

# Cisco IP Phone Guide

Please note that this guide is only for Cisco users who have 7-digit extensions (part of recent migration project).

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# Cisco IP Phone Features

*Cisco IP Phone 7960*



# Cisco IP Phone Features (cont.)

1	Handset with indicator light	Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and can be set to remain lit when you receive a voice mail message.
2	LCD screen	Displays features such as the time, date, your phone number, caller ID, line/call status and softkey tabs.
3	Cisco IP Phone model type	Indicates your Cisco IP Phone model.
4	Line or speed dial button	Opens a new line or speed dials the number on the LCD screen. Phones in the Cisco IP Phone 7960 series have six line or speed dial buttons and phones in the 7940 series have two.
5	Footstand adjustment	Allows you to adjust the angle of the phone base.
6	Directories button	Provides access to call histories and directories.
7	? button	Displays help on your LCD screen for a phone button or function.
8	Settings button	Provides access to phone settings such as contrast and ring sound, network configuration, and status information.
9	Speaker button	Toggles the speaker on or off.
10	Mute button	Toggles the mute on or off.
11	Headset button	Toggles the headset on or off.
12	Volume button	Increases or decreases volume for the handset, headset, or speakerphone (depending upon which is currently active). Also controls the ringer volume (if the handset is in its cradle), and the LCD screen contrast.
13	Services button	Provides access to any available phone services.
14	Messages button	Provides access to a message system.
15	Navigation button	Enables you to scroll through text and select features displayed on the LCD screen.
16	Dial pad	Works exactly like the dial pad on a traditional telephone.
17	Softkeys	Enable you to engage any of the functions displayed on the corresponding LCD screen tabs. Softkeys point to feature options displayed along the bottom of your LCD screen. Softkeys change depending on the status of your phone. For example, you can see one set of softkey options when you pick up the handset, and another set when the phone is not in use.

# Calling

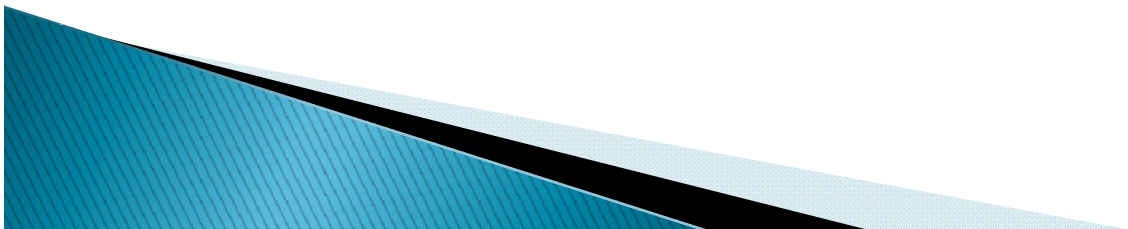
- ▶ Answer a Call
  - Pick up handset -or-
  - If already on call, press *Answer* softkey. The first call is automatically put on hold -or-
  - Press *Speaker* button
- ▶ Place a call
  - Lift handset:
    - Press the Line button and dial the number -or-
  - Press the Speed Dial button -or-
  - Press the *Dial* softkey after locating the number in your Directories
  - Dial 8 for an outside line.

# Dialing

- ▶ The new phones will use 7 digit dialing
  - XXX – XXXX (site code + 4-digit extension)
  - NOTE: Your 7-digit extension may be different from your actual phone number.
- ▶ You must dial 7 digits internally on campus just like between campuses
- ▶ Voice Mail is accessed with 7 digits
- ▶ You will dial 7 digits to reach all internal users (eventually, when they migrate to new IP phones)
- ▶ For an outside line, dial 8 first

# Directories Button

- ▶ Displays call history options
- ▶ Missed Calls
- ▶ Received Calls
- ▶ Placed Calls
- ▶ Provides access to the Corporate Directory
  - Only employees with the new phones will be in this directory
  - NOTE: Go to Outlook to see if other employees are showing a phone listing in the Global Address List

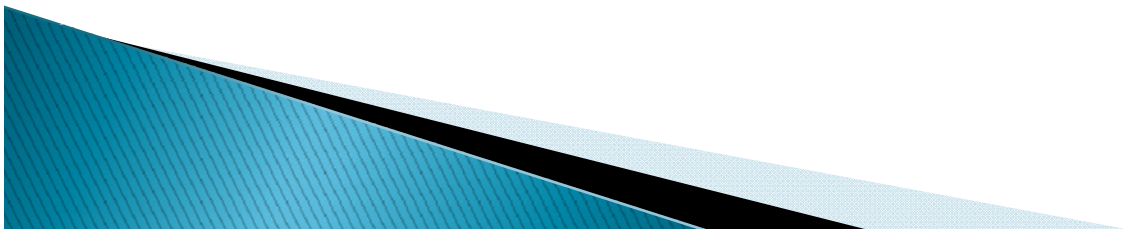


# Phone Administration Login Instructions

- ▶ Go to Internet Explorer

<https://10.2.16.44/ccmuser>

- Your Username = Your DSI number
- Your Password = Your computer's network password



# Speed Dials

- ▶ The Speed Dial feature (also referred to as Abbreviated Dialing) allows you to quickly place a call by pressing a *[Line] button* or by entering a *Speed Dial number* on the phone dial pad.
- ▶ You can dial a Speed Dial number by pressing a line button associated with a Speed Dial or by entering a programmed Speed Dial number on the keypad. In addition, there are six line buttons on the 7961 and 2 on a 7941 phone. One line button is reserved for your phone number and the others are available for a shared line or speed dials.
- ▶ The next slide describes how to set up and use Speed Dials on your phone.

# Speed Dial Setup

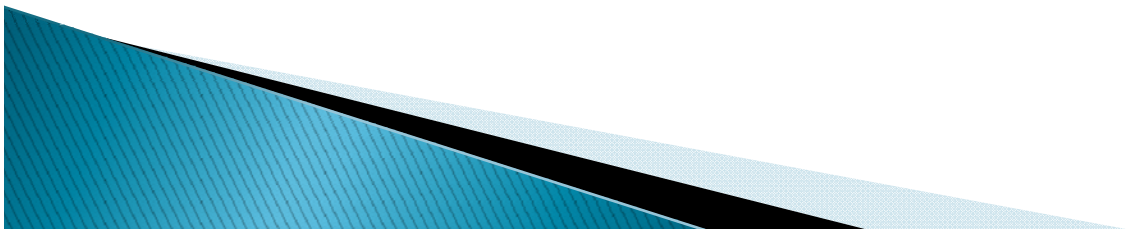
1. Logon to the User Options web site (see slide 8)
2. Click [Add/Update Your Speed Dials]
3. Type the phone number in Speed Dial just as if you were dialing the phone.
  - To call an IP user DeVry number:
    - Type the 7-digit extension
  - To call a local number outside DeVry:
    - Type 8 + Phone Number
  - To call a long distance number outside of DeVry:
    - Type 8 + 1 + area code + 7-digit phone number
4. Type the contact name in [Display Text]
5. Click [Update] (at the bottom of the page) when finished

To change an existing Speed Dial:

- ▶ Repeat steps 1–3 in the setup instructions above
- ▶ Type over the existing contact name and/or phone number
- ▶ Click [Update] when finished

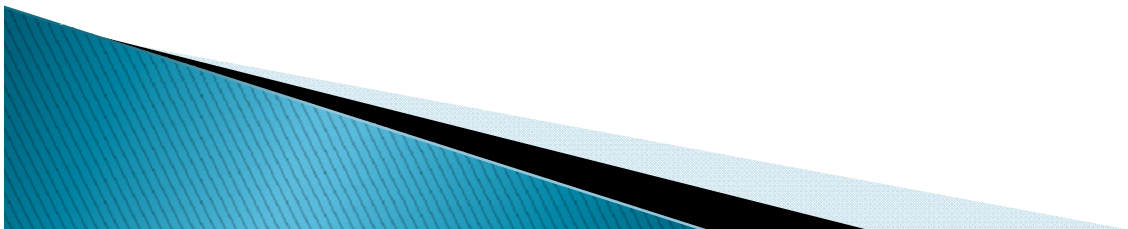
# Hold vs Mute

- ▶ Hold will play background music
  - Avoid this during conference calls
- ▶ Mute will not play music in the background
  - Use this for conference calls



# Meet Me Conferencing

- ▶ Pick up handset –or– Press *Speaker* button
- ▶ Press *More* softkey
- ▶ Press *MeetMe* softkey
- ▶ Dial conference number
- ▶ Everyone that dials the conference number joins the conference



# AdHoc Conferencing

- ▶ Conference Calling
  - Initiate first connection
  - Press *more* softkey
  - Press *Conf* softkey
  - Place call to another extension (up to 6 lines total, including initiator)
  - Press *Conf* softkey again to connect the calls
  - If you hang up everybody gets dropped
- ▶ Remove Conference Call Attendee
  - During a conference, press *more* > *ConfList* softkey
  - Highlight which attendee to drop and press *Remove*
  - Only the originator can do this
- ▶ Join
  - Press *Select* softkey on the active call
  - Highlight second call
  - Press *more* > *Select* softkey again
  - After both calls are selected, press *Join* softkey

# Call Transfer

- ▶ Call Transfer
  - Press *Trnsfer* softkey and dial extension where you want to transfer the call
  - When phone rings on the other end, press *Transfer* softkey again and hang up, or wait for an answer and announce the caller before hanging up
- ▶ Call Transfer to Voicemail
  - Press *Trnsfer* softkey then press \* . Enter extension of the voice mailbox

# Call Park and Forward

## ▶ Call Park

- Moves the call to another phone
- Press the *More* softkey twice
- Press the *Park* softkey
  - Write down the 4 digit number that appears
- Go to another phone and enter the 4 digit number to reconnect to caller

## ▶ Call Forward

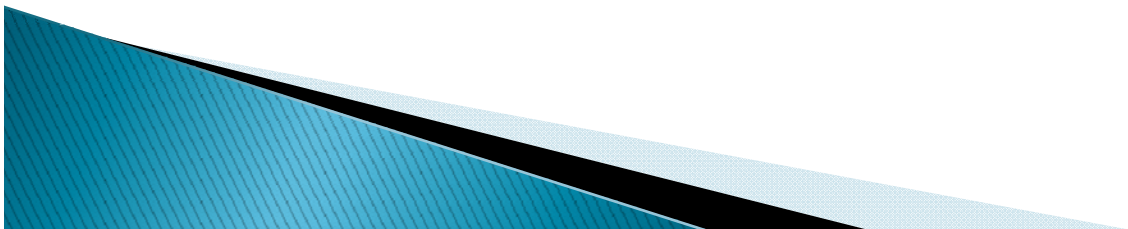
- Press *CFwdALL* softkey and listen for two beeps
- Enter the number where you want to forward your calls
  - Only internal numbers can be entered
- Note: To cancel, press *CFwdALL* softkey again

# Voice Mail

- ▶ Press *Messages*
- ▶ Follow prompts to enter new password
- ▶ The password must be “complex”
  - The digits must not be all the same (for example, 9999)
  - The digits must not consecutive (for example, 1234 or 4321)
  - The password must not be the same as your primary extension
- ▶ You can go to any IP phone on campus and retrieve your voicemail
  - Press **Messages**
  - Press \*
  - Enter your 7–digit extension
  - Enter you password
- ▶ To check voice mail from an external phone
  - Dial your DeVry phone number and then press \*
- ▶ Unified Messaging
  - Voicemail will be delivered to your Outlook Inbox as a .wav file
  - You can listen to the voicemail via a .wav player on your computer

# Check Messages

- ▶ Press *Messages*
- ▶ Log into voice mail
- ▶ Press 1 to Play New Messages
- ▶ Press 3 to Review Old Messages then Press 1 to hear saved messages



# Reply to Messages

- ▶ After listening to message
  - Press 4 to Reply
  - While recording
    - Pause / Resume – Press 8
    - End recording – Press #
  - Send Message – Press #
  - Press 1 for Message Options
  - Message Options
    - Change addressing – Press 1
    - Change recording – Press 2
    - Set Special Delivery – Press 3
    - Review message (Resend for NDR) – Press 4
  - For Help at any time = Press 0

# Send Voice Mail

- ▶ Press *Messages*
- ▶ Log in to Voice Mail
- ▶ Press 2 to Send Message
- ▶ Follow prompts to record, address, and send the voice message
- ▶ Press 1 to add another recipient
- ▶ Press ## to switch between spelling and number entry
- ▶ Press # to send message –or– Press 1 for options
- ▶ Message Options
  - Change address – Press 1
  - Change recording – Press 2
  - Set special delivery – Press 3
  - Review message – Press 4
  - Send message as is – Press #
  - Cancel or back-up – Press \*
  - Help – Press 0
- ▶ Sent messages are not saved

# Forward Messages

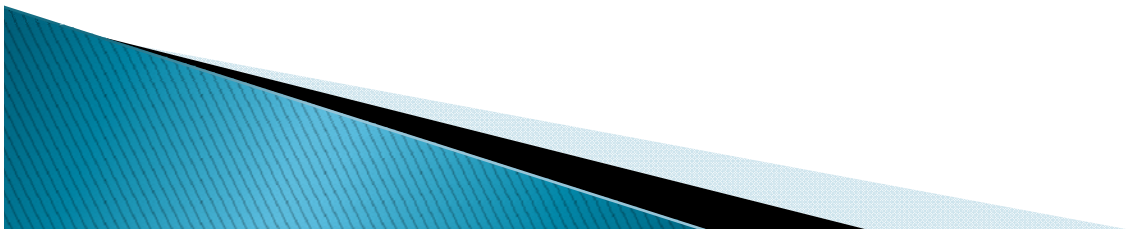
- ▶ You can forward a message as is or record an introduction that plays before the recipient hears the message
- ▶ Messages marked private cannot be forwarded
- ▶ After listening to the message
  - Press 5 to Forward message
  - Follow prompts to address the forwarded message to one or more recipients and send message
    - Press 2 to record an introduction
    - Press 8 to pause
    - Press # to end recording
  - Press 3 for message options
    - Change addressing – Press 1
    - Change recording – Press 2
    - Set special delivery – Press 3
    - Review message – Press 4
- ▶ Forwarded messages are not saved

# Recipients and Notices

- ▶ Read – Message that informs you when the recipient opens or plays your message
- ▶ Unread – Message that informs you when the recipient deletes your message without opening or playing it
- ▶ Delivery – Message that informs you when your message was delivered to its intended recipient
- ▶ Non-Delivery Receipt (NDR) – Message that informs you when a message that you sent could not be delivered
- ▶ Alternate Greeting Notice – Message that informs when you have left or sent a message to another subscriber who has the alternate greeting enabled

# Deleted Messages

- ▶ Press *Messages*
- ▶ Log on to voice mail
- ▶ Check Deleted Messages
  - Press 3 to Review Old Messages
- ▶ Permanently Delete Messages
  - Press 3 to Review Old Messages
  - Press 2 to go to Delete Messages
  - Press 1 to confirm you want to delete messages
- ▶ Cancel / back-up at any time – Press \*



# Recording and Playback

- ▶ Use these options while you are listening to a message
  - Volume – press 5
  - Speeds – 4 for slow, 6 for fast
  - Restart message – Press 1
  - Save – Press 2
  - Delete – Press 3
  - Rewind – Press 7
  - Pause / Resume – Press 8
  - Fast Forward – Press 9
  - Fast Forward to End – Press #
  - Save as-is – ##

# Managing Messages

- ▶ Use these options after you have listened to a message
- ▶ Replay Message – Press 1
- ▶ Save – Press 2
- ▶ Delete – Press 3
- ▶ Reply (Resend for NDRs) – Press 4
- ▶ Reply to all – Press 42
- ▶ Call the subscriber – Press 44
- ▶ Forward message – Press 5
- ▶ Save as new (light up message indicator on phone) – Press 6
- ▶ Rewind – Press 7
- ▶ Deliver and email or fax to a fax machine – Press 8
- ▶ Play message properties – Press 9
- ▶ Save as is – Press #