## Cisco IP Phone — Reference Guide

## 7000 Series

## **Phone Basics**

Beyond picking up and putting down the handset, IP phones allow alternative ways to place, answer, end and manage a call.

#### **PLACING CALL**

- Press line, speaker or HEADSET buttons > dial
- Press the NEWCALL soft key > dial
- Press a speed dial button
- Select a number from a directory > press the DIAL soft key *or* lift the handset.

#### **ANSWERING A CALL**

- Headset: press the LINE button of the incoming call.
- Speakerphone: press the answer soft key or the speaker button

## **ENDING A CALL**

- Headset: press the HEADSET button or the END CALL soft key
- **Speakerphone**: press the speaker button *or* the END CALL soft key

## **REDIALING A NUMBER**

Press the REDIAL soft key

## **ANSWERING A CALL — PICKUP**

- 1. Lift handset and press ріскир softkey
- 2. Press answer softkey

## **SPEED DIAL**

- With handset down, dial the abbreviated number
- 2. Press the ABBRDIAL softkey

## Placing on Hold

## **PUT A CALL ON HOLD**

Press the HOLD soft key

#### **RETURN TO A CALL ON HOLD**

- Press the RESUME soft key
- Multiple calls on hold: use the NAVIGATION button to select the desired call > press RESUME.

#### NOTE

- Calls on hold stay on hold indefinitely
- If multiple lines are on hold: press the appropriate line button *or* use the NAVIGATION button to select the desired call > press RESUME

## **Transferring a Call**

- 1. Press the TRNSFER soft key, to put call on hold
- 2. Dial the number you want to transfer to

#### NOTE

- To transfer to someone's voice mail > dial \*8
   their number
- 3. Unannounced: Once ringing, go to step 4 or Announced: Announce the call
- 4. Press transfer to complete

#### NOTE

 If the transfer fails, press the RESUME soft key to return to the original call

#### TRANSFERRING A CALL DIRECTLY TO VOICE MAIL

Press the idivert soft key

## **Parking a Call**

- Press the MORE soft key
- Press the PARK soft key.
- · Make a note of the Park number

After 3 minutes, the call will ring back to the phone that placed it in park — if not answered, it will go to voice mail.

#### **ANSWERING A PARKED CALL**

Press # + the park number

## **Forwarding Your Calls**

- 1. To forward all calls to another number
- 2. Press the CFWDALL soft key
- 3. Dial the number to forward all calls to

#### NOTE

• Enter the number exactly as you would if you were placing a call to that number.

## TO FORWARD ALL CALLS TO VOICE MAIL:

- 1. Press the cfwdall soft key
- 2. Press the MESSAGES button

## **TO CANCEL CALL FORWARD**

1. Press cfwdall

## **Directories Button**

Access a list of missed, received or placed calls as well as the corporate directory.

## **DIALING FROM A DIRECTORY MENU**

Press DIRECTORIES > select the directory > select the number you wish to call > Press DIAL softkey

#### NOTE!

- To enter any letter on your LCD screen, use a corresponding number key. Press the key one or more times to display a particular letter.
- For example, press #2 once for "a," twice for "b," and three times for "c"
- To back up, press the << soft key.</li>

## **Conference Calling**

- 1. During a call, press the MORE soft key
- 2. Press the confrn soft key quickly
  This opens a new line and puts the first party on hold
- 3. Dial the number
- 4. When the call connects, press confrn again to add the new party to the call

## **Adjusting the Volume**

## **ADJUST THE RINGER VOLUME**

The handset must be in cradle.

 press the [+] up or [-] down volume button The setting is automatically saved.

# ADJUST THE HANDSET, SPEAKERPHONE, OR HEADSET VOLUME

- During a call press the [+] up or [-] down volume button
- To apply the new volume level to all future calls, press the save soft key

## **Settings Button**

## **CHANGING THE RINGER**

- 1. Press the SETTINGS button
- 2. Press 2 for Ring Type
- 3. Press select soft key to choose "Default Ring"
- 4. Use the NAVIGATION button to scroll through the list of ring types
- ${\bf 5}.$  To hear samples, press the PLAY soft key
- 6. To set your selection, press select > ок > exit

### **NEED HELP?**

## **USER OPTIONS SETUP**

http://myphone.uwec.edu/ Enter your username (ALL CAPS) and

#### **TECHNICAL ASSISTANCE**

Help desk helpdesk@uwec.edu 36-5711

# EXCHANGE VOICEMAIL SYSTEM

## **SETTING UP VOICEMAIL**

- Check your e-mail for Microsoft Exchange message containing your access number and PIN number
- 2. Press MESSAGES or dial the access number
- 3. Enter your PIN number followed by #
- 4. You will hear: "Welcome to Setup" Follow the simple instructions to record your name and greeting. After listening to a playback of your recording, you may rerecord your message.

## MAIN MENU | CHECKING VOICEMAIL

- 1. Press messages
- 2. Enter your PIN number followed by #
- 3. You will be provided your current status related to voice messages, new e-mail messages, and your calendar.
- 4. Main Menu choices will then be given.

# Press "0" to use touchtone system or say one of the commands below.

- 1 | Voice mail
- 2 | E-mail
- 3 | Calendar or Calendar for Today or Calendar for Tuesday

- 4 | Personal Contacts
- | Directory
- 5 | Compose a voice message
- 6 | Personal Options

## **CHANGING PERSONAL OPTIONS**

- 1. Press messages
- 2. Enter your PIN number followed by #
- 3. When asked for selection, say "Personal Options" or press "6"
- 4. Then follow the menu selections for changing Personal Options.
  - 1 Change telephone out of office status
  - 2 Record Greeting
  - 3 Change PIN
  - 4 Switch to/from Touchtone/Voice Interface
  - 5 Set local time zone
  - 6 Use 12- or 24-hour time format

## USING THE VOICE DIRECTORY (Auto Attendant)

- 1. Dial 34-9999 or off-campus: 831-2682
- 2. When prompted, say the name of the person you wish to reach.
- 3. When asked say "Yes" or "No" to confirm
- 4. Responding "Yes" will dial the person's phone number. Press # to leave voice mail.
- 5. If you respond "No," you will be asked to say the name again.

## **CHECKING VOICE MAIL FROM OFF-CAMPUS**

- 1. Dial your office phone number or 831-2238.
- 2. When requested enter your PIN number.
- 3. Follow instructions for checking voice mail.



## www.uwec.edu/lts | helpdesk@uwec.edu | 836-5711

If we don't know the answer, we'll find the answer. Use our time not yours!

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#### OL1108 Services Staffed student lab

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Research Support for SPSS

- WIKIS
- Streaming Video
  - Podcasting
- D2L Course Design

7000 Series

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## DEVELOPMENT FACULTY PROFESSIONAL

• Student Employment Eligibility

- Data Warehouse
  - Instructor Schedules
  - e Student Advising

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Disabilities Repair of Equipment for Students with Ergonomics/Workstation Evaluations Software Orders for Home and/or Office

Τεςhnology

Moorseld print Learning Classroom E-Newsletters

Web Surveys

People Pages Web lemplates

Web Application Development

Web Page Design

- VCRs/DVD Players • Projectors & Projection Screens
- Tripods, Microphones, and Headsets
  - Digital Cameras and Camcorders Equipment Checkout
    - Poster Printing

Online Software Documentation

student access labs

Course Specific Software-made available in classes, to support the curriculum

Software Workshops-customized for faculty One-on-One Software Assistance Test Scoring & Class Evaluations Disability Assistance

One-Stop Call Center and Help Desk

FACULTY AND STAFF SERVICES FOR STUDENTS

Classrooms Repair of Electronic Equipment for Radio/ TV/

> Maintenance Electronic and Acoustical Design and Scheduling Carillon Special Programs

## **SOUND SYSTEM SERVICES**

Batch Scheduling Services

Nbgrades

Asset Management Repair

Office On-site Computer Support and Printer Data and System Security

Software Questions and Answers

and Telephone-Voicemail Services IP Phones -Consultation on IP Phone Equipment

Recommendations

Computer/Equipment Purchase

**Мер Server** Email and Internet Services

Virus/Spyware Protection and Repair File Sharing with Students and Colleagues Access the UW-Eau Claire network

## STUDENTS, FACULTY AND STAFF **TECHNICAL SUPPORT FOR**

E-Portfolio

- My Financial Aid
- Course Searching
  - My Account
  - Iranscripts

Group and Individual Portraiture Activity and Events Photography Photo and Photo Related Instructional Needs Photo Data Asset Management

Techniques

Photographic Equipment, Systems and Demonstration and Presentation of Photos for Multimedia and Web Use Original Photographs

TECHNOLOGY SERVICES

Support for Student and Faculty Video Projects

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Conversion of tape and phonograph recordings

Sound Booth recording for interviews and other

Audio and Video recording of performances

**AUDIO AND VIDEO SERVICES** 

Scholarly Research Graphic Support

Instructional Graphic Support

LEARNING AND

Video Tape and DVD Duplication

Video Media Conversion

Satellite Downlinks

Video Conferencing

• Guest Speakers

• Commencement

Events Recording

TV Program Recording

instructional purposes

Distance Ed

• Forums

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LTS — Technology resources that make your work easier.

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