Cisco® 7821

Dial Plan

Internal and Site to Site Calls: Dial 2-digit site code + 4-digit extension

Roosevelt House : 13+XXXX, **Silberman :** 12+XXXX (Cisco)

Main Campus : 11+XXXX, **Hunter High School:** 14+XXXX, **Brookdale Campus:** 17+XXXX (Siemens)

External Calls: Domestic: 9+1 Area Code + Number

Int'l: 9+011+Country Code + Number

Service calls: 9311, 9411

Emergency External: 9+911 or 911

Your Phone

1. Incoming call or voicemail indicator
2. Line and feature buttons
3. Softkeys
4. Navigation
5. Hold, Transfer, Conference
6. Speakerphone, Headset, and Mute
7. Voicemail, Applications, and Directory
8. Volume
9. Speaker
10. Headset
11. Mute
12. Keypad
13. Volume
14. Contacts
15. Applications
16. Voicemail
17. Handset

Feature and Session Buttons

Feature buttons (left side): view calls on a line or Speed Dials Session buttons (right side): resuming calls or answering a call

- Green, steady: Active call
- Green, flashing: Held call
- Amber, steady: Shared line in use
- Amber, flashing: Incoming call
- Red, steady: Shared line in use
- Red, flashing: Shared line on hold

Place a Call

- Enter a number and lift the handset.

OR

- Press **Redial** softkey.

OR

- Press **New Call**, **Speaker** or **Headset** and dial.

Answer a Call

- Press the flashing amber button.

OR

- Lift the handset.

OR

- Press the **Speaker or Headset** button **or Answer** softkey.

Put a Call on Hold

- Press **Hold.**

Resume a Held Call

- Press **Hold** again or **Resume** softkey.

Call Transfer

To transfer while on an active call:

- Press the **Transfer** button or softkey.
- Dial the intended party.
- Announce caller when line is picked up.
- Press the **Transfer** button.

Note: If dialed party does not wish to take the call, press **End Call**, then resume original call.

Blind Transfer to Voicemail

- Press **Dial # + 2-digit** site code + **4-digit** extension + Transfer within site

Call Forward

To forward all incoming calls:

- Select a line and press **Forward all** softkey.
- Dial the number.

To forward to voicemail:

- Press the **Forward ALL** softkey.
- Press the **Messages** button.

To receive calls again:

- Press the **Forward Off** softkey again.

Conference

Ad Hoc Conference (Up to 8 Parties)

While on an active call:

- Press **Conference** button.
- Dial the intended party, then press the **Call** softkey.
- When call connects, press **Conference** button to connect the calls.
- Repeat to add additional parties.

To rejoin conference if party is not available:

- Press **EndCall** softkey.
- Press **Resume** softkey to be connected with conference in progress.

View Conference Participants

- Press the S**how detail** softkey.
- To refresh the screen, press **Update** softkey.

Remove Conference Participants

- Press **Show Detail** softkey.
- Highlight the party you wish to remove using the **Navigation** button.
- Press the **Remove** softkey.

Add Another Person to a Call

- From a connected call that is not on hold, press **Conference**.
- Select a held call and press **Yes**.

Decline

Sending an Active or Ringing Call to Voicemail

To redirect an incoming, ringing call while on another call:

- Highlight the incoming call and press **Decline** softkey.

To redirect an incoming call while not on a call:

- Press **Decline** softkey.

To redirect a held call:

- First resume the call and then press the **Decline** softkey.

Do Not Disturb (DND)

- Press **DND** softkey to turn on or off the ringer on the phone.

Directories

Corporate Directory

- Press **Contacts** button.
- Select **Corporate Directory.**
- Perform a search by name or extension.
- Press **Search** softkey.

- Scroll to a listing and press the **Select** button in the Navigation pad.
- Press **Select** button again.

To Exit:

- Press the **Exit** softkey.

Personal Directory

To access the Personal Directory:

- Press **Contacts** button.
- Select **Personal Directory.**
- Enter **User ID**:
- Enter **Password**:
- Press **Submit** softkey.

To Log Out:

- Select **Log Out** | **OK**.

Add a Personal Directory Entry:

- Press the **Contacts** button.
- Sign in to **Personal Directory.**
- Select **Personal Address Book.**
- Press the **Submit** softkey.
- Press the **New** softkey.
- Enter the nickname information.
- Press the **Phones** softkey and enter the phone numbers.
- Press the **Submit** softkey to add the entry to your personal directory.

Search for an Entry in Personal Directory:

- Press the **Contacts** button.
- Sign in to **Personal Directory.**
- Select **Personal Address Book.**
- Select one, all, or none of these:
  –Last Name, First Name, Nickname
- Enter the search criteria information, then press the **Submit** softkey.

Call History

- Press **Applications** button.
- Select **Recents.**
- Select line to view.

Note: You can view approximately 150 **missed** or **all calls**.

Mobility

Single Number Reach

- To set up, see **Managing Your Phone** from the web section on page **5.**

Enabling Mobility

To turn on or off Mobility from your desktop phone:

- Press **Mobility** button or softkey to display current remote status.
- Highlight **Enable Mobile Connect** option, then press **Select** softkey to change status.

Note: To disable Move to Mobile, follow step 1 above, then select **Disable Mobile Connect** and press **Select** softkey.

- Press the **Exit** softkey.

Send Call to Mobile Device

To transfer an active phone call from your desk phone to your mobile phone:

- While on an active call at your desk phone, press the **Mobility** softkey.
- Select **Send Call to Mobile,** then press **Select** softkey.
- After a few seconds your mobile phone will ring. Answer the call.

- You may be prompted to press any digit to accept the call.
- The transferred call should now be active on your mobile phone.
- To end the call, simply hang up the call on your mobile phone. This will place the call on hold at your desk phone. Press the line button, of the held call, to resume the call at your desk phone. If you do not resume the call at your desk phone, the call will automatically end after 5 seconds.

Send Mobile Call back to Desk Phone

To transfer a mobile connect call from your mobile phone back to your desk phone:

Note: This option is only available for calls that were previously transferred to a mobile phone using **Send to Mobile**.

- Verify the line on your phone is illuminated red, indicating that you currently have a call transferred using Send to Mobile.
- End the call on your mobile device. The system will automatically put the call on hold at your desk phone.
- Press the line key associated with the call that is on hold.

Note: Typically a line will flash red if it has a call on hold.

- The call should now be active on your desk phone.

Note: If you do not answer the call on hold within 5 seconds the call will end.

Voicemail

Setting up Voicemail

- Press the **Messages** button.

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- Enter your default PIN **135790**#
- Record your **Name.**
- Record your **Greeting.**
- Change your **Temporary PIN.**
- Confirm your **PIN.**
- Press **#** to confirm **Directory Listing.**

Note: If you hang up before completing setup, you need to repeat setup again.

Internal Voicemail Access

From your phone:
- Press **Voicemail** button.
- Enter your PIN, #

Voicemail access from another phone:
- Press **Voicemail** button, * key.
- Enter your 4-digit extension, PIN, #.

External Voicemail Access
- Dial your direct number.
- Press * key
- Enter 4-digit extension, #
- Enter your PIN, #
  OR
- Dial 347-554-2200 to access from PSTN

Main Menu:
- 1 Listen to messages
- 2 Send a message
- 3 Review old messages
- 4 Setup options

Greetings
- 4-1-1 Re-record Standard Greeting
- 4-1-2 Re-record Alternate Greeting

- 4-3-2 Re-record Name
- 4-3-1 Change PIN

Direct to Voicemail

To leave someone a voicemail message without having to call them:
- Press * + 2 digit site code + X-digit extension.

Check Messages

To check for messages after logging in:
- Press 1 to listen to new messages.
- Press 3, then 1 to review saved messages.
- Press 3, then 2, then 1 to listen to deleted messages.

The following options can be used while listening to your mail:

1	Restart	6	Fast Playback
2	Save	7	Rewind
3	Delete	8	Pause or Resume
4	Slow Playback	9	Fast forward-End
5	Change Volume	#	Skip Message
		##	Keep Msg. New

After listening to messages:

1	Replay	6	Mark As New
2	Save	7	Skip Back
3	Delete	9	Msg. Properties
4	Reply	*	Cancel Playing Msg
5	Forward	0	Help

Managing your phone From the Web

To manage features such as speed dials (phone buttons), abbreviated dials (softkeys), Phone Contacts:
- Go to:https://myphone.hunter.cuny.edu/
- Press continue to this website
- Username: NETID username
- Password: NETID password

Speed Dial Configuration

To create additional speed dials:
- Click **Phones** tab.
- Click **Phone Settings.**
- Click **Speed Dial Numbers.**
- Do the following:
  1. Click **Add New Speed Dial.**
  2. Enter in the number as though you were dialing it.
  3. Enter in Label.
  4. Assign speed dial number (1-199).
  5. Click **Save.**

Call Forwarding
- Click **Phones** tab.
- In the left navigation pane, click **Call Forwarding.**
- Click the drop down arrow for the phone number you want to setup forwarding.
- Check the **Forward all calls to:** check box.
- From the drop-down list, enter the phone number you want to forward all calls to.

- Click **Save.**

To turn forwarding off:

- Uncheck the **Forward all calls to** box.
- Click **Save.**

Phone Contacts

- Click **Phones** tab across the top of the page.
- Click **Phone Settings** tab.
- Click **Create New Contact**. The Add New Phone Contact window appears.
- Complete the fields with the contact information for the contact.
- Click **OK.**

Ring Settings

Customize your shared line ringtones.

- Click **Phones** tab across the top of the page.
- Click My Phones.
- Under **Company Phones** there are two phones. Look for the one that has your correct number. Example: +12123967900.
- Click the **Application** icon ⚙
- Click **Settings** from the drop down.
- Select Ring Settings.
- Select the phone number and customize **When I'm on a call** and **When I'm not on a call** from the drop down arrow.
- Click **Save.**

Single Number Reach

SNR allows you to provide an additional number where you can be reached if you are not at your desk.

Set up an Additional Phone:

- Click the **Phones** tab.
- In the left navigation, click **My Phones.**
- Under My Additional Phones, click the **Add New** icon. The Add a New Phone window displays.
- Enter the phone number and description for your phones.
- Optional. If this phone is a mobile phone, check the **Enable Move to Mobile** check box.
- Click **Save.**

Managing your Voicemail from your Computer

Web Inbox-Visual voicemail through your computer

- Go to: https://myvoicemail.hunter.cuny.edu
- **Username:** NETID username
- **Password:** NETID password
- Select **Web Inbox**.

To view and listen to voicemail:

- New unheard messages are bolded. Old messages are not bolded.
- Place your mouse over the message and click the play button to hear the message.

To log off Web Inbox:

- Click the **Sign Out** link in the upper-right corner.