



Cisco IP Phone Training

2/4/16

Using your Phone

This document will provide information on the following:

- Introduce you to your phone
- Place, transfer, forward, park and pick up a call
- Set voice mail passwords
- Retrieve, forward, save, and delete voice mail

Quick tip – **to access voicemail from off-campus:**

1. **Dial 714-564-5501**
2. When Voicemail answers, press *****
3. When prompted for an ID, enter your extension number and press **#**
4. Enter your password and press **#**
5. Follow the voice instructions

Contact the ITS Help desk if you need your voicemail password reset: 714-564-HELP (4357) or 44357

Getting to Know Your Phone



Placing a Call

There are many ways to place a phone call.

You can simply:

- Lift the handset
- Dial the phone number

Other ways include the following:

1. Dial the phone number
2. Do one of the following:
 - Lift the **handset**
 - Press the **line** button for the line you wish to call on (**Speaker** button lights)
 - Press the **Speaker** button
 - Press the **Headset** button



Dialing the Number

Inside Calls: Dial “XXXXX” extension number

Outside Calls: Dial “9” + the number

Note:

Dial “9” + ”1” + the number + Long Distance Access Code --- Dialing long distance number *



Dialing Emergency 911

Emergency Calls: Dial “911” or “9911” to reach the Public Safety Answering Point

A Site Administrator will also be notified that a 911 call has been placed. This will help ensure that the First Responders have access to the location of the 911 caller.



Ending a Call

- Depending on how the call was placed (or accepted), do one of the following:
 - Hang up the **handset**
 - Press the **Speaker** button
 - Press the **Headset** button
 - Press the **EndCall** softkey



Answering an Incoming Call

- Lift the **handset**
- Or, answer with the speakerphone; either:
 - Press the **Speaker** button
 - Press the **Answer** softkey
 - Press the **line button** for the incoming call
- Or, answer with a headset; either:
 - Press the **Headset** button (If not lighted)
 - If lighted, either:
 - Press the **Answer** softkey
 - Press the **line button** for the incoming call
- Press the **Mute** button to mute a call or to disengage mute.



Putting a Call on Hold

- Press the **Hold** softkey.
- To return to the call, press the **Resume** softkey.
- If you have multiple calls on hold:
 - Use the **Scroll** key to select the call to resume
 - Press the **Resume** softkey



Softkeys

Scroll

Answering a Second Call

- While on the first call:
 - If necessary, press the **Scroll** key to highlight the second call
 - Then, press the **Answer** softkey. This places the first call on hold.
- To resume either call:
 - Press the **Scroll** key to select the desired call
 - Then, press the **Resume** softkey.
- To end either call:
 - Press the **Scroll** key to select the call
 - Then, press the **EndCall** softkey.
- After ending either call, press the **Resume** softkey to resume the other call.



Softkeys

Scroll

Transferring an Incoming Call

- Answer the call.
- Press **Transfer** softkey. This places the call on hold.
- Dial the number that the call will be transferred to.
- When the dialed number rings, either:
 - Press the **Transfer** softkey again, or
 - Wait for the party to answer so you can announce the call, and then press the **Transfer** softkey.
- If the party refuses the call, or the call does not complete successfully, press the **Resume** softkey to re-join the original call.



Softkeys

Transferring a Call to Someone's Voicemail

- Answer the call.
- Press *Transfer* softkey then he/she will hear dial tone.
- Dial *xxxxx (* and the 5-digit extension of the person you wish to receive the call)
- Press *Transfer* softkey to complete the transfer.

Forwarding all Calls

- To forward all incoming calls to another extension:

1. Press the **CFwdAll** softkey.
2. Enter the telephone number to which you want to forward all your incoming calls.

A flashing right arrow appears next to your telephone number on the LCD to indicate that all incoming calls are being forwarded.

The number calls are forwarded to appear near the bottom of the display.

- To Cancel, press the **CFwdAll** softkey.



Softkeys

Forwarding All Calls to Voicemail

- To forward all incoming calls to voicemails:
 1. Press the **CFwdAll** softkey.
 2. Press the **Messages** softkey.The number calls are forwarded to appears near the bottom of the display.
- To Cancel, press the **CFwdAll** softkey.



Softkeys

Making Conference Calls

Place a call between 2-to-7 other parties and yourself.

1. Place the first call and wait for it to be answered.
 2. Press the **more** softkey, then, press the **Confrn** softkey. This selects a new line and places the first call on hold.
 3. Dial another telephone number.
 4. When the next call is answered, press the **Confrn** softkey to add this person to the conference call. You should now be able to speak to both called parties.
 5. If you wish, you can add up to 3 more calls; for each, press **Confrn**, dial the next number, then press **Confrn**.
- Maximum participants is 8 (7 other lines and yourself).
 - To drop the line that was added last, press the **RmLstC** softkey.



Softkeys

Changing the Ring Type

- 1) Press the **Settings** button, select User Preference then Rings.

Press the **Scroll** key to highlight **Ring Type**; press the **Select** Softkey.
- 2) Press the **Scroll** key to highlight either a line or the default ring setting (these work the same), then press the **Select** softkey.
- 3) Use the **Scroll** key to highlight a ring type.
- 4) Press the **Play** softkey to hear the highlighted ring type.
- 5) To select a ring type, press the **Select** softkey and then press the **OK** softkey.
- 6) Press the **Exit** softkey twice to exit.

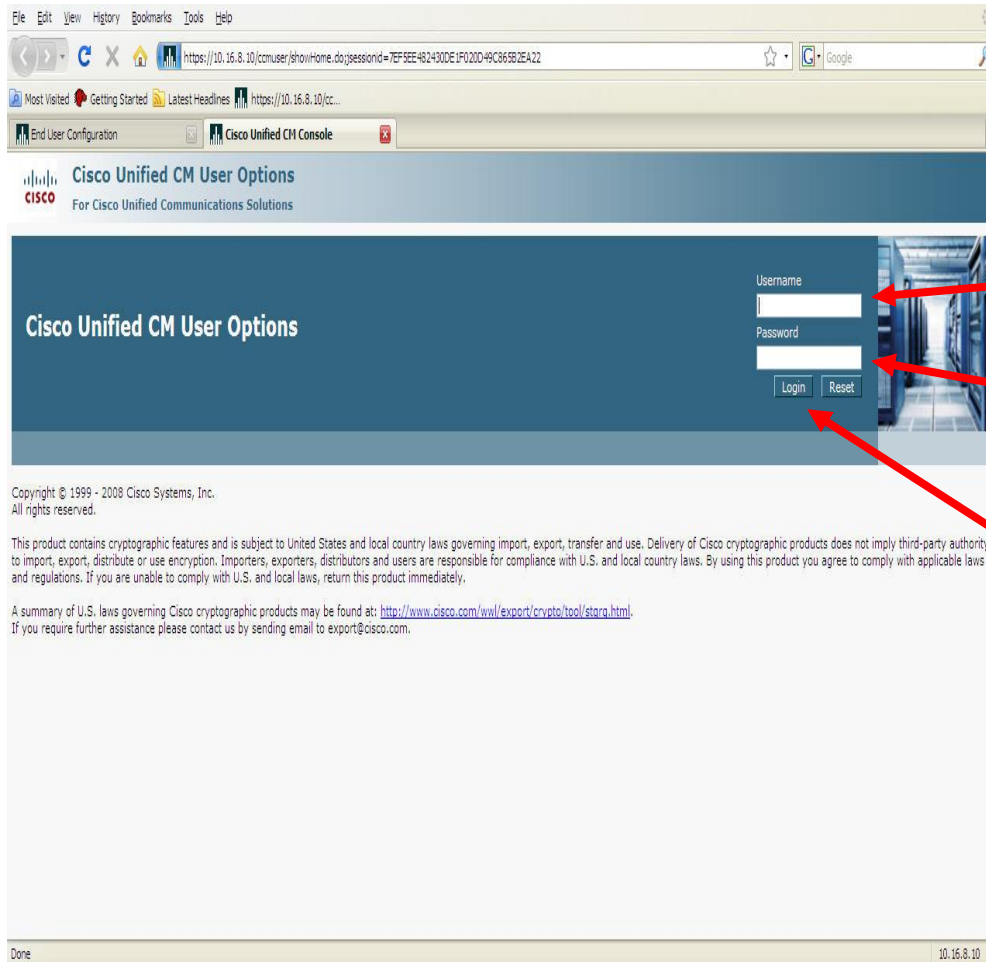


Softkeys

Scroll

Settings

Accessing The User Options Page



Use your internet web browser to go to the following address:

<https://ccm.rscdd.org>

Select: Cisco Unified Communications Manager

1. Enter your WebAdvisor user id in the "Username" field.
2. Enter your network or Email password in the "Password" field
3. Click the "Login" button

Setting Speed Dials

The screenshot shows the Cisco Unified CM User Options web interface. The browser address bar displays the URL: <https://10.16.8.10/ccuser/deviceEdit.do?key=80267340-52a2-aff1-afe2-4269701a97e0>. The page title is "Cisco Unified CM User Options" and the user is logged in as "Lance Davis". The "Device Configuration" section is active, showing a "Status: Ready" message and a "Device" section with the following details:

- Name: SEP001CBF27C75C
- Model: Cisco IP Communicator
- Description: 6664 - Lance Davis
- User Locale: English, United States

At the bottom of the page, there are several buttons: "Save", "Reset", "Line Settings", "Speed Dials", "Phone Services", and "Service URL". A red arrow points to the "Speed Dials" button. A legend at the bottom left indicates that an asterisk (*) indicates a required item.

Once logged in, to set speed dials do the following:

1. Under "User Options" select Device
2. Click the "Speed Dials" button.
3. Enter your speed dial settings in the fields

Becoming a Voicemail Subscriber

1. Press the **Messages** button.
2. Enter your password (if you already have a password). The default password is 123987.
3. Listen carefully to the prompts and respond as prompted:
 - If prompted, enter the **user name** and **password** provided to you.
 - Record your **name**
 - Record a **greeting** that outside callers will hear when you do not answer your phone
 - Change your phone **password**
 - Choose whether to be listed in the **directory** (so outside users can find your name in directory assistance)

(Later, you can change any of these settings)

4. The system will tell you when you have finished; you are then a Unity subscriber.
 - If you hang up before finishing, you will be prompted the next time you press **Messages**.

Accessing Voicemail by Phone

1. Press the **Messages** button.
2. Enter your password and press **#**.
3. Press **1** to hear new messages, or **3, 1** to hear saved messages.
4. Follow the voice instructions.



Note: When you listen to a new voice message it is automatically saved until you delete it .

Accessing Voicemail from Another Phone

1. Dial 1-714-564-5501
2. When Voicemail answers, press *
3. When prompted for an ID, enter your extension number and press #
4. Enter your password and press #
5. Follow the voice instructions

Saving/Deleting Voice Messages by Phone

- Press the **Messages** button.
- Enter your password.
- Press **1** to hear new messages
- During or after playback, press **2** to save or 3 to delete the message.



Messages

Unified Messaging / Microsoft Outlook Interface

- **Features**

- Allows one place to retrieve Mail and listen to Voice mail Messages.
- Can retrieve voice mail through a web interface, (Outlook Web Access).




- **Limits**

- Only if you have an network account.
- Need a PC with Audio Speakers.
- Office 2010 Outlook, and/or Internet Explorer 10 – or better.
- Cannot retrieve someone else's voice mail if your already logged into the domain.

Unified Messaging / Microsoft Outlook Interface

- Double-click on the Microsoft Outlook Icon on your desktop.
- Your Voice Mail Messages will have the subject:
Subject: Voice Mail, Message on behalf of XXXXX (based on the availability of caller ID).
- Your Voice Mail will be an attached file.
- Click on the play button or the attached file to listen to your mail message.

Voicemail Retrieval – Microsoft Outlook

 Play  Play on Phone  Edit Notes

Wed 8/26/2015 2:34 PM

Microsoft Outlook on behalf of 91657208921

Voice Mail (36 seconds)

To  Krichmar, Lee



Voice Mail Preview:

VoiceMail Retrieval from Microsoft Outlook Web Access

- Open Internet Explorer, Firefox, Chrome, or Safari
- Go to <https://mail.rsccd.edu/>
- Log on using the following credentials:
Login ID: *network username*
Password: *network password*
- **Your Voice Mail Messages will have the subject:**
Subject: Voice Mail

Important Numbers To Remember

333 Campus - Safety Non-Emergency Number

911 or 9911 - Emergency Dial Number

1-714-564-5501 – Access Voicemail System
from off-site

Need ITS Support?

- Online - <https://webhelpdesk.rsccd.edu/>
- Phone - 714-564-HELP (4357) or 44357
- Email – helpdesk@rsccd.edu