



AT&T Business

Cisco Hosted Collaboration Solution from AT&T

Voice User Guide

For End Users

V1.3 – February, 2018

Disclaimer

The contents of the document may be revised by AT&T at any time without notice. Please consult the [Service Guide](#) for details of the service and features available with the product. This document is provided as a reference document only and is not intended to modify the agreement between the parties. In the event of a conflict between this document and the Customer agreement (including the Service Guide), the Customer agreement takes priority.

© 2018 AT&T Intellectual Property

© 2018 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, and all other marks contained herein are trademarks or service marks of AT&T Intellectual Property and/or AT&T affiliated companies.



© 2018 AT&T Intellectual Property

Published by: AT&T Intellectual Property

Product: Cisco Hosted Collaboration Solution from AT&T

Title: User's Guide

Product version: V8.2.1

Publication date: February, 2018

Reference number: <UCS><UCV><UG><0218>

Document Revision number: 1.3



Welcome

Welcome to Cisco Hosted Collaboration Solution from AT&T (CHCS), a powerful and flexible telephone system that helps you save time and makes your workday easier.

This is an Internet Protocol (IP) telephone system that provides you with capabilities you probably haven't thought of asking for. For example, with the Extension Mobility feature, you can log onto any IP telephone in your system that has Extension Mobility enabled, including phones at different locations, and that phone acts like your own phone, including displaying your interface and allowing you to access your Speed Dials list and voice mailbox. Also, people receiving your calls see your office phone number on their caller ID screens, not the number of the phone you are actually using.

This User Guide provides you with step-by-step instructions on using CHCS features and also refers you to other resources for additional information or help.

This User Guide is focused on setting up and using the CHCS system. It does not repeat most of the information available in the Cisco user guide specific to your telephone. If you need more information, consult your Cisco user guide or ask your System Administrator. If you cannot locate your Cisco user guide, visit the [Cisco website](#) and search by model number.

Additionally, an online Self-Care portal is provided that allows you to customize many of the features of your telephone. You can make these changes yourself, without the help of the System Administrator. See the "Self-Care Portal Guide" for more information.



Table of contents

1. Levels of service	1
2. Your telephone	3
Adjusting your viewing angle	5
Handset	5
Message Waiting light	6
Speakerphone	6
Microphones	7
Headset	7
Display	7
Caller ID (CLID) and Caller Name ID (CNID)	7
Line indicator	7
Menu buttons and soft keys	9
Menu buttons	9
Soft keys	10
Programmable buttons	11
Navigation wheel, Select button, and Scrolling button	12
Navigation wheel	12
Scrolling button	12
Display button	13
Help button	13
3. Setting up your telephone	15
Your phone at idle	16
Personalizing your ringtone	16
Changing your ringtone	17
Changing the ringtone on another line	18
Changing the brightness of your telephone's display	19



Changing the background image of your telephone's display	19
Volume Control bar.....	20
Adjusting the ringtone volume	20
Adjusting the handset volume	20
Adjusting the speakerphone volume	20
Adjusting the headset volume	21
Installing your headset.....	21
Audio preferences for your headset	21
4. Making and answering calls	23
Handset, headset, and speakerphone	23
Handset	23
Speaker button	24
Headset button	24
Mute.....	25
Hold	25
Making and ending calls	26
Methods of placing a call	26
Making a call within your organization.....	26
Ending a call	26
Making a call to an outside line	27
911 (emergency) calls	27
Answering calls	27
Answering a call on your primary line	27
Answering an additional call on an already-active line	28
Answering a second call on another line	29
Not answering a second incoming call.....	30
5. Speed dial, fast dial, and abbreviated dial	31
Speed dialing.....	32
Viewing your Speed Dial numbers	32
Adding a Speed Dial number.....	33
Deleting a Speed Dial number	34
Making a Speed Dial call	34
Abbreviated dialing.....	35
Making an Abbreviated Dial call	35



6. Directories	37
Call History directories.....	38
Viewing the Call History directories.....	38
Exiting a Call History directory	39
Fast dialing a number listed in a Call History directory	39
Changing a Fast Dial number before placing a call	39
Deleting all entries in a Call History directory.....	40
Corporate directory	41
Searching the Corporate directory	41
Viewing the entire Corporate directory.....	42
Fast dialing a number from the Corporate directory.....	42
Personal directory.....	42
Viewing, searching, and placing a Fast Dial call from your Personal directory	43
Adding names to your Personal directory	44
Changing entries in your Personal directory.....	45
Deleting entries in your Personal directory	45
Personal address book.....	46
Viewing the entire Personal address book	46
Searching the Personal address book by name	46
Adding names to your Personal address book	47
Deleting names from the Personal address book.....	48
Changing entries in the Personal address book.....	48
Fast dialing a number from the Personal address book	49
7. Call forward, call transfer, mobility soft key, and Single Number Reach (SNR)	51
Call forward.....	51
Viewing your Call Forward settings	51
Call Forward All (CFA)	52
Call Forward When Busy (CFB).....	53
Call Forward when No Answer (CFNA)	54
Forward all calls directly into your Voice mailbox	54
Forward a call to your Voice mailbox.....	55
Call transfer.....	55
Announced call transfer.....	55
Blind transfer	56
Direct transfer.....	56
Mobility soft key	57
Single Number Reach (SNR)	57



8. Conference calls	59
Ad-Hoc conference calls	59
Creating an Ad-Hoc conference call	59
Permanently removing yourself from an Ad-Hoc conference call	60
Removing the last person added to the Ad-Hoc conference call	60
Viewing and deleting members of an Ad-Hoc conference call	60
Meet-Me conference calls	61
Starting a Meet-Me conference	62
Joining a Meet-Me conference	62
9. Other call features	63
Extension mobility	63
Logging into extension mobility	63
Logging out of extension mobility	64
Changing the PIN for extension mobility	64
Busy Lamp buttons	65
Call back	66
Call park	66
Do not disturb	67
Activating do not disturb	67
Deactivating do not disturb	67
Hot Line button	68
Pickup	68
Call pickup	68
Group pickup	68
Redial last number	69
Unified messaging	69
Video calling	69
10. Voicemail	71
Setting up your Voicemail (messages) account	71
Listening to Voicemail messages	72
Listening to your Voicemail messages from your desk phone	72
Listening to your Voicemail messages from another internal extension	73
Listening to your Voicemail messages from an alternate extension	73
Listening to your Voicemail messages from a remote location	74



Transferring calls.....	74
Transfer a call to voicemail after answering.....	74
Transfer a call to voicemail without answering.....	75
Forward all calls directly to voicemail.....	75
Changing your Voicemail PIN.....	75
Enabling/disabling or changing a greeting.....	76
Rerecording your Voicemail greetings.....	77
Changing your recorded name	77
Changing your Corporate directory listing status.....	78
Changing the style of Voicemail menus.....	78
Creating a message	78
Private distribution lists	79
Creating a private distribution list	79
Changing the members of a private distribution list	80
Changing the name of a private distribution list	80
11.Help.....	83
Frequently Asked Questions (FAQs)	83
CHCS Self-Care portal.....	83
Help link	84
Your system administrator	86
Appendix A. Soft Key definitions.....	87
Appendix B. Telephone display icons	88
Appendix C. Voicemail keypad shortcuts.....	90
Main Voicemail menu	90
While listening to Main menu.....	90
While listening to message	90
After listening to message	91
After recording a message.....	91
While listening to your recorded message	91
Index	92



1. Levels of service

The levels of service offered by CHCS include: Essential, Essential Plus, Foundation, Classic, and Enhanced. Each supports a different set of telephone features. The Essential level supports the fewest number of features and the Enhanced level supports the most. Your System Administrator can tell you which level of service you have.

Table 1 lists some of the features CHCS supports. Your level of service determines which of these features you can use. The features are described in detail throughout this manual.

Table 1. Sampling of telephone features that CHCS supports

Telephone Feature
Abbreviated Dial (speed dialing with a pre-set code)
Ad-hoc Conferencing
Busy Lamps
Call Back
Call Forward
Call History Directories: Calls placed, received, and missed
Call Park
Call Pick-up
Call Transfer
Caller ID
Corporate Directory
Do Not Disturb (DND)
Extension Mobility (Roaming)
Fast Dial from a directory
Hot Line
Immediate Divert to Voicemail



Telephone Feature
Meet-Me Conferencing
Online feature control with the CHCS Self-Care Portal
Personal Directory
Single Number Reach (SNR)
Speed Dial (one-touch dialing)
Support for Attendant Console Telephones*
Unified Messaging
Video Calling (requires camera or video phone)
ViewMail to send Voicemails via email
Voicemail
911 access

© 2018. AT&T Intellectual Property. All rights reserved.

* Attendant console telephones are not discussed in this manual. See your System Administrator for more information.



2. Your telephone

A variety of telephones can be used on the CHCS system, but not all features are available on all of these telephones; for example: your telephone might have two, six or, eight Speed Dial buttons; some phones have grayscale displays while others have color; and some phones have an Applications button while others have Services and Settings buttons. This User Guide shows you the buttons and soft keys on a Cisco 7945 telephone. For other telephone models, the functions available should be the same, but the keys used to access the functions may vary: consult the Cisco user guide of your telephone for details.



Figure 1: In this manual, the CHCS features are described using a Cisco 7945 telephone.



Figure 2: Features and layout of a Cisco 7945 telephone



Adjusting your viewing angle

Adjust the angle of your telephone to minimize the glare on the display and to provide yourself with the most comfortable available view.

On the Cisco 7945 phone, push in the Angle Adjustment button located on the right side of your phone (see Figure 3). While holding the button down, move the body of the phone up or down until you find the angle you prefer, and then release the button. To keep the stand in working order, please do not force the stand into position.



Figure 3: Angle Adjustment button on a Cisco 7945

Handset


The handset is for quick and more-private conversations, while a headset may be more comfortable for longer calls. A call using the speakerphone may be easier if you're taking notes, but is less private.

NOTE: The handset microphone is sensitive, so if you have something private to say to someone in your office, use the Mute button. Do not simply put your hand over the receiver to block the sound.



Message Waiting light

Your handset has a Message Waiting light (see Figure 4).

- When you have an incoming call, the Message Waiting light blinks red.
- When there is a new message in your voice mailbox, the Message Waiting light is a steady red. You will also see a blinking envelope icon (for example, **6917** ) on the telephone's display next to the line that received the message. (More icons are shown in Appendix B.)

NOTE: The above is the default setting for the Message Waiting light. It can be changed in the Self-Care portal. See the *"Self-Care Portal Guide"* for more information.



Figure 4: Message Waiting light on the handset

Speakerphone

The speakerphone enables you to have hands-free conversation. To either answer an incoming call or place an outgoing call with the speakerphone:

1. Press the Speaker button (Figure 5).
2. If this is an outgoing call, dial the telephone number you wish.
3. To end a call, press the EndCall soft key, which displayed after you pressed the Speaker button.



Figure 5: Speaker button



Microphones

Your telephone has a built-in microphone in the handset and another microphone in the speakerphone for hands-free conversations.

Please note that the built-in microphones are sensitive, so if you have something private to say to someone in your office, use the Mute button. Do not simply put your hand over the microphone to block the sound.

Headset

The headset is an optional piece of equipment that is not included with your telephone. Use a headset that is compatible with the CHCS phone system. For more information, refer to the Cisco user guide for your telephone.

Display

Your telephone's display screen contains information about the phone and the current call(s) as well as labels for the telephone's lines, speed dial numbers, soft keys, etc.

Caller ID (CLID) and Caller Name ID (CNID)

When there is an incoming call, the caller's identification is shown on your telephone's display. Depending on how your system is setup, this identification will be one of the following:

- Caller Identification (CLID), which displays the phone number of the caller
- Caller Name Identification (CNID), which displays both the name and telephone number of the caller

Line indicator

As calls come in or you make outbound calls, your display identifies the status of each line, such as the connected state, the incoming telephone number, and a timer showing the call duration. See Figure 6. Icons (symbols) as well as text indicate what each phone line is currently doing. Figure 7 describes various icons. For more information, refer to the Cisco user guide for your telephone.

NOTE: Each line can support up to three incoming and four outgoing calls.

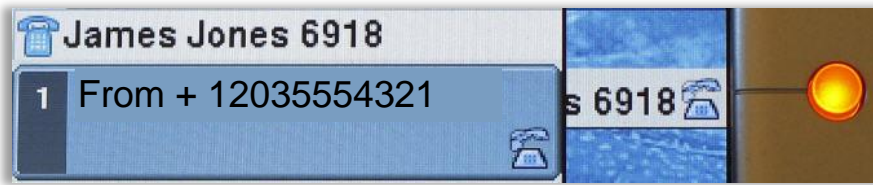


Figure 6: Line indicator showing an incoming call on Line 1











	On hook
	Off hook
	Connected call
	Ringing call
	Call on hold
	Remote in use
	Authenticated call
	Encrypted call
	Idle line (when using Busy Lamp)
	Busy line (when using Busy Lamp)

Figure 7: Telephone display icons



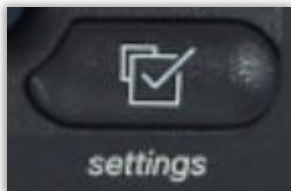
Menu buttons and soft keys

Menu buttons

Menu buttons are labeled with an icon (symbol). The Menu buttons on the Cisco 7945 are shown in Figure 8. If your buttons have different icons, see the Cisco user guide for your telephone.



Directories



Settings



Messages



Services

Figure 8: The Menu buttons on a Cisco 7945



Soft keys

Soft keys are fast and powerful tools that bring you dozens of functions without dozens of dedicated buttons. When their functions change, the label displayed above them also changes.

Soft keys are available on many IP telephones. Nothing is marked on these buttons. Their functions are labeled in the display directly above them. The functions of the soft keys often change as you use your phone; for example, when you answer a call or press a menu button. Figure 9 shows the soft key labels when you change the brightness of your telephone's display. Figure 10 shows the labels for the soft keys when the phone is idle.

When you see the More soft key, then additional functions are available to you. Select the More soft key to see a second set of functions. When you press the More soft key again, you may see a third set of functions or be returned to the first set of soft key functions, as shown in Figure 11.

NOTE: Depending on how your phone is configured, you may not have all the soft key functions described in this manual. See your System Administrator for more information.



Figure 9: Soft key labels when you change the brightness of the display



Figure 10: Soft key labels when the phone is idle



Figure 11: Press the More soft key and a different set of soft key labels display



Example of the soft keys changing functions

When you receive a second call on another line, you may notice that the labels for your soft keys change. The labels on your soft keys change depending on your current function. Figures 12 and 13 illustrate this.



Figure 12: Soft key options when you're on a call on Line 1



Figure 13: The soft key options change when another call comes in on Line 2

Programmable buttons

On the right side of Cisco 7945 telephone display are the programmable buttons. Some phones have programmable buttons on only one side of the display while others have them on both the right and left side of the display. The number of programmable buttons depends on your phone. The Cisco 7945 has two buttons. The Cisco 7975 has eight buttons. These are setup (programmed) by your System Administrator.

The topmost buttons are the Phone Line buttons. If any of the programmable buttons are not used for the telephone lines, they can be used as Speed Dial buttons, Busy Lamp buttons, or Hot Line buttons.

On the telephone's display, next to each programmed button is a label defining the button. Also, the button may be setup to light or blink. For example, when you receive or make a call, the Line button illuminates to show the call status:

- Green, steady: Dialing (off-hook) or an active call
- Green, flashing: Call on Hold
- Amber, steady: Privacy in use, DND (Do Not Disturb) active, or logged into Hunt Group
- Amber, flashing: Incoming call or reverting call (call being taken off Hold)
- Red, steady: Remote line in use or shared line in use



Navigation wheel, Select button, and Scrolling button

Navigation wheel

Phones with color displays usually have a Navigation wheel (Figure 14). Use the Navigation wheel to scroll through menus. It can move the cursor up and down as well as right and left.

Press the Select button in the center of the Navigation wheel to select an item that is highlighted on the display. The Select button and the Select soft key perform the same function.

NOTE: Some phones, like the Cisco 7942 and 7962, do not have a Select button. Use the Select soft key instead.



Figure 14: On phones with color displays, press the perimeter of the Navigation wheel to move through options. The Select button is in the middle of the Navigation wheel.

Scrolling button

Phones with monochromatic (black and white) displays usually have a Scrolling button (Figure 15) instead of a Navigation wheel to move through menus and options on the telephone's display.

Press the Select soft key to select an item that is highlighted on the display.



Figure 15: Scrolling button



Display button

Your telephone goes into a Sleep mode to save energy. This includes allowing the telephone's display to go dark. Pressing the Display button "wakes up" the telephone so it is ready to be used. Not all telephone models have this feature.



No color: Ready for input



Steady green: In Sleep mode

Figure 16: Press the Display button to awaken your phone from Sleep mode.

Help button

The Help button (Figure 17) can assist you with the operation of your telephone features. Your phone should be on-hook when you use the Help button.

There are two ways to use Help:

1. To view the main menu, press the Help button (Figure 17) on your phone and wait a few seconds.
2. To learn about a particular button or soft key, press the Help button and then quickly press the button or soft key of interest.

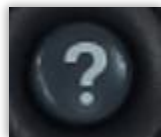


Figure 17: The Help button can be important for troubleshooting your phone.



3. Setting up your telephone

In most cases, your new phone has already been connected, configured, and tested by your System Administrator. If not, please contact your System Administrator or look for the proper procedure in the Cisco user guide for your telephone. You can customize your phone and its features to make your tasks easier and more efficient.



Figure 18: Features and layout of a Cisco 7945 telephone



Your phone at idle

Figure 19 shows the display of a Cisco 7945 telephone when it is idle (not sending or receiving calls or performing any other functions). The display on your phone may look different than this example.

When you complete a task, press the Exit soft key one or more times until you return to this screen. That way, your telephone will be ready for an incoming call or for your next action.



Figure 19: Telephone display when the telephone is idle

Personalizing your ringtone

In an office with co-workers all around, you might find it difficult to tell whose phone is ringing; or, if you have more than one phone line, some extensions may be more important than others. Depending on how your telephone system is setup, you may have up to 36 different ringtones to choose from, allowing you to select the ringtones that work best for your situation.



Changing your ringtone

To change the ringtone:

1. Press the Settings button (see Figure 20).

NOTE: Some telephone have an Applications button instead of a Settings button.

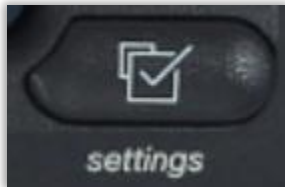


Figure 20: Settings button

2. "User Preferences" is highlighted on your telephone's display. Press the Select button, press the Select soft key, or press **1** on your numeric keypad.

NOTE: Whenever you need to make a selection, you will have two or three ways to input your choice. Use whichever input technique you prefer.

3. "Rings" is highlighted on your display. Select, as above, by pressing the Select button, the Select soft key, or **1** on your numeric keypad.
4. "Default Ring" is highlighted on your display. Select, as above. Depending on your telephone system's setup, you could see up to 36 ringtones (Figure 21). However, your system may not provide optional ringtones.



Figure 21: Setting your default ringtone

5. Select any ringtone you want to hear, moving up and down the list with the Navigation wheel.



6. Select the Play soft key to hear a ringtone.
7. When you have chosen your default ringtone, select it with the Select soft key or with the Select button.
8. Press the Save soft key to save your selection for all of your telephone lines.
9. If you decide not to change your ringtone, press the Cancel soft key.
10. Press the Exit soft key several times until you exit from the Settings menu and return your phone to idle.

Changing the ringtone on another line

1. Press the Settings button.
2. "User Preferences" is highlighted on your telephone's display. Press the Select button, the Select soft key, or 1 on your numeric keypad.
3. "Rings" is highlighted. Select, as above.
4. "Default Ring" is highlighted. Using the Navigation wheel, highlight the phone line whose ringtone you want to change. For example, in Figure 22, if you wanted to change the ring tone for the line whose phone number is 851-0002, then highlight it.



Figure 22: Changing the ringtone for your second line (option 3, in this example)

5. Press the Select button or the Select soft key. Depending on how your telephone system is configured, you will see up to seven ringtones. Your system may not provide optional ringtones.
6. Select any ringtone you want to hear, moving up and down the list with the Navigation wheel.
7. Select the Play soft key to hear a ringtone.
8. When you have chosen your ringtone, select it with the Select soft key or the Select button.



9. Press the Save soft key to save your selection.
10. If you decide not to change your ringtone, press the Cancel soft key.
11. Press the Exit soft key several times until you exit from the Settings menu and return your phone to idle.

Changing the brightness of your telephone's display

To adjust the screen contrast for optimal viewing:

1. Press the Settings button.
NOTE: Some phones have an Applications button instead of a Settings button.
2. "User Preferences" is highlighted. Press the Select button or press **1** on your numeric keypad.
3. Use the Navigation wheel to highlight "Brightness" and then press the Select button or press **4** on the numeric keypad.
4. Use the Up and Down soft keys to adjust the brightness of the display to your desired setting.
5. Press the Save soft key to enter this setting, or press the Cancel soft key if you decide not to change the setting.
6. Press the Exit soft key to exit the menu. You may have to press the Exit soft key several times to return your telephone to idle.

Changing the background image of your telephone's display

The background of your telephone's display is preset for you. On many systems there is only one option.

To change your phone's background, if your system offers alternate backgrounds:

1. Press the Settings button.
2. "User Preferences" is highlighted. Press the Select button or press **1** on your numeric keypad.
3. Use the Navigation wheel to highlight "Background Images" and then press the Select button or press **2** on the numeric keypad.
4. Use the Navigation wheel to highlight the background you want to use.
5. Press the Select button.
6. Press the Save soft key to enter this setting or press the Cancel soft key if you decide not to change the setting.
7. Press the Exit soft key to exit the menu. You may have to press the Exit soft key several times to return your telephone to idle.



Volume Control bar

Use the Volume Control bar (Figure 23) to adjust the volume of your ringtone, handset, headset, or speakerphone to your preferred level. The bar adjusts the volume of the feature you are currently using.

NOTE: Except for the ringtone, if you change the volume without pressing the Save soft key, you will change the volume only for that call. To make a new volume setting your default setting, you must select the Save soft key.

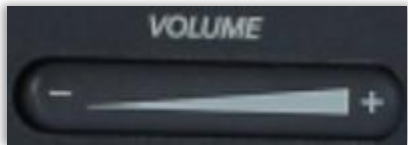


Figure 23: Volume Control bar

Adjusting the ringtone volume

You are adjusting the ringtone volume if you use the Volume Control bar when the handset, headset, and speakerphone are not in use.

1. To lower the ringtone volume, press the Volume Control bar on the (–) side; to raise the volume, press the (+) side.
2. Your new ringtone volume will automatically be saved.

Adjusting the handset volume

While listening on your handset:

1. To lower the handset volume, press the Volume Control bar on the (–) side; to raise the volume, press the (+) side.
2. To save this setting, press the Save soft key.

Adjusting the speakerphone volume

To adjust the speakerphone volume while listening to the speakerphone:

1. To lower the speakerphone volume, press the Volume Control bar on the (–) side; to raise the volume, press the (+) side.
2. To save this setting, press the Save soft key.



Adjusting the headset volume

While listening on your headset:

1. To lower the headset volume, press the Volume Control bar on the (–) side; to raise the volume, press the (+) side.
2. To save this setting, press the Save soft key.

Installing your headset

The headset is an optional piece of equipment and not supplied with the telephone.

Plug the headset into the appropriate jack on the rear or underneath your phone. The jack is labeled with the headset symbol.

NOTE: You will need a headset that is compatible with the phone system. For more information, refer to the Cisco user guide for your telephone.

Audio preferences for your headset

If you use a headset that supports wideband, you might gain improved audio sensitivity if you enable the wideband setting on your phone. This setting is normally disabled by default.

Check with your System Administrator to be sure your phone system is configured to use wideband. If the system is not configured for wideband, you may not detect any additional audio sensitivity even when using a wideband headset. To learn more about your headset, refer to the headset documentation or ask your System Administrator for assistance.

To enable wideband for your headset:

1. Press the Settings button.
2. “User Preferences” is highlighted. Press the Select button or press **1** on the telephone’s numeric keypad.
3. Use the Navigation wheel to highlight “Audio Preferences” and then press the Select button or press **3** on the numeric keypad.
4. “Wideband Headset” is highlighted. Press the Select soft key or press **1** on the numeric keypad.

NOTE: If the Select soft key is unavailable or after pressing the Select soft key you do not see the Enabled or Disabled options, then your system does not support this feature.

5. Use the Navigation wheel to highlight “Enabled” then press the Select soft key or press **1** on the numeric keypad.
6. Select the Save soft key.



4. Making and answering calls

Handset, headset, and speakerphone

You can use the telephone's handset, headset, or speakerphone when answering a call, having a conversation over your telephone, or listening to voicemail messages.

You can change from speakerphone or headset to handset (or any of the three options) if the call requires a different kind of conversation. For example, you may have answered a call using the speakerphone, but the call became more confidential and you need to change to your handset. In these cases:

- To answer with or switch to the handset, lift it and begin speaking
- To answer with or switch to the speakerphone, press the Speaker button
- To answer with or switch to the headset, put it on and press the Headset button

Handset

This is the traditional way of using a telephone, where you hold the handset and hear a dial tone before entering a telephone number and placing the call.

To answer an incoming call or place an outgoing call using the handset:

1. Pick up the handset.
2. If this is an outgoing call, dial the telephone number you wish.
3. To end a call, either hang up the handset or press the EndCall soft key, which displays when you pick up the handset.

NOTE: Your phone may have a Cancel soft key instead of an EndCall soft key.



Speaker button

The speakerphone allows you to have a hands-free conversation.

To either answer an incoming call or to place an outgoing call:

1. Press the Speaker button (Figure 24).
2. If this is an outgoing call, dial the telephone number you wish.
3. To end a call, press the EndCall soft key, which displays when you press the Speaker button.

NOTE: Your phone may have a Cancel soft key instead of an EndCall soft key.



Figure 24: Speaker button

Headset button

To place or answer a call without lifting your handset:

1. Put on your headset.
2. Press the Headset button (Figure 25).
3. When you want to place a call, push the New Call soft key, then enter the telephone number.
4. To disconnect, press the EndCall soft key.

NOTE: Your phone may have a Cancel soft key instead of an EndCall soft key.

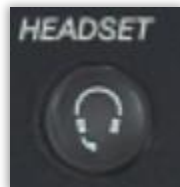


Figure 25: Headset button



Mute

To disable and re-enable the microphone for the handset, headset, or speakerphone:

1. Press the Mute button (Figure 26). Your phone will beep once to indicate that mute is on and the Mute button will glow red to remind you that mute is on.
2. To disengage the mute function, press the Mute button again. The red light will go out and your phone will beep twice to indicate that mute is off.

NOTE: The built-in receiver and microphone on both the handset and speakerphone are sensitive, so if you have something private to say to someone in your office, use the Mute button. Do not put your hand over the receiver or microphone to block the sound.

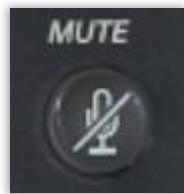



Figure 26: Mute button

Hold

Use the Hold feature when you're on a call and need to stop the conversation momentarily but don't want to lose the caller on the other end.

NOTE: If your telephone does not have a Hold soft key, see your System Administrator.

To place a call on hold:

1. Select the Hold soft key. The person on the other end of your call will be placed on hold and hear music. You will see a Pause icon, , on your phone's Line indicator.
2. You may hang up the handset if you wish: the caller will not be disconnected until you use the EndCall soft key.

To reconnect with the call:

1. Press the line button or select the Resume soft key.
2. If you have multiple calls on hold, use the Navigation wheel to select the desired call before you press the Resume soft key.



Making and ending calls

You can make a call while using your handset, your headset, or the speakerphone.

Methods of placing a call

You have four options for inputting a telephone number when you call. Use whichever is most convenient for you.

1. Input the number manually on the telephone's numeric keypad.
2. Make a Speed Dial call by pressing one of the Speed Dial buttons.
3. Make a Fast Dial call by selecting an entry in a directory.
4. Make an Abbreviated Dial call by entering a preprogrammed one- or two-digit number on the numeric keypad, then pressing the AbbrDial soft key.

Speed Dial, Fast Dial, and Abbreviated Dial are described in the next chapter.

Making a call within your organization

When you place an internal call, you only need to use the extension number of the person you are calling.

To place an internal call:

1. Lift the handset, press the Headset button, or press the Speaker button.
2. Input the extension number you want.

Calls are normally placed from Line 1. If you have multiple lines, use a Line button to select another line and then proceed with Steps 1 and 2.

Ending a call

1. Hang up the handset or select the EndCall soft key.



Making a call to an outside line

To make a call outside of your organization:

1. Lift the handset, press the Headset button, or press the Speaker button.
2. Input the PSTN access code to reach an outside line. The access code is different in each country. In the United States, it is 9. (See your System Administrator about your access code.)
3. Input the desired telephone number, including 1 + area code or the international code, as needed.

Calls are usually placed from Line 1. If you have multiple lines, use a Line button to select another line and then proceed with Steps 1, 2, and 3.

911 (emergency) calls

Depending on how your system is configured, you may need to enter an access code (9 in the United States) before dialing 911. See your System Administrator for more information.

Answering calls

Answering a call on your primary line

When you have an incoming call, the telephone can notify you of the call by using one, some, or all of the following actions, depending on how your phone and system are configured:

- Ringing
- The Message Waiting light blinking red
- A Line button blinking
- Caller ID (Figure 27) showing where the call is coming from and which line it is on

NOTE: If your phone supports the Caller ID function, the Caller ID may show only the incoming telephone number or both the number and the name of the calling party, depending on the configuration of your system.

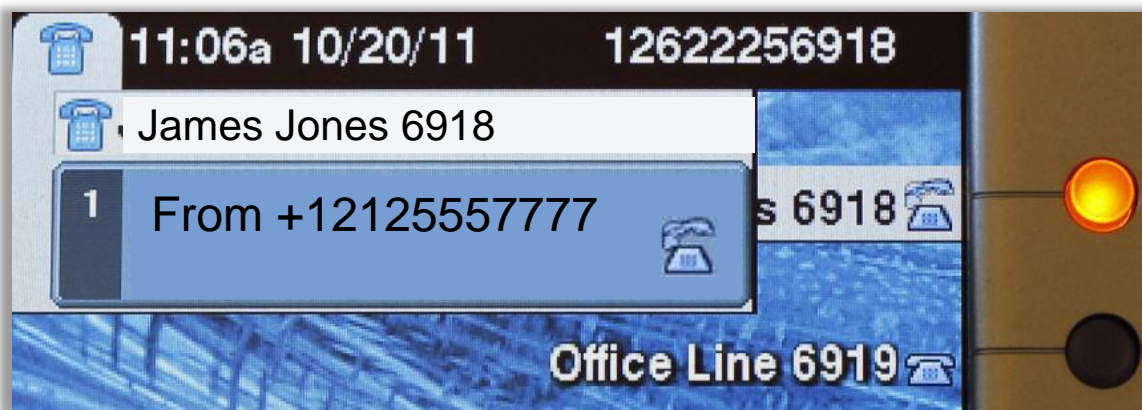


Figure 27: Incoming calls are displayed with Caller ID, when available. Note that this is the first call on line 6918. (A line can support up to four calls, depending on how the phone is setup.)

Answering an additional call on an already-active line

When there is a new, incoming call on the same line you are already using (in conversation on another call), the new call will appear on your telephone display and you will hear a beep. This is the default setting. With the online Self-Care Portal, you can program your phone to alert you with a flashing Message waiting light, a ringtone, or no signal.

Figure 28 illustrates a telephone's display when you are on a call and someone else calls you on the same line.

To answer that additional call:

1. Select the Answer soft key. You will be connected to the new caller. Your first call is automatically placed on Hold.
NOTE: Some phones do not have an Answer soft key. For those phones, a Session button lights when there is an additional incoming call. Press the Session button to answer the call. Your first call is automatically put on Hold.
2. To connect to another call, use the Navigation wheel or Scroll button to highlight the call you wish to connect to.
3. Select the Resume soft key to connect to the highlighted call.
4. A caller on Hold will remain on Hold until you scroll back and select that line with the Resume soft key.
5. Active calls will end when you press the EndCall soft key.

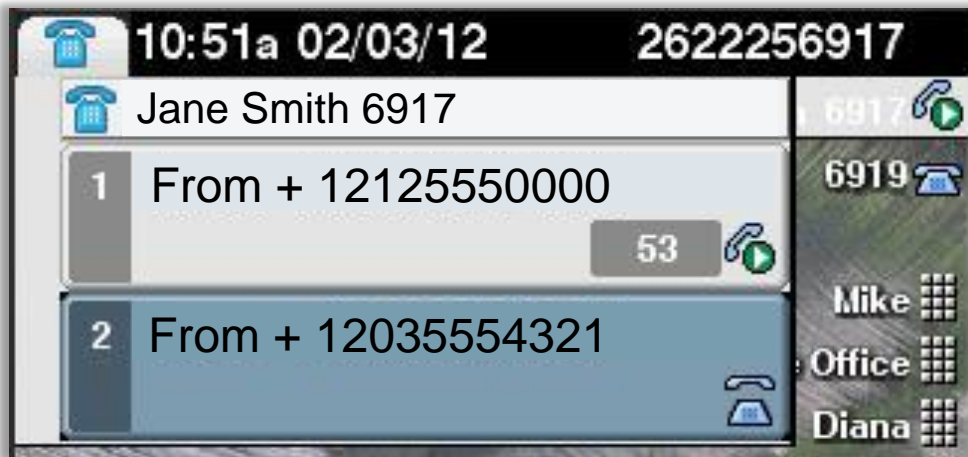


Figure 28: Jane has been on a call on line 6917 for 53 seconds, and now a second call is coming in on the same line.

Answering a second call on another line

If you have more than one telephone line, and you need to answer a new incoming call while you are using another line (for example, you are speaking with someone on Line 1 when another call comes in on Line 2):

1. Press the corresponding Line button, which will be blinking amber, and you will be connected to the second caller. Your first caller will automatically be placed on Hold.
2. You can switch between the two calls by pressing the Line button of the line you want, and the other caller will be placed on Hold.
3. To end a call, press the EndCall soft key while connected to that call. The other call will remain on Hold.
4. To return to your remaining call, press the Line button to select that line or press the Resume soft key.

NOTE: You can use the online Self-Care Portal to preset call handling features. For example, options such as “call forward on no answer to voicemail” or “call forward if no answer” automatically forwards calls to your voicemail system or to another telephone number.

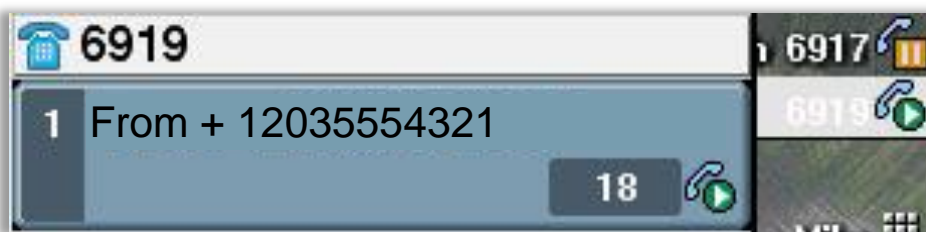


Figure 29: Phone with two active lines: the call on line 6917 was the first call received and is now on Hold; the second call on line 6919 was answered 18 seconds ago.



Not answering a second incoming call

When you answer a call, a set of soft keys display. If there is a new incoming call while you are already on a call, a different set of soft keys display. If you choose not to answer the second, incoming call, you can return to the original soft key settings by highlighted your earlier call using the Scrolling button or Navigation wheel. Since you did not answer the second call, you will have remained connected to the first caller the entire time.



5. Speed dial, fast dial, and abbreviated dial

There are three ways to quickly place a call without manually dialing the entire number: Speed Dial, Fast Dial, and Abbreviated Dial.

- **Speed dial:** This is the fastest way to place a call. You press a single, pre-programmed Speed Dial button. Speed Dial is discussed in this chapter.

NOTE: You must have more Programmable buttons available than you have lines connected to your telephone in order to use this feature. For example, if you have two lines and your telephone has only two Programmable buttons, then you will not be able to use the Speed Dial feature.
- **Fast dial:** With this feature, you place a call directly from a directory by highlighting a telephone number listed in a directory and then selecting the Dial soft key. Fast Dial is discussed in the Directories chapter.
- **Abbreviated dial:** This is a two- or three-touch call. You input a preprogrammed number from 1 to 99 on your numeric keypad and then press the AbbrDial soft key. Abbreviated Dial is discussed in this chapter.



Speed dialing

Your Speed Dial buttons are located below the line buttons. The telephone in Figure 30 has two lines. They are labeled “Jane Smith 6917” and “Office Line 6919.” The Speed Dial buttons have been programmed for Admin, Marketing, Legal, and Home.



Figure 30: Speed Dial numbers are assigned to unused Programmable buttons. In this example, lines 6917 and 6919 are assigned to the top two Programmable buttons. The Speed Dial numbers are placed below lines 6917 and 6919.

Viewing your Speed Dial numbers

You can view the list of the Speed Dial numbers you have pre-programmed on your telephone or in the online Self-Care Portal.

To see your current Speed Dial numbers using your telephone:

1. Press the Services button (Figure 31).
NOTE: Some telephones have an Applications button instead of a Services button.
2. Use the Navigation wheel to select “Phone Services.”
3. Press the Select soft key or the Select button.
4. Use the Navigation wheel to select “Speed Dials.”
5. Press the Select soft key or the Select button. You should now see the list of your Speed Dial numbers.

If you would like to place a call from the Speed Dial list:

- a. Highlight the desired listing with the Navigation wheel or by selecting the corresponding number on the numeric keypad.
- b. Select the Dial soft key to place the call.



Figure 31: Services button

Adding a Speed Dial number

You can add Speed Dial numbers using the telephone or using the online Self-Care Portal.

To add a Speed Dial number using the telephone:

1. Press the Services button.

NOTE: Some telephones have an Applications button instead of a Services button.

2. Use the Navigation wheel to select "Phone Services."
3. Press the Select soft key or the Select button.
4. Select "Speed Dials" by highlighting it with the Navigation wheel.
5. Press the Select soft key or your Select button.
6. Press the Manage soft key.
7. Press the Add soft key.
8. With the numeric keypad, enter the information in the fields, which are described below:
 - **Speed Dial Position** The Speed Dial number you are assigning to the telephone number.
 - **Name** The name you are assigning to the Speed Dial number. (It can be someone's name, a department name, or anything else that makes it easy to remember who the telephone number is for.)

NOTE: The letters and numbers on a key in the numeric keypad cycle through in order as you press the key: first lower case letters, then the number on the key, and then capital letters. To demonstrate this, press the **2** key on the numeric keypad; you will see: a, b, c, 2, A, B, C. The displayed character changes each time you press the **2** key. For example, to enter a lower case "c," press the **2** key quickly, three times.
 - **Tel. Number** The telephone number that will be dialed when the Speed Dial number is selected.



The number entered here is exactly the number that will be dialed, so do not add spaces, hyphens, or parenthesis to the numbers—just the digits. If you are calling an external line, remember to begin with the correct prefix, including an access code (usually 9), 1 + area code, or international code, for example, 912125551234.

NOTE: Don't be concerned that when placing international calls, different numbers of digits are used depending on where you are calling. The AT&T IP PBX (as well as most other telephony systems) will wait for the inter-digit timeout (usually 10 seconds) then place the call.

9. Press the Submit soft key.

Deleting a Speed Dial number

You can delete Speed Dial numbers using the online Self-Care Portal and you can also delete Speed Dial numbers using the telephone.

To delete a Speed Dial number using a telephone:

1. Press the Services button.
2. Use the Navigation wheel to select "Phone Services."
3. Press the Select soft key or the Select button.
4. Highlight "Speed Dials" using the Navigation wheel.
5. Press the Select soft key or the Select button.
6. Press the Manage soft key.
7. Highlight the listing you wish to delete with the Navigation wheel or by pressing the corresponding number on the numeric keypad.
8. Press the Select soft key.
9. Press the Delete soft key.

Making a Speed Dial call

With the Speed Dial function, you can make a call by pressing a single button. It is the fastest way of placing a call. To make a Speed Dial call, press a pre-programmed Speed Dial button and the number will be dialed. The Speed Dial buttons are pre-programmed in the online UC Self-Care Portal or on your telephone.

To make a call using a Speed Dial button:

1. Press any pre-programmed Speed Dial button. The phone number assigned to that button is automatically dialed.
2. You can talk using the handset, speakerphone, or headset.



Abbreviated dialing

If you program more Speed Dial numbers than you have Speed Dial buttons on your telephone, you can dial those numbers using the Abbreviated Dialing feature. Abbreviated Dialing allows you to call up to 99 preprogrammed telephone numbers (from 1 to 99).

Making an Abbreviated Dial call

To make an Abbreviated Dial call:

1. With your phone on-hook (do not pick up the handset), enter the pre-programmed Speed Dial number (from **1** to **99**) for the person you want to call.

NOTE: If you have forgotten the Speed Dial number, see the section titled, “Viewing Your Speed Dial Numbers” above. You can also view your list of Speed Dial numbers in the online Self-Care Portal.

2. Select the AbbrDial soft key. If you want to use the handset, pick it up now.

NOTE: Some phones have a Speed Dial soft key instead of an AbbrDial soft key.



6. Directories

CHCS provides you with a number of directories. Press the Directories button (Figure 32) to access these directories (on some phones, you will need to press the Settings button to access the Call History directories):

- Corporate directory The Corporate directory lists the users who are on the same CHCS telephone system as you. You only need to enter an extension number to call them.
- Personal directory Your Personal directory stores the names and numbers of your personal contacts. Unlike the Corporate Directory, you can add, delete, and modify the listings in this address book.
- Call History directories
 - Missed Calls directory Lists the calls that were not answered (missed) on your phone
 - Received Calls directory Lists the calls that were answered (received) on your phone
 - Placed Calls directory Lists the calls that were made (placed) from your phone



Figure 32: Pressing the Directories button will take you to lists of past calls and directories

As an added convenience, you can make a call to any telephone number listed in any of the directories by highlighting the number then pressing the Dial soft key. If needed, you can edit the number before placing a call (for example, to add an area code). Also, the Personal and Corporate directories have search functions to help you find listings quickly.



Figure 33: You have five directories: the four shown above, plus the Personal directory

Call History directories

There are three call history directories: the Missed Calls directory, the Received Calls directory, and the Placed Calls directory.

Viewing the Call History directories

To select a directory and see its contents:

1. Press the Directories button. The list of directories displays (Figure 33).
2. Use the Navigation wheel to highlight the desired directory.
3. Press the Select button or press the number on the numeric keypad corresponding to your choice, such as **2** for Received Calls.

NOTE: On some telephones, pressing the Directories button only lists the Corporate and Personal directories. For these telephones, press the Applications key, then select Call History. A directory of all calls displays.



4. Use the Navigation wheel to scroll up or down through the directory's list of telephone numbers to find the one you want.

Exiting a Call History directory

To exit a directory:

1. Select the Exit soft key repeatedly until you return your telephone to idle. This resets your phone so you have the correct soft keys ready to receive or place a call.

Fast dialing a number listed in a Call History directory

The Fast Dial feature dials any phone number listed in any call history directory. This saves you from manually inputting the phone number on your numeric keypad. Calls that have been missed, received, or placed from your phone can be Fast Dialed.

To Fast Dial:

1. Press the Directories button.
2. Use the Navigation wheel to highlight the desired Call History directory (missed, received, or placed calls), then press the Select button or use the numeric keypad to enter the number corresponding to the desired call history, such as **2** for Received Calls.

NOTE: On some telephones, pressing the Directories button only lists the Corporate and Personal directories. For these telephones, press the Applications key, then select Call History. A directory of all calls displays.

3. Highlight the phone number you wish to call.
4. Select the Dial soft key. Your phone automatically calls the selected phone number.

NOTE: Some phones have a Call soft key instead of a Dial soft key.

Changing a Fast Dial number before placing a call

You might want to edit a number before you Fast Dial, such as when you make an international call. When you make an international call, you must include the international access code (011 in the U.S.) and the country code.

To edit a Fast Dial number:

1. Press the Directories button.
2. Use the Navigation wheel to highlight the desired Call History directory (missed, received, or placed calls), then press the Select button or use the numeric keypad to enter the number corresponding to the desired call history, such as **2** for Received Calls.



NOTE: On some telephones, pressing the Directories button only lists the Corporate and Personal directories. For these telephones, press the Applications key, then select Call History. A directory of all calls displays.

3. Highlight the telephone number you wish to call.
4. Select the EditDial soft key to edit the number stored in the directory. The cursor (|) shows where you will be inserting or deleting, for example: _12125558888.
5. Add any needed numbers (such as the access code and country code) and delete any numbers not normally required to call this number. Delete using the backspace soft key [←] and move the cursor to the right with the [→] soft key.

NOTE: On some phones you will need to use the Navigation wheel to move the cursor to the right.

6. Select the Dial soft key. Your phone automatically calls the phone number you just edited.

NOTE: Some phones have a Call soft key instead of a Dial soft key.

Deleting all entries in a Call History directory

You may wish to delete all the entries in a Call History directory. To do so:

1. Press the Directories button.
2. Use the Navigation wheel to highlight the desired Call History directory (missed, received, or placed calls).
3. Press the Clear soft key. All entries in the highlighted directory have been deleted.

NOTE: On some telephones, pressing the Directories button only lists the Corporate and Personal directories. For these telephones, press the Applications key, then select Call History. A directory of all calls displays. Pressing the Clear List soft key deletes all entries in all of the phone's Call History directories.



Corporate directory

Searching the Corporate directory

To find a person by name or number in the Corporate directory:

1. Press the Directories button. A list of directories displays.
2. Use the Navigation wheel to highlight “Corporate Directory” and then press the Select button or Select soft key.

NOTE: Some phones have an Open soft key instead of a Select soft key.

3. You will see a choice of First Name, Last Name, Location, and Dept. Code. These are the categories you can perform searches on. Use the Navigation wheel to highlight one of these.
4. Input the letters or numbers you wish to search for using the numeric keypad. If you enter an incorrect character, delete it with the backspace soft key [<].

NOTE: The letters and numbers on a key in the numeric keypad cycle through in order as you press the key: first lower case letters, then the number on the key, and then capital letters. To demonstrate this, press the **2** key on the numeric keypad repeatedly; you will see: a, b, c, 2, A, B, C. The displayed character changes each time you press the **2** key. For example, to enter a lower case “c,” press the **2** key quickly, three times.

Enter only as many letters as you need to narrow your search. For example, searching on “m” will return all names beginning with an M; searching on “ma” will return names like Mark, Mary, and Matt; searching on “mar” will return names such as Mark and Mary, but not Matt.

NOTE: The Corporate directory is not case sensitive. For example, searching on “jac” can return “Jackson.”

5. After entering several letters, press the Submit soft key to search the Corporate directory.
6. If more than one entry is listed, use the Navigation wheel to scroll to the desired name or number.
7. Select the Select soft key to see that telephone listing.

If you wish to see the entire directory of names and numbers, do not enter any characters (skip Steps 4-6), and simply press the Submit soft key. Since you are not searching on any specific criteria, you will see all listings.

NOTE: The Corporate directory is also accessible from the online Self-Care portal. If you want to look up the contact information about a person, but not use the Fast Dial feature, then it might be easier using the online Self-Care Portal.



Viewing the entire Corporate directory

To see the entire Corporate Directory on your telephone:

1. Press the Directories button
2. Use the Navigation wheel to highlight “Corporate Directory.”
3. Press the Select button or Select soft key.

NOTE: Some phones have an Open soft key instead of a Select soft key.

4. Press the Submit soft key without inputting any search terms.

All listings will be shown, except those hidden for security reasons. You can use the Navigation wheel to move through the complete directory.

Fast dialing a number from the Corporate directory

You can use an entry in the Corporate directory to Fast Dial someone, instead of inputting the telephone number manually on the numeric keypad.

To Fast Dial an entry:

1. To search for someone in the Corporate directory, perform the steps in the section above titled “Searching the Corporate Directory.” The desired name should be highlighted.
2. If this person has multiple lines, use the Navigation wheel to scroll to the extension you want, or input the Extension number using the numeric keypad.
3. If necessary, use the EditDial soft key to modify the number, such as adding an outside PSTN access code (9 in the United States), or an international calling code (011 in the United States).
4. Select the Dial soft key to Fast Dial that person.

Personal directory

Your Personal directory allows you to save information about people you want to call. If you wish, you can include names that appear in the Corporate directory and enter additional information about them.

NOTE: Your telephone will have either the Personal Directory or the Personal Address Book (described after the “Personal Directory” section in this manual). If your phone has the Personal Directory, you will be able to access it by pressing the Directories button. If your phone supplies the Personal Address Book, you will be able to access it by pressing the Services button. If you do not see either, see your System Administrator.



Viewing, searching, and placing a Fast Dial call from your Personal directory

Depending on how your system is configured, you may need to input your User ID and PIN to view or change your Personal directory. This helps ensure that your personal information remains private.

To access your Personal directory:

1. Press the Directories button.
2. Use the Navigation wheel to highlight “Personal Directory” and then press the Select button.

NOTE: Some phones have an Open soft key instead of a Select soft key.

3. Input the first few letters of the name you wish to search for, using the numeric keypad.

NOTE: As you press a key on the numeric keypad, the numbers and letters printed on that key will cycle through in order: first the lower case letters, then the number on the key, and then capital letters. To demonstrate this, press the **2** key repeatedly on the numeric keypad; you will see: a, b, c, 2, A, B, C. The displayed character changes each time you press the **2** key. For example, to enter a lower case “c,” press the **2** key quickly, three times.

Stop when you see the letter, number, or symbol you want to input. If you enter an incorrect character, you can delete it with the backspace soft key [<<].

4. Select the Search soft key. The listings will be in alphabetical order, under the Name field.
5. If more than one name is returned by your search, scroll down the list with the Navigation wheel to highlight the listing you want to call.
6. Press the Select soft key.
7. If you wish to place a Fast Dial call to the selected number, select the Dial soft key.

NOTE: Before you use Fast Dial to call directly from your Personal Directory, you may need to edit the number. For example, you may need to add the access code, country code, international code, etc.

If you want to see all of the names in your Personal Directory, skip Steps 3, 4, and 5.



Adding names to your Personal directory

You can add entries to your Personal directory using the online Self-Care portal or using your telephone.

To add a listing using your telephone:

1. Press the Directories button.
2. Use the Navigation wheel to highlight “Personal Directory” and then press the Select button.
NOTE: Some phones have an Open soft key instead of a Select soft key.
3. Select the Add soft key to begin adding a new listing
4. Input the name with the numeric keypad. If you enter an incorrect character, you can delete it with the backspace soft key [<<].

As you press a key on the numeric keypad, the numbers and letters printed on that key will cycle through in order: first the lower case letters, then the number on the key, and then capital letters. To demonstrate this, press the **2** key on the numeric keypad repeatedly; you will see: a, b, c, 2, A, B, C. This changes each time you press the **2** key. For example, to enter a lower case “c,” press the **2** key quickly, three times. Stop when you see the letter, number, or symbol you want to input.

Additional characters are available with the *, **0**, and # keys. For example, to insert a space between words, press the **0** key once.

NOTE: There is only one Name field, instead of a field for the first name and another field for the last name. You can enter a name in the first name then last name format (Jane Smith) or in the last name, comma, first name format (Smith, Jane); or a combination of both—whatever is easiest for you to work with. Instead of a name, you could use a description, like “Big client.”

5. After you enter the name, use the Navigation wheel to move to other fields and add information. You can have multiple listings for the same person for office, home, mobile, etc. Label them so it is easy for you to find and use.
6. To save your listing, press the Submit soft key.



Changing entries in your Personal directory

You may need to change the information in one of your entries, for example, if the person moves. To change the information in an entry:

1. Perform a search for that person by using the steps in the section above titled “Viewing, Searching, and Placing a Fast Dial Call from Your Personal Directory.” The desired name should be highlighted.
2. If this person has multiple lines, use the Navigation wheel to scroll to the extension you want, or input the Extension number using the numeric keypad.
3. Press the Select soft key. The information for that entry displays.
4. Press the Edit soft key.
5. You can now change the information for that entry using the numeric keypad. Use the Navigation wheel to move to different lines. The backspace soft key [<] deletes characters.

As you press a key on the numeric keypad, the numbers and letters printed on that key will cycle through in order: first the lower case letters, then the number on the key, and then capital letters. To demonstrate this, press the **2** key on the numeric keypad repeatedly; you will see: a, b, c, 2, A, B, C. This changes each time you press the **2** key. For example, to enter a lower case “c,” press the **2** key quickly, three times.

Additional characters are available with the *, **0**, and # keys. For example, to insert a space between words, press the **0** key once.

6. When you have completed making your changes, press the Submit soft key to save the changes. If you would prefer to not save the changes, press the Exit soft key.

Deleting entries in your Personal directory

To delete an entry:

1. Conduct a search for that person by using the steps in the section above titled “Viewing, Searching, and Placing a Fast Dial Call from Your Personal Directory.” The desired name should be highlighted.
2. If this person has multiple lines, use the Navigation wheel to scroll to the extension you want, or input the Extension number using the numeric keypad.
3. Press the Select soft key. The information for that entry displays.
4. Press the Delete soft key. The entry is deleted.



Personal address book

Your Personal Address book allows you to save information about people you want to call. If you wish, you can include names that appear in the Corporate directory and enter additional information about them.

NOTE: Your telephone will have either the Personal Address Book or the Personal Directory (described before the “Personal Address Book” section in this manual). If your phone has the Personal Directory, you will be able to access it by pressing the Directories button. If your phone offers the Personal Address Book, you will be able to access it by pressing the Services button. If you do not see either, see your System Administrator.

Viewing the entire Personal address book

To see the entire Personal Address book on your telephone:

1. Press the Services button on the telephone.
2. Highlight “Personal Address Book” then press the Select button or the Select soft key.
3. Highlight “Personal Address Book” again and press the Select button or the Select soft key.
4. Press the Submit soft key without inputting any search terms.

All entries will be shown, since nothing was excluded from your search. Use the Navigation wheel to move up and down through the list of entries.

Searching the Personal address book by name

To view the entries in your Personal Address book:

1. Press the Services button on the telephone.
2. Highlight “Personal Address Book” then press the Select button or the Select soft key.
3. Highlight “Personal Address Book” again and press the Select button or the Select soft key.
4. You will see a choice of last name, first name, and nickname. These are the categories you can perform searches on. Use the Navigation wheel to highlight the field that will be searched.
5. Input the letters or numbers you wish to search for using the numeric keypad. If you enter an incorrect character, delete it with the backspace soft key [<].

NOTE: The letters and numbers on a key in the numeric keypad cycle through in order as you press the key: first lower case letters, then the number on the key, and then capital letters. To demonstrate this, press the **2** key on the numeric keypad repeatedly; you will see: a, b, c, 2,



A, B, C. The displayed character changes each time you press the **2** key. For example, to enter a lower case “c,” press the **2** key quickly, three times.

Enter only as many letters as you need to narrow your search. For example, searching on “m” will return all names beginning with an M; searching on “ma” will return names like Mark, Mary, and Matt; searching on “mar” will return names such as Mark and Mary, but not Matt.

NOTE: The Personal Address book is not case sensitive. For example, searching on “jac” can return “Jackson.”

6. After entering several letters, press the Submit soft key to search the Personal Address book.
7. If more than one entry is listed, use the Navigation wheel to scroll to the desired name or number.
8. Press the Select soft key to see that listing.

If you wish to see the entire address book, skip Steps 4-6. Since you are not searching on any specific criteria, you will see all listings.

Adding names to your Personal address book

To add a listing using your telephone’s numeric keypad:

1. Press the Services button on the telephone.
2. Highlight “Personal Address Book” then press the Select button or the Select soft key.
3. Highlight “Personal Address Book” again and press the Select button or the Select soft key.
4. Select the Submit soft key.
5. Select the New soft key to begin adding a new listing.
6. Input the last name, first name, nickname, and email address with the numeric keypad. If you enter an incorrect character, you can delete it with the backspace soft key [←].

As you press a key on the numeric keypad, the numbers and letters printed on that key will cycle through in order: first the lower case letters, then the number on the key, and then capital letters. To demonstrate this, press the **2** key on the numeric keypad repeatedly; you will see: a, b, c, 2, A, B, C. The displayed character changes each time you press the **2** key. For example, to enter a lower case “c,” press the **2** key quickly, three times. Stop when you see the letter, number, or symbol you want to input.

Additional characters are available with the *, 0, and # keys. For example, to insert @ in the email address, press the asterisk (*) key twice. To insert a period (.), press the asterisk (*) key once. To add a space between words, press the 0 key once.

7. After you enter the name and email address, press the Phones soft key.
8. Enter the phone number for that person.

The number entered here is exactly the number that will be dialed, so do not add spaces, hyphens, or parenthesis to the numbers—just the digits. If it is an external line, remember to begin with the correct prefix, including an access code, 1 + area code, or international code, for example, 912125551234.



9. After you enter the telephone numbers, press the Submit soft key to save your new listing.

Deleting names from the Personal address book

To delete a name from the Personal Address book:

1. Press the Services button on the telephone.
2. "Personal Address Book" is highlighted. Press the Select button or the Select soft key.
3. Highlight "Personal Address Book" again and press the Select button or the Select soft key.
4. Select the Submit soft key to view the entire Personal Address book or you can perform a search for a name by following the steps in the section above titled "Searching the Personal Address Book by Name."
5. Highlight the name you wish to delete using the Navigation wheel.
6. Press the Select soft key.
7. Press the Edit soft key.
8. Press the Delete soft key.
9. You will be asked to confirm the deletion. Press the OK soft key to delete the name from the Personal Address book or press the Cancel soft key to keep the entry.

Changing entries in the Personal address book

To make changes to an entry in the Personal Address book:

1. Press the Services button on the telephone.
2. "Personal Address Book" is highlighted. Press the Select button or the Select soft key.
3. Highlight "Personal Address Book" again and press the Select button or the Select soft key.
4. Select the Submit soft key to view the entire Personal Address book or you can perform a search for a specific name by following the steps in the section above titled "Searching the Personal Address Book by Name."
5. Highlight the entry you wish to change.
6. Press the Select soft key.
7. Press the Edit soft key.
8. Make your required changes.
9. Press the Update soft key. A message displays confirming that the change has been made.



Fast dialing a number from the Personal address book

You can use an entry in the Personal Address book to dial someone, instead of inputting the telephone number manually on the numeric keypad.

To call someone directly from the Personal Address book:

1. To search for someone in your Personal Address book, refer to the section titled “Searching the Personal Address Book by Name.”
2. Highlight the desired name, then press the Select soft key.
3. If this person has multiple lines, use the Navigation wheel to scroll to the extension you want, or input the Extension number using the numeric keypad.
4. If necessary, use the Edit soft key to modify the number, such as adding the PSTN access code (9 in the United States) or an international calling code (011 in the United States).

Press the Dial soft key to place a call to that number.



7. Call forward, call transfer, mobility soft key, and Single Number Reach (SNR)

Call forward

There are many reasons why you might want to forward telephone calls; for example, when you know you will be away from your desk for an extended period of time, you can program your telephone to forward incoming calls to another telephone number. Calls can be forwarded in several ways:

- **Call Forward All (CFA):**
You or your System Administrator can designate where all calls will be forwarded to.
- **Call Forward when Busy (CFB):**
You or your System Administrator can designate where calls will be forwarded when the line is busy. These calls are usually sent to your voice mailbox.
- **Call Forward when No Answer (CFNA):**
You or your System Administrator can designate where calls will be forwarded when your phone is not answered. Usually these are sent to your voice mailbox.
- **On Failure:**
A call can be forwarded if the telephone system is down. This is pre-set by your System Administrator and helps to ensure that no calls are lost.

Viewing your Call Forward settings

To view your Call Forward settings using your telephone:

1. Press the Services button.
NOTE: Some phones have an Applications button instead of a Services button.
2. Use the Navigation wheel to highlight "Phone Services."
3. Press the Select soft key or your Select button.
NOTE: Some phones have an Open soft key instead of a Select soft key.



4. Highlight “View Call Forward Settings” with the Navigation wheel.
5. Press the Select button or soft key or press **3** on your numeric keypad.
6. Press the Select button or soft key.

NOTE: If you have more than one telephone line, highlight the extension you wish to check, then press the Select button or soft key.

7. A display similar to the one in Figure 34 displays. It has a “Y” for yes or “N” for no next to each of your Call Forward settings. If you are forwarding to a particular telephone number, it is shown in the “Num” column. For example, in Figure 34 Call Forward Busy (CFB) sends calls to extension 6919; Call Forward No Answer (CFNA) sends calls to the voice mailbox.
8. Select the Exit soft key several times to return your phone to its idle state.



Figure 34: View Call Forward settings on your telephone

Call Forward All (CFA)

You can have all calls automatically forwarded to an internal extension, to another phone in your telephone system but at a different location, or to a phone outside of your telephone system.

NOTE: Your company’s policy may restrict the telephone numbers you can forward your calls to.

To setup your phone to automatically forward all calls:

1. Without lifting your handset (phone at idle), press the CFwdALL or Forward All soft key.
2. Wait until you hear two beeps.
3. Dial the extension number or telephone number you want your calls forwarded to.

NOTE: If you are forwarding to a phone in your system but at a different location, use its seven-digit telephone number. If you are forwarding to an external line, remember to begin with a PSTN access code, 1 + area code, or international code.

After you enter the telephone number, a flashing right arrow will appear in the upper, right corner of the telephone’s display. You will also hear a confirmation beep. As a reminder, the display will show: “Forwarded to xxxx” (where xxxx is the phone number you set) in the lower, left corner of the display.



NOTE: Some phones will not display a flashing right arrow and “Forwarded to xxxx” will appear at the top of the display.

Cancel Call Forward All (CFA)

To cancel Call Forward All (CFA):

1. Select the CFwdALL or Forward Off soft key. (You may need to press the More soft key several times for the soft key to display.)
2. You should hear a confirming beep and the display of your phone will return to its normal, idle state.

Call Forward When Busy (CFB)

When your line is busy, you can have calls automatically forwarded to an internal extension, to another phone in your telephone system but at a different location, or to a phone outside of your telephone system.

To setup your phone to automatically forward your calls when your line is busy:

1. Press the Services button.

NOTE: Some phones have an Applications button instead of a Services button.

2. Use the Navigation wheel to highlight “Phone Services.”
3. Press the Select soft key or your Select button.

NOTE: Some phones have an Open soft key instead of a Select soft key.

4. Use the Navigation wheel to highlight “Set Call Fwd Busy (CFB).”
5. Press the Select button or soft key or press **5** on the numeric keypad.
6. Press the Select button or soft key.

NOTE: If you have more than one telephone line, highlight the extension you wish to forward, then press the Select button or soft key.

7. You will see your selected extension, followed by a colon (:). After the colon, input the extension or telephone number that calls will be forwarded to when the line is busy.

NOTE: If you are forwarding to a phone in your system but at a different location, use its seven-digit telephone number. If you are forwarding to an external line, remember to begin with a PSTN access code, 1 + area code, or international code.

8. Select the Submit soft key.
9. Select the Exit soft key to return your phone to its idle state.



Call Forward when No Answer (CFNA)

When no one is available to answer your calls, you can have calls automatically forwarded to the voice mailbox, to an internal extension, to another phone in your telephone system but at a different location, or to a phone outside of your telephone system.

To setup you phone to automatically forward your calls:

1. Press the Services button.

NOTE: Some phones have an Applications button instead of a Services button.

2. Use the Navigation wheel to highlight "Phone Services."
3. Press the Select button or soft key.
4. Use the Navigation wheel to highlight "Set Call Fwd No Answer (CFNA)."
5. Press the Select button or soft key or press **6** on the numeric keypad.
6. Press the Select button or soft key.

NOTE: If you have more than one telephone line, highlight the extension you wish to forward, then press the Select button or soft key.

7. Input the extension or phone number where you want all of your calls forwarded when you do not answer. This could be your voice mailbox or another phone.

NOTE: If you are forwarding to a phone in your system but at a different location, use its seven-digit telephone number. If you are forwarding to an external line, remember to begin with a PSTN access code, 1 + area code, or international code.

8. Select the Submit soft key.

Forward all calls directly into your Voice mailbox

If you will be out of the office an extended period of time, you can have all of your calls sent immediately to your voice mailbox. This saves callers from waiting several rings before they are forwarded to voicemail, and it saves your coworkers from hearing your phone ring while you're away.

1. While on-hook (without lifting your handset), press the CFwdALL or Forward All soft key.
2. Listen for two beeps.
3. Select the Messages button.
4. The message "Forwarded to Voicemail" appears on your telephone's display as a reminder.

Cancel call forward all to your Voice mailbox

1. Select the CFwdALL or Forward Off soft key.
2. Listen for one beep. The "Forwarded to Voicemail" message on your display disappears.



Forward a call to your Voice mailbox

This feature allows you to send a call to your voice mailbox while your phone is ringing.

When there is an incoming call:

1. Press the iDivert soft key.

NOTE: Some phones have a Divert soft key instead of an iDivert soft key.

Depending on how your phone is configured, you may not have either of these soft keys. See your System Administrator for more information.

Call transfer

This feature transfers a call from your phone to another extension. There are three types of transfers:

- **Announced:** Before transferring a call to another extension, you first speak to the person you are transferring the call to.
- **Blind:** Transfers a call to another extension without waiting for the receiver to answer the call.
- **Direct:** Connects two calls on your telephone.

Announced call transfer

After you answer a call, you may want to transfer the call to someone else. The following explains how to notify the person who will be receiving the call and how to perform the transfer.

1. Select the Transfer soft key. (You may need to select the More soft key several times to display the Transfer soft key.)

NOTE: Depending on how your phone is configured, you may not have a Transfer soft key. See your System Administrator.

2. You will hear the dial tone. The person on the other end of your call will be placed on hold.
3. Dial the extension number or telephone number of the intended recipient.
4. Announce the call to the third party.
5. Select the Transfer soft key again to complete the transfer. You are now disconnected from the call.

NOTE: If no one answers the phone call in Step 4, select the EndCall soft key, and then select the Resume soft key to reconnect with the person you were going to transfer.



Blind transfer

After you answer a call, you may want to transfer the call to someone else. The following explains how to perform the transfer without speaking to the person who will be receiving the call.

1. Select the Transfer soft key.

NOTE: Depending on how your phone is configured, you may not have the Transfer soft key. See your System Administrator.

2. You will hear the dial tone. The person on the other end of your call will be placed on hold.
3. Dial the extension or phone number of the intended recipient.
4. Select the Transfer soft key again, without speaking, to complete the transfer. The telephone of the intended recipient will ring until the telephone is answered (or the call is transferred to another person or voicemail if call forwarding is enabled on that phone).

Direct transfer

When you have two calls on your telephone, you can connect them to each other without staying on the line.

1. Use the Navigation wheel to highlight any active call.
2. Press the Select soft key. You will see a check box next to the highlighted caller.
3. Use the Navigation wheel to highlight a second call on your display.
4. Select the DirTrfr soft key. (To display the DirTrfr soft key, you might need to press the More soft key several times.)

NOTE: Depending on how your phone is configured, you may not have the DirTrfr soft key. See your System Administrator.

5. The two calls connect to each other and you are dropped from the call.

NOTE: If you want to stay on the line with the callers, use the Join soft key instead of the DirTrfr soft key, and all three of you will be included in the conference call.



Mobility soft key

When you press the Mobility soft key, you can transfer an ongoing call to an assigned phone number, such as the one for your mobile phone. Your Mobility soft key may be able to support more than one phone number.

When you use the Mobility soft key to transfer a call, the person on the other end of the line will not be aware of the transfer unless you inform them yourself. During the transfer process, they will not be placed on hold or hear the new phone ringing before the connection is made. (This can be useful in situations where the call starts on your desk phone, but you later want to transfer the call to your cell phone without interrupting the conversation.)

To turn on this feature, press the Mobility soft key while the phone is idle. Highlight “Enable Mobile Connect” then press the Select button. To turn off this feature, highlight “Disable Mobile Connect” then press the Select button.

NOTE: Not all phones support this feature. See your System Administrator.

To transfer a call using the Mobility soft key:

1. With an active call on the line, press the Mobility soft key. (You may need to press the More soft key to access the Mobility soft key.) One or more options display, such as “Send call to Mobile Phone.”
2. Highlight the desired option, and press the Select key. The call is transferred to the selected device.

Single Number Reach (SNR)

Your telephone may include the Single Number Reach (SNR) function, depending on the level of service assigned to you. With SNR, calls to your desk telephone can automatically be forwarded to any of your other landline or mobile phones, depending on how you configure SNR. If you are unable to answer a call from any of the pre-set SNR telephones, your unanswered call will be forwarded to the voice mailbox of the phone that was originally dialed.

You can also setup SNR to:

- Cause calls to simultaneously ring on your office phone and on up to four other telephone numbers, for example, your home landline phone, your mobile phone, and your fax machine
- Only forward calls to your other phones after your office phone rings a certain number of times
- Specify when calls can be forwarded to your other phones, for example, only on Monday through Friday from 9:00am to 5:00pm

To setup SNR for your telephone, you must use the online Self-Care portal. See the *“Self-Care Portal Guide”* for more information.



8. Conference calls

CHCS offers two types of conference calls: Ad-Hoc and Meet-Me. With Ad-Hoc conferences, the host calls people and then connects them to the conference. With Meet-Me conferences, interested parties join the conference on their own.

Ad-Hoc conference calls

Sometimes you need to set up a conference call immediately. Sometimes a two-way conversation needs to include one or two more people. With an Ad-Hoc conference call, up to four parties can be included. This is the default. Your system may be configured to support more. See your System Administrator for more information.

Creating an Ad-Hoc conference call

If you perform the following steps to setup a conference, you are considered the host.

To create a conference:

1. With an active call on the line, select the Confrn soft key. (You might need to press the More soft key to access the Confrn soft key.) You should hear the dial-tone. The person on the other end of the call is placed on hold.

NOTE: Depending on how your phone is configured, you may not have the Confrn soft key. See your System Administrator.
2. Dial the person you want to add to the conference call (using an extension or telephone number, including access numbers and area code, if needed).
3. After the call is answered, select the Confrn soft key to join all parties.
4. To add a fourth caller, repeat Steps 2 and 3.



No answer

If the party you dialed does not answer or does not want to join the conference call:

1. Select the EndCall soft key.
2. Select the Resume soft key to rejoin your first caller.

Permanently removing yourself from an Ad-Hoc conference call

1. Hang up or press the EndCall soft key.

NOTE: If the person that originated the conference call (the host) disconnects, the conference call ends.

Removing the last person added to the Ad-Hoc conference call

Only the host can remove someone from a conference call.

To remove the last party added to the conference call:

1. Press the More soft key until the RmLstC soft key displays.
2. Press the RmLstC soft key.

NOTE: Depending on how your phone is configured, you may not have the RmLstC soft key. See your System Administrator.

Viewing and deleting members of an Ad-Hoc conference call

The ConfList (Conference List) soft key allows you to view and manage the members of an Ad-Hoc conference. Anyone in an Ad-Hoc conference can use this key to view the list of conference participants. Only the host of the conference can remove members from the conference call.

Your system configuration determines how many people can be on a conference call. The default maximum number is four. See your System Administrator for your system's maximum. The Conference list displays a maximum of 16 participants.

NOTE: The ConfList feature is only available for Ad-Hoc conferences, not Meet-Me conferences.

NOTE: Depending on how your phone is configured, you may not have the ConfList soft key. See your System Administrator.



Viewing a list of conference participants

When you view the Conference list, the participants are listed in the order they were added to the conference, starting with the most recent. The host of the conference always appears at the bottom of the list with an asterisk (*) next to the extension number.

To view the Conference list:

1. Select an active conference by highlighting the call. (This is only necessary if your phone has more than one line assigned to it.)
2. Press the ConfList soft key.

The Conference list on your telephone's display does not automatically update. Press the Update soft key to see the most current list. The Update soft key is not available after the conference ends.

Removing members from a conference call

Only the host of the conference can remove someone from a conference call.

To remove members from the conference:

1. Press the ConfList soft key to display the list of conference participants.
2. Use the Navigation wheel to highlight the participant you want to remove.
3. Press the Remove soft key.

NOTE: To remove the most recently added conference member, you can press the RmLstC soft key without opening the conference list.

Meet-Me conference calls

Meet-Me conferences allow participants to dial a number to join a conference call instead of someone calling each participant and adding them to a conference call.

The conference must be pre-arranged. The people interested in joining the conference must be told of the date and time of the conference and also given the conference number. The date and time of the conference cannot be reserved on the telephone system. This feature works on a first-come first-served basis. A conference call begins when the person initiating the conference (the host) presses the MeetMe soft key and enters the conference number as described below.

Your System Administrator can provide you with conference numbers and also let you know how many people can join a conference. These were configured when the telephone system was setup.

NOTE: Not all telephones can initiate a conference call. Press the More soft key on your telephone repeatedly. If the MeetMe soft key displays, then you can initiate a conference call with this phone.



NOTE: Any phone can join a conference by dialing the conference number (after the conference call has been initiated). This includes external callers.

Starting a Meet-Me conference

To start a Meet-Me conference, the host must perform the following steps. Once these are done, other people can join the conference call.

1. Press More soft key until the MeetMe soft key displays.
2. Press the MeetMe soft key.
3. Enter a Meet-Me conference number. (See your System Administrator for a list of valid Meet-Me conference numbers).

The conference call has been established and other participants can now join it.

NOTE: If the host leaves the conference call, the conference will remain open.

Joining a Meet-Me conference

To join a Meet-Me conference call:

1. Enter the conference number provided by the host of the conference. The conference number is a telephone number, so internal and external callers dial the same number to join the conference.

You will be connected to the conference after the conference host has begun the conference.

NOTE: If someone presses the MeetMe soft key and enters a conference number for a conference call that is already in progress, that person will hear a busy signal. To join a conference call that is already in progress, only enter the conference number.



9. Other call features

Extension mobility

This feature makes it easy to check your voice messages and make calls when visiting another office. It is especially useful if, for example, your sales force is often out of the office and share cubicles when they are in the office. With the Extension Mobility feature (also known as Roaming), you can log onto an IP phone by entering your User ID and PIN, and that phone becomes your own phone temporarily—displaying your interface, including line numbers and Speed Dial numbers. When you place calls, people on the receiving end will see your caller ID on their phones, not the ID of the phone you are using.

Extension Mobility can only be used if:

- The phone is registered to the same CHCS system as your phone
- The phone is enabled for Extension Mobility
- You have an Extension Mobility user profile

Your System Administrator must activate Extension Mobility for you.

Logging into extension mobility

To log into a telephone to use the Extension Mobility feature:

1. Press the Services button.

NOTE: Some phones have an Applications button instead of a Services button.

2. Use the Navigation wheel to highlight “Login/Logout” then press the Select soft key or the Select button.
3. Enter your User ID and PIN.

NOTE: The letters and numbers on a key in the numeric keypad cycle through in order as you press the key: first lower case letters, then the number on the key, and then capital letters. To demonstrate this, press the **2** key on the numeric keypad repeatedly; you will see: a, b, c, 2, A, B, C. Each time you press the **2** key, the entry changes. For example, to enter a lower case “c,” press the **2** key quickly, three times.



4. Press the Submit soft key.

The display of the phone will reset to look like your phone's display. (This may take a few minutes.) When the display resets, your number and features are now available for use, including: voicemail, Speed Dial numbers, Abbreviated Dial numbers, and directories.

NOTE: If you are accessing a phone with fewer Programmable buttons than your phone, then not all of your Speed Dial numbers will be available.

If you forget to logout, the system automatically logs your Extension Mobility session off after eight or more hours, depending on how your system is configured.

NOTE: When logging into Extension Mobility, the system automatically logs you out of any other phone that you are already logged into.

Logging out of extension mobility

To turn off the Extension Mobility feature and return the phone to its original settings:

1. Press the Services button.

NOTE: Some phones have an Applications button instead of a Services button.

2. Use the Navigation wheel to highlight "Login/Logout" then press the Select soft key or the Select button.
3. Highlight "Logout user," then press the Select soft key or the Select button.

The display of the phone will reset to its original settings. This may take a few minutes.

Changing the PIN for extension mobility

Change your PIN often to help protect your telephone and the telephone system.

NOTE: You need a PIN to log into Extension Mobility and a PIN to log into voicemail. These are different PINs.

You can change the PIN on your telephone or in the online Self-Care portal. Use whichever method is most convenient for you.

To change your PIN using the telephone:

1. Press the Services button.

NOTE: Some phones have an Applications button instead of a Services button.

2. Use the Navigation wheel to highlight "Phone Services."
3. Press the Select soft key or the Select button.



4. Use the Navigation wheel to highlight “Change PIN” and then press the Select button, or press **2** on your numeric keypad.

5. Input your User ID. If you are unsure of your User ID, contact your System Administrator.

NOTE: If you enter an incorrect character, delete it with the backspace soft key [<].

NOTE: Each time you press a key on the numeric keypad, the letters and numbers on the key appear: first lower case letters, then the number on the key, and then capital letters. To demonstrate this, press the **2** key on the numeric keypad repeatedly; you will see: a, b, c, 2, A, B, C. For example, to enter a lower case “c,” press the **2** key quickly, three times.

6. Input your PIN. If you don’t remember your PIN, ask your System Administrator.
7. Input the new PIN you’ve selected for yourself, and then confirm it by entering it again on the next line.

NOTE: The PIN can contain only numbers and must be between four- and ten-digits long. The only additional limitation is that you cannot re-enter your previous PIN.

8. Select the Submit soft key to save your new PIN.

NOTE: Depending on how your system is configured, you may be required to periodically renew your PIN. You will receive a message showing the number of days before your PIN expires. Failure to change your PIN within that time period will result in your account being locked.

Busy Lamp buttons

A Busy Lamp button allows you to monitor the call activity of another telephone number. It will light when that phone number is being used. Also, when you press the Busy Lamp button, the phone number it is assigned to is automatically dialed. On the telephone’s display, the Busy Lamp button is labeled with the telephone number it is assigned to.

Depending on how your system is setup, you may be able to answer calls that are being sent to the telephone number being monitored by the Busy Lamp button. However, the monitored telephone number must be in your Call Pickup group for this feature to work.

Busy Lamp buttons are programmable buttons, so they are located below the Phone Line buttons. If you are using Speed Dial buttons or Hot Line buttons, the Busy Lamp buttons can be located above or below them.

NOTE: Some phones do not support Busy Lamp buttons.



Call back

If you are trying to call another IP phone in your telephone system and the call is not answered (you hear a busy signal or the phone keeps ringing), you can use the Call Back feature to automatically notify your phone when the other phone becomes available to take a call. If the person you are calling has voicemail, activate Call Back before the call is transferred to voicemail.

If the person you are calling has forwarded all calls to another extension, then the Call Back feature will not function.

To use the Call Back feature:

1. Upon hearing a busy signal or the called phone ringing, and before your call is forwarded to voicemail, press the CallBack soft key. The CallBack window appears on your telephone's display.

NOTE: Depending on how your phone is configured, you may not have the CallBack soft key. See your System Administrator.

2. Select the Exit soft key if you wish to return the display to idle.
3. When the other phone becomes available to take a call, the CallBack window displays with a message alerting you of this.
4. Select the Dial soft key to place a call to that phone.

NOTE: To verify the status of a call back notification, press the CallBack soft key while your phone is idle to display the CallBack window.

NOTE: To cancel call back notification, press the CallBack soft key while your phone is idle to display the CallBack window, then press the Cancel soft key.

Call park

You may need to put a call on hold and pick it up in another office; for example, in a conference room or in someone else's office. To do this, you must first park the call. You then retrieve the call using another IP phone on your telephone system by dialing a pre-defined park number.

Contact your System Administrator if the Park soft key is not available on your phone.

When you are on a call you want to park:

1. Select the More soft key several times until you see the Park soft key.
2. Select the Park soft key. The Call Park extension appears on your telephone's display.
3. Note (write down) the Call Park extension number on your display, including special characters, for example: *0100.

NOTE: If the message "No Park Number Available" displays, then the Call Park feature is not configured for your location. See your System Administrator.



4. Hang up your phone.
5. Go to another IP phone in your telephone system.
6. Enter the Call Park extension number, including any special characters. The call is transferred to the phone you are now using.

Do not disturb

When you don't want to take calls, you can set your phone to Do Not Disturb (DND). This feature turns off the ringtone on your telephone and automatically sends calls to your voice mailbox or another phone, depending on how your phone is setup.

Contact your System Administrator if DND is not available on your phone.

Activating do not disturb

To automatically send incoming calls to your voice mailbox (or another phone, depending on how your phone is setup) without your telephone ringing:

1. Select the DND soft key. You may need to press the More soft key several times to display the DND soft key.

NOTE: Some phones do not have a DND soft key. Some may have the Do Not Disturb function assigned to a Programmable button.

2. To remind you that this feature is active, "Do Not Disturb is active" appears on your display.

Deactivating do not disturb

DND is a toggle: the same soft key will alternately activate and deactivate DND.

1. Select the DND soft key. You may have to press the More soft key several times to display the DND soft key.

NOTE: Some phones do not have a DND soft key. Some may have the Do Not Disturb function assigned to a Programmable button.



Hot Line button

When you press a Hot Line button, the phone number assigned to that button is automatically dialed and the Speakerphone is automatically activated. This is the only task the button can perform. Examples of phone numbers that are often assigned to Hot Line buttons are the security desk or a help line. The Hot Line button is also known as the PLAR (Private Line Automatic Ringdown) button.

NOTE: Some phones do not support Hot Line buttons.

Hot Line buttons are programmable buttons, so they are located below the Phone Line buttons.

Pickup

Call Pickup and Group Call Pickup allow you to answer an incoming call for someone within your group or from another group. See your System Administrator about your group membership.

Contact your System Administrator if the Pickup and GPickUp soft keys are not available on your phone.

Call pickup

Call Pickup enables you to answer an incoming call for someone within your group. When a call comes into your group, your Message waiting light flashes red, your ringtone sounds, and your display shows that a call is available for you to pick up (depending on how you have programmed your alerts in the Self-Care portal). These alerts are sent only once, and you must respond to them quickly if you wish to pick up for another person in your group before the call is sent to voicemail.

To pick up a call within your group when you see the alerts:

1. Press the More soft key repeatedly until the Pickup soft key displays.
2. Select the PickUp soft key. If you do not see the PickUp soft key, lift your handset or press the Speaker button, then press the PickUp soft key.

If your telephone supports auto-pickup, you are now connected. If not, select the Answer soft key and you should now be connected to the caller. If you do not press the Answer soft key, the call will go to the voice mailbox of the person that was called.

Group pickup

Group Call Pickup enables you to answer an incoming call for an extension outside of your group. Group Pickup works differently than Call Pickup. With Group Pickup, there will be no alerts on your telephone. You will only be aware of a call to another group when you hear a phone ring on another desk. Also, to pick up a call from another group, you must know the number designation for that group and input it on your telephone. Like Call Pickup, you must act quickly or the call is transferred to voicemail.



Ask your System Administrator for the pickup numbers of the groups that have been configured for Group Pickup.

When a call comes into a nearby group and you want to answer it:

1. Press the More soft key repeatedly until the GPickUp or Group PickUp soft key displays.

NOTE: If you do not see the GPickUp or Group PickUp soft key, lift your handset or press the Speaker button. You should now see the GPickUp or Group PickUp soft key.

2. Select the GPickUp or Group PickUp soft key.
3. Telephones supporting auto-pickup will now be connected.

If auto-pickup is not supported on your telephone, you will see the number of the incoming call at the top of your display. If you wish to continue answering this call, input the number of the group where the telephone is ringing using your numeric keypad. Select the Answer soft key. You should now be connected to the caller.

Redial last number

To redial the last number called from your phone:

1. Lift the handset, press the Speaker button, or put your headset on and press the Headset button.
2. Select the Redial soft key.

NOTE: Depending on how your phone is configured, you may not have the Redial soft key. See your System Administrator.

Unified messaging

In a CHCS system, Unified Messaging (UM) provides you with the ability to use your computer to access voicemail messages on your IP telephone and to respond to them with a recorded message and/or text.

Depending on how your system is configured, you may have access to one of the following UM software tools: SingleInbox, IMAP, or Web Inbox. See the manual *“Unified Messaging: SingleInbox, IMAP, and Web Inbox Guide”* for more information about these software tools.

Video calling

This feature is only supported on Cisco 99xx series telephones. Video calling requires a camera or video phone, ordered separately. See your System Administrator or the Cisco user guide for 99xx series telephones for detailed information on how to set up and use a video telephone.



10. Voicemail

When someone calls but you cannot answer the phone, the caller can leave a voicemail message for you. When the caller leaves a voicemail message, the Message Waiting light on the back of your handset glows red and this note appears on the display: “You Have Voicemail.”

Setting up your Voicemail (messages) account

To initialize your voicemail account:

1. While listening with your handset or the speakerphone, press the Messages button (Figure 35).
2. Follow the voice prompts from the voicemail system. You will be asked for your telephone Login name and your PIN (personal identification number). Have these ready before you begin. If you don't yet have your Login ID and PIN, contact your System Administrator.
3. You will be asked to record your name or a completely personalized greeting. Both of these are optional as there is a default greeting.

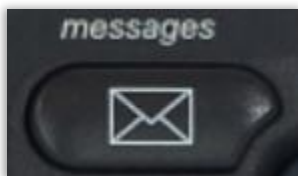


Figure 35: Messages button



Listening to Voicemail messages

Listening to your Voicemail messages from your desk phone

When you have a new message, your Message Waiting light glows red, an envelope icon (Figure 36) blinks next to the line that received the message, and the message “You Have VoiceMail” appears on the display. This is the default setting and can be changed in the Self-Care portal.



Figure 36: An Envelope icon displays next to the line that received the message.

To listen to the voicemail message:

1. While listening with your handset or speakerphone, press the Messages key.
2. Enter your voicemail PIN and then the pound sign (#).
3. Follow the prompts from the voicemail system. Tables 2 and 3 list shortcuts you can take using the numeric keypad. There is a full list of keypad shortcuts in Appendix C.

Table 2. Numeric Keypad shortcuts while listening to a voicemail message

Key	Function
1	Repeat the message
2	Save the message
3	Delete the message
4	Slow down the message (This remains your default setting until you speed up your messages by pressing 6 on the numeric keypad.)
5	Change the volume (This increases or decreases the volume one setting every time you press the key.)*
6	Speed up the message (This remains your default setting until you slow down your messages by pressing 4 on the numeric keypad.)
7	Backup (replay last few seconds) of the current message
8	Pause and resume the message
9	Fast forward the message

*Not available on all systems.

© 2018. AT&T Intellectual Property. All rights reserved.



Table 3. Numeric keypad shortcuts after listening to a voicemail message

Key	Function
1	Repeat the message
2	Save the message
3	Delete the message
4	Reply to the message
5	Forward the message
6	Mark as a new message (not available on all systems)
7	Repeat the last seven seconds of the message
9	Play a summary of the message properties
*	Stop playing Voicemail messages
0	Help

© 2018. AT&T Intellectual Property. All rights reserved.

Listening to your Voicemail messages from another internal extension

When you are away from your desk and wish to check your voicemail messages from another telephone registered to your telephone system:

1. Press the Messages button.
2. Press the asterisk (*) key on the numeric keypad.
3. Enter your mailbox ID number (site code and extension) when prompted to enter your ID.
4. Press the pound sign (#) on the numeric keypad.
5. Enter your PIN.
6. Press the pound sign (#) key.

At this point, the voicemail system will behave exactly as if you were sitting at your desk. If there are messages in your voice mailbox, they will begin to play. Tables 2 and 3 list shortcuts you can take using the numeric keypad. There is a full list of keypad shortcuts in Appendix C.

Listening to your Voicemail messages from an alternate extension

When you are away from your desk and wish to check your voice mailbox from a telephone that you or your System Administrator has pre-programmed as an Alternate Extension:

1. Call the voicemail access number given to you by your System Administrator.



2. When prompted, enter your PIN and then the pound sign (#).
3. Follow the prompts from the voicemail system.

At this point, the voicemail system will behave exactly as if you were sitting at your desk. Tables 2 and 3 contain helpful lists of keypad shortcuts. There is a full list of keyboard shortcuts in Appendix C.

Listening to your Voicemail messages from a remote location

When you are away from your desk and wish to check your voice mailbox from a telephone that is not pre-programmed as an Alternate Extension:

1. Call your desk telephone number.
2. Wait until you hear the voicemail greeting, and then press the asterisk (*) key on the numeric keypad.
3. Enter your mailbox ID number (site code and extension) when prompted to enter your ID.
4. Press the pound sign (#) key on the numeric keypad.
5. Enter your voicemail PIN and then press the pound sign (#) key.
6. Follow the voice prompts from the voicemail system.

At this point, the voicemail system will behave exactly as if you were sitting at your desk. Tables 2 and 3 contain helpful lists of keypad shortcuts. There is a full list of keyboard shortcuts in Appendix C.

Transferring calls

Transfer a call to voicemail after answering

The following explains how to send a call to your voice mailbox after you have spoken with the caller.

If your phone displays a Divert soft key after you answer a call:

1. Press the Divert soft key. The call is sent to your voice mailbox.

If your phone displays a Transfer soft key after you answer a call:

1. Press the Transfer soft key. (You may need to press the More soft key once or twice before you see the Transfer soft key.)
2. Enter your mailbox ID number (site code + extension).
3. Press the Transfer soft key again. The call is sent to your voice mailbox.



Transfer a call to voicemail without answering

To send an incoming call to voicemail without answering the call:

1. Select the iDivert or the Divert soft key.
2. If you picked up the call for someone else within your calling group, your phone will display a list of lines so you can choose between your voicemail system or the system of the person who was called. Choose the appropriate option.

Forward all calls directly to voicemail

When you do not want to answer the phone, you can have calls automatically sent to your voice mailbox without ringing your phone:

1. Without lifting the handset, press the CFwdALL or Forward All soft key. You will hear two beeps.
2. Press the Messages button. You will hear one beep, then “Forwarded to Voicemail” displays to remind you that this feature is enabled.

Cancel call forward

To stop sending calls directly to your voice mailbox:

1. Press the CFwdALL or Forward Off soft key.

Changing your Voicemail PIN

You should change your PIN (personal identification number) often to protect both your telephone and the telephone system.

NOTE: You need a PIN to log into voicemail and a PIN to log into Extension Mobility. These are different PINs.

To change your voicemail PIN:

1. Press the Messages button.
2. Enter your PIN.
3. Press the pound sign (#) on your numeric keypad. You are now logged into the voicemail system.
4. Press **4 3 1** on the numeric keypad when the prompter begins speaking.
5. Enter your new PIN when prompted to do so.

NOTE: The PIN can contain only numbers and must be between four- and ten-digits long. The only additional limitation is that you cannot re-enter your previous PIN.



6. Press the pound sign (#) on the numeric keypad.
7. Enter your new PIN again to confirm.
8. Press the pound sign (#) key.
9. Press the asterisk (*) key repeatedly until you exit the voicemail system.

NOTE: Depending on how your system is configured, you may be required to periodically renew your PIN. You will receive a message showing the number of days before your PIN expires. Failure to change your PIN within that time period will result in your account being locked.

Enabling/disabling or changing a greeting

The voicemail system provides you with a variety of greetings so you can select the appropriate greeting for your situation instead of recording new greetings as your situation changes. The greetings include a:

- Standard greeting
- Closed greeting for use after regular business hours
- Alternate greeting
- Busy greeting for when you are on another call
- Internal greeting
- Holiday greeting

To select which greeting voicemail should use when someone calls you:

1. Press the Messages button.
2. Enter your PIN.
3. Press the pound sign (#) on your numeric keypad. You are now logged into the voicemail system.
4. Press 4 1 3 on the numeric keypad when the prompt begins speaking.
5. Choose one of the following greetings by pressing a number on the numeric keypad:
 - 1 Standard greeting
 - 2 Closed (after hours) greeting
 - 3 Alternate greeting
 - 4 Busy (when on another call) greeting
 - 5 Internal greeting
 - 6 Holiday greeting
6. You will hear the greeting you just selected.
7. Perform one of the following:
 - Press **1** on the numeric keypad to re-record the greeting.
 - Press **2** on the numeric keypad to turn on the Standard greeting.
 - Press **3** on the numeric keypad to turn on or off the greeting you just heard.



- To set an end date and time for the greeting you just enabled, press **1**
 - To use the greeting indefinitely, press the pound sign (#).
8. Press the asterisk key (*) repeatedly until you exit the voicemail system.

Rerecording your Voicemail greetings

To change any of your greetings, perform the following:

1. Press the Messages button.
2. Enter your PIN.
3. Press the pound sign (#) on your numeric keypad. You are now logged into the voicemail system.
4. Press **4 1 1** on the numeric keypad when the prompter begins speaking.
5. Record (speak) your new greeting when prompted to do so.
6. To end the recording, press the pound sign (#) on the numeric keypad.
7. Listen to the greeting you just recorded.
8. Perform one of the following:
 - Press **1** on the numeric keypad to re-record your current greeting
 - Press **2** on the numeric keypad to turn your alternate greeting on or off
 - Press **3** on the numeric keypad to edit your other greetings
 - Press **4** on the numeric keypad to reviews all of your greetings
9. Press the asterisk (*) key repeatedly to exit the voicemail system.

Changing your recorded name

To change the name callers will hear when they are sent to your voice mailbox:

1. Press the Messages button.
2. Enter your PIN.
3. Press the pound sign (#) on your numeric keypad. You are now logged into the voicemail system.
4. Press **4 3 2** on your numeric keypad when the prompter begins speaking.
5. Record (speak) your name when asked to do so.
6. Press the pound sign (#) key to end recording.
7. Listen to your new recorded name.
8. Press the asterisk (*) key to save the new recorded name or record a new name.



Changing your Corporate directory listing status

To determine whether your telephone number is listed in the Corporate directory:

1. Press the Messages button.
2. Enter your PIN.
3. Press the pound sign (#) on your numeric keypad. You are now logged into the voicemail system.
4. Press **4 3 3** on the numeric keypad when the prompt begins speaking.
5. Press one of the following on the numeric keypad:
 - 1** Changes your listing status
 - #** Keeps your current listing status
6. Press the asterisk (*) key repeatedly to exit the voicemail system.

Changing the style of Voicemail menus

To select if you would like to hear full or brief prompts when using voicemail:

1. Press the Messages button.
2. Enter your PIN.
3. Press the pound sign (#) on your numeric keypad. You are now logged into the voicemail system.
4. Press **4 2 3** on the numeric keypad when the prompt begins speaking.
5. Perform one of the following:
 - Press **1** on the numeric keypad to toggle between full and brief menus
 - Press the asterisk (*) key on the numeric keypad to keeps the same menu style
6. Press the asterisk (*) key repeatedly to exit the voicemail system.

Creating a message

There may be times when you want to record a message and then send it to a distribution list or to only one person. To record a message:

1. Press the Messages button.
2. Enter your PIN.
3. Press the pound sign (#) on your numeric keypad. You are now logged into the voicemail system.
4. Press **2** on the numeric keypad to create a message.



5. Record your message.

NOTE: Press **8** on the numeric keypad to pause or resume the recording.

6. Press the pound sign (**#**) on the numeric keypad to end the recording.
7. Enter the name, extension number, or distribution list that you want to send the message to, then press **#**. Repeat this step to add more names, extension numbers, or lists.

NOTE: Press **##** to switch between numeric and alphabetic keypad entries.

8. Perform one of the following:
 - Send the message, by pressing the pound sign (**#**) on the numeric keypad
 - Mark the message Urgent, by pressing **1** on the numeric keypad
 - Cause an Acknowledgment to be sent to you when the message has been received, by pressing **2**
 - Mark the message Private, by pressing **3**
 - Save the message for Future Delivery, by pressing **4**
 - Review the message, by pressing **5**
 - Re-record the message, by pressing **6**
 - Add to the message, by pressing **7**
 - Add a name to the distribution list, by pressing **9 1**
 - Review all names or delete names, by pressing **9 2**
 - Send yourself a copy of the message, by pressing **9 5**
 - Cancel the message, by pressing the asterisk (*****) key
9. Press the asterisk (*****) key repeatedly to exit the voicemail system.

Private distribution lists

You may want to use distribution lists to make it faster to send voicemail messages to multiple people.

Creating a private distribution list

Follow these steps to create a private distribution list. It can be made up of individual names, telephone numbers, or other distribution lists.

1. Press the Messages button.
2. Enter your PIN.
3. Press the pound sign (**#**) on your numeric keypad. You are now logged into the voicemail system.
4. Press **4 2 4 2** on the numeric keypad when the prompt begins speaking.
5. Choose a number for the Private List (1 – 25).
6. Press **1** on the numeric keypad to add an entry to the Private List.



7. Enter the name, extension number, or distribution list, then press the pound sign (#) key. Do this for each entry you wish to add to the list.

NOTE: To switch between numeric and alphabetic keypad entries, press the pound symbol on the numeric keypad twice (##).

8. Press the asterisk (*) key to stop adding to the Private list.
9. Press **3** on the numeric keypad to record (speak) the name of the Private List (for example, Sales Dept.).
10. Record the name at the tone.
11. Press the pound sign (#) key to end the recording.
12. Listen to the recorded name.
13. Press the asterisk (*) key to save the list name.
14. Press the asterisk (*) key repeatedly to exit voicemail.

Changing the members of a private distribution list

To add or remove names, telephone numbers, or other distribution lists from a Private Distribution list:

1. Press the Messages button.
2. Enter your PIN.
3. Press the pound sign (#) on your numeric keypad. You are now logged into the voicemail system.
4. Press **4 2 4 2** on the numeric keypad when the prompter begins to speak.
5. Enter the number of the Private List you wish to change (1-25). The system will play the name of the Private List.
6. Perform one of the following:
 - Add a name, extension number, or distribution list, by pressing **1** on the numeric keypad
 - Review and possibly delete names in the Private List, by pressing **2** on the numeric keypad
 - Re-record the name of the Private List, by pressing **3** on the numeric keypad
7. Press the asterisk (*) key repeatedly to exit the voicemail system.

Changing the name of a private distribution list

To change the title of your Private Distribution list:

1. Press the Messages button.
2. Enter your PIN.
3. Press the pound sign (#) on your numeric keypad. You are now logged into the voicemail system.



4. Press **4 2 4 2** on the numeric keypad when the prompt begins to speak.
5. Enter the number of the Private List whose name you wish to change (1-25).
6. Press **3** on the numeric keypad to change the name of the Private List (for example, Sales Dept.).
7. Record (speak) the new name at the tone.
8. Press the pound sign (#) key to end the recording.
9. Listen to new name.
10. Press the asterisk (*) key to keep the name you just recorded.
11. Press the asterisk (*) repeatedly to exit the voicemail system.



11. Help

CHCS provides a number of resources you can use when you need more information. You have already been introduced to the Help button on the telephone, this User Guide, and the Cisco user guide for your phone. There are additional resources:

- Frequently Asked Questions (FAQs)
- On-line Self-Care Portal
- Your System Administrator

These are described below.

Frequently Asked Questions (FAQs)

You may find your answers more quickly in a Question and Answer format.

Visit https://www.corp.att.com/ucportal/ucvoice/ucvoice_us.html for our answers to the most frequently asked questions.

CHCS Self-Care portal

For more information and step-by-step instructions about customizing your telephone, see the Help pages of the online Self-Care Portal or the *"Self-Care Portal Guide."*

The Self-Care Portal is located on an AT&T web site on the Internet. Your System Administrator can provide you with the Internet address.

Before you can begin using the Self-Care Portal, you must login. Follow these steps to log into the Self-Care Portal.

1. Access the Internet and go to the Internet address supplied by your System Administrator.
2. Enter the Username and Password that were provided to you by your System Administrator.



3. Select the Login button in the window or press the Enter key on your PC's keyboard. The Self-Care Portal's home page, shown in Figure 37, displays.

© 2018. AT&T Intellectual Property. All rights reserved.



Figure 37: The Online Self-Care Portal offers a Help site

Help link

The items listed on the left side of the Self-Care Portal's home page are links. You will find the link to the Help site near the bottom.

After you click on the Help link, the Help window displays. It looks similar to the one shown in Figure 38.

There are three ways to find information in a Help window: use the Index or Glossary (located in the left column of the window) or search for answers using the Search field (located at the top of the window). The information in Figure 38 about Logging In was found using the Search field.

Index tab

When you select the Index tab located on the left side of the Help window, a list of topics displays. If a plus sign (+) appears to the left of a topic, click on the plus sign. Subcategories for that topic appear.

Select any of the topics or subcategories under the Index tab and its description displays on the right side of the Help window.



© 2018. AT&T Intellectual Property. All rights reserved.

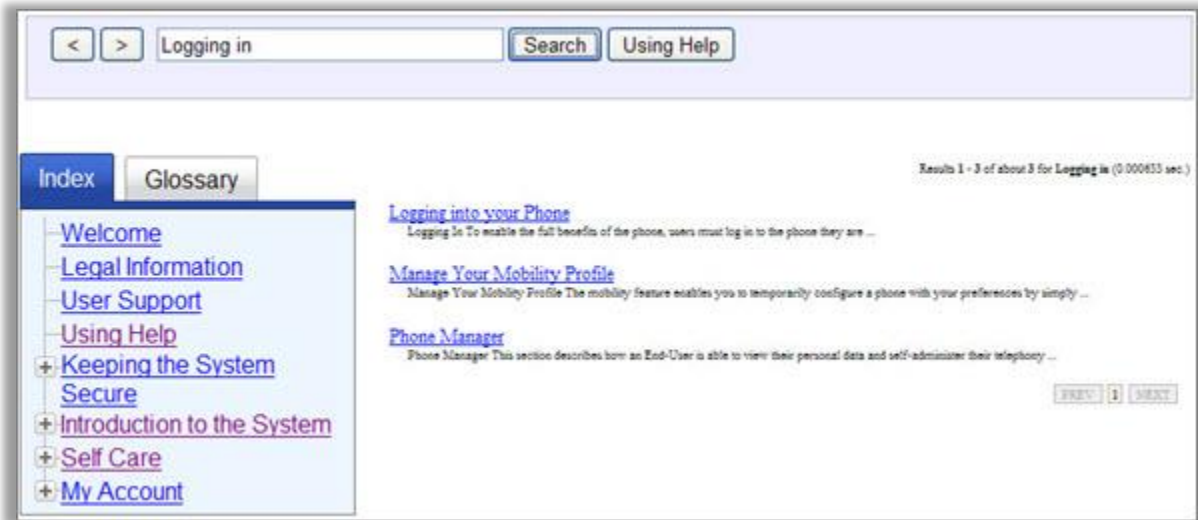


Figure 38: Example Help window

Glossary tab

When you select the Glossary tab, a list of telecommunication terms and acronyms displays. Select any item in the list and the definition of that item displays.

Search

To search for a subject:

1. Type the topic of interest in the Search field (see Figure 39).
2. Click on the Search button located next to the Search field or press the Enter key on your PC's keyboard.

© 2018. AT&T Intellectual Property. All rights reserved.

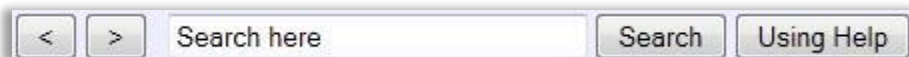




Figure 39: Search Function in the Help window



Arrow keys

The   arrow buttons work the same way they do in a browser. They allow you to quickly return to Help pages you recently visited. Selecting the arrow pointing left returns you to previous Help screens. Selecting the arrow pointing right forwards you to the screen you visited after the currently displayed screen.

More information about the Help window

Selecting the Using Help button next to the Search button at the top of the screen provides you with more information on how to use the Help function.

Your system administrator

Your System Administrator has already set up and tested your telephone for you, is able to adjust your security settings and features as needed, and can help you with many questions about CHCS system operations.



Appendix A. Soft Key definitions

The following soft keys may be available on your telephone, depending on how your phone is setup.

Soft Key	Description
AbbrDial	Dial using a Speed Dial or Abbreviated Dial number
Answer	Answer a call
Back	Return to the previous Help topic
Barge	Add yourself to a call on a shared line
CallBack	Receive notification when a busy extension becomes available
Cancel	Cancel an action or exit a screen without applying changes
cBarge	Add yourself to a call on a shared line and establish a conference
CFwdALL	Setup / Cancel call forwarding
Clear	Delete records or settings
Close	Close the current window
ConfList	View conference participants
Confrn	Create a conference call
Delete	Remove characters to the right of the cursor when using EditDial
Details	Open the Details record for a multiparty call in the Missed Calls and Received Calls directories
Dial	Dial a telephone number
DirTrfr	Transfer two calls to each other
DND	Turn on / off Do Not Disturb
EditDial	Edit a number in a call directory
EndCall	Disconnect the current call or the current intercom call
Erase	Reset settings to their defaults
Exit	Return to the previous screen

Soft Key	Description
GPickUp	Answer a call ringing in another group
iDivert	Send or redirect a call to your voice mailbox
Join	Join several calls already on a single line to create a conference
Links	View related Help topics
Main	Display the Help main menu
MeetMe	Host a Meet-Me conference call
More	Display additional soft keys
New Call	Make a new call
OPickUp	Answer a call ringing in an associated group
Park	Store a call using Call Park
PickUp	Answer a call in your group
QRT	Submit call problems to the System Administrator
Redial	Redial the most recently dialed number
Remove	Remove a conference participant
Resume	Resume a call on hold
RmLstC	Drop the last party added to a conference call
Save	Save the chosen settings
Search	Search for a directory listing
Select	Select a menu item or call
Transfer	Transfer a call
Update	Refresh content
VidMode	Choose a video display mode
<<	Delete entered characters
>>	Move through entered characters

These materials have been reproduced by AT&T with the permission of Cisco Systems Inc. The date of capture was June, 2015.
COPYRIGHT ©2015 CISCO SYSTEMS, INC. ALL RIGHTS RESERVED.



Appendix B. Telephone display icons

The icons on your telephone's display indicate the status of each line.



On hook



Off hook



Connected call



Ringing call



Call on hold



Remote in use



Authenticated call



Encrypted call



Idle line (when using Busy Lamp)



Busy line (when using Busy Lamp)

Figure 40: Icons for Cisco 7945 telephones



Off-hook /connected call



On-hook



Incoming call



Missed call



Placed call



Received call



Call forwarding enabled



Call on Hold



Message Waiting

Figure 41: Icons for Cisco 99xx series phones



Appendix C. Voicemail keypad shortcuts

Main Voicemail menu

Key	Task
1	Hear new messages
2	Send a message
3	Review old messages
4	Change setup options
5	Find messages*

*Not available on some systems

While listening to Main menu

While listening to the Main Voicemail menu, press:

Key(s)	Task
4 1	Change greetings
4 1 2	Set an end date and time for the greeting
4 2 1	Change message notification
4 2 3	Choose full or brief menus
4 3 1	Change your voicemail PIN
4 3 2	Change recorded name
4 4	Change call transfer

While listening to message

While listening to a voicemail message, press:

Key(s)	Task
1	Repeat the message
2	Save the message
3	Delete the message
4	Slow down the message (This remains your default setting until you speed up your messages by pressing 6 on the numeric keypad.)
5	Change the volume (This increases or decreases the volume one setting every time you press the key.)*
6	Speed up the message (This remains your default setting until you slow down your messages by pressing 4 on the numeric keypad.)
7	Backup (replay last few seconds) of the current message
8	Pause and resume the message
9	Fast forward the message
#	Fast forward to end of message
# #	Skip the message

*Not available on some systems



After listening to message

After listening to a voicemail message, press:

Key(s)	Task
1	Repeat the message
2	Save the message
3	Delete the message
4	Reply to the message
4 2	Reply to all
4 4	Automatically calls the voice mailbox of the person who left the message*
5	Forward the message
6	Save / Restore as new*
7	Repeat the last seven seconds of the message
8	Deliver email or send to fax machine*
9	Play a summary of the message properties
0	Help
*	Stop playing voicemail messages
#	Save as is

*Not available on some systems

After recording a message

After recording a message, press:

Key	Task
1 1	Change addressing
1 2	Change recording
1 3	Set special delivery
1 4	Listen to the recorded message

While listening to your recorded message

While listening to a message you recorded, press:

Key	Task
# 2	Restore as saved*
# 4	Reply
# 4 2	Reply to all
# 5	Forward message
# 6	Save / Restore as new*
# 8	Deliver email or send to fax machine*
# 9	Play message properties

*Not available on some systems



Index

- 911 call, 27
- AbbrDial soft key, 35
- Abbreviated Dialing, 35
- Access code, 27
 - International, 39
 - PSTN, 27
- Access levels, 1
- Ad-Hoc conference call
 - Creating, 59
 - Removing participants, 60, 61
 - Viewing participants, 60
- Angle Adjustment button, 4
- Angle of phone, Adjusting, 5
- Announced call transfer, 55
- Another incoming call, 30
- Answering a call, 23, 27
- Applications button, 17
- Attendant console telephones, 2
- Blind call transfer, 56
- Busy Lamp buttons, 11, 65
- Button
 - Applications, 17
 - Directories, 4, 37
 - Display, 4, 13
 - Headset, 4
 - Help, 4, 13
 - Message Waiting light, 4
 - Messages, 4
 - Mute, 4, 25
 - PLAR, 68
 - Private Line Automatic Ringdown, 68
 - Scrolling, 12
 - Select, 4, 12
 - Services, 4
 - Settings, 4
 - Speaker, 4
 - Telephone angle adjustment, 4
- Buttons
 - Busy Lamp, 11, 65
 - Hot Line, 11, 68
 - Line, 4
 - Menu, 9
 - Phone line, 4, 11
 - Programmable, 4, 11
 - Soft keys, 4, 10, 87
 - Speed Dial, 4, 11, 31, 32
- Call
 - 911, 27
 - Abbreviated dialing, 35
 - Additional call on active line, 28
 - Another line, 29
 - Answering, 23, 27
 - Emergency, 27
 - Ending, 26
 - Fast Dial from a Call History directory, 39
 - Fast Dial from Corporate directory, 42
 - Fast Dial from Personal Address book, 49
 - Fast Dial from Personal directory, 43
 - Outside your organization, 27
 - Redial last number, 69
 - Speed Dial, 34
 - Video, 69
 - Within your organization, 26
- Call back, 66
- Call forward
 - Settings, Viewing, 51
 - Single number reach, 57
- Call Forward All (CFA), 51, 52
- Call Forward on Failure, 51
- Call Forward When Busy (CFB), 51, 53
- Call Forward when No Answer (CFNA), 51, 54
- Call History directories, 37
 - Calling from, 39
 - Deleting entries, 40
 - Exiting, 39
 - Fast Dialing from, 39
 - Viewing, 38
- Call park, 66
- Call pickup, 68



- Call transfer, 55
 - Announced, 55
 - Blind, 56
 - Call Park, 66
 - Direct, 56
 - Mobility soft key, 57
 - To voice mailbox, 74
- Caller Identification, 7
- Calls
 - Maximum incoming and outgoing, 7
- CFA, 51, 52
- CFB, 51, 53
- CFNA, 51, 54
- CLID, 7
- CNID, 7
- Conference calls
 - Ad-Hoc, 59
 - Meet-Me, 59, 61
- Conference numbers, Meet-Me conference calls, 61
- Corporate directory, 37, 41
 - Adding or deleting your phone number, 78
 - Fast Dialing from, 42
 - Searching, 41
 - Viewing, 42
- Direct call transfer, 56
- Directories, 37
- Directories button, 4, 37
- Directory
 - Call history, 37, 38
 - Corporate, 37, 41
 - Missed calls, 37, 38
 - Personal, 37, 42
 - Personal Address book, 46
 - Placed calls, 37, 38
 - Received calls, 37, 38
- Display button, 4, 13
- Display icons, 88
- Display screen, 4, 7
 - Background, 19
 - Brightness, 19
 - Icons, 8
- Distribution list
 - Changing, 80
 - Creating, 79
 - Naming, 80
- DND, 67
- Do Not Disturb (DND), 67
- Emergency call, 27
- EndCall soft key, 26
- Exit soft key, 16
- Extension Mobility, 63
 - Logging in, 63
 - Logging out, 64
 - PIN, 64
- FAQs, 83
- Fast Dial
 - Call History directory, 39
 - Corporate directory, 42
 - Personal directory, 43
- Forward a call, 51
 - To voice mailbox, 55
 - When line is busy, 53
 - When no answer, 54
- Forward all calls, 52
 - Settings, 51
 - To voice mailbox, 54
- Frequently asked questions, 83
- Group Call Pickup, 68
- Handset, 4
 - Making and answering calls, 23
 - Volume, 20
- Headset, 7
 - Installing, 21
 - Making and answering calls, 24
 - Volume, 21
 - Wideband setting, 21
- Headset button, 4
- Help, 83
- Help button, 4, 13
- Hold feature, 25
- Hold soft key, 25
- Hot Line buttons, 11, 68
- Icons, 8
- Idle phone, 16
- Internal call, 26
- International access code, 39
- Levels of service, 1
- Line
 - Indicator, 7
 - Maximum calls, 7
 - Status, 7, 11



- Line buttons, 4, 11
- Making a call, 23
- Meet-Me conference call, 61
 - Joining, 62
 - Starting, 62
- Menu buttons, 9
- Message Waiting light, 4, 6
- Messages button, 4
- Microphones, 7
- Missed Calls directory, 37
 - Call from, 39
 - Deleting entries, 40
 - Fast Dial from, 39
 - Viewing, 38
- Mobility soft key, 57
 - Call transfer, 57
- Mobility, Extension, 63
- Monitoring a telephone, 65
- More soft key, 10
- Mute button, 4, 25
- Navigation wheel, 4, 12
- New voice message, 6
- Numeric keypad, 4
- Password
 - Extension Mobility, 64
 - Voicemail, 75
- Personal Address book, 46
 - Adding entries, 47
 - Calling from, 49
 - Changing entries, 48
 - Deleting entries, 48
 - Fast Dial from, 49
 - Searching, 46
 - Viewing, 46
- Personal directory, 37, 42
 - Adding entries, 44
 - Calling from, 43
 - Changing entries, 45
 - Deleting entries, 45
 - Fast Dial from, 43
 - Searching, 43
 - Viewing, 43
- Phone line
 - Maximum calls, 7
 - Status, 7, 11
- Phone Line buttons, 4, 11
- Pickup
 - Call, 68
 - Group call, 68
- PIN
 - Extension Mobility, 64
 - Voicemail, 75
- Placed Calls directory, 37
 - Call from, 39
 - Deleting entries, 40
 - Fast Dial from, 39
 - Viewing, 38
- PLAR button, 68
- Private Distribution list
 - Changing, 80
 - Creating, 79
 - Naming, 80
- Private Line Automatic Ringdown button, 68
- Programmable buttons, 4, 11
- PSTN access code, 27
- Received Calls directory, 37
 - Call from, 39
 - Deleting entries, 40
 - Fast Dial from, 39
 - Viewing, 38
- Redial last number, 69
- Ringtone
 - Changing, 17
 - Changing ringtone of another line, 18
 - Volume, 20
- Roaming, 63
- Screen, 4, 7
 - Background, 19
 - Brightness, 19
 - Icons, 8
- Screen display icons, 88
- Scrolling button, 12
- Searching
 - Corporate directory, 41
 - Personal directory, 43
- Second incoming call, 30
- Select button, 4, 12
- Select soft key, 12
- Self-Care portal, 83
- Service levels, 1
- Services button, 4
- Settings button, 4



- Single Number Reach (SNR), 57
- Sleep mode, 13
- SNR, 57
- Soft key
 - AbbrDial, 35
 - EndCall, 26
 - Exit, 16
 - Hold, 25
 - Mobility, 57
 - More, 10
 - Select, 12
- Soft key definitions, 87
- Soft keys, 4, 10
 - Changing functionality, 10
- Speaker, 4
- Speaker button, 4
- Speakerphone, 6
 - Making and answering calls, 24
 - Volume, 20
- Speed Dial, 31, 32
 - Adding a number, 33
 - Deleting a number, 34
 - Making a call, 34
 - Viewing all numbers, 32
- Speed Dial buttons, 3, 4, 11, 31, 32
- Speed Dial numbers, 35
 - Adding, 33
 - Deleting, 34
 - Viewing, 32
- System administrator, 86
- Telephone
 - Adjust angle, 5
 - Layout, 4
 - Models, 3
 - Monitoring, 65
- Telephone Angle Adjustment button, 4
- Telephone display icons, 88
- Transfer a call, 55, 74
 - Announced transfer, 55
 - Blind transfer, 56
 - Call Park, 66
 - Direct transfer, 56
 - Mobility soft key, 57
 - To voice mailbox, 74
- UC Voice Self-Care portal, 83
- UM, 69
- Unified Messaging (UM), 69
- Video calling, 69
- Viewing angle, 5
- Voice mailbox, 71
 - Changing name, 77
 - Forward a call to voice mailbox, 55
 - Forward all calls to voice mailbox, 54
 - Greeting, Changing, 76
 - Keypad shortcuts, 90
 - Listening from another extension, 73
 - Listening from desk phone, 72
 - Listening from remote location, 74
 - Menus, 78
 - Message Waiting light, 6
 - New message, 6
 - PIN, 75
 - Recording a message, 78
 - Setting up account, 71
- Voice message
 - new, 6
- Voicemail, 71
- Voicemail Distribution list
 - Changing, 80
 - Creating, 79
 - Naming, 80
- Volume Control bar, 4, 20