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## Introduction

Welcome to Bergen Community College! The multi-line phone provided to you is an IP (Internet Protocol) telephone utilizing our high-speed data network to handle all voice calls and has many helpful features as shown in this user guide. The following are some of the features available with the new telephones.

- Each line (or extension) in the phone is capable of handling multiple calls at the same time.
- Corporate Phone Directory feature provides convenient access to the phone listing of the college.
- The Call Park feature allows you put calls on hold and resume from any phone in the college.
- Call Back feature sends you a message when the person you want to call is not on the phone and is available.
- Voicemail can be checked from anywhere on campus or from home by calling your number.
- Each voicemail is delivered to your email box as an attachment.

# Telephone & Voicemail User Guide

**SunGard Higher Education Solutions Collegis  
@ Bergen Community College**




## BCC Campus Speed Dials

### Use any IP phone on campus and...


- Dial **0** for Operator
- Dial **2** for Nurse's Office
- Dial **4** for an outside call
- Dial **6** for Public Safety

## Telephone Features

### Adjusting the Ringer Volume


Press the up or down Volume button  with the handset on its cradle until the sample ringer reaches your desired volume level

### Changing the Ring Tone


- 1) Press the  button.
- 2) Press **2** to select **Ring Type**.
- 3) Press **1** to select **Default Ring\***.
- 4) Press the **Select** softkey.
- 5) Use the Navigation button to scroll through the list of ring types and press the **Play** softkey to hear the selected ring.
- 6) With the desired ring highlighted, press the **Select** softkey
- 7) Press the **OK** softkey to accept the selection.
- 8) Press the **Exit** softkey twice to return to the main screen.












\* To set unique rings on each line, follow the Step 2 for each line in the **Ring Type** menu.

### Adjusting Speaker or Handset Volume


- 1) During a call, press the up or down Volume button  until your desired volume level is reached.
- 2) To make this volume change permanent, press the **Save** softkey.

### Adjusting LCD Screen Contrast

- 1) Press the  button.
- 2) Press **1** to select Contrast.
- 3) Press the **Up** or **Down** softkeys to the desired contrast level.
- 4) Press the **OK** softkey to accept and save your setting.
- 5) Press the **Exit** softkey to return to the main screen

1	MWI (Message Waiting Indicator) Light	The light strip at the top of the handset blinks when the phone rings and remains lit when you have voicemail messages.
2	LCD Screen	Displays the time, date, your extension, caller ID, line/call status, the softkey tabs and text messages.
3	Model Type	Indicate your Cisco IP telephone model.
4	Line Button / Speed Dial	Indicate your extensions or speed dials
5	Foot Stand Adjustment	Press to adjust the angle of the phone base.
6	Directories 	Access to call histories and corporate directory
7	Help 	Press  + a button displays helpful information about the button and its feature
8	Settings 	Provides access to phone settings such as contrast and ring tones, and status information
9	Speaker 	Toggles the speaker on or off.
10	Mute 	Toggles the mute on or off.
11	Headset 	Toggles the headset on or off.
12	Volume 	Increases or decreases volume for the handset, headset, or speakerphone. Also controls the ringer volume and the LCD screen contrast.
13	Services 	Access to available phone services.
14	Messages 	Access to voicemail system.
15	Navigation 	Enables you to scroll through the calls and select text and features displayed on the LCD screen.
16	Dial Pad	Works exactly like the dial pad on a traditional telephone.
17	Softkeys	Access to additional features and options displayed along the bottom of your LCD screen.

## Using the Corporate Phone Directory

1. Press the  button.
2. Press **4** to access the **Corporate Directory**
3. Use the Navigation button to select the field you want to search:
  - First Name
  - Last Name
  - Number
4. Use the dial pad to enter the first few characters to search (Note: Press the **<<** softkey to edit your entry)
5. Press the **Search** softkey to search the directory

## Placing a Call

There are several ways to place a call.

- Dial the number and lift the handset; or
- Dial the number and press the **NewCall** softkey; or
- Dial the number and press **Speaker** button.
- If using a headset, dial the number and press the **Headset** button.

## Putting a Call on Hold

- 1) To put a call on hold, press the **Hold** softkey.
- 2) To return to the call, press the **Resume** softkey.
- 3) If multiple calls are on hold, use the Navigation button to select the desired call

## Transferring a Call

- 1) During a call, press the **Trnsfer** softkey to put the call on hold.
- 2) Dial the number or office extension to which you want to transfer the call.
- 3) If desired, announce the call to the called party.
- 4) Press **Trnsfer** again to complete the transfer or Press the **Resume** to cancel and return to the original call.

## Forwarding All Calls

- 1) Press the **CFwdAll** softkey.
- 2) Enter the number to which you want to forward all your calls.
- 3) An animated icon and a text message confirm the forwarding is in place.
- 4) To cancel call forwarding, press the **CFwdAll** softkey.

## Parking a Call

- 1) During a call, press the **more** softkey until you see the **Park** softkey.
- 2) Press the **Park** softkey.
- 3) Make a note of the “call park number” displayed near the bottom of the LCD screen.
- 4) To retrieve the call from any phone, dial the “call park number”.

## Placing a Conference Call

- 1) During a call, press the **more** softkey until you see the **Confrn** softkey.
- 2) Press the **Confrn** softkey to put the first party on hold and activate a new line.
- 3) Dial the number or extension of the new party.
- 4) When connected, press **Confrn** again to add the new party to the conference call.
- 5) Repeat all steps to add additional parties.

## Joining Multiple Callers in a Line into a Conference

To join several callers already in a line to a conference call:

- 1) Press Navigation button to the inactive (on-hold) caller
- 2) Press **Join** softkey to initiate the conference call

## Direct Call Transfer

To Transfer 2 callers in a line into a conference between each other:

- 1) Press Navigation button to select the inactive (on-hold) caller
- 2) Press **DirTrfr** softkey to place the callers into a conference

## Immediate Divert

Divert an incoming call, an active call, or a call on hold *immediately* to voicemail.

Press **iDivert** softkey to immediately divert an incoming call, an active call, or a call on hold to voicemail

## Call Back

If an extension you are calling is busy, you can use Call Back feature to get an audio and text message on your phone when the extension becomes available

- 1) Dial the extension
- 2) Press **CallBack** while listening to the ring sound or busy tone.
- 3) Your phone will alert you when the extension becomes available.

## Accessing Voicemail

### **You've got voicemail!**

Your phone indicates that you have voicemail messages by providing the following cues:

- The red MWI (Message Waiting Indicator) light at the top of your handset remains lit
- An envelope displays in the top right corner of the LCD screen
- A text message displays near the bottom of the LCD screen
- A voice message in your Outlook


### **Accessing Voicemail for the First Time**

The first time you access Cisco UNITY voicemail system, UNITY will guide you through the following steps:

- 1) Record your name
- 2) Record a personal greeting
- 3) Set a password (3 digits or more)
- 4) Verifying listing status in Directory Assistance Listing.

### **Accessing Voicemail your telephone**

From your IP phone

- 1) Press  button to access voicemail
- 2) Enter your password when prompted

### **Accessing Voicemail from Home / outside the campus**

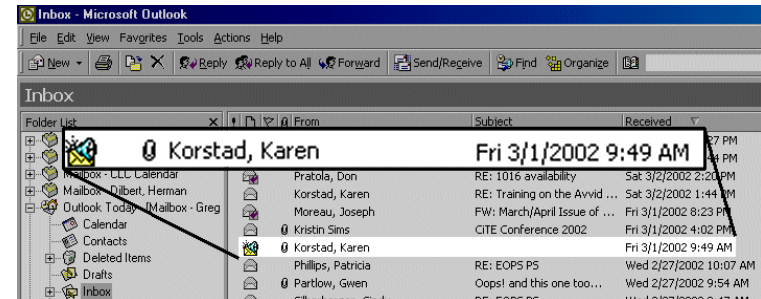
- 1) Dial your 10-digit telephone number
- 2) When you hear your personal greeting, press \*.
- 3) Enter your 4-digit extension when prompted for your ID#.
- 4) Enter your voicemail password when prompted.

### **Accessing Voicemail from another IP phone on campus**

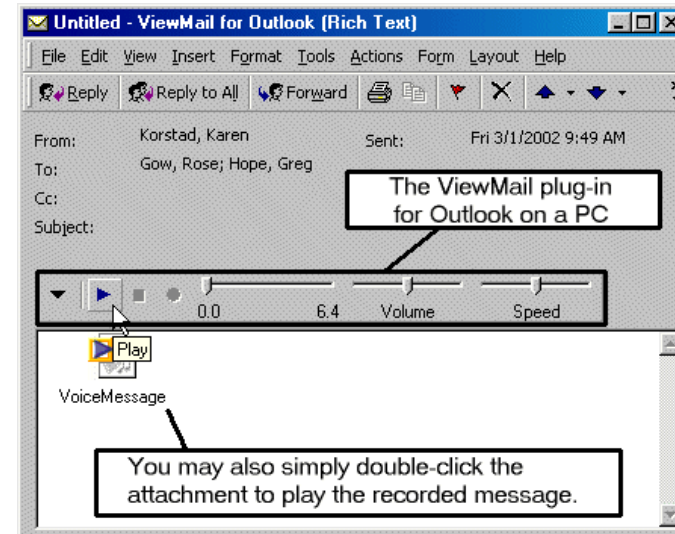
- 1) Dial your extension
- 2) When you hear your personal greeting, press \*.
- 3) Enter your 4-digit extension when prompted for your ID#.
- 4) Enter your voicemail password when prompted.

### **Accessing Voicemail from Outlook**

You can check voice messages from your Outlook Inbox. Voice messages received at your telephone extension will display a unique icon to distinguish them from email messages



Each voice message contains an audio file and can be played back using the "ViewMail" toolbar or any audio media software.



# Unity (Voice Mail) Menu Structure

## Retrieve messages:



**During Message Playback**

1 – Play/Replay message	7 – Rewind
2 – Save	8 – Pause / Resume
3 – Delete	9 – Fast-forward
4 – Slow playback	# – Fast-forward to end
6 – Fast playback	



**After Message Playback**

1 – Replay message	6 – Save as new
2 – Save	7 – Rewind
3 – Delete	9 – Message Properties
4 – Reply	# – Save as is
6 – Forward message	

## Send a message with options:

Dial an extension. After record a message, press # for message options



1 – Normal Priority  
 2 – Urgent Priority  
 3 – Review message  
 4 – Re-record message  
 5 – Add to message  
 6 – Cancel message

## Voicemail Box Settings:



Press 4



1 – Change Greeting Settings  
 2 – Change Message Settings  
 3 – Change Personal Settings  
 4 – Transfer Settings



Greetings: 1 – Re-record Greeting, 2 – Turn On Alternate Greeting, 3 – Edit Other Greetings, 4 – Review All Greetings



Messages: 1 – Change Message Notifications, 3 – Change Menu Style, 4 – Edit Private List



Personal: 1 – Change Password, 2 – Change Recorded Name, 3 – Change Directory Listing



Transfer: 1 – Transfer Caller To Another Extension or Directly To Voicemail, 2 – Change The Transferred Number

0 - Help

\* – Exit

## Helpful links

CIT Home Page – contains links to all sites below

<http://www.bergen.edu/cit/>

Cisco 7940 e-learning tutorial

[http://www.cisco.com/warp/public/779/largeent/avvid/products/7940/related\\_topics.htm](http://www.cisco.com/warp/public/779/largeent/avvid/products/7940/related_topics.htm)

Cisco 7960 e-learning tutorial

[http://www.cisco.com/warp/public/779/largeent/avvid/products/7960/related\\_topics.htm](http://www.cisco.com/warp/public/779/largeent/avvid/products/7960/related_topics.htm)

Cisco Unity User Guide

<http://www.bergen.edu/documents/OIT/pdf/UnityUserGuide.pdf>

Cisco 7940/7960 At a Glance Guide

<http://www.bergen.edu/documents/OIT/pdf/7960-7940AtGlance.pdf>

Cisco 7940/7960 User Guide

<http://www.bergen.edu/documents/OIT/pdf/7960-7940UserGuide.pdf>

For additional information please visit our website: <http://www.bergen.edu/cit>

For immediate assistance, please contact the Helpdesk, at x-7109.