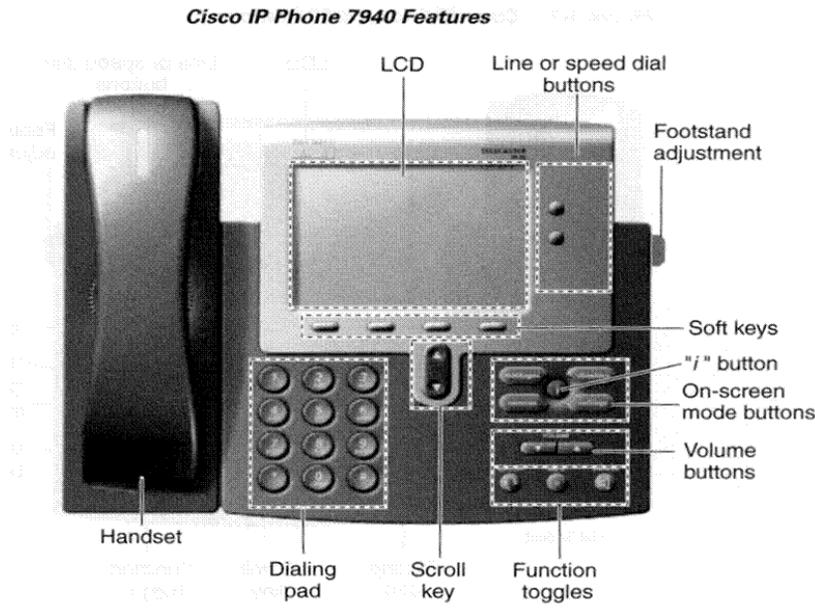


Network Attached Phones and Unified Messaging At UIS

Quick User Guide

Staff and Faculty



Your network attached telephone has many new and exciting features. Calls can be transferred or put on hold. You can place conference calls and the UIS phone directory is available on your telephone. All telephones have voice mail which can be retrieved from your telephone, from a telephone off campus, or can be accessed using your UIS email account.

This booklet will give you the tools you need to quickly use the features of your new telephone. Illustrations of the phone and its connection are found on the back cover of this booklet. Please take a few minutes to look it over.

Need Help?

If you are having telephone problems or need help in using your telephone contact UIS Tech Support at:

206.7357

or

by email at TechSupport@uis.edu.

A link to an online tutorial on the use of your phone can be found at:

<http://www.uis.edu/link> — click on the link to Telephone Tutorial

If you have questions about the buttons on your telephone,

Press the ? Key and any other key on the telephone for a quick explanation of its function

FROM YOUR COMPUTER

USING MICROSOFT OUTLOOK WITH THE VOICE MAIL CLIENT (VMO) INSTALLED

1. Voicemail messages in your email inbox will be from "Unity Messaging System– UISUNITY"
2. Open the email message
3. To play, click on the 

FROM YOUR COMPUTER

USING MICROSOFT OUTLOOK, VMO, and YOUR TELEPHONE

1. Voicemail messages in your email inbox will be from "Unity Messaging System– UISUNITY"
2. Open the email message
3. Click on the small down arrow next to the
4. Change playback devices to "phone" and be sure your telephone number is displayed
5. Open the attachment. Your network attached telephone will ring and you can listen to your voicemail message on the telephone.

FROM ANY COMPUTER USING MICROSOFT OUTLOOK WEB ACCESS

1. Open your email using the UIS web client at :
<http://webmail.uis.edu/exchange>
2. Enter your Network ID and password.
3. Open any email message with a voicemail attachment
4. Your voicemail will be replayed through your computer's speakers using the media player configured to play *.wav files

GET READY TO USE YOUR PHONE**CHOOSE THE RINGER TONE–****YOU MAY SET DIFFERENT RINGS FOR DIFFERENT LINES**

1. Press the settings button
2. Use the Scroll button to select the Ring Type option on the Settings Menu
3. Press the Select soft key
4. Select the line whose ring you would like to change
5. Press the Select soft key to display the list of available ring types
6. Use the Scroll button to select a ring type
7. Press the Play soft key to hear a sample of the selected ring type
8. Press the Select soft key and then press the OK soft key to save your selection
9. Press the Exit soft key to return to the main screen

SET RING VOLUME

1. Press the - button to decrease the volume of the ringer
2. Press the + button to increase volume of the ringer
3. Press the soft save button to save changes

SET HANDSET VOLUME

1. Hold the receiver to your ear
2. Press the - button to lower the volume of the handset
3. Press the + button to increase the volume of the handset
4. Press the soft save button to save changes

SET SPEAKER VOLUME

1. Press the speaker button
2. Press the - button to decrease the volume of the speaker
3. Press the + button to increase volume of the speaker
4. Press the soft save button to save changes

DISPLAY CONTRAST SETTINGS

1. Press the Settings button
2. Press 1 for Contrast, or use the Select soft key.
3. Use the Down or Up soft key to change the contrast.
4. Press the Ok soft key
5. Press the Save or Exit soft key.

SETUP YOUR VOICE MAIL

1. Press the Message button
2. Enter 0112358 as the default password
3. Follow the prompts to record your greeting
4. Hang up the phone
5. Press the message button again
6. Go into setup to reset your password**

**Your password must be at least 6 characters long

UNITY UNIFIED MESSAGING (OR HOW TO GET YOUR VOICEMAIL)

The indicator on your telephone handset will light when you have a voicemail message.

ON YOUR NETWORK ATTACHED TELEPHONE

1. Press the message button
2. Enter your password
3. Follow the voice prompts to retrieve your messages

FROM ANOTHER PHONE ON OR OFF CAMPUS

1. Dial 6.2000 (on campus) or 206.2000 (off campus)
2. Press * when Unity answers
3. Enter your ID (your 5-digit phone number) and then #
4. Enter your password when prompted
5. Follow the voice prompts to retrieve your messages

TRANSFER A CALLER DIRECTLY TO A VM BOX

1. While on the call, press the Transfer softkey (this places the caller on hold)
2. Dial 6-2000 or 206-2000
3. Press the # key
4. Enter the ID (5 digit phone number) of the VM where you are sending the caller.
5. Press the Transfer softkey (this connects the caller to the VM box and disconnects you from the call).

To CALL NUMBERS IN ANY DIRECTORY

1. To call a UIS number
 - A. Use the up/down arrow key to select the number you wish to call
 - B. Press the Dial softkey
2. To call a local off-campus number
 - A. Use the up/down arrow key to select the number you wish to call
 - B. Press the EditDial softkey
 - C. Insert a "9" for an outside line at the beginning of the number
 - D. Press the Dial softkey

CONFERENCE CALLS

1. Call the first party
2. Press the "More" softkey
3. Press the "Confrn" softkey
4. Dial the number of the second party
5. Press the "Confrn" softkey again to add them
6. Repeat steps 2 through 5 to add more lines to the conference call

USING YOUR TELEPHONE**MAKE CALLS**

1. Pick up the handset OR
2. Press the line button of the line you wish to use to begin to make the call or Press the Speaker button OR
3. Press the NewCall soft key once you hear the dial tone you may dial the telephone number
4. Internal Extension - dial the extension (6-7357 for example)
5. External call - dial 9 + telephone number

After you press the 9 (for an outside line) you will hear a slightly different dial tone (indicating the outside line)
6. When dialing, the "<<" soft key will allow you to delete the last digit(s) you entered

ANSWER CALLS

1. Pick up the handset and you will be automatically connected to the call OR
2. Press the Speaker button and press the Answer soft key, OR
3. Press the line button next to the ringing line

END CALLS

1. Hang up the handset OR
2. Press the SPEAKER button OR
3. Press the EndCall soft key and hang up

FORWARD/UNFORWARD CALLS

FORWARD ALL CALLS ON ALL LINES

1. Press the CFwdALL soft key
2. Dial the extension to which all calls will be forwarded. A flashing right arrow will appear on the LCD display next to the line number that has been forwarded

CANCEL FORWARD ALL CALLS

Press the CfdwAll soft key (you will hear two beeps) The flashing right arrow on the LCD display will disappear, indicating that forward all calls has been deactivated

TRANSFER CALLS

1. While on the call, press the Transfer softkey (this places the caller on hold)
2. Dial the extension number of the party you are transferring the call to
3. When the party answers, announce the call and press the Transfer soft key again
4. If the party refuses the call and hangs up, press the Resume soft key to return to the original call
5. If the phone rings without an answer, press the EndCall button, then press the Resume soft key to return to the original call

PUT A CALL ON HOLD

Press the "Hold" softkey

TO REMOVE A CALL FROM HOLD

Press the "Resume" softkey

DIRECTORIES

TO FIND NUMBERS FOR UIS PEOPLE

1. Press the directories button
2. Choose the directory—Corporate Directory
3. Press the select soft key
4. Enter the name of the person you wish to call using the number/letter keys
5. Press the search softkey

TO SEE MISSED CALLS

1. Press the directories button
2. Choose the directory—missed calls
3. Press the select soft key

TO SEE RECEIVED CALLS

1. Press the directories button
2. Choose the directory—received calls
3. Press the select soft key

TO SEE PLACED CALLS

1. Press the directories button
2. Choose the directory—placed calls
3. Press the select soft key

TO CLEAR CALL HISTORY

1. Press the directories button
2. Press the clear button to
3. All missed, received, and placed calls will be deleted from history