



Cisco IP Phone

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Phone Features

Your new Cisco IP Phone allows you to place and receive calls, put calls on hold, speed-dial numbers, transfer and forward calls, set up conferences, and access voice mail messages.

Button Overview



Your buttons are labeled on your IP Phone for your convenience.

Softkey buttons allow you to activate the corresponding softkey options displayed on your phone screen. Use the **more** softkey to display additional softkey options. See **Softkey** below.

Help button allows you to access a comprehensive online help systems on your phone. Press the Help button twice to display instructions about how to use the help feature.

Programmable buttons are configured to represent phone lines, and may be used for future special features or services.

Navigation button allows you to scroll through calls and menu items on your phone screen.

Directories button provides access to call logs, including records of missed, placed, and received calls. The Directories button also provides access to corporate directory, which allows you to search for staff district-wide that



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have a IP Phone. Locations currently on VOIP include: Admin Center, Barnette, Lathrop, North Pole High, Nutrition Services, Ryan, Salcha, Star of the North, Two Rivers, and Watershed. See **Telephone Directory Instructions** for more detail.

Services button provides access to web-based features, and is currently configured for your Location's All Intercom and Weather.

Settings button allows you to customize ringer sounds and other phone settings. See **Settings** below.

Messages button dials your voice message service, change your PIN number, as well as allows you to record your greetings (see **Messages and Voice Mail Setup** for more detail). If you forget your PIN number contact Network Services at 452-2000 x11397 or put in a Work Order.

Volume button controls the volume of the handset, headset, or speakerphone, depending on which of these are in use. When the phone is idle, pressing the volume button changes the ringer volume.

Mute button toggles microphone muting on and off.

The **Keypad** allows you to dial phone numbers, enter letters, and choose menu items.

Footstand button allows you to adjust the angle of the phone base on your work surface.



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Softkeys

Softkey Definitions

Answer – answer a call on speaker.

Back – return to the previous screen/topic.

Cancel - cancel an action or exit a screen without applying changes.

CFwdAll – set up or cancel call forwarding.

Clear – delete records or settings.

Close – close the current window.

ConfList – view a list of conference participants (while conferencing).

Confrn – create a conference call.

Delete – remove characters to the right of the cursor when using **EditDial**.

<< - remove characters to the left of the cursor when dialing a number.

Details – open the Details record for a call in the Missed and Received Calls logs.

Dial – enter phone number.

DirTrfr – transfer two calls to each other (while conferencing) and disconnect yourself.

EditDial – edit a number in a call log.

EndCall – disconnect the current call.

Exit – return to the previous screen.

iDivert – send an incoming call to voice messaging (not yet available).

Exit – return to the previous screen.

iDivert – send an incoming call to voice messaging (not yet available).

Join – join several calls on a single line to create a conference call.

Links – access related **Help** topics.

Main - Display the Help main menu.

Meet-Me – host a Meet-me conference call.

More – display additional softkeys.

NewCall – make a new call.

Park – store a call using Call Park.

PickUp – answer a call on another extension in your group.

Redial – redial the most recently dialed number.

Remove – remove a conference participant.

Resume – resume a call that is currently on hold.

RMLstC – drop the last party added to a conference call.

Save – save the chosen settings.

Search – search for a directory listing.

Select – select a menu item or phone call.

Transfer – transfer a call.



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Screen and Button icons

Phone Screen Icons		Button Icons	
	Call Forwarding enabled		Video enabled (SCCP only)
	Call on hold		Feature assigned to button
	Connected call		Mobility assigned to button
	Incoming call		Hold assigned to button
	Off-hook		Conference assigned to button
	On-hook		Transfer assigned to button
	Shared line in use		Phone service URL assigned to button
	Message waiting		URL entry is ready to edit (SIP only)
	Authenticated call		Option selected
	Encrypted call		Feature enabled
	BLF- monitored line is in-use		
	BLF-monitored line is idle		
	BLF-monitored line is ringing (BLF Pickup)		
	Speed-dial, call log, or directory listing (line status unknown)		Messages
	Line in Do Not Disturb (BLF feature)		Services
	Intercom line in idle state		Help
	Intercom line in one-way audio		Directories
	Intercom line in two-way audio		Settings
	Handset in use		Volume
	Headset in use		Speaker
	Speakerphone in use		Mute
			Headset



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Phone Lines (Programmable Buttons)

Buttons illuminate to indicate status:

-  Green, steady—Active call or two-way intercom call
-  Green, flashing—Held call
-  Amber, steady—Privacy in use, one-way intercom call, DND active, or logged into Hunt Group
-  Amber, flashing—Incoming call or reverting call
-  Red, steady—Remote line in use (shared line or BLF status)



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Common Phone Tasks

Answering a Call

If you want to...	Then...
Answer with a wired headset	Press  , if unlit. Or, if  is lit, press Answer or  (flashing). If you are using a wireless headset, refer to the wireless headset documentation.
Answer with the speakerphone	Press  , Answer , or  (flashing).
Switch from a connected call to answer a new call	Press Answer or, if the call is ringing on a different line, press  (flashing).
Answer using call waiting	Press Answer .
Send a call to a voice message system	Press iDivert .
Auto-connect calls	Use AutoAnswer.
Retrieve a parked call on another phone	Use Call Park or Directed Call Park.
Use your phone to answer a call ringing elsewhere	Use Call Pickup.
Answer a priority call (SCCP phones only)	Hang up the current call and press Answer .
Answer a call on your mobile phone or other remote destination	Set up Mobile Connect and answer your phone. When you enable Mobile Connect: <ul style="list-style-type: none"> Your desktop and remote destinations receive calls simultaneously. When you answer the call on your desktop phone, the remote destinations stop ringing, are disconnected, and display a missed call message. When you answer the call on one remote destination, the other remote destinations stop ringing, are disconnected, and a missed call message is shown on the other remote destinations.



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Placing a Call -- Basic Options

If you want to...	Then...
Place a call using the handset	Pick up the handset and enter a number.
Place a call using the speakerphone	Press  and enter a number.
Place a call using a headset	Press  and enter a number. Or, if  is lit, press New Call and enter a number.
Redial a number	Press Redial to dial the last number, or press the Navigation button (with the phone idle) to see your Placed Calls .
Place a call while another call is active (using the same line)	<ol style="list-style-type: none">1. Press Hold.2. Press New Call.3. Enter a number.
Dial from a call log	<ol style="list-style-type: none">1. Choose  > Missed Calls, Received Calls, or Placed Calls.2. Scroll to the item using the navigation keys, and select the item using the select button.



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Using Hold and Resume

You can hold and resume calls. When you put a call on hold, the Hold icon  appears next to the caller ID and the corresponding line button flashes green .

If the Hold Reversion feature is enabled for your phone, a call that you put on hold reverts back to ringing after a certain period of time. The 'reverting' call remains on hold until you resume it or until Hold Reversion times out.

Your phone indicates the presence of a reverting call by:

- Alerting you at intervals with a single ring (or flash or beep, depending on your phone line setting).
- Briefly displaying a “Hold Reversion” message in the status bar at the bottom of the phone screen.
- Displaying the animated Hold Reversion icon  next to the caller ID for the held call.
- Displaying a flashing amber line button  (depending on the line state).

If you want to...	Then...
Put a call on hold	<ol style="list-style-type: none"> 1. Make sure the appropriate call is highlighted. 2. Press Hold.
Remove a call from hold on the current line	<ol style="list-style-type: none"> 1. Make sure the appropriate call is highlighted. 2. Press Resume.
Remove a call from hold on a different line	<ol style="list-style-type: none"> 1. Press the appropriate line button:  or  (flashing). Doing so might cause a held call to resume automatically: <ul style="list-style-type: none"> • If there is a reverting call on the line, that call will resume. • If there is more than one reverting call on the line, the oldest reverting call will resume. • If a non-reverting held call is the only call on the line, it will resume. 2. If necessary, scroll to the appropriate call and press Resume.

Tips

- Engaging the Hold feature typically generates music or a beeping tone.
- If you receive an alert for an incoming call and a reverting call at the same time, by default your phone will shift the focus of the phone screen to display the incoming call.
- If you use a shared line, Hold Reversion rings only on the phone that put the call on hold, not on the other phones that share the line.



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Call Pickup

Call Pickup allows you to answer a call that is ringing on a coworker's phone by redirecting the call to your phone, if you share call-handling tasks. To answer a call that is ringing on another extension with your group, you must take your phone off-hook to display the **more** softkey, then press the **PickUp** softkey.

If multiple calls are available for pick up, your phone picks up the oldest call first (the call that has been ringing for the longest time).

If you have multiple lines and want to pick up the call on a non-primary line, first press the desired line, then press a **PickUp** softkey.

Switching between Multiple Calls

You can switch between multiple calls on one or more lines. If the call that you want to switch to is not automatically highlighted, scroll to it.

If you want to...	Then...
Switch between connected calls on one line	<ol style="list-style-type: none">1. Make sure the call that you want to switch to is highlighted.2. Press Resume. Any active call is placed on hold and the selected call is resumed.
Switch between connected calls on different lines	Press  for the line that you are switching to. If a single call is holding on the line, the call automatically resumes. If multiple calls are holding, highlight the appropriate call and press Resume .
Switch from a connected call to answer a ringing call	Press Answer , or if the call is ringing on a different line, press  (flashing). Any active call is placed on hold and the selected call is resumed.



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Telephone Directory Instructions

Accessing the Directories

Press the **Directories** button on your telephone and select one of the following options:

1. Missed Calls
2. Received Calls
3. Placed Calls
4. Corporate Directory

Missed, Received and Placed Calls

There are two ways to access these directories:

Use the navigation button on your phone to scroll up or down until the directory you want is highlighted, then press the **Select** softkey; or press the number of the directory you want to view to directly open that directory.

To dial an extension or phone number found in a directory, either scroll to the desired caller or press the number in the directory entry you want to select and then press the **Dial** soft key to dial that extension or phone number.

Corporate Directory

The Corporate Directory allows you to search for staff district-wide that have an IP Phone. Locations currently on VOIP include:

- Admin Center
- Barnette
- Bridge
- Lathrop
- North Pole High
- Nutrition Services
- Ryan
- Salcha
- Star of the North
- Two Rivers
- Watershed.

You can search this directory by First Name, Last Name, or Extension Number. To dial that user's extension, highlight the user's name and press the **Dial** softkey. The Corporate Directory also contains a list of all our schools using this format:

First Name: The name of the school

Last Name: Schools



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Extension: The mainline into the building

For example if you want to search for North Pole High, you could:

Under First Name, enter the first few letters of "North", then press the **Search** softkey; or

Under Last Name, enter the first few letters of "schools", then press the **Search** softkey; or

Under First Name, enter the letter "n", and under Last Name, enter the letter "s", then press the **Search** softkey;

If the directory information is inaccurate and needs to be corrected, please contact Network Services at 452-2000 x11397 or open a Work Order.



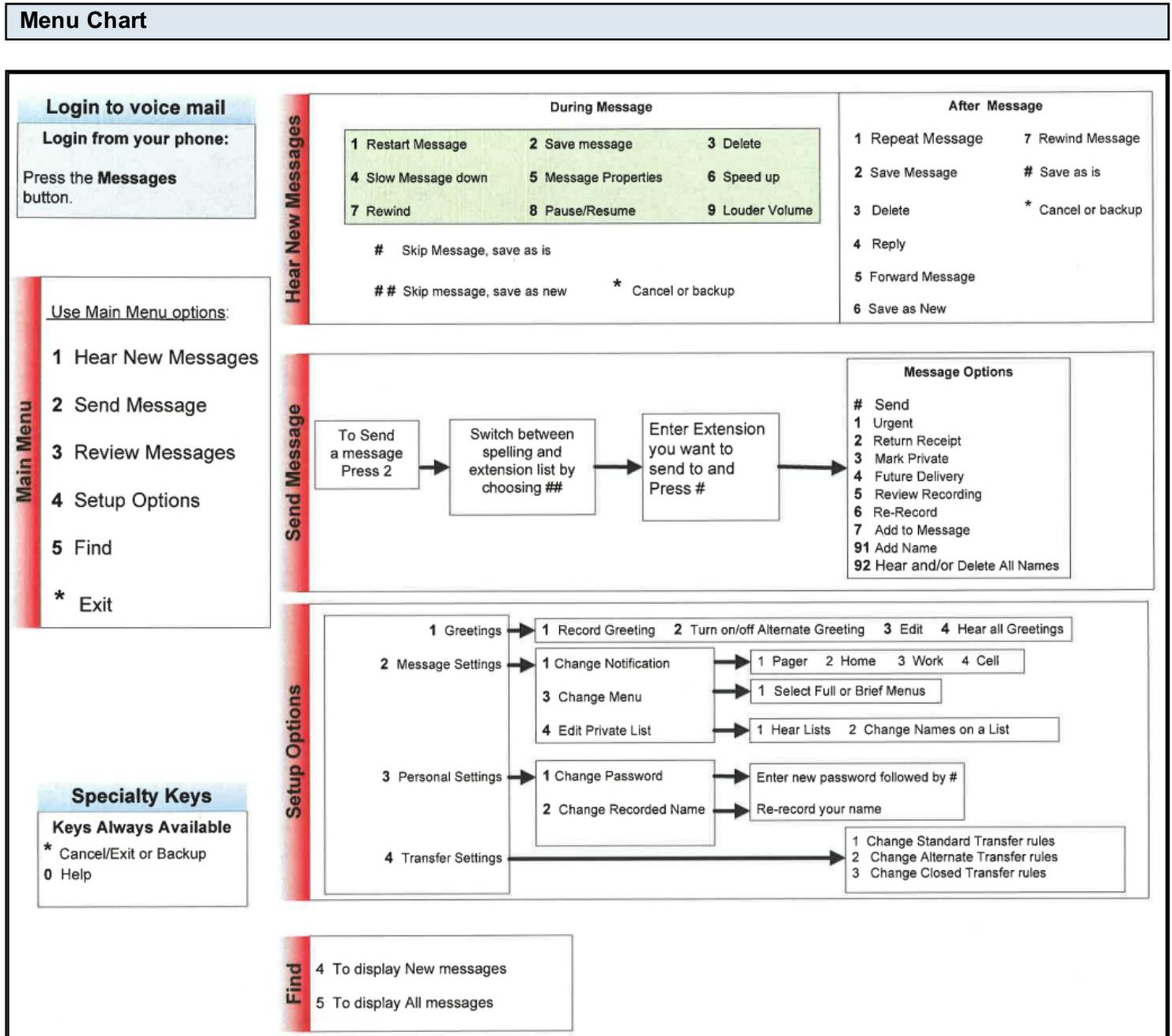
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Messages and Voice Mail Setup

Below is a chart that will assist your through your **Messages** menu.



Express Message

Dial * and the person's 5 digit extension. Leave a message and press # or hang up the phone.



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Access your Voice Mail from Another in-district IP Phone

Dial * and your 5 digit extension, then * again. You will be prompted to enter your user ID (your extension), #, then enter your PIN, followed by #. The auto attendant will prompt you for several voice mail options. Press 1 to listen to your messages.

Access your Voice Mail from an Outside Line

Dial your building's main number, * and your 5 digit extension. You will be prompted to enter your PIN, followed by #. The auto attendant will prompt you for several voice mail options. Press 1 to listen to your messages.



Transfer, Call Forward and Park

If you are on an connected call you will have the softkey options to **Trnsfer** the call or to **Park** the call. Otherwise, if your phone is not in use you will have the softkey option **CFwdALL** to forward all your calls to another extension, voice mail, or another phone number.

Transfer Calls

- To transfer a connected call to someone's voice mail box, press the **Trnsfer** softkey, then press * and the person's 5 digit extension. Press **Trnsfer** softkey again to complete the transfer.
- To forward all your calls to another extension, press **CFwdALL** softkey, then press the person's 5 digit extension. If you choose to forward to another phone number, make sure to press 9 and then the phone number.
- To transfer your calls to Voice Mail (i.e., do not disturb), press the **CFwdALL** softkey, then press the **"Messages"** button.
- To cancel the call-forwarding, press the **CFwdALL** softkey. Your phone screen will tell you where and if your calls are being forwarded.

Call Park

To park a connected call, press the **more** softkey, then press the **Park** softkey. Your phone will display the 5 digit extension where the call was parked (e.g., 859xx), which will display until you unactivate the call (by hanging up). Contact the person who needs to retrieve the call.

To pick up a parked call, dial the 5 digit call park extension.

Note: If the parked call is not picked up within 1 minute, the call comes back to you with a message on your display "CallPark Revision".

iDivert

The **iDivert** softkey displays when a new call is ringing in. **iDivert** allows you to redirect a call to your voice mail messaging system. Send an active, ringing, or on-hold call directly to your voicemail. You could also be on an active call and a second call coming in can be immediately diverted to your voicemail.

Direct Transfer

You have the ability to transfer two current calls to each other without staying on the line.

1. Scroll to highlight any call on the line.
2. Press the **Select** softkey.
3. With one of the selected calls highlighted, press the **DirTrfr** softkey (you may have to press the **more** softkey



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a couple of times). The two calls connect to each other and drop you from the call. If you want to stay on the line with the callers, use the **Join** softkey instead (see Conference Calls for more information about the **Join** softkey)

Tips

- If your phone has on-hook transfer enabled, complete the call by hanging up.
- If on-hook transfer is not enabled on your phone, hanging up without pressing the **Transfer** softkey again places the call on hold.
- You cannot use **Transfer** to redirect a call on hold. Press **Resume** to remove the call from hold before transferring it.



Conference Calls

Ad hoc conference calls can be initiated by a user at any time during a phone call:

- Any user on a Cisco phone can add participants to the conference
- Up to 12 participants can be on a conference call
- The conference will remain “up” as long as there is at least one “On Net” participant on the call
- The conference will terminate when the last “On Net” participant leaves the call

**An “On Net” participant is a user connected from a school district VOIP telephone.*

Initiate a Conference Call

You must be on one connected call to have the option to initiate a conference call, then press the **more** softkey, then press the **Confrn** softkey. This will put your current call on hold and provide a new line to dial the 2nd participant phone number. Once new participants phone starts ringing, press the **Confrn** softkey again and you and your 2 participants are joined in a conference call.

You may want to speak to the new participant privately before joining them into the conference call, so once the new participant call is connected, you must use the **more** softkey, to access the **Join** softkey.

Add an Incoming Caller as a Participant (Single-Line Phone)

If you are on an active conference call and wish to add a new caller to the conference:

1. With the new caller on Hold and you on the conference call, press the **Join** soft key (you may need to press the **more** softkey first)
2. Use the arrow keys on your phone to select the new caller (if necessary) and press the **Join** soft key again.
3. The new caller is now added to the conference.

Add an Incoming Caller as a Participant (Multi-Line Phone)

If you are on an active conference call and wish to add an incoming caller to the conference:

1. With the new caller on Hold and you on the conference call, press the **Join** soft key (you may need to press the **More** softkey first)
2. Press the flashing green button on the phone next to the line you wish to add to the conference.

View the List Participants

To see a list of all the conference participants, press the **ConfList** softkey. You can scroll through the list with navigation button. You will also have the ability to **Remove** the highlighted participants with the softkey.



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Meet Me Conference Call

Meet Me conferences allow users to dial in to a virtual conference room, and any user on a Cisco IP Phone can set up a Meet Me conference bridge.

- Up to 12 participants can be on a conference call;
- The conference bridge is 'open' and there is no authorization code to enter the bridge so anyone can join the conference and listen;
- The conference will remain "up" as long as there is a least one connected participant on the call; and
- The conference will terminate when the last participant leaves the call.

Meet Me Conference Call Phone Numbers

To receive a phone number for your Meet Me virtual conference room, please put in a Work Order or contact Network Services at 452-2000 x11397.

Create a Meet Me Conference Call

First you must set up the Meet Me Conference Bridge:

1. Open a line (get a dial tone), press the **more** softkey, then press the **MeetMe** softkey.
2. Enter the phone number of the bridge, this is the number others will dial into.
3. Once the Meet Me bridge is set up, distribute the for others to dial in to join the conference.

Note: Participants will hear a busy tone if they call the conference before the initiator has joined.