



Cisco IP Telephony User Guide

Central Oregon Community College, OR

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Cisco IP Phone Overview

1.1. What is a Cisco IP phone?

1.1.1. Cisco 7942

The Cisco Unified IP Phone 7942G is a full-featured IP phone with speakerphone and handset designed for wideband audio. It has two programmable backlit line/feature buttons and four interactive soft keys that guide you through all call features and functions. The phone has a large, 4-bit grayscale graphical LCD that provides features such as date and time, calling party name, calling party number, digits dialed, and presence information.



1.1.2. Cisco 7962

The Cisco Unified IP Phone 7962G is a full-featured IP phone with speakerphone and handset designed for wideband audio. It has six programmable backlit line/feature buttons and four interactive soft keys that guide you through all call features and functions. The phone has a large, 4-bit grayscale graphical LCD that provides features such as date and time, calling party name, calling party number, digits dialed, and presence information.





2. Using Your New Cisco IP Phone

2.1. Dialing Instructions.

- INTERNAL 4 digit ext. Number
- LOCAL CALLS 9 + 1 + Telephone Number
- LONG DISTANCE 9 + 1 + Telephone Number
- EMERGENCIES 9911

2.2. Line Keys

- **LINE 1**
 - *Make or Receive up to 4 telephone calls from your personal number.*
- **LINE 2 - 6 (Where applicable)**
 - *These lines can be used for Extra Line Appearances or Speed Dials. They can also be used to answer/cover other incoming telephone numbers. If blank: you may program Outbound Speed Dials via the CCM User Page mentioned above*

2.3. Soft Keys

- *The small rectangular buttons located below the main display of the phone, these buttons serve many purposes. The function of each soft key changes based on the state of the phone. Watch the soft key labels for the current function. Press the MORE soft key for additional soft key functions when available.*

2.4. Using the handset/ speaker phone

- *To place and answer calls with the handset, simply lift the handset. To change from the handset to the speakerphone, press SPEAKER and hang up the handset.*

2.5. Using the headset

- *To place and answer calls using a headset, plug the headset into the back of the phone base (marked with headset icon) and press HEADSET. Once engaged the headset icon appears on display near the soft keys and the button will light green.*

- *To start a phone call after the headset has already been engaged, press NEWCALL. The headset will remain active for calls until disengaged by pressing the HEADSET button again.*

2.6. Volume Adjustment

2.6.1. RING VOLUME

- *With the phone idle (no active call), use the - (left side) & + (right side) of the VOLUME bar to adjust the ring volume.*

2.6.2. HANDSET/HEADSET/SPEAKER VOLUME

- *When using handset/headset/speaker press the - (left side) & + (right side) of the VOLUME bar to adjust the volume of the call.*
- **Press the SAVE soft key to save your setting.**

2.7. ANSWERING A CALL

- *You can answer a call by lifting the handset or by pressing HEADSET, SPEAKER, or NEWCALL soft key.*

2.8. ENDING A CALL

- *If using the speakerphone or a headset, press the ENDCALL soft key.*

2.9. MUTING A CALL

- *While on a call, you may mute the handset, headset, or speakerphone, preventing the party with whom you are speaking from hearing what you or someone else in the room is saying.*
 - *To activate the mute function, press MUTE. (the button will light red)*
 - *To disengage mute function, press MUTE again. (red light will go out)*

2.10. REDIAL

- *To redial the most recently called number, lift the handset and press the REDIAL soft key. Alternatively, you may simply press the REDIAL soft key to activate the speakerphone or headset (if engaged).*

2.11. PLACING A CALL ON HOLD

- *To place a call on hold, press the HOLD soft key.*
- *To return to the call, press the RESUME soft key. If multiple calls on one line are on hold, use the scroll key to select the desired call before you press RESUME. If multiple calls on multiple lines are on hold, press the line button of the line to which you want to switch and use the scroll keys to select the desired call before you press RESUME.*

2.12. TRANSFER

- *While on a call, press the TRANSFER key. The original caller is placed on hold. Dial the number you want to transfer to and once you hear ringing either press TRANSFER again (blind transfer) OR once the party answers (consultative transfer), announce the call and press TRANSFER. If the party refuses the call press the RESUME soft key to return to the original caller.*

2.13. TRANSFER DIRECTLY INTO VOICEMAIL

- *Press TRANSFER and dial * (star) plus the extension number.*
- *Then hang up (hanging up quickly will allow the caller to hear the entire voicemail greeting).*

2.14. CONFERENCE

- **AD-HOC**
 - *When on a call, press the CONFRN key. The original caller is placed on hold. Dial the number you want to join in. When ready, press CONFRN again to add this person to the call. You may repeat these steps to add a total of 8 people to the conference call.*
- **NOTE: Once the conference call initiator disconnects, no additional parties may be added.**

2.15. CALL FORWARDING

- **Use this procedure to forward all of your incoming calls to an alternate number:**
 1. *Press the CFWDALL soft key. You should hear two beeps.*
 2. *Enter the number to which you want to forward all of your calls. An animated right arrow will appear in the upper-right corner of the LCD, indicating that all*

calls have been forwarded. The LCD will also display the text “Forwarded to [- the number you entered-]”.

- 3. To cancel the forwarding of calls, press the CFWDALL soft key again. The animated arrow will no longer display in the upper-right corner of your LCD. The LCD text will revert to the original message.*

2.16. CALL HISTORY

- A history of all calls made, missed, and received are logged on your phone including the Caller ID, time, and date of the call.*
 - 1. Press the DIRECTORIES button.*
 - 2. Use the SCROLL key to select the desired call history option: Missed, Received or Placed Calls.*
 - 3. Press the SELECT soft key to display the call history list.*
 - 4. If desired, press the DIAL soft key to speed dial a number from the call history list.*
 - 5. When you are finished, press the EXIT soft key twice to exit the Directory menu.*

2.17. DIRECTORY

- 1. Press the DIRECTORIES button.*
- 2. Toggle to option 5-Corporate Directory.*
- 3. Press the SELECT soft key.*
- 4. Toggle to the FIRST NAME, LAST NAME, or NUMBER field.*
- 5. Type the desired individual’s name or number as per your previous selection. You may enter the entire name/number or even just a single character of it. Make your search as specific or vague as you like.*
- 6. Press SEARCH.*
- 7. If necessary press MORE, then NEXT to toggle additional pages.*
- 8. Toggle up or down the list to the desired party and then press the DIAL soft key to begin the call.*

2.18. CALL PARK

- You can “Park” a call when you want to store the call so that you or someone else can retrieve it from any other internal phone in the Cisco Unified Communications system.*

2.18.1. STORE AN ACTIVE CALL USING CALL PARK:

- *During a call, press PARK soft key (You may need to press the MORE soft key to see the PARK soft key). This prompts your phone to store the call. Be sure to note the call park number displayed on your phone screen and then hang up. This number is system assigned.*

2.18.2. RETRIEVE A PARKED CALL:

- *From any internal Cisco IP phone; enter the call park number to connect to the call. You will be alerted after 60 seconds at the original destination, in case the park number had been forgotten. After 10 minutes, the call will be sent back to the original destination it was parked from.*

3. How to Access Your Voicemail

ACCESSING VOICEMAIL

Internal – From Your Extension

Press **Messages** Key (**Envelope**)

Enter Voicemail **PIN (Default 12345)**, followed by **#** (Pound)

Internal – From Another Extension

Press **Messages** Key (**Envelope**)

Press *****, then **Extension**, followed by **#** (Pound)

Enter Voicemail **PIN**, followed by **#** (Pound)

External – Off Site

Dial **541-383-7701** and Press *****

Enter your **Extension**, followed by **#** (Pound)

Enter your **PIN**, followed by **#** (Pound)

VOICEMAIL SHORTCUTS

4•1	Change greetings
4•1•2	Turn on/off alternate greeting
4•2•1	Change message notification
4•3•1	Change phone password
4•3•2	Change recorded name

INITIAL ENROLLMENT

- Press **Messages** key (**Envelope**)

The first time you sign into your voicemail box, it will take you through the initial enrollment process.

During this process you will be asked to complete 3 steps.

(If you do not complete all steps, you will be prompted until you do)

• **Step 1**

It will prompt you to Record your Name.

Record First and Last Name

- Press **1** to Record

- Press **#** when complete

• **Step 2**

It will prompt you to Record a personal greeting.

Record Personal Greeting

- Press **1** to Record

- Press **#** when complete

• **Step 3**

It will prompt you to change your PIN

- **Press #** when complete

Create a PIN (4-20 characters long)

Confirm PIN

You have finished enrollment.

Mailbox Setup is Complete!

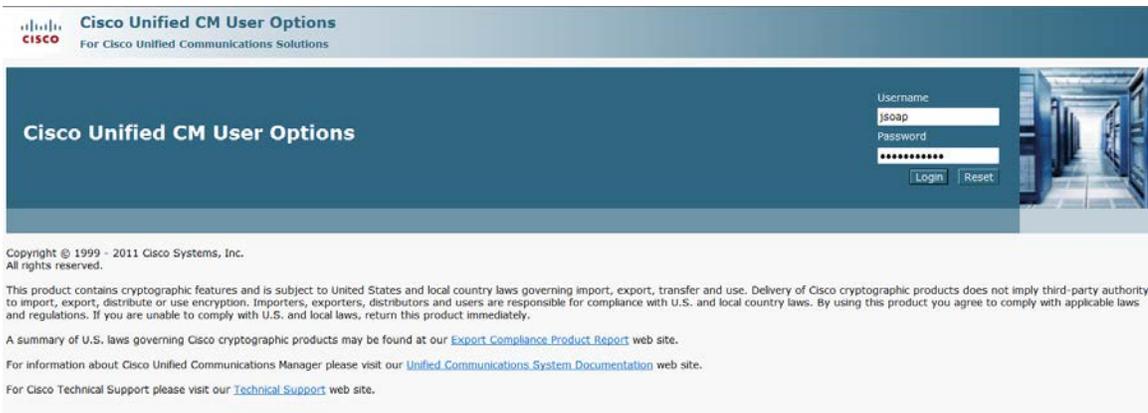


4. Cisco Call Manager User Page

The Cisco Call Manager User Page is a great tool to accompany your new Cisco IP Phone. Below is a quick reference sheet to the options you will be able to utilize. A few things to remember; the user page is only accessible on the COCC Internal Network (unless you have VPN access), you must remember to SAVE all of your entries, and you must change your PIN and PASSWORD the first time you log onto the user page.

4.1. How to Login

- You will log on to the internal network user page by typing <https://phonemanager.ad.cocc.edu/ccmuser> the below page will appear.
- Type in your username (what you currently use at COCC) and your password



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This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

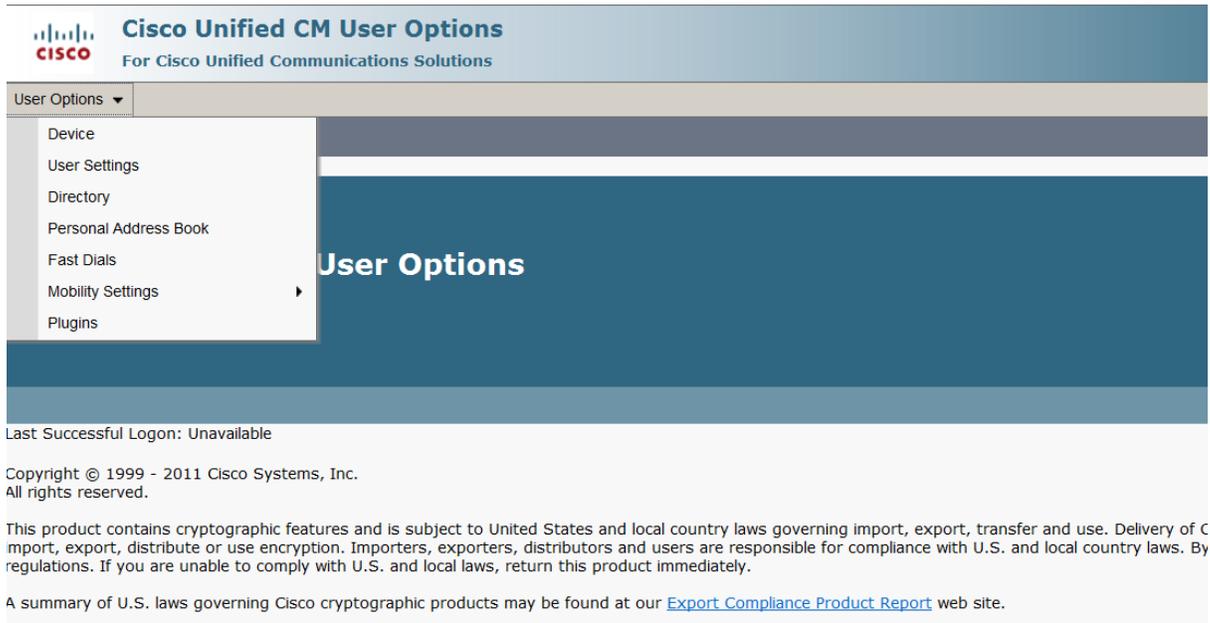
A summary of U.S. laws governing Cisco cryptographic products may be found at our [Export Compliance Product Report](#) web site.

For information about Cisco Unified Communications Manager please visit our [Unified Communications System Documentation](#) web site.

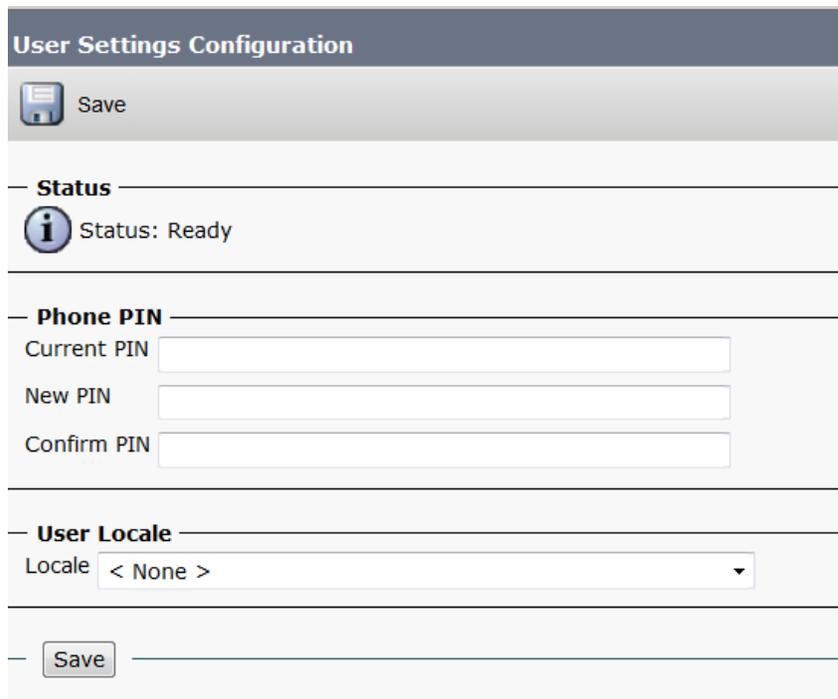
For Cisco Technical Support please visit our [Technical Support](#) web site.

4.2. User Options

- Once you log into the user page, this is the second page that will appear.
- In the upper left corner of the page you will see a drop down box that says User Options.
- Click on the drop down menu and you will see all of your options
- Once you log into the user page, this is the second page that will appear. In the upper left corner of the page you will see a drop down box that says User Options.



4.2.1. Click User Settings- this is where you would go to change your pin. Again your default pin is 12345.



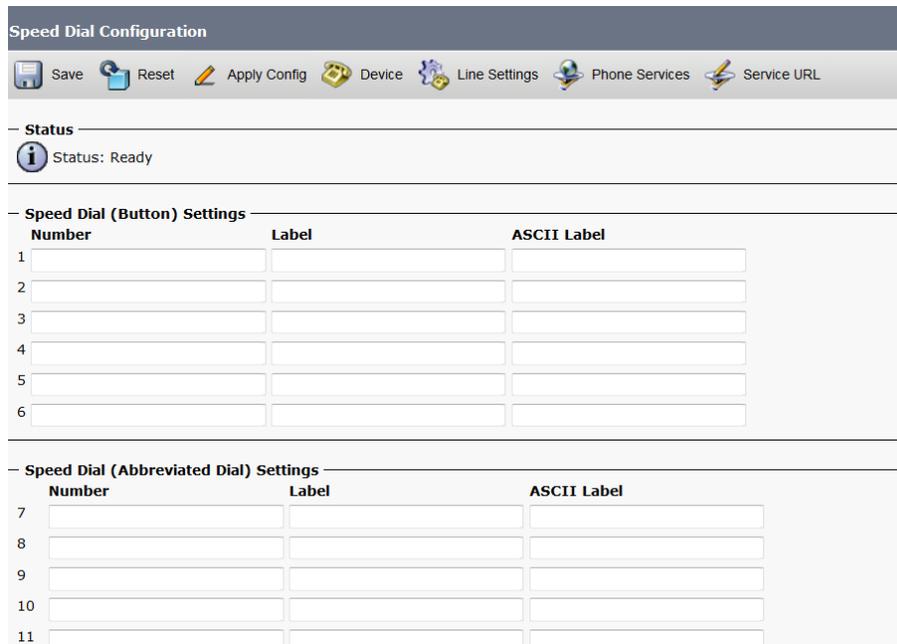
4.2.2. Go back to the User Options drop down menu and click on device.

- Once you are on the device page you will see a tool bar at the top.
- Click on Line Settings- this is where you can set up your Call Forwarding.

4.2.3. You are able to set up your call forwarding from your phone as well, but if you are away from your phone and want to set up your call forwarding, you are able to activate call forwarding from this user page.

- When entering the number you would like your phone forwarded to, enter the number by adding a 9 and 1 plus the 10 digit number for Long Distance or adding a 9 plus the 10 digit number for a Local Number (no spaces, hashes, dashes, hyphens).
- Remember, you can only access this user page on the COCC campus or offsite IF you have VPN access.
- **REMEMBER TO SAVE YOUR ENTRY!**

4.2.4. Speed Dial Configuration



Speed Dial Configuration

Save Reset Apply Config Device Line Settings Phone Services Service URL

Status
Status: Ready

Speed Dial (Button) Settings

Number	Label	ASCII Label
1		
2		
3		
4		
5		
6		

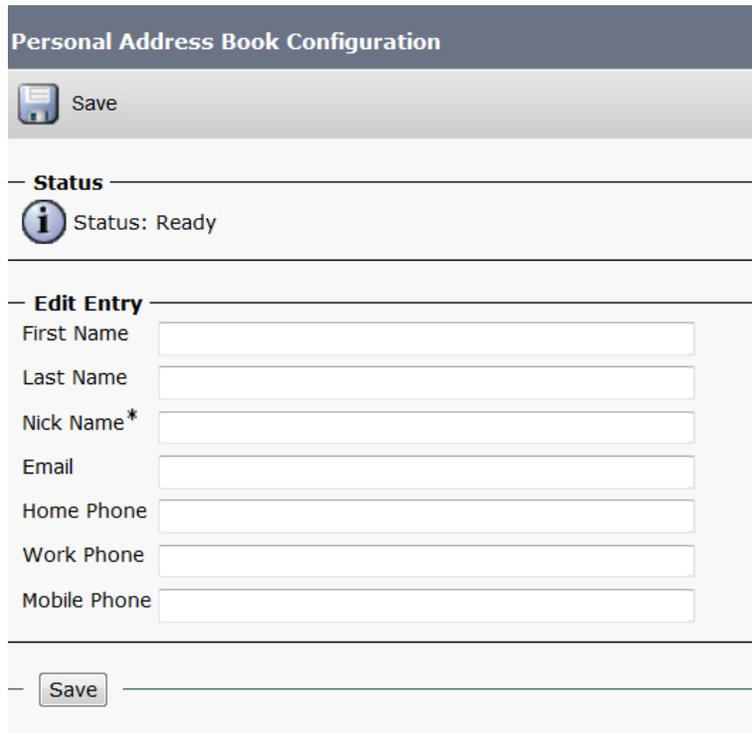
Speed Dial (Abbreviated Dial) Settings

Number	Label	ASCII Label
7		
8		
9		
10		
11		

- In the device option from the drop down menu, in the tool bar, click the speed dials. The above page will appear.
- This is where you will populate all of your speed dials.
- You may have an option to have a few of your first speed dials as line appearances on your phone.

- The other speed dials will be utilized by pressing the speed dial number, (corresponding to the person you are trying to call) on your phone without a dial tone, and then pressing the ABBRDIAL soft key.
 - The phone number you have populated associated to the speed dial number you entered will ring.
 - REMEMBER- you must add the 9 and 1 to the 10 digit number for Long Distance and 9 and the 10 digit number for Local Numbers (no spaces, dashes, hashes, or hyphens) if the number is outside of COCC.
 - If you set up a speed dial for a person within COCC, you enter the 4 digit extension.
- Enter a Label to correspond with the number; it will automatically populate the ASCII Label.
- **REMEMBER TO SAVE YOUR ENTRIES!**

4.2.5. Personal Address Book Configuration



The screenshot shows a web interface for "Personal Address Book Configuration". At the top, there is a "Save" button with a floppy disk icon. Below this is a "Status" section with an information icon and the text "Status: Ready". The main section is titled "Edit Entry" and contains several input fields: "First Name", "Last Name", "Nick Name*" (with an asterisk indicating it is required), "Email", "Home Phone", "Work Phone", and "Mobile Phone". At the bottom of the form, there is another "Save" button.

- You are able to set up a personal address book/directory on your user page.
- Once you populate your user page with your personal contacts and save them, they will sync to your Cisco IP Phone.
- From the drop down User Options you would select the Personal Address Book, Add new contact, the above page will appear, populate all of the cells.
- You then can access your personal contacts from your phones. You would select the directories button on your phone, scroll down to #4 Personal Directories, press the select soft key, it will ask you for your PIN (Again the default PIN is **12345**, if you have not changed it yet on the user page). It asks for your PIN for privacy purposes, so no one else is able to access your personal contacts.
- **REMEMBER TO SAVE YOUR ENTRIES!**