

Voicemail Functions

Your voicemail ID is your 10 digit extension including area code.

First Time Enrollment:

- Press the **Messages** button on your phone.
- Enter your default PIN: **643125**
- Follow the prompts, you will:
 - Record your name
 - Record a personal greeting
 - Change your PIN

Check Messages from your phone:

- Press the **Messages** button
- Enter your PIN

Check Messages from another network phone:

- Press the **Messages** button
- Press * when you hear the recording
- Enter your ID (**10-digit** extension)
- Enter your PIN

Check Messages remotely:

- Dial your Direct Inward Dial (DID) number
- Press * when you hear your greeting
- Enter your ID (**10-digit** extension)
- Enter your PIN

OR

- Dial the voicemail number 217-558-7045
- Enter your ID (**10-digit** extension)
- Enter your PIN

CMS Service Desk
217-524-4784
800-366-8768

Voicemail Short Cuts

Main Menu—While listening to the Main menu, press:

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1
Review deleted messages*	3 2
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Edit other greetings	4 1 3
Change message notification	4 2 1
Choose full or brief menus	4 2 3
Change phone password	4 3 1
Change recorded name	4 3 2
Change call transfer	4 4

During Message Menu—While listening to a message, press:

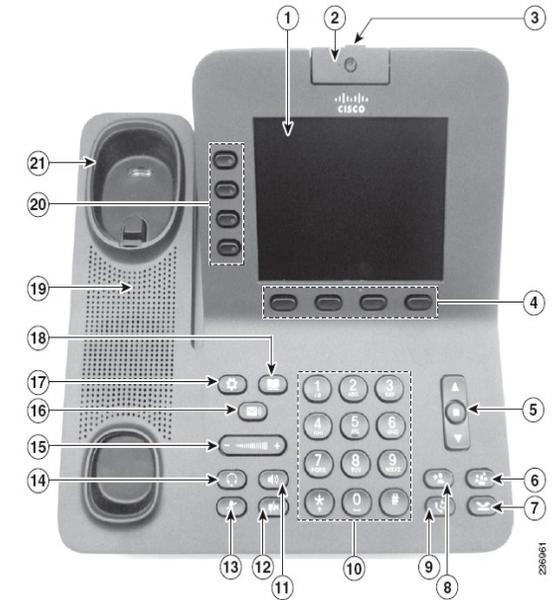
Action	Key(s)
Restart message	1
Play message by number (saved messages only)	1 2
Play previous saved message	1 4
Play next saved message	1 6
Save	2
Delete	3
Slow playback	4
Fast playback	6
Rewind message	7
Pause or resume	8
Fast-forward	9
Fast-forward to end	#
Restore as saved*	# 2
Reply	# 4
Reply to all	# 4 2
Forward message	# 5
Save or restore as new*	# 6

After Message Menu—After listening to message, press:

Action	Key(s)
Replay message	1
Play message by number (saved messages only)	1 2
Play previous saved message	1 4
Play next saved message	1 6
Delete	3
Reply	4
Reply to all	4 2
Forward message	5
Save or restore as new*	6
Rewind	7
Save as is	#
Cancel or back up	*

State of Illinois

8945 User Reference Guide



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To Place, Answer and End Calls:

- Lift the handset and enter a number. Or:
 - Press the unlit line button
 - Press the **Redial, New Call, Dial, Answer** or **EndCall** soft keys where appropriate.
 - Press the headset or speakerphone button.
 - Dial 9 for an outside line.
 - Dial 9-911 for an emergency dispatch.

Using Call Hold:

- While on a call, press the **Hold** button.
- To return to the call, press the pulsing green line button.

Divert:

- Press the **Divert** soft key to direct any incoming call to Voicemail. (only available with phones with voicemail.)

Call Waiting:

- While on a call, to answer the ringing call, press the flashing amber line button. Your phone puts the original call on hold automatically and connects the ringing call.

Mute:

- To mute audio, press the **Audio Mute** button.
- To mute video, press the **Video Mute** button.

Transferring Calls:

- Press the **Transfer** button. Your phone will automatically put your original call on hold and open a new line.
- Dial the extension to which you want to transfer your caller.
- Press the **Transfer** soft key again.
- Hanging up without pressing Transfer the second time places the call on hold. Use the **Hold** button to get the caller back.

Types of Transfers:

- *Blind*—Press **Transfer**, dial number, press **Transfer**, hang up.
- *Announced*—Press **Transfer**, dial number, wait on the line, announce call, press **Transfer**, hang up.
- *Direct to voicemail*—Press **Transfer**, press Asterisk* (star) key, dial extension, press **Transfer**, hang up.

Forwarding Calls:

- Press the **CFwdAll** soft key. You will hear two beeps.
- Dial the internal extension to which you would like to forward the calls or press **Messages**.
- To cancel, press the **CFwdAll** soft key once.

Join Calls Across Lines:

- Start with two connected calls
- Make sure one call is active (not on hold). If calls are both on hold resume one call.
- From the connected call press the **Conference** button.
- Using the Navigation pad highlight and select the call on hold.

Conference Calls:

- During a call press the **Conference** button. Your phone will automatically put your original call on hold and open a new line.
- Make a new call.
- When you have your new caller on the line, press the **Conference** button again.
- Repeat to add additional callers.
- You are able to have up to 10 callers.

Call Directory:

- Press the **Applications** button, select **Call History**. You can view Missed Calls, Received Calls, Placed Calls.
- To place a call, scroll and press Select button or **Call** softkey. If you need to edit the displayed number, press **Edit Dial** Soft key, correct number, Press **Call**.

Features Menu/ User Options:

- Press the **Applications** button
- Using the Navigation bar, highlight “User Preferences” or “Settings” and press the **Select** soft key.
- In this menu you can access:
 - Ring type—**Play, Select,** and **Save** your ring type.
 - Contrast—Use the **Up** and **Down** soft key options to change the contrast on your screen.

Corporate Directory:

- Press the **Contacts** Button. Enter Search criteria, press **Submit**.
- To dial, scroll to listing and press **Dial** softkey or pick up handset/speaker button.

Leave voice mail for co-worker

- Dial **Asterisk*** plus extension, leave message

Mobile Connect FUNCTIONS:

Turn on or off Mobile Connect:

- With the phone on-hook press the **Mobility** button to display the current remote destination status (Enable or Disable).
- Press the **Select** button to change the status.
- Press the **Exit** softkey.

Switch an In-Progress call to Mobile:

- During an active call press the **Mobility** button.
- Select **Send call to mobile**.
- Answer the in-progress call on your mobile phone.
The desk phone line button turns red.

Hand off Mobile call to Desk Phone:

- While on your mobile phone with an active call your desk phone line will be red.
- Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
- Press the red flashing line button on your desk phone within 5 to 10 seconds and start taking on desk phone.

VIDEO FUNCTIONS:

Making Video Calls:

- Dial the phone as usual. If the other party’s phone as a video enabled, the call will include video. If the other party does not have a video, the call can include will not include video.
- Your phone can display video from another party even if you do not have a camera enabled during the call.

Video Settings—Camera View, Brightness and Auto

Transmit:

- Press the **Applications** Button.
- Select the Accessories.
- Highlight Cisco Unified Camera.
- Press the **Set-Up** softkey.
- Select View area or Brightness or Auto Transmit to adjust settings.

Video Settings— Choose your View:

- Full Screen Video: Press the **Full Screen** softkey. To return, press **Minimize** softkey.
- Swap between views: From full screen view, press the **Swap** softkey to display your “self view” and move the other party to picture in picture (PIP). Press **Swap** to return.
- Adjust the Picture in Picture position: Press the PIP softkey to move the PIP window or hide the PIP window.
- Hide video: To hide video on your screen, press the **Hide Video** softkey. Hide video is available from the window view only. To view again, press the **Show Video** softkey.

Video Settings—Blocking Camera:

- To block your video transmission
 - Mute your camera.
 - Close the shutter - on top of camera.