

Place a Call

Options

- Lift the handset and enter the number.
- Enter the number, press "Dial," and then lift the handset.
- For multiline phones, press the button for any available line, enter the number, and then lift the handset.
- Press "New Call," enter the number, and then lift the handset.
- Press a speed-dial button, and then lift the handset.
- If you are using a headset, press "Headset" and enter the number.
- To dial a telephone number off campus, please dial 9+7 digits for a local number. To place a long distance call dial 9+1+10 digit number. If you need to reach a telephone number on campus please only dial the 4 digit extension.

Answer a Call

Options

- Lift the handset.
- If you are using a headset, press "Headset."
- To use a speakerphone, press "Speaker" or "Answer."
- If you are on a call and need to answer another call, select answer. The original call is automatically put on hold. To return to the original call scroll to the number desired and select "Resume".

End a Call

Options

- Hang up the handset.
- If you are using a headset, press "Headset" or "End Call."
- To end a speakerphone call, press "Speaker" or "End Call."

Help

- Press "Help" or "?" button for the main menu.
- For information about a specific key, press "Help," and then press the key for which you need information.

Adjust Volume

1. To adjust receiving volume, press the volume control key up (+) or down (-) when the handset, headset or speakerphone is in use.
2. To save a volume setting for future calls, press "Save."

While the phone is idle, the volume control key will adjust the ring volume.

Change Ringtone

1. Press "Settings."
2. Choose "User Preferences."
3. Use the navigation button to choose "Ring" and to highlight "Ring Type," and then press "Select."
4. Use the navigation bar to scroll through ring types. To hear a highlighted ring, press "Play."
5. Press "Select" with the desired ring type highlighted, and then press "Save."

Speed Dial

- Users with a six-line set: press the programmed button on your set.
- Users with a two-line set or those using Abbreviated Dials: press the number of a preset abbreviated dial, and then press "AbbrDial."

Call Forward

1. Press "CFwdAll" while the phone is idle. You will hear two beeps.
2. Enter the four-digit extension number to which you wish to forward.
To forward to an external number, enter 9+7 digit telephone number.
To forward to voicemail, press "Messages."
3. To cancel, press "CFwdALL" again.

Hold

- With call in progress, press "Hold."
- To return to a call, press "Resume."

Mute

- To activate, press "Mute."
- To deactivate, press "Mute" again.

Divert a Call to Voicemail

- To send active/ringing call to your voice mailbox, press "iDivert"(may not be available to all users).

Access Voicemail Remotely

1. Dial your phone number.
2. Press * (star) when the voice mail system answers.
3. Enter your ID, which is the last 4 digits of your phone number, and then press # (pound).
4. Enter your voicemail password, and then press # (pound).
5. Press 2 to access your voice mail.

Access Voicemail via Email

1. Open the email message from Cisco Unity Connection Messaging System.
2. Double-click on the attachment: VoiceMessage.wav.

Smartphones with a legacy operating system may require additional software (at an additional cost) or setup.

Call Pickup

1. To answer a call on a phone within a pick-up group, press an available line key, and then press "Pick Up;" the call will ring on your phone.
2. Press "Answer."

Park

1. With call in progress, press "More" until the "Park" tab appears.
2. Press "Park," and the screen will display the park number to which the call is assigned. Make a note of this number, and then hang up.
3. To retrieve the parked call from any phone, pick up a handset and dial the assigned park number.

If a call is not retrieved within 60 seconds, it will ring back to the phone that parked the call.

Transfer

1. With a call in progress, press “Transfer,” which places the call on hold.
2. Enter the number to which you wish to transfer.
3. Wait for an answer and announce the original caller.
4. To return to the original caller, press “End Call” and then “Resume”; otherwise, press “Transfer” again to release the call.

Direct Transfer

To transfer two current calls to each other without staying on the line:

1. Scroll to highlight any call on the line, and then press “Select.”
2. Scroll to highlight the second call, and then press “Select.”
3. With one of the calls highlighted, press “DirTrfr” to connect the two calls; you are dropped from the call.

View Missed, Placed or Received Call History

1. Press “Directories.”
2. Use the navigation button to highlight the desired log, and then press “Select” to display the information.
3. To make a call from a call log entry, press “Dial.”

View Corporate Directory

1. Press “Directories.”
2. Use the navigation button to highlight “Corporate Directory,” and then press “Select.”
3. Use the keypad to specify letters to search for names.
4. Use the navigation button to highlight the desired listing.
5. To dial a listing, press “Dial.”

Conference Call

1. With a call in progress, press “More,” and then press “Confrn” when it appears, which places the call on hold.
2. Enter the next number, and then press “Confrn.”
3. To end a conference call, all but one party must hang up.

The maximum number of possible participants is six.

View a List of Conference Participants

1. While on an active conference call, highlight the active conference.
2. Press “More,” and then press “ConfList.” Participants are listed in the order they joined the call, with the most recent at the top.

Remove a Participant from the Conference Call

1. Highlight the participant you want to remove from the Conference List and press “Remove.”
Note: You must be the conference initiator to remove participants.

Join

1. For two+ connected calls, use the navigation bar. Highlight the first call and press “Select.”
2. Repeat for each additional call. With any selected calls highlighted, press “Join” (you may need to press “More” first).

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Technology Services Service Desk
205-726-2662
support@samford.edu
University Library room 012

Cisco 7945/7965 IP

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Quick Reference Guide

**Samford University
Telephone System**

