

UWRF Phone User Guide

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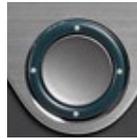
DoTS Help Desk: 3687



Most UWRF employees have a Cisco model 8841 phone.

number.

- To forward all calls to voicemail dial 3600.
- To forward to an off-campus number contact DoTS
- To cancel call forwarding, press Forward off.



Navigating in a List or Menu

Press up, down, left, or right on the four-way Navigation cluster, which is the circle in the middle of the phone. A scroll bar on the screen indicates your relative position within a list.

Selecting an Item in a List or Menu

With the item highlighted, press Select, which is the center of the navigation cluster. Or, use the keypad to enter the corresponding item number.

Exiting a Menu

- To exit a menu completely, press Exit.
- To go back one level in a menu, press Back.
- If you press and hold Back, you exit a menu completely.

Call History

View Call History

- Press Applications.
- Scroll and select Recents.
- Select a line to view. Your phone displays the last 150 missed, placed, and received calls.
- To view details for a call, scroll to the call, press more (.), and then press Details.

View Missed Calls Only

- View your recents.
- Press Missed calls.

Dial Recent Calls

- View your recent calls, or navigate to your missed or placed calls.
- Scroll to a listing and lift the handset, or press Call to dial.

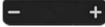
- To edit a number before dialing, press More (...) and choose Edit dial.

Directory

- Press Contacts.
- Scroll and select a directory.
- Use your keypad to input search criteria.
- Press Submit.
- To dial, scroll to a listing and press Dial.

Settings

Volume

The Volume bar  is located to the left of the keypad.

- To adjust the handset, headset, or speakerphone volume, press Volume when the phone is in use.
- To adjust the ringer volume, press Volume on the left (-) or right (+).
- To silence the phone when ringing, press the minus sign one time.
- Pressing the minus sign multiple times lowers the ringer volume.

Ringtone

- Press Applications.
- Select Settings and choose Ringtone.
- Select a line (if you have more than one line).
- Scroll through the list of ringtones and press Play to hear a sample.
- Press Set and Apply to save a selection.

Screen Brightness

- Press Applications.
- Select Settings and choose Brightness
- Press the Navigation cluster left or right to increase the brightness and press Save.

Font Size

- Press Applications.
- Select Settings and choose Font Size.
- Select Tiny, Small, Regular, Large, or Huge
- Press Save.

Voicemail Setup

Enroll with Voicemail (One-time)

- Dial 3600.
- Enter the first time enrollment PIN, provided in your deployment email.
- Follow prompts to:
 - Record your name and press the # key.
 - Record a greeting and press the # key.
 - Set a new PIN.

Changing Greetings or Other Options (Anytime)

- Dial 3600.
- Enter your PIN followed by the # key.
- Press 4 for setup options and follow prompts

Reset Voicemail PINs at go.uwrf.edu/voicemail

Dialing

Pick up the handset and enter a number.

- Emergency: 911
- On campus call: dial the last four digits.
- Off campus local: dial 7 + 10-digit number
- Long distance & toll free:
dial 7 + 1 + 10-digit number

Redial Last Number

Press the soft key below the Redial screen display.

Do Not Disturb (ringer off, light indicators on)

- Press the 'more' soft key (2 dots) at the bottom right corner of the screen, then the button below the **Do Not Disturb** screen display
- To cancel, repeat above steps

Answer

New calls display in these ways:

- A flashing amber line button or a flashing red light on your handset.
- An animated icon and caller ID.

To answer a call choose one of the following:

- Lift the handset.
- Press the flashing amber session button.
- Press the answer button.
- Press the speakerphone button.
- Press the unlit headset button.

Other options when presented with a call:



- Do Not Disturb—silences ringer
- Decline—immediately sends caller to voicemail

Answer Multiple Lines

If you are talking on the phone when you receive another call, a message appears briefly on the phone screen.

- Press the flashing amber line button to switch lines and answer the second call.
- The first call goes on hold automatically.

Hold

- Press Hold and the hold icon appears and the line  button flashes green.
- To resume  a call from hold, press the flashing green line button, Resume, or Hold.

Transfer

- From an active call, press Transfer.
- Enter the transfer phone number.
- Press Transfer again (before or after the party answers) and the transfer completes. 

Direct Transfer

You can transfer an active call to the held call either on the same line or across lines.

- From an active call, press Transfer.
- Press Active calls to select the held call, and

press transfer again to finish the call transfer.

Transfer Call into Voicemail While Connected to the Caller:

- Press the Transfer soft key.
- Press the * key.
- Dial the person's extension you are transferring the call to.
- Press the Transfer soft key.

Park

- During a call, press **Park** then hang up
- Your phone displays the number where the system parked the call.
- The parked call is put on hold. If needed, press **Resume** to resume the call on your phone.
- **From any other campus phone**, enter the number where the call is parked to retrieve the call.

Conference

- From an active call, press Conference.
- Dial the next person to add to your conference. 
- Press Conference again. The conference begins and the phone displays "Conference".
- Repeat these steps to add more participants. The conference ends when all hang up. The conference initiator may leave the conference before others.

Join Calls

You can conference the active call with the held calls either on the same line or across lines.

- From an active call, press Conference.
- Press Active calls to select the held call, and press Conference again to create the conference.

View and Remove Participants

During a conference, press Show Details. To remove a participant from the conference, scroll to the participant and press Remove.

Mute

- While on a call, press Mute  and the button glows to indicate  that mute is on.
- Press Mute again to turn mute off.

Voicemail

New Message Indicators

- A solid red light on your handset.
- The voicemail icon and number display on the screen along with one idle session button.

Listen to Messages

- Press the Messages button  or dial 3600.
- Enter your PIN followed by  the # key.
 - 1 (Hear new message)
 - 2 (Send new message)
 - 3 (Review old message)
 - 4 (Setup options)
 - * (Cancel or back up)
 - # (Skip or move ahead)

Log on to Voicemail from Different Phone

- Dial 715-425-3600.
- Press the * key when voice mail answers.
- Enter your extension followed by the # key.
- Enter your PIN followed by the # key.

Leave a Quick Message in a Mailbox Without Calling the Extension

- Lift handset.
- Press * and dial the 4-digit extension.
- Leave your message.
- Hang up.
- Also applies to a transfer to voicemail.

Forward All

- To forward calls received on your primary line to another number, press the Forward all button soft key.
 - To forward calls to another number, enter an on-campus phone