

# Welcome to Cisco's IP Telephony Phone and Voice Mail Training



## Understanding Buttons and Hardware



## General Dialing Info

- Dial “9” for an outside line
- Dial “1” then the area code and number for Long Distance access
- 10-digit local dialing
- 4-digit dialing will be utilized to dial within your company
- 9,911 for Emergency



## Soft Keys

- Displays the feature you need - only when you need it
- Less buttons – bigger screen
- More intuitive



## Topics

- Foot Stand adjustment
- Placing a Call
- Answering a Call
- Ending a Call



## Adjust the Foot Stand

1. Push in the foot stand adjustment button on the right-hand side of the phone
2. With the button depressed, adjust the footstand to the desired height
3. Release the footstand adjustment button

*Note: The footstand should move freely and not click. If it clicks, press the button further in.*



## Placing a Call

- Lift the **Handset** and dial the number
- Press the **Speaker** button and dial the number
- Press the **Headset** button and dial the number
- Press the **NewCall** soft key and dial the number
- Dial the number, then lift the **Handset**



## Answering a Call

- Lift the **Handset**
- Press the **Answer** soft key
- Press the **Speaker** button
- Press the **Headset** button



## Ending a Call

- Hang up the **Handset**
- Press the **EndCall** soft key
- Press the **Speaker** button
- Press the **Headset** button



## Muting a Call

1. During a call, press the **Mute** button
2. To return to the call, press the **Mute** button again

*Note: When in **Mute**, you can hear the caller, but the caller cannot hear you. This is especially useful for conference calls.*



## Topics – Soft Keys

- Forwarding all Calls
- Placing a Call on Hold
- Transferring a Call
- Parking a Call
- Placing a Conference Call
- Call Pickup
- Redialing the Last Number
- DND – Do Not Disturb
- IDivert – Immediate to VMail



## Forwarding all Calls

1. Press the **CFwdAll** soft key
2. Dial the number to which you want to forward all calls
  - ✓ Press the **Messages** key to forward to Voicemail
  - ✓ Dial 9 for outside numbers
3. To cancel the forwarding of all calls, simply press the **CFwdAll** soft key

*Note: An animated icon in the upper right corner of the display will indicate that your phone is forwarded*





## Parking a Call

1. During a call, press the **More** soft key, then **Park**
2. Make note of the displayed 4-digit "Call Park" number
3. The parked call can be retrieved at any phone within your group by dialing the 4-digit Call Park number
4. If the call is not picked up, it will revert back to you



## Transferring a Call

1. To transfer a call to another phone, press the **Transfer** soft key (This will put the caller on hold automatically)
2. Dial the 4-digit internal extension number to which you are transferring the call
3. When you hear ringing press **Transfer** again (blind), or when the party answers announce the call and press **Transfer** (supervised)
4. Your participation in the call ends when you press **Transfer** the second time



## Ad Hoc Conference Calls

1. During a call, press the **More** soft key and then the **Confn** soft key. This opens a new line while placing the other party(ies) on hold
2. Place a call to another party - inside or outside your company
3. When the call connects, announce the conference and press the **Confn** soft key again to add this party to the call
4. Repeat the above three steps to add each additional caller



## Ad Hoc Conference Call Notes

- ✓ Up to “five” conferees can be on one call
- ✓ Only the conference call initiator can add more conferees
- ✓ If you have two or more conferees already on the call and they are on hold while you are adding more participants, those conferees will be able to talk to each other while waiting to for the conference call to start.
- ✓ When the conference call initiator hangs up, the conferees are still able to talk to each other. This can be an issue if you have a long distance conferee on the call. The company incurs long distance charges as long as that conferee is still on the call with any other conferee.



## Using Call PickUp

1. If an unattended phone rings within your call group press a **Line** key or pick up your **Handset**
2. Then press the **More** soft key, followed by the **PickUp** soft key
3. The call will then be “presented” to your phone. Based on caller ID information, you decide whether or not to continue the pickup by pressing the **Answer** soft key
4. The call will then be transferred to your phone. Make sure to identify yourself to the caller!

*Note: If more than one phone is ringing within the call group, multiple calls will be “presented” when **PickUp** is used*



## Redialing

- Lift the **Handset** and press the **Redial** soft key

-- OR --

- Press the **Redial** soft key to place the call by **Speakerphone**

*Note: Some phones are in common areas and used by other employees. Be sure the number being redialed is the number you intend to redial.*



## DND – Do Not Disturb

- Press the DND soft key to set the Do Not Disturb Feature
- DND Softkey is a Toggle Feature. Press the DND soft key again to disable the Do Not Disturb feature

*Note: Do Not Disturb simply prevents the phone from Ringing. The call is still presented to the phone and the light flashes.*



## I Divert

- Immediate Divert to Voicemail
- IDivert Softkey immediately stops the phone from ringing and sends the caller directly to your voicemail box.

*Note: IDivert can also be used when you are on an active call by pressing IDivert softkey and sending the caller directly into your voicemail box.*



## Topics

- Accessing Online Help
- Using Call History
- Making Calls from the Corporate Directory
- Accessing Voice Mail
- Setting Up Voice Mail



## Accessing Online Help

- Press the blue **?** button and then press any soft key on the display or any button on the phone to show help for that soft key or button
- Press the **?** button twice quickly to display more information about ways to use the **?** button itself



## Using Call History

1. Press the **Directories** button to display the directory menu
  1. Missed Calls
  2. Received Calls
  3. Placed Calls
2. Use the **Scroll** key to highlight the desired history, then press the **Select** soft key (you may also press the associated menu number)
3. Use the **Scroll** key to highlight the desired number, then press the **Dial** soft key to place the call

*Note: You must use the **EditDial** soft key to add a "9" for an outside line*



## Corporate Directory

1. Press the **Directories** button to display the directory menu
  5. Corporate Directory
2. Press the “5” button or use the **Scroll** key to highlight the Corporate Directory then press the **Select** soft key
3. Use the **Scroll** key to highlight the desired number then press the **Dial** soft key to place the call

*Note: You can also highlight the phone number and lift the handset --the call will be placed automatically*

*Note: Option 4 is an add-on feature and not covered in this training*



## User Web Page

- Accessed via your computer's web browser. The URL is provided by your IT Department administration
- You will need to enter the URL of the User Page into the address bar on your Internet Explorer browser, then press the enter key
- Login with the User ID and Password provided by your IT Department administration
- Use this page to:
  - ✓ Change your user web page password (recommended)
  - ✓ Forward your calls to a different number
  - ✓ Add/Update **Speed Dials**



## Topics

- Changing the Handset Volume
- Changing the Speaker Volume
- Changing the Headset Volume
- Changing the LCD Contrast
- Changing the Ringer Type
- Adjusting the Ringer Volume



## Volume Adjustments

1. During a call, press the **Volume** button to increase or decrease the volume of your **Handset, Speakerphone, or Headset**
2. To save the volume setting, press the **Settings** button, then press the **Save** soft key

*Note: You can also adjust the volume while on a call without saving them. This is useful for exceptional loud or soft-spoken callers.*



## Changing LCD Brightness

1. Press the **Settings** button
2. Use the **Scroll** keys to highlight option 1. User Preferences and Press the Select Softkey –or– Press the number 1 at main menu.
3. Select option 4 **Brightness** in the User Preferences menu
4. Press the **Up** or **Down** soft keys to set the LCD contrast
5. Press the **Save** soft key to set your brightness level



## Changing Ring Type

1. Press the **Settings** button
2. Use the **Scroll** keys to highlight option 1. User Preferences and Press the Select Softkey –or- Press the number 1 at main menu.
3. Select option 1 **Rings** in the User Preferences menu
4. Press the **Scroll** down key to highlight your extension number and Press the Select Softkey
5. Press the **Play** soft key to hear a sample of the ring type, you may scroll up and down to select different ring tones.
6. Press the **Select** soft key, then the **SAVE** soft key to select the preferred ring type
7. This has changed your default ringtone



## Adjusting Ring Volume

1. While the phone is not on a call, press the **Up** or **Down Volume** buttons to hear a sample ring
2. As the ring plays, press the **Up** or **Down Volume** buttons to adjust the volume to the desired level



## Dialing 911 Emergency Assistance

1. Dial "9" for an outside line, then dial "911"
2. As soon as the phone system sees the 9.911 entry, it will auto-dial the outbound call
3. **!! IMPORTANT !!** If you inadvertently dial 9.911, or have mistakenly dialed an outside call that started with 9.911, DO NOT HANG UP without telling the emergency center dispatcher that you mistakenly dialed 911 and that THERE IS NO EMERGENCY
4. Hanging up before a dispatcher comes on the line still results in an emergency responder coming to your company unnecessarily



## Questions ?

➤ This completes the Cisco IP Phone Training part of the class

If you do not have Voice Mail you are free to go.



## Voicemail Notification

- The **red** Message Waiting Indicator on the handset lights up when you have a voicemail message
- The display shows the number of messages you have waiting



## Accessing Voicemail

- Voicemail accounts are assigned by your manager/supervisor
- From your desk phone press the **Messages** button
- Enter your password followed by the # key
- From other phones within your company
  - Press any phones messages button
- Interrupt or bypass the greeting by pressing the \* key
- Enter your extension number followed by the # key
- Enter your password followed by the # key

*Note: The new voicemail system works like most major voice mail systems, including cell phone voicemail*



## Voicemail Setup

- You must do this the first time you access the Voicemail system. This sets up the general greeting. (Custom greetings can be added later.)
- Enter the default user password (246810)
- Record your name, then press # to end the recording
- Record your personal greeting, following your companies guidelines, then press # to end the recording
- Set your personal password. This cannot be your phone number or the default user password and should not be set to anything trivial (i.e. 1111)



## Primary Voicemail Menu

- To Hear New Messages  
Press 1
- To Send New Messages  
Press 2
- To Review Old Messages  
Press 3
- To Access Setup Options  
Press 4



## Message Options

- |                              | <u>Press</u> |
|------------------------------|--------------|
| ➤ To Repeat a Message        | 1            |
| ➤ To Save a Message          | 2            |
| ➤ To Delete a Message        | 3            |
| ➤ To Reply to a Message      | 4            |
| ➤ To Forward a Message       | 5            |
| ➤ To Mark a Message a New    | 6            |
| ➤ Move Backward in a Message | 7            |
| ➤ To Pause a Message         | 8            |
| ➤ To Hear a Message Summary  | 9            |



## Sending an Internal Voicemail Message

- From the Primary Menu, press 2 to send a message
- Enter the letters of the employee's last name, then press # (or)
- To switch between letter and number entry, press ##. Enter the employee's 4-digit extension number, then press #
- Record your message, then press #
- For Message Options, press 1
  - ✓ Change Addressing
  - ✓ Change Recording
  - ✓ Special Delivery
  - ✓ Review Message
- To Send the message, press #



## Voicemail Setup Options & Shortcuts

	<u>Press</u>
➤ From the Primary Menu	4
✓ Change Greetings	1, 1
✓ Change Call Transfer	1, 2
✓ Change Passwords	3, 1
✓ Change Recorded Name	3, 2

*Note: These are shortcuts to bypass the voice prompts. Picking up the phone and dialing these numbers will not produce the desired results. You must be within the voicemail system.*



## Questions ?

This completes the voice mail training session.

Any Questions?

