



OPEN SYSTEMS TECHNOLOGIES, LLC

Cisco IP Phones Manual For

Bethpage UFSD



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Cisco IP Phone Anatomy (7940/7960)



Item	Name	Function
1	Handset with indicator light	A traditional handset with a light strip at the top. The light strip will blink when the phone rings. It can be set to remain lit when you receive a voice mail message
2	LCD screen	Displays features such as time, date, phone number, caller ID, line/call status and soft key tabs.
3	Cisco IP Phone model type	Indicates the Cisco IP Phone model
4	Line or speed dial button	Opens a new line, speed dials the number on the LCD screen, or ends a call.
5	Footstand adjustment	Allows you to adjust the angle of the phone base.
6	Directories button	Provides access to call histories and directories.
7	<i>i</i> 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.

Cisco IP Phone Anatomy (continued)



Item	Name	Function
10	Mute button	Toggles the mute on or off.
11	Headset button	Toggles the headset on or off.
12	Volume button	Increases/decreases volume for the handset, headset or speakerphone (depending on which is currently active). Also controls the ringer volume if the handset is in the cradle and the LCD contrast.
13	Services button	Provides access to phone services, if available.
14	Messages button	Provides access to the 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 LCD 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.

Introduction

IP telephones are a network device connected to your existing data cabling. This is the same data cabling shared with the phones, computers, servers and other network devices. Like a computer, the IP phone can be moved from office to office. Just plug it into the network and it will remember the extensions and greetings stored at its previous location.

But remember, this new device on your desk is still a telephone. This phone functions in the same basic ways you are used to. You can still send and receive phone calls, put a call on hold, transfer a call, and make conference calls. The only difference is that you are doing it across what used to be your data-only network.

Your IP phone may also be configured for voice mail and unified messaging. Unified messaging allows your voice mail messages to be forwarded to your Outlook e-mail account. You could even use your IP phone (or any phone) to listen to your e-mail messages!

General Volume and Ringer Settings

Adjusting the Volume

- Press the up or down VOLUME button.



Note: This will change the volume setting for the current call only. In order for this change to remain permanent, you must save the changes using the following instructions.

Permanently Adjusting the Volume

- Press the SETTINGS button.
- Press the up or down VOLUME button to the desired level
- Press the SAVE soft key.



Changing the Ring

- Press the SETTINGS button
- Use the scroll key to scroll to the Ring Type option on the Settings menu.
- Press the SELECT soft key to display the list of ring types
- Use the scroll key to select a ring type
- Press the PLAY soft key to hear a sample of the selected ring type.
- Press the SELECT soft key and then press the OK soft key to save your selection
- Press the SAVE soft key to exit

Basic Features

In most ways, your new phone system is very similar to your old system. You still lift the handset and dial to make a call, and replace the handset to end a call, and most phones have the ability to make and receive calls on multiple lines.

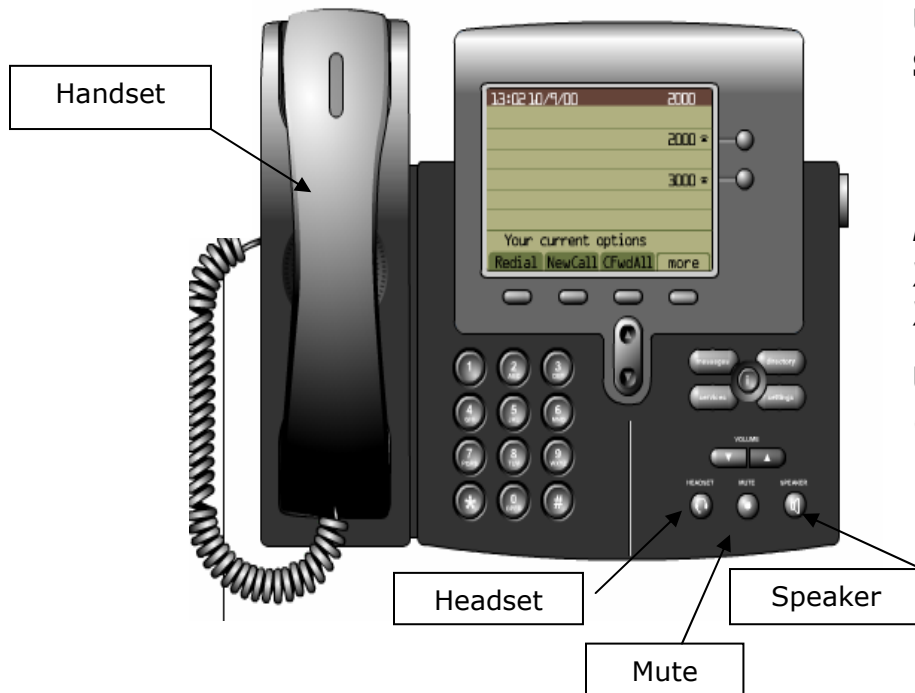
However, your new system offers a number of improvements in features, ease of use and management. You now have the ability to place calls within and between buildings via 4-digit extension dialing. You also have the availability to use speakerphones and headsets as well as access to a directory of internal phone numbers, speed-dialing (depending on whether your phone has lines available or not), redialing the last used number, accessing lists of recent incoming or outgoing calls, and many more options.

Placing a Call

Using the Handset

- Lift the handset
- Dial the number

*Note: For an outside line, press "9" first and dial the number
For a co-worker, dial his/her extension*



Using the Speakerphone

- Press the SPEAKER button
- Dial the number

Remember to dial "9" if you are dialing outside of your organization

Using the Headset (If Included)

- Press the HEADSET button
- Dial the number

Answering a Call

Using the Handset

- Lift handset

Using the Speakerphone

- Press the SPEAKER button

Using the Headset (If Included)

- Press the HEADSET button

Ending a Call

Using the Handset

- Return handset to cradle

Using the Speakerphone

- Press the SPEAKER button

Using the Headset (If Included)

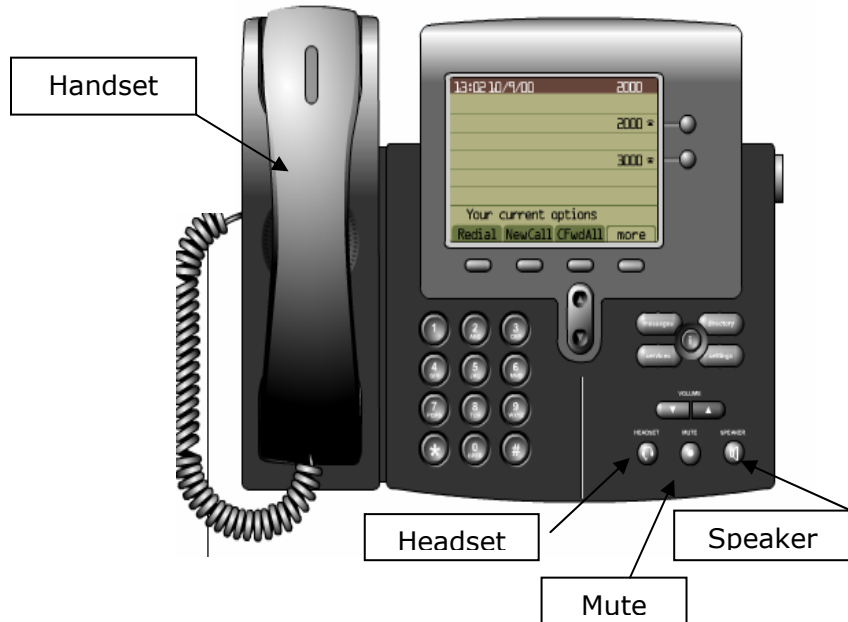
- Press the HEADSET button

Muting a Call

- Press the MUTE button

Note: The MUTE button keeps the party active on your line. The party cannot hear you, but you will still be able to hear them. You can use the mute button regardless of whether you are using the handset, speakerphone or headset.

- Press the MUTE button again to talk to the other party



Soft (Programmable) Features

Soft features are IP telephone operations that utilize the soft (programmable) keys area of the LCD screen. **These keys are programmed and set on a system-wide basis, and cannot be changed by the end-user.**

Putting a call on hold and transferring a call are a few examples of soft features. As you can see on your phone, there are four soft key buttons. Depending on the status of your phone at that point in time, these four options will



change. The last soft key button usually displays the **more** choice. When pressed, **more**, will give you the next set of options available.

There are some nuances of the system that are important to understand when utilizing the soft features of your Cisco IP phone. While you can still put a call on hold or transfer it, often it may be more appropriate to utilize some of the new added features of your phone (accessible via the soft keys), such as Parking a Call, Call Pickup, and Meet-Me Conference Calls. These features can give you greater flexibility in managing your phone calls.

Putting a Call on Hold

The Hold feature is basically an advanced version of the mute feature. Mute keeps the call active on your line but the party at the other end cannot hear you. The Hold feature takes this one step further. By pressing the Hold soft key, the call stays active on your line but the party cannot hear you and you cannot hear them.

- Press the HOLD soft key
- Press the RESUME soft key to talk to the other party

Note: The Hold feature is to be used when you temporarily want to break from the conversation but intend to return. If you wish to send

this call on to someone else in the organization, you may want to use the Transfer or Park features instead.

Transferring a Call

Transferring a call will send the call to another phone. This phone can be within your organization or outside, such as a cell phone. It is good phone etiquette not to perform “blind transfers,” in which the call is transferred to someone else without notifying them first who is calling. Ideally you should always notify the person that you are sending a call to them before actually transferring it.

- During a call, press the TRANSFER soft key
- Dial number or extension to where the call is to go
- When the party answers, announce the call and press TRANSFER again
- End your call by returning the handset to the cradle

Note: If the transfer recipient is not available or refuses the call, press the ENDCALL button and then the RESUME soft key to return to the original call.

Parking a Call

The Park feature allows you to store a call within your IP phone organization. The intention is that the call will be answered at another IP phone. There is a limited amount of call park numbers and you must note the number where the call is stored (it will appear on your display when you park the call).

The difference between transfer and park is that transfer keeps the call active on your line until another user takes the call. Parking a call will send the call to a number within your IP phone system without tying up a line. You then can contact the recipient of the call, announce who is on the line and give them the number where the call is parked. The recipient will dial the park number and resume the call.

To Park a Call

- During a call, press the MORE soft key until you see PARK
- Press PARK. The display will show the number where the call is stored – note the number and hang up.

To Have Another Person Receive the Parked Call

- Dial the extension of the call recipient and let them know they have a call parked and what number it is stored on.

To Answer a Parked Call

- Dial the parked number and resume the call

Note: There is a time limit that a call will remain parked. Once this time expires, the call will ring to its original destination.

Call Pickup

You can easily answer an incoming phone call on the lines displayed on your phone by pressing the button for that line. However, there may be times that you will want to pick up an incoming call on an extension other than your own. To do so, you must use the Call Pickup option.

There are two types of call pickup: within your group and outside of your group. A group is a set of defined extensions. For example, everyone in the Personnel department may be assigned to one call pickup group number and everyone in the Business Office may be assigned another call pickup group number.

Please see your system administrator to identify your group assignment.

Within Group

Example:

You are a member of the Personnel group. There is an incoming call to another member of the Personnel group and you wish to pickup the call at your extension.

- Press any available line
- Press the MORE soft key until you seek PICKUP
- Press the PICKUP soft key (the call will ring on your phone)
- Answer the call

Outside Group

Example:

You are a member of the Personnel group and wish to pick up an incoming call intended for the Business Office group. This can be done as long as you know the group number of the Business Office.

- Press any available line
- Press the MORE soft key until you see GPICKUP
- Press GPICKUP soft key
- Dial the group number (the call will ring on your phone)
- Answer the call

Conference Calls

Conference calls allow you to talk to several parties at the same time. You may connect recipients within your organization and to recipients outside of your organization. There are two ways to establish a conference call: the conference call organizer can call each of the recipients to add them to the call or the conference call organizer can establish a special number that the recipients call dial to join in the conference call by themselves (Meet-Me Conference Call).

Making a Conference Call

- During a call, press the MORE soft key until you see the CONFRN soft key
- Press CONFRN soft key (the first party is on hold)
- Dial another number or extension
- When the other party answers, press the CONFRN soft key (all parties are connected)

Note: You can repeat these steps to add additional people to the conference. You may include people outside of your organization, but remember to dial "9" first.

Meet-Me Conference Calls

This type of conference call requires the organizer to open a conference line for the parties to dial in order to join the conference call.

Please contact your system administrator for your Meet-Me Conference numbers.

The meeting organizer must open the conference call number:

- Press the MORE soft key until you see MEET-ME
- Press the MEET-ME soft key
- Dial the conference number

To Join a Meet-Me Conference Call:

- Dial the Meet-Me conference number designated by the meeting organizer

Call Forwarding

Call forwarding allows you to send all your incoming calls to another number. You can send your calls to another extension within your organizations or to an outside phone number, such as a cell phone.

Setting Up Call Forwarding

- Press the CFWDALL soft key.
- You will hear two beeps.
- Enter the number where the calls will be forwarded. (Remember to dial "9" if necessary)

Note: The LCD screen will display the number that your calls are being forwarded and in the upper-right hand corner, there will be a phone with flashing right arrow.

To Cancel Call Forwarding

- Press the CFWDALL soft key
- Enter your extension number

Voice Mail

Voice mail can be integrated with the phone system. Depending on how you set it up, if you are on another line or away from your desk, calls not taken by you can be forwarded to a voice mail location.

Setting Up Voice Mail

- Press the MESSAGES button
- Listen and follow the instructions. You will be asked to speak your name, set a password, and enter a greeting that callers will hear.

Accessing Voice Mail

There are three indicators that you have voice mail waiting: the red light on handset, a flashing envelope on the LCD screen, and a text message on screen.

- Press MESSAGES button
- Enter your password
- Follow instructions



Managing Voice Mail Using Outlook/Exchange

Messages can also be forwarded to your Exchange server and they can be retrieved using Microsoft Outlook. The Exchange mail server treats the voice mail message as another mail item. In order for you to play back the messages using Outlook, a voice application must be installed on your workstation. To play the voice mail message, double click the icon. This will launch the voice application and play your message.

Overview

With your new IP phone, you can still conduct business as usual with access to all of the features that you commonly associate with phone calls in a school district environment. Features such as answering a call, hold, and transfer are still available. However, in addition you now have a number of new options such as Call Parking, Meet-Me Conferencing, and Call Pickup Groups.

Of course, this new technology is only useful if it helps you to do your job with less hassle and a higher level of productivity. While it may take some time for you to get used to your new handset and phone system, be assured that in no time you'll be just as comfortable with your new phone as you are currently with the old one. Try not to get overwhelmed, and remember that at heart, what you are using is still just a phone, and still just a tool (which you are the master of) that allows you to get your job done.

More Sources of Information and Reference

The Cisco web site contains a number of excellent web-based and downloadable references that you may find useful.

Cisco Corporation Website

<http://www.cisco.com>

Cisco 7900 Series IP Phones, Quick Reference Guides

http://www.cisco.com/en/US/products/hw/phones/ps379/products_quick_reference_guides_list.html

Cisco IP Phone 7940 eLearning (Online) Tutorial

http://www.cisco.com/en/US/products/hw/phones/ps379/products_data_sheet09186a00800c3211.html

Cisco IP Phone 7960 eLearning (Online) Tutorial

http://www.cisco.com/en/US/products/hw/phones/ps379/products_data_sheet09186a00800d7975.html