

USING IMMEDIATE DIVERT

To easily send a call to voicemail, just press the iDivert **softkey** when the call is ringing, connected or on hold.



Dialing Tips

- ☑ To predial, dial the number without lifting the handset, then press Dial softkey.
- ☑ To redial, press the Redial softkey, or press the Navigation buttons to see your recently placed calls.
- ☑ To view missed, placed or received calls, press the Directories button and choose a call log.
- ☑ To dial from a directory, navigate to an item in the directory and press the Dial softkey. If you need to edit the number first, press the EditDial softkey.



STATUS INDICATOR LIGHTS

The Line Indicator button will adjust its color depending on the status of the call.

- Green (Static) - Line is Active
- Green (Blink) - Line is on Hold
- Amber (Static) - Logged into Hunts Group
- Amber (Blink) - Incoming or Reverting Call
- Red (Static) - Shared Line in Use
- No Light - Line is Inactive/Waiting for a Call



VoIP Refresh

Quick User Guide

CISCO MODELS 7945 & 7965

Important

ALL CALLS REQUIRE THE USER TO DIAL A 10-DIGIT NUMBER

No more 5 digit dialing
No more dialing a 9 to get out
No more dialing a 1 for long distance

For More Information, go to

<http://aset.az.gov/aznet-ii-arizona-network>

Then click "Resources"

This URL provides in-depth user guides on the following topics:

Cisco IP Phone 7937 Conference Room Phone
Cisco Unified IP Phone 7945G
Cisco Unified IP Phone 7965G
Cisco Unity Voice Mail
Cisco Web Portal

AZNetII

Arizona Network

ANSWERING A CALL

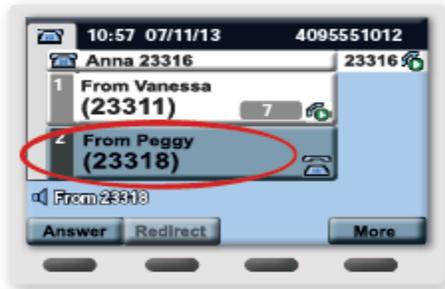
When a new call rings on your phone, you'll see these indicators:

- A flashing amber line button .
- An animated icon  next to the button.
- A call window that displays caller ID.

To answer the call, lift the handset *or* press the flashing amber button  *or* the Answer softkey.

ANSWERING A SECOND CALL

If you get a second call when you're talking on the first call, a second window opens.



Press the Answer softkey to connect the second call, which automatically puts the first call on hold.

Keep in mind when handling multiple calls....

- the softkeys at the bottom of the screen affect the active window only.
- the active window is darker than the other windows. .
- you can use the use the navigation button below

VOICEMAIL FIRST TIME USE | Setup

- Lift receiver and press the 'Messages' soft key.
- You will be prompted to enter your PIN followed by [#]. Use temporary PIN 25846.
- Continue to follow the prompts to record your name, record your personal greeting and change your PIN (your new PIN must be at least five digits.)

NOTE: Do not hang up until you are prompted that you have finished with enrollment.

ACCESSING VOICEMAIL | (From Ofc. Phone)

- Lift receiver and press the 'Messages' soft key.
- Enter PIN when prompted.

ACCESSING VOICEMAIL | From Offsite

- Dial 602-XXX-XXXX (your personal telephone number)
- When voicemail answers, press [*].
- For ID, enter your 10-digit mailbox number followed by [#].
- Enter your PIN followed by [#].

Voicemail Shortcuts...

<i>...at the Main Menu</i>	1 Listen to New Messages
	2 Send a Message
	3 Review Old Messages
	4 Access Setup Options
	* Exit Voicemail
	0 Help
<i>...during message playback</i>	1 Repeat Message
	2 Save Message
	3 Delete Message
	4 Slower Playback
	5 Change Volume
	6 Fast Playback
	7 Rewind Message
	8 Pause/Resume
	9 Fast Forward
	# Fast Forward to End of Message
	## Skip Message, Save as-is
<i>...after listening to the message</i>	1 Repeat Message
	2 Save Message
	3 Delete Message
	4 Reply to Message
	5 Forward Message
	6 Mark Message as 'New'
	7 Back to Beginning of Message
	9 Message Properties (date, time, etc.)
	0 Help

TRANSFERRING A CALL

- Start from a connected call  (not on hold).
- Press the Transfer softkey.
- Dial the transfer recipient's number.
- Wait for the recipient to answer or skip to next step.
- Press Transfer again to complete transfer.

CREATING A CONFERENCE CALL

Using **Conference** to call participants:

- Start from a connected call  (not on hold).
- Press the **Confrn** softkey.
- Enter a participant's 10-digit phone number.
- When the call starts ringing, press **Confrn** again.
- Repeat these steps to add participants.



Using **Join** to combine existing calls:

- Start from a connected call  (not on hold).
- Press the **Join** softkey. (You may have to press the **more** softkey first.)



PLACING A CALL ON HOLD

To put a call on hold, press the **Hold** softkey. The hold icon  appears and the line button flashes green . To retrieve a call from hold, press the flashing green button or the **Resume** softkey.

Keep in mind when using the Hold function

- ...pressing the Answer softkey to connect a new call Automatically puts an existing call on hold.
- ...before using Resume, make sure the appropriate call window is active (active window is darker).