

## Cisco Small Business Pro



### IP Phone and Voice Mail System Quick Reference Card

Cisco Unified Communications 500 Series

#### Using Phone Features

Use any of the following bulleted instructions to complete common calling functions.

##### Place Call

- Lift the handset and dial the number.
- Dial the number and then lift the handset.
- Press the line button for your extension, dial the number, and then lift the handset.
- Press any available line button, dial the number and then lift the handset.
- Press the **New Call** soft key, dial the number and then lift the handset.
- Press a speed dial button and lift the handset.

##### Answer a Call

- Lift handset.
- If you are using a headset, press the **Headset** button
- To use the speakerphone, press the **Speaker** button or **Answer** soft key

##### End a Call

- Hang up the handset
- If you are using a headset, press the **Headset** button or **EndCall** soft key.
- To end a speakerphone call, press the **Speaker** button or **EndCall** soft key.

##### Redial a Number

- Press **Redial** and lift the handset if required.

##### Do Not Disturb

- While the phone is idle, press **DND** to turn the ringer on and off.
- When someone is calling you, press **DND** to send the call direct to Voice Mail.

##### Hold and Retrieve a Call

- Press **Hold** to place a call on hold.
- Press **Resume** to retrieve a call from hold.
- During multiple calls, select the call with the **▲** & **▼** buttons, then press **Resume**.
- To retrieve a call on multiple lines, press the line button of the call you wish to resume.

##### Transfer a Call

1. Press **Trnsfr** or the Recall "R" button on an analogue phone.
2. Dial "transfer to" number.
3. Wait for answer and announce caller.
4. Hang up or press **Trnsfr**.

##### Transfer a Call Directly to Voice Mail

1. Verify that your system is set up with the transfer to Voice Mail feature and prefix.
2. Press **TrnsfrVM**.
3. Dial the transfer to Voice Mail prefix followed by the corresponding personal extension.
4. Wait for the Voice Mail prompt or hang up.

##### Pick Up a Call on Another Phone

1. Press **PickUp** and dial the number of the line to pick up
2. Press **GPickUp** to answer a call to another phone in your group.

##### Place a Conference Call

1. During a call, press the **Confrn** soft key to open a new line and put the first party on hold (you may need to press the **more** soft key first).
2. Place a call to another number.
3. When the call connects, press the **Confrn** soft key again to conference the new and existing call together.
4. If enabled by your administrator, you may be able to add additional parties to your conference by repeating this process.

Conference two incoming calls to the same line by pressing the **Confrn** soft key.

Conference calls on different lines by pressing **Confrn**, then the line button you wish to add.

**Note.** When leaving a conference call, the other parties may remain connected.

##### Recording a Call\*

During a call, press the **LiveRcd** soft key.

The entire session is recorded except for the beeps played by Cisco Unity Express.

##### Forwarding All Calls

1. Press **CFwdAll**, then
  - Dial a target number,
  - Press a speed dial button, or
  - Press **Messages** to forward to Voice Mail
2. Press the **EndCall** soft key.

##### Cancel Call Forwarding

Press **CFwdAll** to cancel current setting

##### Using Single Number Reach (SNR)\*

1. Press the **Services** button on your phone.
  2. Scroll to **My Phone Apps** and press **Select**.
  3. Select **Single Number Reach** and press **Select**.
  4. Enter the **SNR** number and press **Submit**.
- All calls made to the phone will now ring the SNR number at the same time.
  - Press the **Mobility** softkey to activate the feature.
  - During a call, press the **Mobility** softkey to move the call to the SNR number.
  - When a call is answered on the SNR number, press **Resume** to continue the call on your phone.

##### Speed Dialling

If your phone has spare line buttons, these may be configured to dial a chosen number when pressed. See Programming Your Speed Dials.

For Speed Dial numbers not displayed on your phone, enter the number index followed by **AbbrDial**.

Press the **Directories** button and select **Personal Speed Dial** for Personal Fast Dial numbers. Scroll to the desired number and press **Dial**. See Programming Your Fast Dials.

##### Call From Local Directory

1. Press **Directories** button.
2. Scroll to **Local Directory**
3. Enter name for search.
4. Press **Search**.
5. Scroll to number and press **Dial**.

##### Call History

1. Press **Directories**.
  - Press 1 for Missed Calls.
  - Press 2 for Received Calls.
  - Press 3 for Placed Calls.
2. Select call, then press **Details** if required (press **more** first if required)
3. To call from history
  - Press **Dial** or
  - Press **EditDial**, edit number and press **Dial**.

##### Personalising Your IP Phone

Depending on the IP Phone model you use, it may change some of the settings to suit your preferences:

##### Changing Your Ring Tone

Your administrator may have made additional ring tones available for you to use. Ring tones may be changed for each of the lines on your phone by pressing **Settings**, **User Preferences**, **Rings**, then the line. **Select** a ring from the offered list and press **Save**. **Listen** to the tone first if required.

##### Changing Your Background Image

Your administrator may have made additional images available for use on your phone if it has a display. Press **Settings**, **User Preferences**, **Background Images**. Select an image from the

list and press **Save**. Press **Preview** to see the image full size first if required.

##### Configure Video Calling

1. Connect your PC to the PC port of your IP Phone or install the Cisco IP Communicator soft client.
2. Install the Cisco Unified Video Advantage Client and plug in your Cisco USB Camera.
3. Make a call to another video enabled phone.

##### Managing Your System Account

Access your account by directing your internet browser to <http://10.1.10.1><sup>§</sup>. Log in with your username and password<sup>#</sup>.

##### Programming Your Speed Dials & Fast Dials

1. Select **Configure > Phone**
2. Enter number including the trunk access digit if you use one. Note the number index in each case for use with **AbbrDial** key.
3. Optionally add a label for the number
4. Scroll down and select **Save Changes**.

##### Managing Voice Mail PIN & Account Password

1. Select **Configure > My Profile**
2. Enter and confirm new PIN and/or Password
3. Select **Apply**

##### Managing Voice Mail Box

Refer also to **Change Preferences** with *VoiceView Express* and *Voice Mail audio prompts overleaf*.

Select **Voice Mail > Mailboxes** then your account to monitor mailbox use and select greeting.

Calls may be directed to an alternative **Zero Out Number** when the caller presses **0** during your greeting. If using this feature, make sure your callers know this in your greeting.

Select **Voice Mail > Distribution Lists > My Private Lists** to manage personal distribution lists.

Select **Voice Mail > Message Notification > My Notification Devices** to configure devices that will be alerted when new voice messages arrive.

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## Set Up Your Voice Mailbox

Before using the voice mail system, you must complete the following process.

1. From your desk phone, press the **Messages** button (☒), or dial the voice mail number.
2. If prompted enter your PIN, followed by #.

You are prompted to record your name and a personal greeting and to change your password. To exit, press ✕.

### Recording a name that identifies you to callers:

1. To record a name, press 1.
2. At the tone, say your first and last name. When done, press #.
3. Press # to keep the recording or 1 to rerecord.

### Recording a personal greeting:

1. Press 1 to record your greeting, or # to keep the standard greeting.
2. At the tone, speak your greeting, then press #.
3. Press # to keep the greeting or 1 to rerecord.

### Changing your password:

Enter your new password, which must be at least 3 digits. Press when # done. Re-enter your new password to confirm, then press #.

## Access Voice Mail via your IP Phone Display (VoiceView Express)

1. Press the **Services** button, then select **VoiceView Express**. (Press the **Applications** button on a 7931 model first.)
2. When the VoiceView Express Login window appears, ensure that your ID is displayed. If not, press ⬅ to erase any displayed ID and use the keypad to enter your own.
3. Press the ▼ button and enter your PIN.
4. Press **Submit**.
  - If your voice mailbox is full or almost full, press **OK** and if necessary, delete messages.
  - If your voice mailbox contains a broadcast message, press **Listen** to play the message.
  - The Personal Mailbox menu appears.
  - Use the menu options (detailed in the table to the right) to manage your mailbox.
  - Press the **Logout** softkey to exit

## Access Voice Mail by Phone

Dial the voice mail number, or press the **Messages** button on your phone.

- If you are calling from someone else's phone, press ✕ to enter your own ID (your extension number) followed by #.
- If asked for your ID, enter it followed by #.
- If asked for a PIN, enter it and press #.

When logged in, follow the audio menu prompts to listen and reply to messages.

### Voice Mail Audio Menus

<b>Anytime</b>	# Skip / move ahead, complete or confirm address, accept changes, send message, start / stop recording. 0 Help ✕ Cancel, exit, or back up.		
<b>Retrieve Messages</b>	<b>During Playback</b> 1 Restart 2 Save 3 Delete 4 Reply (begin recording) 5 Forward (begin recording) 6 Save as new 7 Skip back 3 seconds 8 Pause message  <b>When paused</b> 7 Resume 3 seconds back 8 Resume 9 Resume 3 seconds on 9 Skip forward 3 seconds # Skip message summary	<b>After Playback</b> 1 Restart 2 Save 3 Delete 4 Reply & begin recording 5 Forward & Enter address See below for address options 2 Record introduction 3 <b>Message options</b> # Send <b>During Recording</b> 1 Stop recording & review 3 Delete recording # Stop recording <b>After recording</b> 1 <b>Message Options</b> # Send 6 Save as new 9 Message Summary	<b>Message Options</b> 1 Change addressing 1 1 Add addresses 1 2 Hear all addresses 1 3 Remove address 1 # Send message 1 ✕ Option menu 2 Change recording 2 1 Hear recording 2 3 Rerecord message 2 # Send message 2 ✕ Option menu 3 Change delivery type 3 1 Mark as urgent 3 3 Mark as private 3 4 Future delivery 0 Send later today 1 Send tomorrow 9 Specify month / day 3 # Send message 3 ✕ Option menu 4 Review message # Send message ✕ Cancel message
<b>Send Message</b>	<b>Enter address:</b> Spell name of recipient, # # to add extension number, or # 4 to add a non-subscriber then press # to confirm. ✕ Cancel the selection 1 Add more names # Start recording.	<b>During Recording</b> 1 Stop recording & review 1 <b>Message Options</b> # Send Message 3 Restart recording # Stop recording 1 <b>Message Options</b> # Send Message	<b>2 Send</b>
<b>Change Preferences</b>	1 Greetings 1 1 Rerecord greeting 1 2 Alternate greeting on/off 1 3 Edit greetings 1 3 1 Edit standard greeting 1 3 2 Edit alternate greeting	1 4 Hear all greetings 2 Message settings 2 1 Set up message notification 2 1 5 Cascading notification 2 4 Distribution lists	3 Personal settings 3 1 Change PIN 3 2 Change recorded name 4 Language options

### General Delivery Mailboxes

These options will be available to you if you are a member of at least one General Delivery (Group) Mailbox.

### 9 General Delivery Mailboxes

First select mailbox from list, then:

- 1 Review new messages – See **Retrieve Messages**
- 2 Send message – See **Send Message**
- 3 Review old messages – See **Retrieve Messages**
- 4 Access setup options – See **Change Preferences**

## Access Voice Mail with your Email Client

When connected to your office network, you may use your email client to view messages in your Voice Mailbox. Follow your email application instructions to add a new mail account using the following settings:

Server type: **IMAP**

Incoming / Outgoing Server: **10.1.10.1<sup>§</sup>**

Username / Password: Your system **Username and Password.#**

### VoiceView Express

⬅ Backspace to correct entry <b>Select</b> Accept choice <b>OK</b> Confirm message or input <b>Back</b> Discard entries and return to previous menu.	<b>More</b> Display additional soft keys <b>Cancel</b> Discard current operation <b>Home</b> Return to main menu
<b>Select Inbox</b> Use ▲ & ▼ to <b>Select</b> message. For long message lists use: ( <b>More</b> ) <b>List</b> : Filter by message type ( <b>More</b> ) <b>Sort</b> : Select list ordering <b>Next Pg</b> : Next page of 32 messages <b>Prev Pg</b> : Previous 32 messages  <b>Listen</b> : Plays message. <b>End</b> Go to end of message <b>F.Fwd</b> Skip forward 3 seconds <b>Pause/Play</b> Stop/Restart <b>Rewind</b> Skip back 3 seconds  <b>After Listening</b> <b>Delete</b> message <b>FwdMsg</b> Forward to mailbox (See <b>Send a Message</b> ) <b>MrkNew</b> Mark message as new <b>Reply</b> to internal sender <b>Save</b> message	<b>Select Send Message</b> 1. Address by <b>Number</b> or <b>Name</b> #4<number> for non-subscriber. <b>AddMore</b> addresses <b>Record</b> message. <b>Send</b> message 2. <b>Listen</b> to message, <b>Record Again</b> if required. <b>Edit Recipients</b> , <b>Mark as Urgent</b> or <b>Mark Private</b> as required 3. Set <b>Message delivery time</b> for later delivery.
<b>Select My Options</b> • <b>Greetings</b> : record <b>standard</b> and <b>alternate</b> greetings. • <b>Message Settings</b> : Configure devices that will be notified when you receive a message. • <b>Personal Settings</b> : Change <b>PIN</b> or <b>recorded name</b> • Calls may be directed to an alternative <b>Zero Out Number</b> when the caller presses 0 during your greeting. If using this feature, be sure let callers know in your greeting.	<b>Select General Delivery Mailboxes</b> Choose the required mailbox from the list and press <b>Select</b> . <b>Select Inbox</b> to review messages (See <b>Retrieve Messages</b> ) <b>Select Send Message</b> to create a message from the group (See <b>Send a Message</b> ). <b>Select GDM Options</b> to change mailbox preferences (See <b>Change Preferences</b> )

#Your System Username and Password are different to your Voice Mail ID and PIN.

§Feature available only if enabled by your administrator.

§Please ask your administrator for alternative details if this address is not available