

Cisco Call Manager 7965 VOIP Phones



New Dialing Instructions

Inter-office –

Dial a 4-digit extension

Local Calls –

Dial 9 + number

Long Dist –

Dial 9 + 1 + area code + number + Authorization code

International Dist –

Dial 9011+country code + number + #
Wait for a short tone, then enter Authorization code

Voice Mail — outside access
425-739-8240

Reception - 0

Emergency 9+911

Direct to VM box dialing –

PHONE DESCRIPTION

Information bar at top of display Displays the Time, Date, and Primary Telephone Number.

Line Keys — Includes Primary Extension, or blank buttons available for Speed Dial

Soft Keys — In the lower part of display indicates available features: REDIAL, NEW CALL, CFWDALL (other features are optional). If you see MORE that indicates additional features to choose from. The Soft Keys change with call activity (more features to follow)

Scroll Bar — The arrows in the middle of the phone are used to scroll through menus and between calls

Fixed Keys include the following:

Message Key — Press this button as a shortcut to reach Voice Mail and with the CFWDALL to send all calls to Voice Mail

Settings Key Press the SETTINGS button, then SELECT button for **User Preferences**

Ring Type — Press SELECT for Ring Type, press SELECT Default ring. Scroll through the variety of ring types, press PLAY to hear each one, and press SELECT, then OK to Save it.

Contrast — Scroll down to SELECT Contrast Use the UP or DOWN soft key to adjust the contrast and press SAVE and then EXIT.

Directories - To view Received, Placed or Missed Calls Log or the Corporate Directory, scroll to select directory desired. View numbers, edit numbers or dial numbers you see in the display. Caution: The Clear key erases **all** the numbers except in the Corporate Directory

Services — View the URL to access the CCM User page where speed dial can be configured.

OnLine Help Key - Press the ? button and wait for a help directory, or press any key to display help for that key.

Volume Control - Handset, Headset, Speakerphone, or Ringer volume. Use the volume bar on lower right of the phone. The volume control adjusts the volume for the current active condition. To save the setting, press SAVE. When the phone is idle it controls the ringing volume. *Caution:* Be careful not to turn the ringer completely off.

Speaker Key — This button toggles the Speaker phone on and off.

Mute Key - This button toggles the microphone on and off when using the Speaker, Handset or Headset. When the light is Red, the caller cannot hear you. When the light is off you can be heard again.

Place a Phone Call - Lift the Handset or press SPEAKER or press NEW CALL soft key or Pre-Dial the number, then press the DIAL soft key.

Answer a Call — Caller ID will show in the display. Lift the Handset, or press SPEAKER or press the ANSWER soft key if you are using a Headset.

Place a Call on Hold - Press the HOLD soft key. To return to caller press the RESUME soft key. If RESUME does not show in display, press the NAVIGATION keys (up/down arrows) to display the RESUME soft key. If more than one call is on hold, highlight the call you want before pressing Resume.

End a Call - Hang up the Handset, or press SPEAKER key, or press the END CALL soft key if using a Headset.

Transfer a Call — *With* the caller on the line, press the TRANSF soft key, dial the number and wait for an answer. Announce the caller privately and press TRANSF again to send the call. If the 2nd party cannot take the call, press END CALL, then RESUME soft key to return to the original caller. **Note:** If you do not press TRANSF a 2nd time, the call remains on hold on your phone.

Conference Calls - With the first call on the line, press MORE and find the CONFRN soft key. Dial the next Party to include. When they answer, press CONFRN again. If the 2nd party does not answer, press END CALL soft key, then RESUME to return to original party. Repeat these steps to add up to 5 parties (6 including yourself).

To drop a caller from the conference, press MORE to find CONFLIST, highlight the caller's name or Number and press REMOVE.

idivert- When presented with a new call, press IDivert to send the call to voice mail, without ringing your phone 4 times. You may also send an answered call to voice mail, if you want them to leave you a message.

Redial — Dials the last number you called. Or press Navigation button (up/down keys) to scroll through a list of recently dialed numbers.

Call Forward All Calls (do not disturb) - To forward calls directly to Voice Mail, press the CFWDALL soft key Then press the MESSAGE key. Or you may forward to another extension. To cancel forwarding, press the CFWDALL soft key.

Call Pickup (optional feature) You can answer other phones in your department. When you hear a phone in your group ring, lift your Handset and press the PICKUP soft key. You are connected to the caller.

Call Park— Place a call on "virtual" hold and retrieve from any phone in the building. Find the "Park" soft key on the 2nd page of Soft Key features and press the soft key. Note the Park DN visible in your display (*IXX). Go to any phone and dial the Park DN to retrieve your call. If not retrieved, the Parked Call will recall back to the phone that parked it in 90 seconds.

Voice Mail- When the red light is on your handset, you have messages in your mailbox. Press the MESSAGES button. Refer to additional documentation in the Unity Voice Mail handout

Cisco Unity Voicemail Quick Reference

Cisco Unity Voice Mail System

Your Unity Subscriber ID__ (Your 4 digit extension)

Temporary Password: 12345


Access Numbers:

8240 From Your Cisco IP Phone or the 'MESSAGES' button.

SETTING UP YOUR MAILBOX

(Enrolling as a Cisco Unity Subscriber)

Step 1 Call Cisco Unity Voicemail from Your Cisco IP Phone, or Another IP Phone

- Press the  **MESSAGES** key. If you dialed from someone else's phone, press * when Cisco Unity answers, and enter your **ID** (4 extension number), and press #.

From Offsite

- Dial **425-739-8240**, press *.
- Enter **ID** (4 digit mailbox/extension number), press #.

Step 2 Enter Password

- Enter **DEFAULT PASSWORD: 12345**
- Press #

Step 3 Record Your Name

- You will be asked to record your name.
- At the tone, say your name, then press #.
- Press #, again to accept.

Step 4 Record Greeting

- Press **1** to record your greeting, then press # to end recording.
- Press # to save it and continue.

Step 5 Change Password

- You are required to personalize your password. Password must be at least 4 digits
- Enter your **New** password, press #.
- Re-enter your **New** password, press #.

Step 6 You are listed in Directory Assistance, Press

ACCESSING YOUR MAILBOX

From `Your' IP Phone

- Press the  **MESSAGES** key.
- Enter **PASSWORD**, press #.

From Another IP Phone on Site

- Press the  **MESSAGES** key.
- Press *.
- Enter **ID** (4 digit mailbox number).
- Press #.
- Enter **PASSWORD**, press #.

From Offsite

- Dial the Voicemail telephone number **425-739-8240**.
- Press *.
- Enter **ID** (4 digit mailbox number).
- Press #.
- Enter **PASSWORD**, press #.

PLAYING YOUR MESSAGES

To Listen to New or Existing Messages

Press

- 1 Hear New messages
- 31 Review Old messages

While Listening to Messages

Press

- 1 Skip Back
- 11 Restart
- 8 Pause/Resume
- 9 Fast Forward
- # Skip to End
- 4 Slow Playback
- 44 Slower Playbacks
- 5 Play Message Properties
- 6 Fast Playback
- 66 Faster Playbacks
- # Skip Message, Save as New

After Listening to the Message

Press

- 7 Skip Back
- 1 Repeat Message
- 9 Play Message Properties
- 5 Forward Messages
- 3 Delete Message
- 4 Reply
- 2 Save
- # Save As Is
- * Cancel

Cisco Unity Voicemail Quick Reference

Retrieve Message

| | |
|-----|---------|
| 1 | New |
| 3 1 | Saved |
| 3 2 | Deleted |

| During Message | |
|----------------|--------------------------|
| 1 | Restart message |
| 2 | Save |
| 3 | Delete |
| 4 | Slow playback |
| 5 | Change volume |
| 6 | Fast playback |
| 7 | Rewind message |
| 8 | Pause/Resume |
| 9 | Fast-forward |
| # | Fast-forward to end |
| # # | Skip message, save as is |

| After Message | |
|---------------|-----------------------------|
| 1 | Replay Message |
| 2 | Save/Restore as saved* |
| 3 | Delete |
| 4 | Reply |
| 4 2 | Reply to all |
| 4 4 | Call the user* |
| 6 | Forward message |
| 6 | Save as new/Restore as new* |
| 7 | Rewind message |
| 7 | Play message properties |
| # | Save as is |

Find Voice Message

5 Find messages*

- 1 From another user
- 2 From all outside callers
- 3 From a specific outside caller

Send Message

2 Send

Record and address message

- # Send now
- 1 Add name
- 3 Message Options

- 1 Change address
- 2 Change recording
- 3 Set special delivery
- 4 Review message
- # Send

- 1 Add name
- 2 Hear all names
- 3 Remove names

- 1 Hear recording
- 2 Save recording
- 3 Rerecord
- 4 Add to recording

- 1 Urgent
- 2 Return receipt
- 3 Private

Change Preferences

4 Setup options

1 Greetings

2 Message settings

3 Personal settings

4 Transfer settings

- 1 Recording the greeting
- 2 Turn on/off alternate greeting
- 3 Edit other greetings
- 4 Hear all greetings

- 1 Change Message notification
- 3 Change menu style
- 4 Edit private lists

- 1 Pager
- 2 Home phone
- 3 Work phone
- 4 Mobile phone

- 1 Select full or brief menus

- 1 Hear Lists
- 2 Change names on a list

- 1 Change password
- 3 Change recorded name
- 4 Change directory listing

- 1 Change listing status

Use These Keys Anytime

? Help

* Cancel or back up

Lake Washington Technical College IP Phone Agent User Guide

IP Phone Agent

IP Phone Agent is a telephone system service that allows agents to log in to receive calls to a telephone number as part of a coordinated group. There are three pieces of information that make up an Agent ID:

User ID: An agent's user ID is the same as an agent's Lake Washington Technical College network ID.

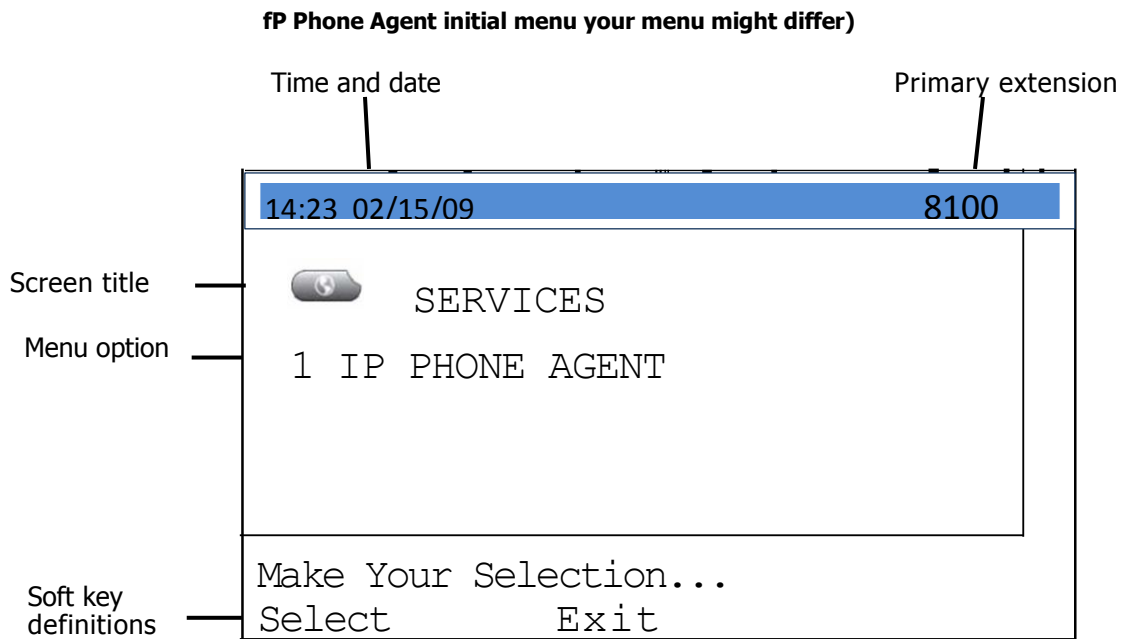
Password: The initial **password** for each agent is "12345" (without the quotes). Instructions for changing this password will be provided in the Lake Washington Technical College Unified Communications Manager User Web Page Guide.

Extension: The agent's ACD Extension (as shown on the paper label on the agent's phone, this will be on the bottom line button). In some documentation and online resources for the system, ACD Extension may also be represented at IPCC Extension.

Starting IP Phone Agent

Press the Services button on your phone. Use the navigation button to scroll to the IP Phone Agent service.

This is an example of the IP Phone Agent screens shown in the Cisco IP Phone Agent User Guide, which will be reproduced in this guide. This guide was written with a different phone model as a reference. It has been seen that the content of the following screen is shown in the 6961 series phone, just one line of text at a time. Use the navigation button on the phone to see other lines of the screens shown in this guide. This applies to all the IP Phone Agent screen figures in this guide.



One Button Login

Another phone service on the ACD phone is One Button Login. This service holds the agent's login credential, and when activated, directly sends the credential to the Contact Center server, and logs the agent in to the system. This service will be invoked by the second line button from the bottom on the 6961 phone. The agent can log in to their queue, and begin taking calls at the press of one button.

Initially, the One Button Login service has been programmed with the initial password shown at the top of this document so that this button is effective upon deployment of the phone. If the agent wishes to change their password, they will also have to change the password stored in their One Button Login service. This is covered in an additional guide.

Press the One Button Login button to start and login to IP Phone Agent.

The screenshot shows a window titled "screen 3" with a menu bar (File, Edit, View, Tools, Message, Help) and a toolbar with icons for Reply, Reply All, Forward, Print, Delete, Previous, Next, and Addresses. The email header shows:

From: Chuck Saunders
Date: Thursday, October 28, 2004 11:32 AM
To:
Subject:

The email body contains a video player titled "Untitled - ViewMail for Outlook (HTML)". The video player interface includes a progress bar, volume control, and a play button. Below the video player, there is a text box containing the following information:

(Windows Media Player, Real Player, Media One)

Chuck Saunders
Network Administrator
City of Kirkland, WA
425.828.7978
425.576.2380 Fax
Please note that on November 16, 2004 my phone will be changing to 425-587-3086.