



**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 voicemail message.

**2 LCD screen**

Displays features such as the time, date, your phone number, caller ID, line/call status and soft key 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 Foot stand 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, if available.

**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 Soft keys**

Enables you to engage any of the functions displayed on the corresponding LCD screen tabs. Soft keys point to feature options displayed along the bottom of your LCD screen. Soft keys change depending on the status of your phone. For example, you can see one set of soft key options when you pick up the handset, and another set when the phone is not in use.

a quick reference guide

**\*The following procedures will not work unless IT Services has been informed of the email address and extension number of the person needing voicemail.**

Your message should include your name, the date, if you are in the office or away, and that the caller can press 0 to get back to the operator.

### **Some sample greetings are:**

Hello, you have reached John Doe. Today is Monday, August 11. I will be in the office all day. Please leave me your name, a brief message, and your number. I will return your call promptly; or you can press 0 to return to the receptionist. Thank you.

Hello, you have reached John Doe. I will be away from my desk the week of August 11. Please leave me your name, a brief message, and your number. I will return your call on August 18, or you may press 0 to return to the receptionist. Thank you.

### **To set up your voicemail for the first time, follow these instructions.**

**STEP 1** Press the Messages Button on your phone.

**STEP 2** Enter 12345 as the password.

**STEP 3** Follow the prompts to set up your voicemail. This procedure must be completed before voicemail will function properly.

### **To check your voicemail, follow these instructions.**

New voicemail messages will be indicated by a red light on the receiver and an envelope by the number with the message.

Department voicemails cannot be checked via e-mail. All other voicemail can be checked in two ways.

#### **Using a computer:**

**STEP 1** Check your email address for new messages. Voicemail messages will be sent to your ASTATE account.

#### **Using the phone:**

**STEP 1** Press the Messages Button on your phone.

**STEP 2** Enter your Voicemail Password.

**STEP 3** Voicemails will be played first, followed by emails. If you do not wish to hear your emails, hang up the phone.

### **To check your voicemail messages away from your phone, follow these instructions.**

#### **On Campus:**

**STEP 1** From any IP phone, Press the Messages Button.

**STEP 2** Press the star \* key.

**STEP 3** Enter the 4-digit extension of the phone you wish to check for voicemail as the ID.

**STEP 4** Enter your Voicemail Password.

**STEP 5** Voicemails will be played first, followed by emails. If you do not wish to hear your emails, hang up the phone.

#### **Off Campus:**

**STEP 1** Dial the number of the phone to check.

**STEP 2** When voicemail answers, press the star \* key.

**STEP 3** Enter the 4-digit extension as the ID

**STEP 4** Enter your Voicemail Password.

**STEP 5** Voicemails will be played first, followed by emails. If you do not wish to hear your emails, hang up the phone.

### **To change your voicemail message from your desktop phone follow these instructions.**

**STEP 1** Press the Messages Button on your phone.

**STEP 2** Enter your Voicemail Password.

**STEP 3** Press 4 for setup options.

**STEP 4** Press 1 for Greetings and Transfers.

**STEP 5** Press 1 to Change Greeting. You will listen to your current message and then press 1 to change your greeting.

### **To change your voicemail message from your home phone or your cell phone, follow these instructions.**

**STEP 1** Call your office phone.

**STEP 2** While your message is playing press \*.

**STEP 3** Enter your ID. Your ID is your 4-digit extension number.

**STEP 4** Enter your Voicemail Password.

**STEP 5** Press 4 for setup options.

**STEP 6** Press 1 for Greetings and Transfers.

**STEP 7** Press 1 to Change Greeting. You will listen to your current message and then press 1 to change your greeting.



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Enable you to engage any of the functions displayed on the corresponding LCD screen tabs. Soft keys point to feature options displayed along the bottom of your LCD screen. Soft keys change depending on the status of your phone. For example, you can see one set of soft key options when you pick up the handset, and another set when the phone is not in use.

# Voice Over IP



## A Quick Reference Guide

## Placing a call

### If you want to...

**Use the receiver** - Lift the handset and dial a number.

**Use the speakerphone** - Press the Speaker button and dial a number.

### Redial the most recently dialed number

Press the Redial soft key. Doing so without lifting the handset activates the speakerphone or headset. By default, Redial uses your primary line; however, you can use a secondary line by pressing a line button and then pressing the Redial soft key.

**Dial from a corporate directory** - Press the Directories button. Select Corporate or Faculty/Staff Directory. Search for a listing by using your keypad to enter letters, and press the Search soft key. To dial from a listing, select it, then press the Dial soft key.

## Answering a call

### If you want to...

**Answer with the handset** - Lift the handset.

**Answer with the speakerphone** - Press the Answer soft key, the Speaker button, or the line button.

**Answer an incoming call that is ringing on another extension within your group** - Press an available line button on your phone and then press the Pickup soft key. The call rings on your phone. (A Call Pickup "group" is defined by your system administrator.)

## Ending a call

### If you are using...

**The handset** - Return the handset to the cradle, or press the line button or the EndCall soft key.

**A headset** - Press the Headset button or the line button or the EndCall soft key. (If you want to keep the headset mode activated for use with AutoAnswer, press the line button or the EndCall soft key.)

**The speakerphone** - Press the Speaker button or the line button or the EndCall soft key.

## Placing a Conference Call

**Step 1** During a call, press the more soft key, then the *Confrn* soft key. Doing so automatically activates a new line and puts the first party on hold.

**Step 2** Place a call to another number or extension.

**Step 3** When the call connects, press *Confrn* again to add the new party to the conference call.

Repeat these steps to add parties to the conference call.

Once the conference call initiator disconnects from the call, no additional parties can be added.

**Tip** You can drop the last party added by pressing the *RmLstC* soft key.

## Forwarding Calls to Another Extension

**Step 1** Press the *CFwdAll* soft key. You should hear two beeps.

**Step 2** Enter the number to which you want to forward all of your calls, exactly as you would if you were placing a call to that number. If you would like to forward your calls to Voice mail then just press the messages button. After you enter the number, an animated phone icon with a flashing right arrow appears in the upper-right corner of the LCD screen.

**Step 3** To cancel call forwarding, press the *CFwdAll* soft key.

## Logging on to the User Options Web Pages

**Step 1** From your web browser, access <http://callmanager1.astate.edu/ccmuser>. The Cisco CallManager User Options *Log On* page appears. You must be set up in the system before you will have access to this feature. Contact the Telecommunications Office to be set up.

**Step 2** Enter your user ID and your password and click Log On. Your user ID and password are the same as your computer logon account. The Cisco CallManager User Options Menu page appears.

**Step 3** From the "Select a device to configure" drop-down list, select your phone model. The menu is context-sensitive and displays options appropriate for the device or device profile that you have selected.

## Placing a call on Hold or Park

To place a call on hold press the *Hold* soft key while in a call. You will only be able to retrieve the call from the phone that it was placed on hold by.

To park a call press the *more* soft key and then the *Park* soft key. Once the park key is pressed a number will appear in the bottom of the display. You may dial this number from any phone to retrieve the call. After 60 seconds the call will ring back to the phone that placed it on park.

## Transferring a Call

**Step 1** During a call, press the *Transfer* soft key. This puts the call on hold.

**Step 2** Dial the number or office extension to which you want to transfer the call.

**Step 3** When it rings on the other end, press *Transf* again. Or, when the party answers, announce the call and then press *Transf*. (This is a consult transfer.)

**Step 4** If you are using a handset, hang up. If the party refuses the call, press the Resume soft key to return to the original call.