SUNY Oswego
CISCO Unity
IP Phone Guide

CISCO
2 - Button Phone (7942G)
6 - Button Phone (7962G)

Campus Technology Services
Telecommunications
102 Culkin Hall
(315) 312-2500
phone-list@ls.oswego.edu
Placing Calls
Within campus - Dial 4-digit extension
Outside campus – Dial 9+number+PBN
Note - after dialing your PBN, press # key. This will speed up connection to outside lines.

Last Number Redial
Press Redial, or press Navigation button to see your placed calls.

Hold
Make sure call you want on hold is highlighted
Press Hold

Retrieve Call on Hold
Make sure appropriate call is highlighted
Press Resume

Transfer
Press Transfer
Enter extension number
Wait for a ring
Press Transfer again to complete transfer
If extension is busy
Press Resume to remove call from hold

Call Pick Up
Press the PickUp softkey or button
When phone rings press Answer to connect call
Note – Not a standard feature must be requested.

Call Forward
Press CFwdALL enter extension

Cancel Call Forward
Press CFwdALL

Conference Calling
Create Conference
From a connected call, press Confrn
(May need to press more key to see Confrn)
Dial another party
Wait for the call to connect
Press Confrn again to add another party
Repeat to add additional parties
Remove a party
Highlight party’s name and press Remove

Intercom
Place intercom call to preconfigured intercom target
Press Intercom Target Line
After you hear the Intercom-alert tone, Begin speaking.
Place intercom call to any intercom number,
Press an intercom line.
Enter intercom target number
After you hear intercom-alert tone
Begin speaking.
Receive intercom call
When you hear the intercom-alert tone
Listen to message in one way audio
Or speak to caller by pressing active intercom line
Or press EndCall with the intercom call in focus.
Note – Not a standard feature must be requested.

Call Park
Store an active call using Call Park
During call press Park (may need to press soft key).
Note the call park number displayed on screen.
Hang up
Retrieve parked call.
Enter call park number from any Cisco phone in your network to connect to call
Note – Not a standard feature must be requested.

Button Icons
Envelope/Messages – Auto dials your voicemail box.
Open Book/Directories – Open/Closes directories menu. Access call logs.
Checkmark/Settings – Accesses ring tones. Click checkmark, then click user Preferences, then Rings. Press Select, then save to set ring tone.
Volume (call or ringer) – Press save to keep the volume chosen, or it will go back to original volume with next call.
Headphones/Headset – Toggle headset mode on and off, then press Headset.
Microphone/Mute – You can hear other parties, but they can’t hear you. Can be used with handset, speakerphone or headset.
Horn/Speaker – Toggles the speakerphone on or off. When speakerphone is on button is lit.
Arrows/Navigation – Use to scroll through menus and highlighted items. When phone is on-hook, displays phone numbers from your placed calls log.
Handset Light Strip – Indicates incoming call or new voicemail messages.

Phone Screen Icons
• Phone with arrow above – Call forward enabled
• Handset with vertical equal sign – Call on hold
• Handset with arrow – Connected call
• Handset above phone – Incoming call
• Handset crooked on phone – phone off hook
• Pick of phone – phone on-hook
• Envelope – message waiting

Please Note - Not all features and/or displays are available to all users.