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# **SUNY Oswego CISCO Unity IP Phone Guide**

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## **CISCO**

**2 - Button Phone (7945)  
6 - Button Phone (7965)**

**Campus Technology Services  
Telecommunications  
102 Culkin Hall  
(315) 312-2500  
[osu-tel-list@ls.oswego.edu](mailto:osu-tel-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.  
**Question Mark/Help** – Press ? twice quickly. Select topic you need.  
**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.**