IIT IP Phone User Guide

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Global Directory Services

On each IIT Cisco IP Phone, global directory services can be accessed using the "Directories" button:

Several directories are available:

- standard "Missed Calls"/"Received Calls"/"Placed Calls"

and IIT global directory, slitte into several subdirectories:

1. IIT Global Directory   Telephone extension for Genova/Morego HQS and
    Roma Administrative Office

2. IIT@CRB   CRB Telephone numbers

3. IIT@POLIMI   POLIMI Telephone numbers

4. IIT@POLITO   POLITO Telephone numbers

5. IIT@SSSA   SSSA Telephone numbers

6. IIT@UNILE & NNL   UNILE & NNL Telephone numbers

7. IIT@UNITN   UNITN Telephone numbers

Please note that only 3-digit extensions are listed for Genova and Roma numbers, while complete numbers for IIT@ remote locations are listed, including the pre-pending "0":
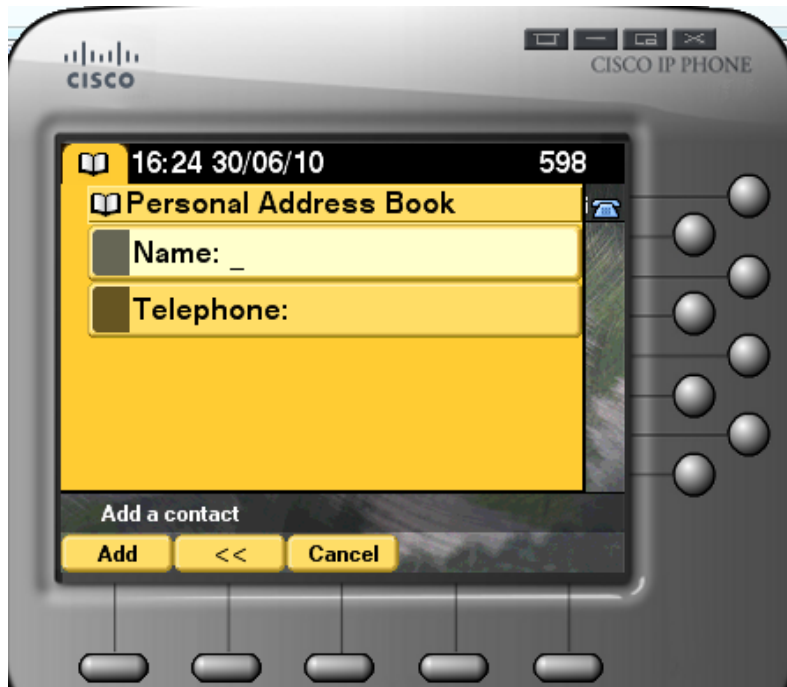

Personal Address Book

Each user has access to a personal, editable, Address Book, which can be found at the end of Directories list:

Personal Address Book can be populated/managed using Add/Modify/Delete buttons:

In order to fill in alphanumeric "Name" field, and numeric "Telephone" field, the standard phone keyboard should be used, like on cell phones:

Please note that:

- capital letters are available pressing the correspondant key several times,

- the "space" character is available pressing the "0" keythree times,

- other special characters are available under "1", "*", "0" and "#" keys.

After adding a contact, a success message is displayed.
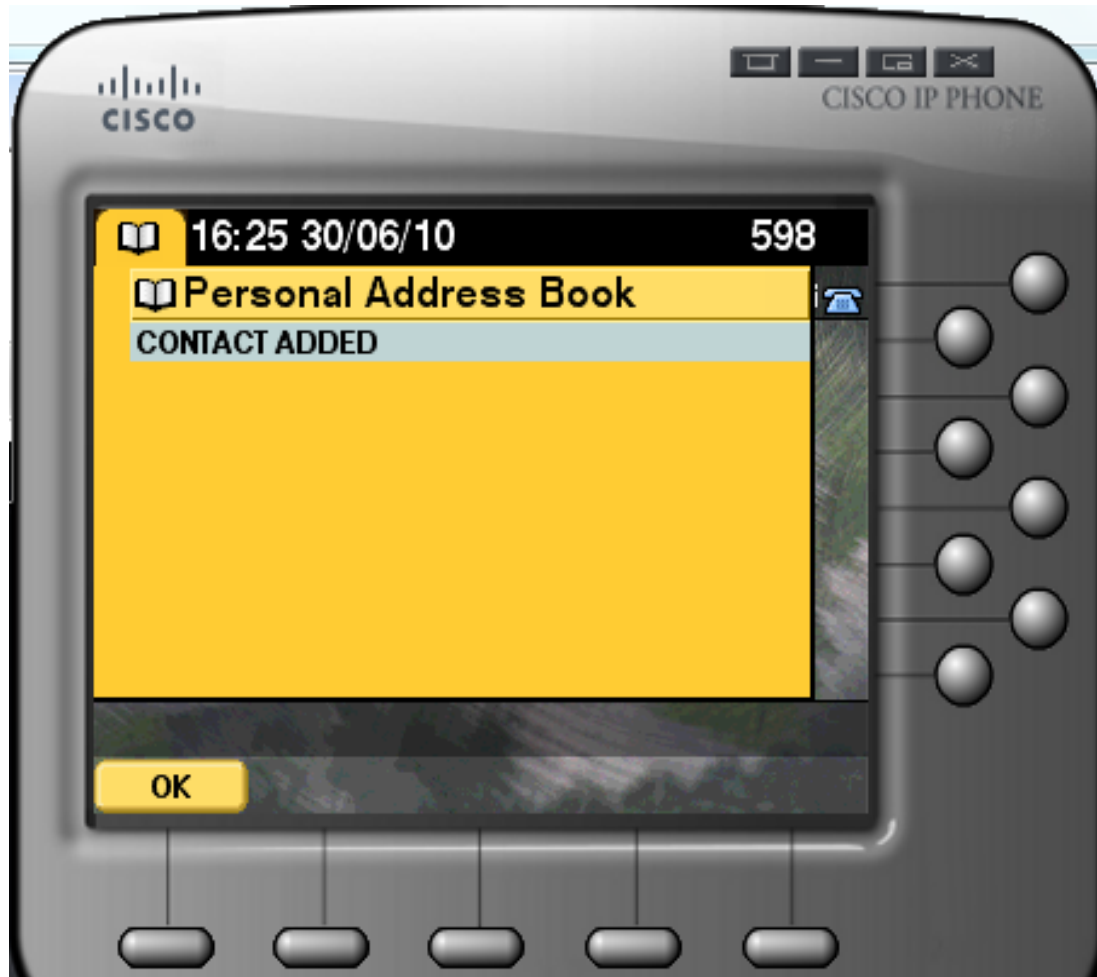
Please, remind to add a leading 0 on external numbers:

In same way, users can modify Personal Address Book entries:

Directory Services "search" capabilities

Inside each Directory (both Global or Personal) is possible to search for people, or numbers, using the "Search" button:

When the right entry is found, picking up the handset will make the phone call start.

Voicemail

User can have activated a personal voicemail for incoming call.

Messages registred by callers would be automatically sent to user's mailbox.

The activation of this service must be requested to ICT Service Desk.

Call Pickup

It is possible to get Call Pickup Group capability activated.

With Call Pickup Group is possible to associate several IP Phones (e.g.: whithin a room) as members of a single logical group, allowing for users to answer (pickup) incoming calls directed to (phones) members of the same group.

When an incoming call is received on an extension that belongs to the same group as that of your Cisco IP phone, follow these steps to answer that call:

1. Go off-hook on any line that has a Call Pickup group associated with it.

2. Press the More softkey and then the Pickup softkey.

3. Press the Answer softkey

Please note that only first not yet answered call, inside same Call Pickup Group, could be answered in that way.

When the call is answered from another phone using Call Pickup Group capability, the phone originally receiveng the call shows like below.