

Dialing, Phone Basics, and Voice Mail

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General Dialing Instructions

The phones in the new facility are on an internal exchange so it is not necessary to dial the full number when calling another office from within the facility.

1. To dial a number inside the new facility, dial 5 then the last four numbers of the extension (e.g. 50000).
2. For emergencies, dial 911.
3. To dial a DSN number, dial 94 then the DSN number.
4. To dial a number outside the facility,
 - a. For long distance, such as a DISA office still in Virginia, dial 99-area code-number (e.g. 99-703-607-6600).
[NOTE: As of the time this document was written, you don't need to dial a "1" before the area code, but that may change.]
 - b. For numbers on Fort Meade, dial 99 then the seven-digit number with no area code. Exchanges on Fort Meade are 675, 677, and 833, so as an example, you would dial 99-677-6261 for Fort Meade information.
 - c. To place an international call, dial 99-011 then the country code etc.
 - d. To place an 800 number, dial 99-1-800-XXX-XXXX. Also applies to 866, 877, etc.
5. NOTE: Special use phones, which includes elevator phones, fire alarms, and phones in the TR's cannot be dialed using the five-digit number extension. They must be called as though they were outside phones and to call internal DISA numbers, they must dial into the system using the full phone number (301-225-0000).

In order to:	Do this:
Place a Call	<ol style="list-style-type: none">1. Do any one of the following:<ul style="list-style-type: none">• Lift handset and dial number.• Dial number and then lift the handset.• Press line button for your extension, dial the number, and then lift the handset.• Press any available button, dial number, and then lift the handset.• Press New Call soft key, dial number, and then lift handset.• Press a speed dial button and then lift handset.• If you have selected a number from a directory, press the Dial soft key, and then lift the handset.

Answer a Call	<ol style="list-style-type: none"> 1. Lift the handset. Or 2. If you are using a headset, press Headset. Or 3. If you are using the speakerphone, press Speaker or Answer.
End a Call	<ol style="list-style-type: none"> 1. Hang up. Or 2. If you are using a headset, press Headset or EndCall. Or 3. If you need to end a speakerphone call, press Speaker or EndCall.
Redial a Number	<ol style="list-style-type: none"> 1. Lift the handset, press Redial. Or 2. If you are using speakerphone, press Redial.
Hold a Call	<ol style="list-style-type: none"> 1. Hold <ol style="list-style-type: none"> a. Press Hold. 2. Retrieve <ol style="list-style-type: none"> a. Press Resume. b. To retrieve multiple calls, use the Navigation button to select the call, then press Resume. c. To retrieve call on multiple lines, press the line button of the line you want to pick up.
Transfer a Call	<ol style="list-style-type: none"> 1. Press Trnsfr. 2. Dial "transfer to" number. 3. Wait for answer and announce caller. 4. Press Trnsfr to transfer the call or press End Call to hang up. 5. Press Resume to reconnect to the first caller.
Transfer to Voice Mail	<ol style="list-style-type: none"> 1. Press Trnsfr. 2. Dial * + the recipient's 5 digit extension. 3. Press Trnsfr again
Place a Conference Call	<ol style="list-style-type: none"> 1. During a call, press more and then Confrn to open a new line and put first party on hold. 2. Place a call to another number. 3. When call connects, press Confrn again to add new party to existing call with first party. <ol style="list-style-type: none"> a. To establish a conference call between two callers to a Cisco Unified IP phone, one active and the other on hold, press Confrn. b. To establish a conference call between two callers already on Cisco Unified IP phone, using separate line buttons, one active and the other on hold, use the following method: <ol style="list-style-type: none"> i. Press Confrn. ii. Press the Line button of the call you want to add to the three-party conference.
End a Conference Call	<ol style="list-style-type: none"> 1. Hang up handset. 2. Press EndCall soft key.
Join a Shared-Line Call	<ol style="list-style-type: none"> 1. Highlight the remote-in-use call that you want to join. 2. Press the more to navigate to cBarge and press cBarge.
Ad Hoc Conference Call	<ol style="list-style-type: none"> 1. Start a Conference Call <ol style="list-style-type: none"> a. From a connected call, press Confrn. (You may need to press the more soft key to see Confrn.) b. Enter the participant's phone number. c. Wait for the call to connect. d. Press Confrn again to add the participant to your call. e. Repeat to add additional participants. 2. Remove Participants <ol style="list-style-type: none"> a. Highlight the participant's name. b. Press Remove. You can remove participants only if you initiated the conference. c. Hang up or press EndCall to end your participation in a conference.
Call Forwarding	<ol style="list-style-type: none"> 1. All <ol style="list-style-type: none"> a. Press CFwdAll. b. Dial "forward to" number. c. Press the Accept soft key.

	<ol style="list-style-type: none"> 2. Voice Mail <ol style="list-style-type: none"> a. Press CFwdAll. b. Dial voice mail number. c. Press EndCall. 3. Speed Dial <ol style="list-style-type: none"> a. Press CFwdAll. b. Press Speed Dial button. c. Press EndCall. 4. Cancel <ol style="list-style-type: none"> a. Hang up. b. Press CFwdAll.
Speed Dial	<ol style="list-style-type: none"> 1. Program Speed Dial <ol style="list-style-type: none"> a. Get a dial tone. b. Press #. c. Press Speed-dial to start. d. Enter number to speed dial. e. Press Speed-dial to finish. f. Hang up. 2. Call From Speed-Dial <ol style="list-style-type: none"> a. Get dial tone. b. Press Directories. c. Navigate to speed dial. d. Press Select for the desired number.
Call From Local Directories	<ol style="list-style-type: none"> 1. Press Directories. 2. Scroll to directory or press 5 for Local Directories. 3. Enter name for search. 4. Press Search. 5. Scroll to number and press Dial.
Call History	<ol style="list-style-type: none"> 1. View Call History <ol style="list-style-type: none"> a. Press Directories. b. Scroll to history list. c. Press 1 for Missed Calls. d. Press 2 for Received Calls. e. Press 3 for Placed Calls. 2. Call from Call History <ol style="list-style-type: none"> a. Press Directories. b. Navigate to number. c. Press Select. d. Press Dial. e. Clear Call History f. Press Clear. Clears all history.

Using Personal Directory on Your Phone (Speed Dialing)

The Personal Directory feature set contains your Personal Address Book (PAB) and Fast Dials. This section describes how to set up and use Personal Directory on your phone.

If you want to...	Then...
Access Personal Directory (for PAB and Fast Dial codes)	<ol style="list-style-type: none"> 1. Choose > Personal Directory (exact name can vary). 2. Enter your User ID (UID) and PIN (this PIN is defaulted to 147258), then press Submit. <p>Your User ID is the first five letters of your last name then the first two letters of your first name. If your last name is less than five letters, use more letters from your first name. For users who share the same UID, such as John Smith and Joana Smith, it will be smithjo for the first person to Fort Meade, and smithj1 for the next person. You can always call the help desk and request your UID if you can't figure it out.</p>

Search for a PAB entry	1. Access Personal Directory, then choose Personal Address Book . 2. Enter search criteria and press Submit . 3. You can choose Previous or Next to move through listings. 4. Highlight the PAB listing that you want and press Select .
Dial from PAB entry	1. Search for a listing. 2. Highlight the listing and press Select . 3. Press Dial . (You may need to press the more softkey to see Dial .) 4. Enter the participant's phone number. 5. Highlight the number that you want to dial and press OK . 6. Press OK again to dial the number.
Delete a PAB entry	1. Search for a listing. 2. Highlight the listing and press Select . 3. Press Delete . 4. Choose OK to confirm the deletion.
Edit a PAB entry	1. Search for a listing. 2. Highlight the listing and press Edit to modify a name or email address. 3. If necessary, choose Phones to modify a phone number. 4. Press Update .
Add a new PAB entry	1. Access Personal Directory , then choose Personal Address Book . 2. Access the Search page by choosing Submit . (You do not need to input search information first.) 3. Press New . 4. Use your phone keypad to enter a name and email information. 5. Choose Phones and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as a 99 or 94. 6. Choose Submit to add the entry to the database.
Assign a Fast Dial code to a PAB entry	1. Search for a PAB entry. 2. Highlight the listing and press Select . 3. Press Fast Dial . 4. Highlight the number that you want to dial and press Select . 5. Highlight the Fast Dial code that you want to assign to the number and press Select .
Add a new Fast Dial code (not using a PAB entry)	1. Choose > Personal Directory > Personal Fast Dials . 2. Press Fast Dial . 3. Highlight a Fast Dial code that is unassigned and press Select . 4. Press Assign . 5. Enter a phone number. 6. Press Update .
Search for Fast Dial codes	1. Choose > Personal Directory > Personal Fast Dials . 2. You can choose Previous or Next to move through listings. 3. Highlight the listing that you want and press Select .
Place a call using a Fast Dial code	1. Search for a Fast Dial code. 2. Highlight the listing you want and press Select . 3. Press Dial . 4. Choose OK to complete the action.

Delete a Fast Dial code	1. Search for a Fast Dial code. 2. Highlight the listing you want and press Select . 3. Press Remove .
Log out of Personal Directory	1. Choose > Personal Directory (exact name can vary). 2. Choose Logout

Voice Mail

1. Enrolling as a Subscriber

Welcome to Cisco Unity Voice Mail. Your first step is to enroll as a subscriber and set up your mailbox. If you are asked to enter it, your voice mail user ID will be your 5-digit extension, which is the **last five digits** of your phone number.

The default password is 147258.

To Enroll as a Subscriber

Step 1 Dial the applicable number to call your voice mailbox:

- From desk phone: Press the “Message” button on the phone.
- From phone elsewhere within organization: Dial 51100.
- From phone outside organization: Dial your own phone number.

Step 2 Enter your PIN unless you are calling from another phone within your organization or from outside your organization, in which case, at the prompt, press * and enter 5-digit extension then your PIN.

Step 3 Follow the prompts to set up your mailbox:

- Record your name.
- Record a greeting that outside callers hear when you do not answer your phone.
- Change your temporary password.

If you hang up before you have completely enrolled, none of your changes are saved.

2. Calling Voice Mail

You can call voice mail from your desk phone, from another phone within your organization, or from outside your organization.

To Call Voice Mail

Step 1 Dial the applicable number to call voice mail:

- From desk phone: Press the “Message” button on the phone or dial 51100.
- From phone within organization: Dial 51100.
- From phone outside organization: Dial your phone number.

Step 2 If you are calling from another phone within your organization or from outside your organization, press * when voice mail answers.

Step 3 Follow the prompts to log on.

3. Sending Voice Messages

You can send voice messages to other subscribers without dialing their extensions. This can be helpful when you do not want to disturb a subscriber or when you do not have time for a phone conversation. Sending voice messages may also help to avoid misunderstandings that can be “read” into e-mails.

You can address a message to one recipient or to multiple recipients. You use the phone keypad to spell the subscriber name or to enter the subscriber extension.

Voice mail does not save your sent messages.

To Send a Voice Message

Step 1 Call and log on to voice mail.

Step 2 From the Main menu, choose the menu option **Send Message**.

Step 3 Follow the prompts to record, address, and send the voice message.

Tip: Press ## to switch between spelling and number entry.

Tip: If you are using the Streamlined Send menu, use the “skip and scan” method of reviewing and selecting recipients from lists. Press # to select a recipient from a list; press 7 to skip to the previous name and 9 to skip to the next name; and press 77 to skip to the beginning of a list and 99 to skip to the end of a list.

4. Checking Messages

Once you have listened to a new voice message, it is saved until you delete it.

You can check new and saved messages. You delete new and saved messages during message playback or after you listen to an entire message.

Deleted messages are permanently deleted after 15 days. Saved messages are not subject to an aging policy.

To Check Messages

Step 1 Call and log on to voice mail.

Step 2 From the Main menu, choose the applicable menu option: **Play New Messages** or **Review Old Messages**.

Step 3 Follow the prompts to listen to and manage your messages.

5. Replying to Messages

You can reply to only the sender, or to the sender and all other original recipients. You can also add recipients to a reply.

A message from “Unity Messaging System” means that the caller was not a voice mail subscriber or was not logged on as a subscriber when the message was left. You cannot reply to messages from callers who are not voice mail subscribers.

Voice mail does not save your reply messages.

To Reply to a Message

Step 1 After listening to a message, choose the menu option **Reply**.

Step 2 Follow the prompts to record your reply, to add recipients (if applicable), and to send it.

Tip: Press ## to switch between spelling and number entry.

Step 3 Follow the prompts to handle the original message to which you just replied.

6. Forwarding Messages

You can forward a message as is or record an introduction that plays before a recipient hears the forwarded message.

Messages marked private cannot be forwarded by phone.

Voice mail does not save your forwarded messages.

To Forward a Message

Step 1 After listening to a message that you want to forward, choose the menu option **Forward**.

Step 2 Follow the prompts to address the forwarded message to one or more recipients, to record an introduction (if applicable), and to send the forwarded message.

Step 3 Follow the prompts to handle the original message that you just forwarded.

7. Managing Receipts and Notices

When you check messages by phone, voice mail plays your receipts and notices along with your messages. You play and manage receipts and notices in nearly the same way as other messages, though you cannot reply to or forward delivery receipts, nondelivery receipts, or notices. Unlike other messages, receipts and notices do not trigger the message waiting indicator on your phone.

As you work with voice mail, you may manage the following receipts:

Read	Message that informs you when the recipient opens or plays your message.
Unread	Message that informs you when the recipient deletes your message without opening or playing it.
Delivery	Message that informs you when your message was delivered to its intended recipient.

Nondelivery (NDR)	Message that informs you when a message that you sent could not be delivered to its intended recipient.
Alternate greetingnotice	Message that informs when you have left or sent a message to another subscriber who has the alternate greeting enabled.