



IBM Global Services – Networking and Connectivity

# Cisco IP Telephone End User Training

State University Plaza  
Cisco IP Telephony/CallManager Installation

# Topics Covered

- ❖ General Information and Dialing Plan
- ❖ Features of the IP Telephones
- ❖ Basic Use of the IP Telephones
- ❖ Advanced Features
- ❖ XML Services
- ❖ Customizing your Phone
- ❖ Unified Messaging (Voicemail)
- ❖ Further Information & Reference Resources



## General Dialing Info

- Dial “9” for an outside line.
- “06” is no longer necessary for long distance calls.
- In case of an emergency, contact Public Safety at 5500 or call police/fire/ambulance at 9911.
- Fax machines, modems, and other analog lines will not be converted to the new system – you must dial 9,443-5xxx when calling from/to these devices.



## Internal Calling

- All extensions and internal calls are now 4 digits, rather than 3.
- More offices are reachable using this 4-digit dialing:
  - 5xxx and 1xxx – System Administration
  - 25xx – Construction Fund
  - 6xxx and 7xxx – Research Foundation
  - 48xx and 3xxx – Steuben/Kenmore Buildings
- The 443-5xxx numbers not located immediately in this complex, such as those at the Kenmore/Steuben buildings, can be dialed with 5 digits as:
  - 8-5xxx



# Features and Benefits

- Full-featured Telephone
  - Functionality similar to modern cell phones
- Provides voice communication over an IP network
  - Integrated with the new high-speed LAN infrastructure
- Phone number moves with phone
- Additional Features
  - Polycom™ Speakerphone
  - Call Forward
  - Interactive Directory linked to Outlook
  - Conference Calling: Scheduled and Ad-Hoc
  - Message Waiting Indicator

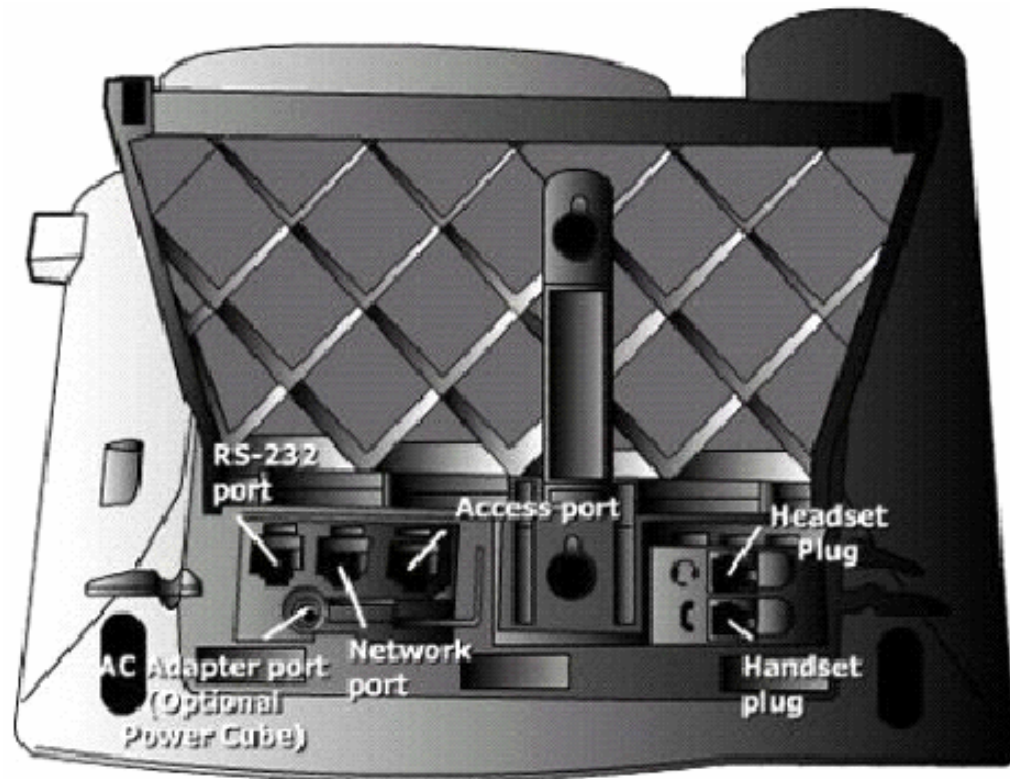


# Basic Use of the IP Telephones

- Connecting the IP Telephone
- Adjusting the height of the Footstand
- Placing a Call
- Answering an Incoming Call
- Ending a Call

## Connecting the Phone

- Connect an Ethernet cable from the wall to the **10/100 Switch Port** (middle jack) on the phone
- Connect the handset and optional headset to their respective ports
- Connect an Ethernet cable from the **10/100 PC Port** (right side jack) to your computer.



## Adjusting the Footstand

- Push in the footstand adjustment knob on the right-hand side of the phone.
- With the button depressed, adjust the footstand to the desired angle.
- Release the footstand adjustment knob



## Placing a Call

- Lift the **Handset** and dial the number.
- Press a **Line** button and dial the number.
- Press the **Speaker** button and dial the number.
- Cell phone style dialing is also available:
  - Dial first and then lift the handset
  - Allows you to “backspace” if you make a mistake in the number



# Answering an Incoming Call

- Lift the **Handset**.
- Press the **Speaker** button.
- Press the ringing line's **Line** button.



# Ending a Call

- Hang up the **Handset**.
- Press the **Speaker** button (while on speaker).
- Press the **EndCall** softkey.



# Advanced Features

- Transferring Calls
- Forwarding All Calls
- Placing a Call on Hold
- Muting
- Ad-Hoc Conference Calls
- Call Pickup
- Redialing the Last Number



## Transferring Calls

- To transfer a call to another phone, press the **Transfer** soft key (This will put the caller on hold automatically)
- Dial the number to which you are transferring the call
- When you hear ringing press **Transfer** again (blind), or when the party answers, announce the call and press **Transfer** (supervised)
- Hang up to end your part of the call and complete the transfer.



## Forwarding all of your incoming calls

- Press the **CFwdAll** soft key
- Dial the number to which you want to forward all calls:
  - Remember the “9” for outside number
  - Press the **Messages** key to forward directly to Voicemail
- To cancel the forwarding of all calls, simply press the **CFwdAll** soft key

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



## Placing a call on hold

- During a call, press the **Hold** soft key.  
The caller will hear music.
- To return to the call, press either:  
The **Resume** soft key  
The **Line** button for the line with the held call

*Note: For Multi-line phones, simply toggling between the lines using the **Line** buttons will automatically put the caller on hold and resume the call.*



## Muting your microphone

- During a call, press the **Mute** button.
- To release the mute, press the **Mute** button again.



## Ad-Hoc Conference Calls (3-Way Calling)

- During a call, press the **More** soft key and then the **Confrn** soft key.  
This opens a new line while placing the other party(ies) on hold.
- Place another call.
- When the call connects, announce the conference and press the **Confrn** soft key again to add the new party to the call.
- Repeat the first three steps to add another caller.
- The last caller added to the conference can be dropped with the **RmLstC** soft key.



## Ad-Hoc Conferencing – Important Notes

- Only the conference call initiator can add more callers.
- When three or more people are on a conference, when adding more callers, the participants on hold *can* talk to each other.
- Outside callers (local and long distance) can be added to calls if necessary. Just remember to dial “9”.
- When the conference call initiator hangs up, the conferees are still able to talk to each other. Be careful if you have a long distance caller on the call on your dime!



## Call Pickup

- As a phone rings within your department, press the **Speaker** key.
- When you hear dial tone, press the **More** soft key, followed by the **PickUp** soft key.
- The call will then start ringing at your phone, once it starts ringing you may answer as usual.

*Note: If more than one phone is ringing within the department, the one that has been ringing the longest will be the call transferred to your phone.*



# Redialing

- Lift the **Handset** and press the **Redial** soft key
- OR --
- Press only the **Redial** soft key to place the call by speakerphone.



# XML Services

- Accessing Online Help
- Using Call History
- Accessing the Interactive Directory (Outlook Global Address List)

## Accessing the Online Help

- Press the ? button and then press any key to display help for that key.
- Press the ? button twice quickly to display information about the current feature.



## Using the Call History

- Press the **Directories** button to display the directory menu
  - Missed Calls
  - Received Calls
  - Placed Calls
  - <various departmental directories>
- Use the **Scroll** buttons to choose the directory you want to access and then press the **Select** soft key.
- Use the **Scroll** key to highlight the desired number then lift the Handset or press the **Dial** soft key to call that number.

*Note: You may use the **EditDial** soft key to add a “9” or other digits for an outside line.*



## Accessing the Interactive Directory (Outlook GAL)

- Press the **Directories** button to display the directory menu.
- Use the **Scroll** key to highlight the desired department's directory and then press the **Select** soft key.
- Using the number pad, type the first several letters of the desired name and press the **Search** soft key.
- Use the **Scroll** key to select among the results then lift the **Handset** or press the **Dial** soft key to call the chosen number.



# Customizing Your Phone

- Changing the handset and speaker volume
- Adjusting the ringer volume
- Selecting a custom ring tone

## Adjusting the handset and speaker volume

- During a call, press the **Volume** key to increase or decrease the volume of your **Handset**, **Speakerphone**, or **Headset**.
- To save the volume setting, press the **Save** soft key while the volume slider is still displayed on the screen.

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



## Adjusting the ringer volume

- While the phone is not on a call, press the **Up Volume** or **Down Volume** keys until the ringer plays at the desired level.



# Selecting a custom ring tone

- Press the **Settings** button.
- Use the **Scroll** keys to highlight **Ring Type** in the Settings menu, then press **Select**.
- You will see a list consisting of the possible ringers:
  - **Default Ring** – The ring which is chosen if you have not specified a “per line” ringer.
  - **Per Line Ringers** – Custom ringers which can be set for each line appearance on your phone.
- Use the **Scroll** keys and **Select** button to choose the ring you want to change.
- Use the Scroll keys to choose among the various ring tones:
  - To preview a ringer, press the **Play** soft key.
  - To choose the selected ringer, press **Select**
  - When you are finished, press the **Ok** soft key
- To exit, press the **Exit** soft key until the screen returns to its default state.



# Unified Messaging

- ❖ Description of Features
- ❖ Voicemail Indicators
- ❖ Accessing Your Messages
- ❖ First-Time Setup
- ❖ Navigating the Unity Menus
- ❖ Transferring directly to Voicemail



## Description of Unified Messaging Features

- Unified Messaging at SUNY allows you to manage both voicemail and email messages from the same interfaces.
- Voicemails are displayed in your Microsoft Outlook Inbox, and can be filtered or managed just like emails.
- Emails can be read back to you when you call to check your voicemail.
- Overall: Management of voicemail and email from either interface



## Voicemail Indicators

- The red light on the handset will illuminate when you have new voice messages.
- The status line on the phone's LCD screen will state that you have new voicemail.
- Your Microsoft Outlook Inbox will show the voicemail as an unread message.



# Accessing the Unity Inbox

- From your phone:
  - Press the **Messages** key
  - Enter your voicemail PIN followed by #
- From other phones:
  - At SUP, dial the Unity extension:  
1101
  - Outside, dial the full Unity number:  
518-320-1101
  - When prompted, enter your **4-digit extension** (your “ID”) followed by the # key
  - At the next prompt, enter your password followed by #
- Follow the voice prompts



# Initial Unity Setup

- When prompted, enter the initial password of:  
12345
- You must complete the “enrollment” procedure the first time you access the Unity messaging system.
- Follow the voice prompts to configure your voicemail.
- You will have to:
  - Record your name. Press # to end recording.
  - Record your personal greeting. Press # to end recording
  - Set a permanent password. This can neither be your phone number, the default password, nor something trivial (i.e. 1111)



# Navigating Unity – Main Menu Structure

- 1: Hear New Messages
  - 1: Voicemail
  - 2: Email
- 2: Send Messages
- 3: Listen to Old Messages
  - 1: Listen to the messages
    - 1: Voicemail
    - 2: Email
  - 2: Empty Deleted Items Folder
- 4: Setup and Password Options

*Note: To “go back” or cancel at any time within Unity, press the \* key.*



## Navigating Unity – Individual Message Controls

- 1: Repeat the message
- 2: Save the message
  - In Outlook: Marks it as “Read”
- 3: Delete the message
  - In Outlook: Moves it to the “Deleted Items” folder
- 4: Reply to the message
- 5: Forward the message
- 6: Mark the message as “New”
  - In Outlook: Marks it as “Unread”
- 7: Move backward within the message
- 8: Pause the message
- 9: Hear the message properties
  - Sender, Time/Date Stamp, Priority



## Navigating Unity – Setup Option Shortcuts

- Access setup by choosing “4” from the Main Menu
  - Change Greetings: 1,1
  - Change Password: 3,1
  - Change Recorded Name: 3,2



## Transferring Callers Directly to Voicemail

- To go directly in to a user's voicemail, dial \* and then the user's 4-digit extension.
- To send a call directly to any voicemail, simply “blind transfer” the call to \* <extn> as:

Press the **Trnsfer** soft key.

Dial \* <extn>.

When you hear ringing or the greeting press **Trnsfer** again.

Hang up.



## Online References for Further Information

- **7960G 6-Line Phone Tutorial**

<http://voip1.rfc.rfsuny.org/go/7960tutorial.asp>

- **7940G 2-Line Phone Tutorial**

<http://voip1.rfc.rfsuny.org/go/7940tutorial.asp>

- **Unity Voicemail User Guide**

<http://voip1.rfc.rfsuny.org/go/unityguide.asp>

- **Unity Pocket Reference Guide**

<http://voip1.rfc.rfsuny.org/go/unitypocket.asp>