VOICEMAIL SET-UP ACCESS

When you are migrated to the new Cisco Platform, you will receive an automated email generated for your voicemail account. This email will contain a new temporary password.

1. Dial into your voicemail
2. Enter the **temporary password**
3. You will be prompted to **enter a new password**

Please note that this is not a new voicemail box and all of your messages you have saved or received will not be lost.

To log on to voicemail from your phone
1. Press the **Message** 🖭 button.
2. Enter your PIN, press the **#** key.

To log on to voicemail from another inside phone or an external number
1. Dial your own direct dial 10-digit phone number or the voicemail access number 847.467.7777 or dial Extension 77777.
2. Press the ***** key when voicemail answers.
3. Enter your ID (5-digit phone number), then press the **#** key.
4. Enter your PIN, then press the **#** key.

VOICEMAIL OPTIONS VIA OUTLOOK

Messages will be delivered to your Outlook Inbox. The message will be available as an attachment and may be managed similar to any other email i.e forward, delete, save attachment.

CALL HISTORY

1. To view call logs, press the **Applications** ⚙ button.
2. Select **Call History.**
3. Use the **Navigation** button to view call logs.
   (up to 150 calls)   ⤹ Missed   ↱ Placed   ↲ Received
4. Place a call within the **Call History** directory using the **Call** softkey.
5. Use the **Options (…)** softkey and **Edit Dial** softkey to modify the number.

CONTACTS

1. Press the **Contacts** 📖 button to access the **University** and your **Personal Directories.**
2. Use the **Navigation** button to select the desired directory.
3. Enter search criteria using the keypad.
4. Press the **Search** softkey.
5. To call from directories, press the **Dial** softkey or if needed press the **Edit Dial** softkey to modify the number.

HOW TO GET SUPPORT

Contact the IT Support Center and identify yourself as a **Cisco Voice Platform User**.
Call: 1-847-491-4357 (1-HELP)
Email: consultant@northwestern.edu
www.it.northwestern.edu/supportcenter/index.html

TO ADJUST SETTINGS ON YOUR TELEPHONE

Ring Tones
1. Press the **Applications** ⚙ button.
2. Scroll to **Preferences** and press **Select** ⭕ for **Ringtones.**
3. Press **Select** ⭕ again.
4. Use the **Navigation** button to view ringtones.
5. Press the **Play** softkey to hear the sample rings.
6. Press the **Set** softkey to save the ring tone.

LCD Brightness
1. Press the **Applications** ⚙ button.
2. Scroll to **Preferences** and press the **Select** ⭕ button.
3. Scroll to **Contrast** and press the **Select** ⭕ button.
4. Use the **Navigation** button to adjust brightness.
5. Press the **Save** softkey to save the setting.

Volume Button
1. Press the **Volume** [− +] button to modify the volume setting.
2. When the ring times out, the setting will be saved.

Voicemail
• Press the Voicemail 🖭 button to access voicemail.

Mute Button
• Press the Mute 🎤 button to mute the microphone

BUTTONS

Softkey button ⬛ based on phone state
Line button ⬛ – Line Appearances

LINE BUTTON STATUS LIGHTS
- **Green** ⬛ - steady-active call
- **Green** ⬛ - pulsing-call on hold
- **Amber** ⬛ - pulsing-incoming call
- **Red** ⬛ - solid- Line Appearance in use
- No color ⬛ - no call activity

LOG IN TO YOUR PHONE USING EXTENSION MOBILITY
1. Press the **APPLICATIONS** ⚙ button to access your **Settings.**
2. Use the **Navigation** button to select the **Extension Mobility.**
3. Enter **NetID** and by typing into the keypad in a text fashion
4. Enter PIN: **123456**
5. Press the **Submit** softkey.
5. The phone will register to your phone parameters.

TO PLACE A CALL
- Press the **Speaker** 🔊 button or
- Press the **Headset** 🎧 button or
- Press the **New Call** softkey

On Campus - within your site
- Dial the 5-digit campus extension.

Off Campus
- Local – Dial 9+1+Area Code+Number.
- Long Distance – Dial 9+1+Area Code+Number.
- Int'l – Dial 9+011+Area Code+Number.
- Emergency – Dial 911 OR 9+911.
- To end a call, press the **End Call** softkey or hang-up.

LAST NUMBER REDIAL
- Press the **Redial** softkey

SPEED DIAL
To program speed dial numbers refer to the "Self Care Portal" instructions.

To access Abbreviated Dialing
1. While your phone is on hook ☎
2. Dial the speed code number
3. Press the **'Speed Dial'** softkey
4. Pick up handset

CALL FORWARD
1. When your phone is idle, press the **Forward All** softkey.
2. Enter the number you would like to forward the calls to (include a 9+1 for external numbers) or press the **Message** 🔲 button to forward all calls to voicemail.

To cancel
- Press the **Forward Off** softkey.

DECLINE
This softkey will send calls directly into voicemail.

Activate for an incoming call
- To decline the first incoming call, press the **Decline** softkey.

CALL HOLD
- From an existing conversation, press the **Hold** ⏸ button or the **Hold** softkey.

To retrieve a call on hold
- Press the **Hold** ⏸ button or the **Resume** softkey or the **Pulsing Line** button.

Note: To avoid playing your hold music during a PGI conference call, press *6 to mute and unmute your line.

TO ANSWER A SECOND CALL
- Press the **Pulsing Amber Line** button (this will automatically place the first caller on hold).

Note: To avoid playing your hold music during a PGI conference call, press *6 to mute and unmute.

Switching between calls
- Press the **Pulsing Green Line** button

CONFERENCE ACTIVE CALLS
This feature allows you to join two active calls.
1. Press the **Conference** 👥 button (this will place the call on hold).
2. Press the **Flashing Line** button.
3. To join the two calls, Press the **Yes** softkey.

TO TRANSFER A CALL
1. During a call, press the **Transfer** 👤 button.
2. Dial the number.
3. Announce the call (if desired).
4. Use the **Swap** softkey to toggle between calls (optional).
5. Press **Transfer** 👤 button to complete the transfer.

If you would prefer not to complete the transfer
- Press the **Cancel** softkey and press the **Pulsing Green Line** button to reconnect to the original caller.

CALL PARK (2 minutes)
To park a call
1. During an existing call, press the **Park** softkey; the call is placed into a park position.
2. Note the position displayed on the screen (*01000-*01019).

To retrieve a parked call
- From any idle phone, dial the park position.

CONFERENCE CALL (max of 8 calls)
1. While a call is in progress, press the **Conference** 👥 button.
2. Dial the extension or off-campus number.
3. Announce the call (optional).
4. Use the **Swap** softkey to toggle between calls (optional).
5. Press the **Conference** 👥 button to complete.

Repeat steps the steps above to add more parties.

View current participants
1. Press the **Options (…)** softkey twice.
2. Press the **Details** softkey.

To remove a party
1. Press the **Options (…)** softkey twice.
2. Press the **Details** softkey.
3. Highlight the party to be removed, and press the **Remove** softkey.

To reconnect to the conference if a called party isn't joining
- Press the **Cancel** softkey and press the **Pulsing Green Line** button to reconnect to the original caller.

MOBILITY/SINGLE NUMBER REACH
Enable/Disable from your Phone
- Press the **'Mobility'** soft key while the phone is idle.

Switch an active Desktop call to your Mobile Phone
1. Select '**Send call to mobile'.**
2. Press the '**Select'** soft Key.
3. *Answer* the in-progress call on your mobile phone.

Switch an active Mobility Phone call to Your Desk Phone
1. Hang up the call on your mobile phone.
2. Press the '**Resume'** soft key on your desk phone within **10 seconds** to retrieve the calll