your changes). If you do not record your own messages, the system greetings will be active.

Vicemail can be accessed from on or off campus. Your phone will indicate that there is a waiting voicemail by showing a red light on the handset and with an envelope next to your extension on the display screen of your phone.

To access voicemail from your phone:

Press the "Msgs" soft key-this will dial into the Cisco messaging system (8880)

Enter your password (the default is 788)

To access voicemail from a different phone:

Dial 865-8880

Enter your ID (extension)

Enter your password (the default is 788)

Once you have entered the voicemail system, follow the prompts to listen to your voice message

You can change your greeting or add other greetings to your phone preferences by dialing into the voice messaging system and pressing 4 to access Set Up Options. Other phone message options include:

- *Closed-message for after hour/non-work hour times
- *Alternate-used for a specific time period while away from your desk (when this message is active it will override all other messages)
- *Busy-When the line is busy
- *Internal-will play message for internal extensions

Conference Calling Options

Several Conference Call options are available to best suit your needs.

Ad Hoc Conference Call

Allows the caller to have a four person conference call from their own phone, no set up required

Cost: Long distance/international charges you generate (campus extensions and local numbers are free)

Equipment: Your own phone

Scheduling: No scheduling needed

Number of people: Allows you to have a four party conference call

Meet Me Conference

Allows callers to dial into the conference call

Cost: Free to your department, all calls must be made to the conference call

Equipment: Must start with an IP phone, but any phone can call into the conference

Scheduling: You must reserve the line to use this function; please fill out the online information sheet

Number of people: Allows for 24 users

*If you would like to use a conference phone, please mark that option on the online form

SUU Conference Bridge

Allows for callers to dial into the call using an 800 number that is charged to an on campus department

Cost: \$0.14 per minute, per caller

Number of people: 125

Scheduling: You must reserve the bridge phone line; please fill out the online information sheet

Equipment: Can call from any phone, any location

*If you would like to use a conference phone, please mark that option on the online form

Parties that have scheduled their calls in advance will always have priority. We appreciate advance notice where possible to provide you the best service.

For more information on these calls or to schedule a conference call please go to: <http://www.suu.edu/it/phoneservices/>

For more information on any phone inquiry please contact Telephone Systems at 7785 or send an email to hunter@suu.edu.

Getting started with your Cisco 7911 Phone

This brochure will cover:
Voicemail
Phone Map & Features
Conference Calling

Another excellent guide is available online through Cisco and includes an interactive tutorial . Please visit: <http://www.cisco.com/comm/applications/CCNP/q1m/7911/index.htm>

PHONE MAP & FEATURES



When red, this light indicates a waiting message

Volume

Soft key buttons change to correspond with current available options

Application Menu Button
This button gives access to all the applications available on your phone including Messages, Directories, Settings, Services, and Help.

Directories
Directories will show logs for missed calls, received calls, and placed calls. This feature also allows access for the personal or corporate directory. Use the navigation pad to select up or down or press the number associated with the desired directory or log. The logs will show the name, number, and time of call. The directories can search by name (you do not need to type in the entire name) or extension.

Settings
Settings will allow you to change the display and ring on your phone. Select the Settings feature under the Application Menu and then select User Preferences. This screen will lead you into different options of rings, background images, audio preferences, and brightness.

Navigation pad

One way Speakerphone

Hold Button

Abbreviated Dialing
Commonly used numbers are given a number (1-100); when that number is dialed, an AbbrDial soft key will appear. After pushing AbbrDial, the phone will dial directly the desired number. To set up please contact Telephone Systems, 7785.

Quick Tips

- 9 must be dialed in order to call off campus
- * + extension will send you directly to the extension's voicemail
- It is possible to have missed calls and no voicemail (the caller decided not to leave a

Call Forward
Calls can be forwarded to another extension or to voicemail. To start, press the soft key button that says CFwdALL. You will hear two beeps: enter the extension you wish to forward your calls. To forward calls to your mail box, press the CFwdALL soft key and then press the Msgs soft key. Once the phone has the forwarding extension linked, you will hear one beep. In the right corner of your screen will be an icon of the phone with a moving arrow. The bottom of the screen will say where calls are being forwarded. To cancel call forwarding, press the CFwdALL soft key.

Transferring Calls
Calls can be transferred to any on-campus extension. While you are on the call, the soft keys will change and the third soft key will say "Transfer". Press the Transfer soft key. You will now hear a dial tone; enter the new extension that you will be transferring your caller to. If you wish to talk to the new party before transferring, stay on the line and wait for the other party to answer. After speaking to the other party, or when directly transferring the caller, press the Transfer soft key to connect the two lines and remove yourself from the call.