Cisco 7900 Series End User Phone Training
Instructor: A.J. Deardorff

Agenda

- **Parts of the Phone**
  - **Using the Speaker, Handset and Mute Buttons**
  - **Using the Volume Keys**
  - **Using the Navigation Keys**
- **Placing, Answering and Disconnecting Calls**
- **How Do I Operate the LCD Screen (when not on a call)**
  - **Redial**
  - **New Call**
  - **Call Forward**
- **How Do I Operate the LCD Screen (when on a call)**
  - **Hold and Call Waiting**
  - **Transfer**
  - **Park**
  - **Conference**
  - **Conference List**
- **How To Use the Feature Buttons**
  - **Directories: How to view call logs and global directory**
  - **Settings: How to change ring types and adjust the contrast of the LCD screen**
  - **Services**
  - **Information Button**
 - **Messages: Setting up and accessing voicemail**

Parts of the 7961 IP Phone

LEGEND

1 **Handset light strip**
2 **Phone Screen**
3 **Model Type**
4 **Phone Lines/Extensions**
5 **Footstand button**
6 **Directories button**
7 **Help button**
8 **Settings button**
9 **Messages**
10 **Services button**
11 **Headset button**
12 **Mute button**
13 **Speaker button**
14 **Volume button**
15 **Navigation button**
16 **Keypad**
17 **Softkey buttons**

The Back of the Phone
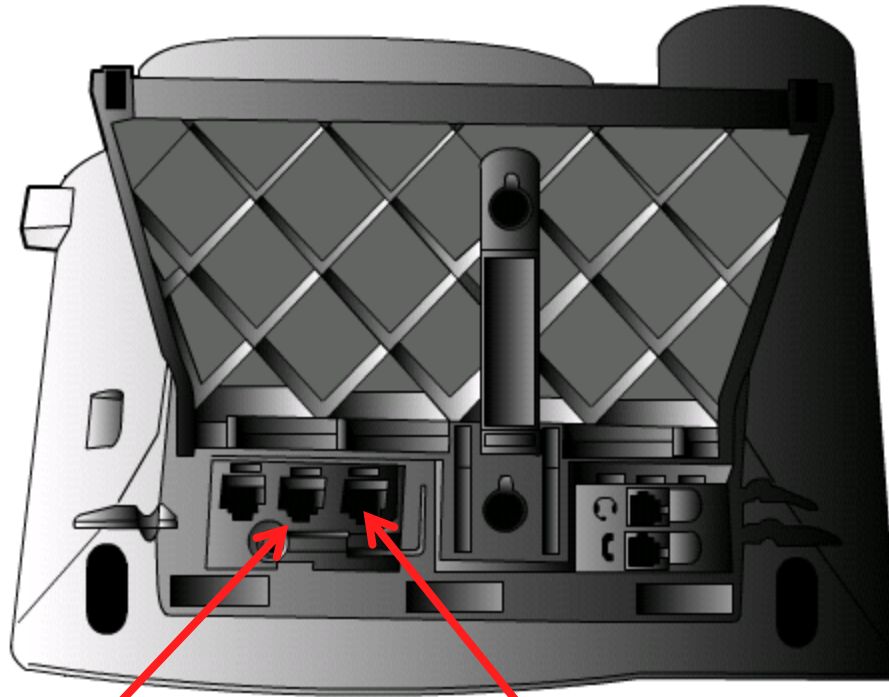
Connection to Network Jack
(10/100 SW)

Connection to back of PC
(10/100 PC)

Placing, Answering and Disconnecting Calls

Ways to Place Calls:

- Lift the handset and dial the number

    or

- Press the NewCall softkey and dial the number

    or

- Enter the number with the phone on-hook, then press the Dial softkey or lift the receiver

    or

- Press the Redial softkey

    or

- Press an available line button and dial the number

Ways to Answer Calls:

– Lift the handset

    or

– Press the Answer softkey

    or

– Press the line button the call is ringing on

Ways to Disconnect Calls:

– Hang up the handset

    or

– Press the EndCall softkey

Long Distance and Intra-Organizational Calling

• Remember to dial "9" to get an outside line, then "1" and then the 10 digit number. At the beep tone, enter your 3 digit account number.

• If you are not prompted for an account code or do not know what your long distance account code is, please contact I.T.

• For calls to other city departments, dial the 4 digit extension instead of the 7 digit phone number

Operating the LCD Screen (when not on a call)

Redial Softkey – Redials the last call placed.

NewCall Softkey – Gives you a dial tone on speaker. Pick up the handset to go off speaker.

CFwdAll Softkey – Forwards all calls to another number.
- Press **CFwdAll** and dial the number exactly as you would if you were placing a call to that number.
- The screen will then show where your calls are being forwarded.
- You will also know your calls are being forwarded when you see a flashing arrow next to your extension.
- To undo call forwarding, press the **CFwdAll** softkey again.

Phone Forwarding Tips:

You can forward your phone to a local (remember to dial 9 first!) or internal extension number.

Operating the LCD screen (when on a call)

Hold SoftKey – Puts calls on hold. The held call will flash and a pause symbol will appear next to the extension number. A timer will also count the time the call is held. Press the resume button to return to the call.

If you receive another call while on an active call (CALL WAITING):

- Press the answer softkey. This will put the first call on hold.

To navigate between multiple calls:

- Use your navigation keys to highlight a call and press the resume softkey.
- Continue to use the navigation keys, hold and resume softkeys to switch calls.

The caller on hold will hear hold music!

Operating the LCD screen (when on a call) continued

Transfer Softkey – Transfers a call to another number.

- Press the Transfer softkey. This will put the call to be transferred on hold.
- Dial the number to where you want the call to go. Remember to dial "9" for an outside line!
- To announce the transfer to the transfer recipient, wait for the person to answer. If they accept, press the transfer softkey again.
- To send the transfer without announcing, press the transfer softkey on the first ring.
- To cancel the transfer, press the EndCall softkey. This returns you to the original call.
- To transfer a call directly to a voicemail box, press "transfer" + " * ext " + "transfer".

Park Softkey – Enables a call to be picked up on any IP phone in the network.

- Press the More softkey and then press Park.
- Your screen will display a prompt. "Call Park on 19XX, 29XX, or 39XX where XX will be 50 through 69.
- Remember the number or write it down. It will only display for a short time.
- Go to any IP Phone and dial the number the call was parked on to retrieve the call.

Operating the LCD screen (when on a call) continued

Conference Softkey – Enables you to initiate a conference call.

▸ Press the More softkey.

▸ Press the Conference softkey.

▸ Dial the number of the person you want to add to the call.

▸ When they answer press the Conference softkey again.

▸ To cancel press the EndCall softkey. This returns you to the original call.

▸ "To conference" will display on your screen after you press the Conference softkey the second time.

▸ Repeat the steps to add more people.

NOTE:

▸ Only the initiator of a conference call can add people.

▸ Anyone on the call can press the Conference List softkey to view the names and/or phone number of the people on the conference call.

  ▸ Press the More softkey

  ▸ Press the ConfLi softkey

Operating the LCD screen (when on a call) continued

MeetMe Softkey – **Allows you to create or join a conference by calling a predetermined internal extension.**

- Cons of MeetMe are:
  - No security, any one can join and listen.
  - A block of numbers are designated as virtual conference rooms, someone has to maintain virtual conference room schedule to prevent other users from barging in on meeting.
- To create a MeetMe Conference (Rooms are extensions 1990-1999, 2990-2999, and 3990-3999):
  - Distribute the number of a room to participants.
  - When you are ready to start the meeting, go off-hook to get a dial tone, then press MeetMe.
  - Dial the Meet-Me conference number.
- To join a MeetMe Conference, simply dial the number the conference initiator provided at the specified time.
- To end conference, all participants must hang up. The Initiator can hang up and the conference will still stay in session.

Feature Buttons: **Directories**

Menu Options for your Directories button:

1. **Missed Calls**
2. **Received Calls**
3. **Placed Calls**
4. **Personal Directory**.   **(***only speed dials***)**

    Web page URL: https://10.12.55.10/ccmuser   Click 'Continue to this website'

    1. Type in the Username and Password
    2. Username is the your firstname.lastname (ann.smith) and default password is P@ssword
    3. Click 'Login'
    4. In the upper left corner, select User Options > Personal Address Book
    5. Click 'Add New'
    6. Fill in the desired fields
    7. Click 'Save'

5. **Corporate Directory**

Press the Clear softkey to erase ALL call log records. Use your navigation keys to highlight a menu option and press select or press the corresponding number.

Note : A call record contains the time and date of the call, and a phone number (if available). Your phone's LCD display will indicate if you have missed a call.

Feature Buttons: Directories
Placing a call from a call record

To place a call from a call record:

▸ **Highlight the call you want using your navigation keys.**

▸ **Pick up the handset. This will dial the number automatically.**

OR

▸ **Press the dial softkey to use the speaker.**

Sometimes a number must be edited before it is dialed, to add an "9" to the front for example.

▸ **Highlight the call you want using your navigation keys.**

▸ **Press the EditDial softkey.**

▸ **The cursor will be at the front of the number.**

▸ **Use the >> softkey to scroll to the end.**

▸ **Pressing the << softkey will delete numbers.**

▸ **Press Dial when finished or pick up the handset.**

Feature Buttons: Directories
Using the Corporate directory

Use the navigations keys to select a search option:
- ▸ First Name:
- ▸ Last Name:
- ▸ Telephone:

Use the numbers corresponding to the letters on the dialing pad to enter a name or number and press the Submit softkey.

Note: It is not necessary to enter a complete query to conduct a search. For example, entering J, could yield everyone whose name begins with a J.

Press the Dial softkey to speed dial a number from the Corporate Directory. Use the EditDial softkey if necessary.

Feature Buttons: Settings

Available Menu Options for your Settings button (You may need to choose the first option "User Preferences":

1) **Rings (25 options)**
2) **Background Images (only 1)**
3) **Audio Preferences**
4) **Contrast**

All other menu items are for IT personnel only. Contact your helpdesk if you need additional information.

Adjusting the Contrast:
- **Use the Down and Up softkeys to change the contrast of the LCD screen.**
- **Press the OK softkey to save or the Cancel softkey to go back to the main Settings menu screen.**

Changing the Ring Type:
- **Change only your Default Ring.**
- **Use your navigation keys to select a ring type.**
- **Press the Play softkey to preview.**
- **Press the Select softkey to choose and then press Save softkey.**
- **Press the Cancel soft key to go back to the Ring Type menu screen and then the Exit softkey to return to the main Settings menu screen.**

Feature Buttons: Services

The services button is not active at this time.

▸ If and/or when new services are added to this feature, you will receive specific instructions on how to use this button.

Feature Buttons: Information

▸ Press the information button and then
any other button or softkey on your
phone.

▸ A description of what that button
does will appear on your LCD screen.

Feature Buttons: **Messages**

To set up voice mail:

▸ **Press the Messages button and enter your default PIN. Default PIN is 159357.**

▸ **Follow the prompts until you are complete with the setup.**

▸ **Be sure to complete the setup process until you are prompted that voicemail enrollment is complete.**

To access voicemail from your phone:

▸ **When you have a voice message your phone displays a steady red light on your handset.**

▸ **You'll also see a flashing envelope and text message on your LCD phone screen.**

▸ **Press the Messages button and follow the voice instructions to listen to your voice messages.**

To access voicemail from another IP phone:

▸ **Dial your extension OR press the "Messages" button or dial 5000.**

▸ **Press * and follow the prompts.**

To access voicemail outside of the network (from home or cell phone):

▸ **Dial (325) 486-3777.**

▸ **Press * after you hear the automated attendant and follow the prompts. Your id is your user extension.**

When asked for your user ID, enter your extension number. When asked for your pin, enter your personal PIN.

Voicemail Guide:

Voicemail Quick Reference

Main Menu	During Playback	After Playback
Hear New 1 · Send 2 · Review Old 3	Restart 1 · Save 2 · Delete 3	Replay 1 · Save 2 · Delete 3
Setup Options 4 · 5 · 6	Slow Playback 4 · 5 · Fast Playback 6	4 · Forward Message 5 · Mark as New 6
7 · 8 · 9	Back Up 7 · Pause 8 · FFwd 9	Back Up 7 · Pause 8 · Message Properties 9
EXIT * · HELP 0 · #	* · 0 · Skip #	* · 0 · #

Additional training and documentation

City of San Angelo Intranet

http://intranet.sanangelotexas.us/Information_Tech/VOIP.htm

Questions????

For more info, contact the I.T. Helpdesk : Dial "HELP" (ext. 4357)

Thank you for attending ! ! ! ! ! ! !