

## **Cisco IP Phone System Basic Features – Model 7940 Durham, NC**

This guide will walk you through setting up and using some very useful features on the new Cisco IP telephone. First of all, your phone will look similar to the illustration below. Most users will be issued the 7940 model.



Cisco provides a great online tutorial that explains how to use your phone's features. Feel free to use this tutorial any time you need a refresher.

**To access the online tutorial: Press your <Ctrl> key then click on this link:**  
[http://www.cisco.com/warp/public/779/largeent/avvid/products/7940/index\\_1020.htm](http://www.cisco.com/warp/public/779/largeent/avvid/products/7940/index_1020.htm)

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## eLearning Tutorial

We will go over the basic and most useful features in this document but you can always find a complete listing of features and how to perform functions on the 7940 phone at the following URLs.

### Model 7940 -

[http://www.cisco.com/warp/public/779/largeent/avvid/products/7940/index\\_1020.htm](http://www.cisco.com/warp/public/779/largeent/avvid/products/7940/index_1020.htm)

## First Things First

What is an IP Phone? An IP phone is a digital phone that transmits and receives voice as data packets on the computer network. This phone system can talk with PC's and get data from other computers. It can even send and receive data from the Internet. You'll notice a limited number of buttons on this phone. This is because the buttons (referred to as soft-keys) change according to the function being performed. For example: You will not see the transfer soft-key until you are on an actual call.

### How do I transfer a call?

A **Blind Transfer** is when you transfer a caller to an extension without letting them know first. While on a call, select the transfer soft-key, dial the extension, and press transfer again. NOTE: You can transfer to internal or external numbers!

A **Supervised Transfer** is when you speak with the party to let them know that they have a call before actually transferring the caller. While on a call, select the transfer soft-key, dial the extension, when the person answers, let them know that they have a call you need to transfer them to them. When they say OK, you simply press transfer again. If they do not want to take the call you can transfer them directly to their voice mail box (see below).

### How do I conference?

There are two types of conferences. These are referred to as ad-hoc conference and conference bridging.

**Ad-hoc conference** is when you have one person on the line and wish to conference more people in on at a time. 4 parties can be added to your conference at one time.

**Conference Bridging** is when you setup an internal or external number for internal or external parties to meet you during a specific time. Up to 6 parties can join a conference bridge.

The difference between ad-hoc conferencing and a conference bridge is that an ad-hoc conference is when you add the parties yourself and a conference bridge is where you set up a bridge number and the parties join themselves.

## On-Line Corporate Directory

The new phones will be equipped with an online corporate directory that is displayed on the phone display. The corporate directory can be accessed by pressing the directories button on the phone (clearly labeled), and then pressing the number 4 which is noted on the on-screen display. From here you can search by first or last name or by directory number. The entering of letters (alpha) on the keypad is similar to that of a cell phone. For example, to look up everyone with a first name that begins with the letter "B", press the number 2 button twice. This will toggle from a to b and then press search button. If you wait too long, the phone will assume that the letter you left the cursor on is the one you wish to use. You can always correct entries by pressing the << back arrow button. Then press the search soft-key. This will list all of the people who are in the directory with a first name that begins with the letter "B". You won't see the search or back arrow

soft-key until you are in the corporate directory because the soft-keys interactively change while you are performing different functions on the phone. Try it!

### **Voice Mail**

Voice mail can be checked on your phone simply by pressing the “messages” button on your 7940 phone. The first time you enter voice mail you will be asked to set it up. You will be asked for a password. You should use your default password (given to you at training) and then change your password to something you remember.

The voice mail system recognizes the phone you are dialing from and will automatically access your voice mail box. Your voice mail can also be checked from other phones inside and outside the building. A solid red message waiting indicator light will show up on the handset when a message is waiting for you. An envelope icon will also appear and flash by your line number. If you have multiple line appearances or other lines in your group that have a separate voice mail box the envelope icon will appear by that line as well. The phone's main line is always the first line configured (at the top).

### **How can I transfer a caller into or call another voice mail box without ringing their extension?**

At certain times you will find it useful to call or transfer directly to someone's voice mail without calling their extension first. Let's say the annoying toner sales person calls to sell something that you really don't want. Simply transfer them to your co-worker's voice mail box by pressing transfer then \*XXXX (where XXXX is the extension of your co-worker and then transfer again. ☺

### **How do I forward all of my calls directly to voice mail?**

You can forward your phone directly to voice mail by pressing the CFwdAll soft-key when your phone is idle and then pressing the messages key. Your phone will then state (on the bottom of the display) that it is forwarded to VoiceMail. You will also notice an animated arrow on the top right of your phone. You can also log into your personal web page and forward your calls from there. To take your phone out of the call forward all mode you simply press the CFwdAll button again. You will then see the forward statement disappear.

### **Checking voice mail from another phone inside the building?**

You can check your voice mail on another phone by pressing the messages key. Immediately press the **star (\*)** key. You will be asked for your ID. YOUR ID IS YOUR PHONE EXTENSION!!! You will be asked for your password that you set up previously.

### **Checking voice mail from outside the building?**

Simply call your phone. When you hear your message prompt **press \*** Again, you will be asked for your ID. YOUR ID IS YOUR PHONE EXTENSION. Then you will be asked for your password that you set up earlier.

### **How do I skip another person's greeting to leave a message right away?**

Inside and outside callers can skip your greeting by “1” and start leaving a message without hearing your greeting every time. This is great for family members or outside businesses who call you frequently.

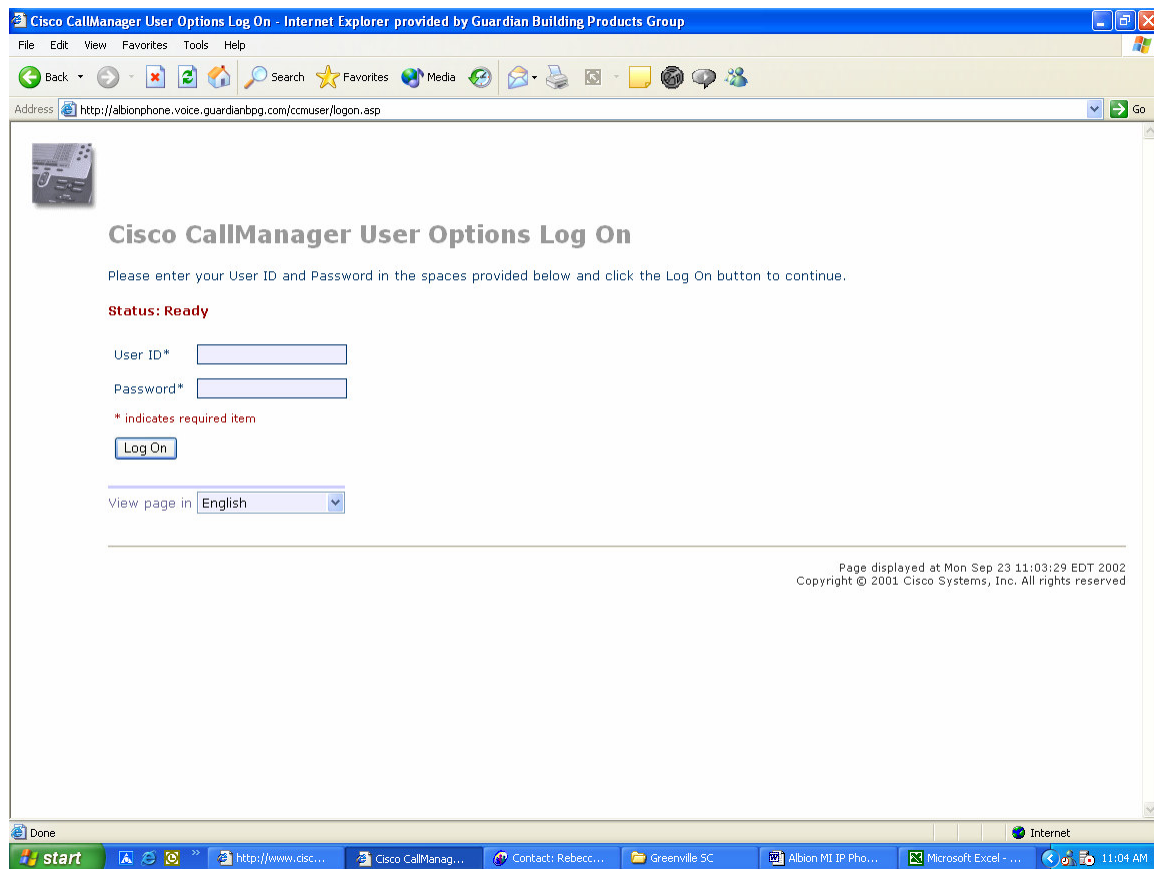
## IP Phone Services

Every user has the ability to log into the system and change certain options and services pertaining to their phone. You can use Internet Explorer to change these options. One of most important services that you can subscribe to is the personal address book service. With this service enabled on your phone you can store up to 99 entries whether they are dealers, family doctors, or people you call **outside** the company while you are at work. The phone system stores your directory and is able to display and then dial from the display.

The web site is <http://10.150.0.10/ccmuser>

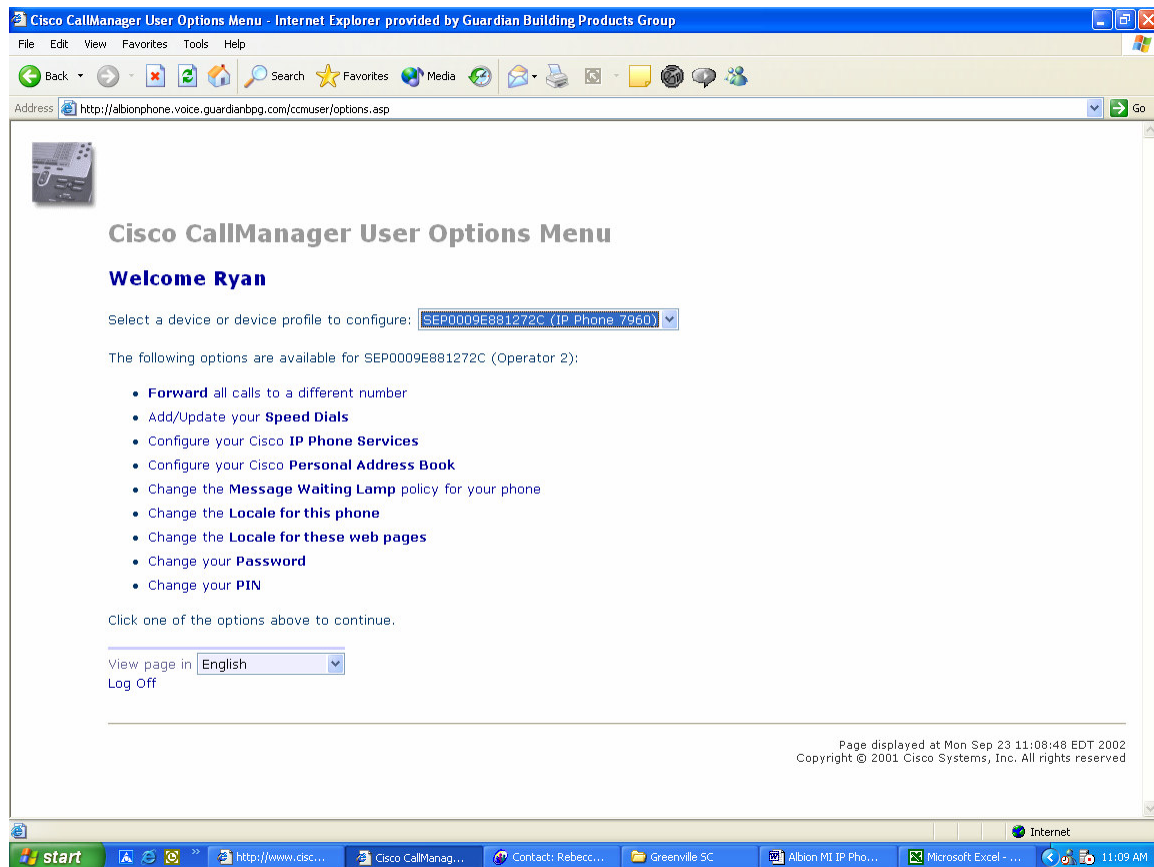
This site is not accessible unless you are directly connected to the company data network, via Ethernet, dialup, or VPN.

The following screen will appear...



Your username is the same as your userid on the network.

Once you are logged in you should see the following screen.



### ***Add/Update your speed dials.***

NOTE: The Speed Dial feature and the Personal Directory feature are separate features.

### ***Forward all calls to a different number.***

This feature will forward all calls to the number you specify. You must enter the number exactly how you would want the phone system to dial it. For example, if you want to forward all calls to an internal extension number of the lucky person who will be handling your calls for the day simply type in their four digit extension number. If you want to forward all calls to a cell phone while you are out fishing, I mean out sick, type in 9xxxxxxx and then the seven digit number. 9 is always used to dial outbound either local or long distance.

### ***Configure your IP Phone Services.***


The system administrators will add services that you can subscribe to. Two of the most important services are “My Address Book” and the “Fast Dial” service. Click the link, “Configure your Cisco IP Phone Services” and you will see the following.

Subscribe/Unsubscribe IP Phone Services - Internet Explorer provided by Guardian Building Products Group

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print Mail Address Book

Address http://albionphone.voice.guardianbpg.com/ccmuser/ipphoneservices.asp Go



## Subscribe/Unsubscribe IP Phone Services

Use this page to subscribe, unsubscribe and update IP Phone Services. To subscribe to a Service, select the service below and click Continue. To update (or unsubscribe from) a service to which you are already subscribed, click on the name of the service under Your Subscribed Services.

**Status: Ready**

| Your Subscribed Services   | Available Services (for new subscription)  |
|--|--|
| <b>New Subscription</b><br>CNN News Headlines<br>My Address Book<br>My Fast Dials<br>Stock Quotes<br>Weather | <div>--- Not Selected ---</div> <div> <div>--- Not Selected ---</div> <div>CNN News Headlines</div> <div><b>My Address Book</b></div> <div>My Fast Dials</div> <div>Stock Quotes</div> <div>Weather</div> </div> <div>Continue</div> |

View page in 

English

[Return to the Menu](#)  
[Log Off](#)

Device Name: SEP0009E881272C  
Description: Operator 2  
Model: IP Phone 7960

Page displayed at Mon Sep 23 11:11:03 EDT 2002  
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start Internet

http://www.dsc... Subscribe/Unsub... Contact: Rebecc... Greenville SC Albion MI IP Pho... Microsoft Excel - ... 11:14 AM

You can pick a service from the drop down menu.

The following example will show you how to set up the most important feature. **“My Address Book”**

**Subscribe/Unsubscribe IP Phone Services**

Use this page to subscribe, unsubscribe and update IP Phone Services. To subscribe to a Service, select the service below and click Continue. To update (or unsubscribe from) a service to which you are already subscribed, click on the name of the service under Your Subscribed Services.

**Status: Ready**

| Your Subscribed Services |  |
|--------------------------|--|
| New Subscription         | Service Name*<br>My Address Book             |
| CNN News Headlines       | Outside Line Prefix<br>9 (Description)       |
| <b>My Address Book</b>   | User Identification*<br>rhicks (Description) |
| My Fast Dials            | PIN*<br>**** (Description)                   |
| Stock Quotes             |  |
| Weather                  |  |

\* indicates required item

View page in: English

[Return to the Menu](#)  
[Log Off](#)

Device Name: SEP0009E881272C  
Description: Operator 2  
Model: IP Phone 7960

Note that the outside line code is 9. Nine (9) is always used to access outbound lines. Make sure that you enter your username and PIN. Keep in mind that if you change your PIN from the main menu, you then must change your PIN on the “My Address Book” service. When you are finished click subscribe.


Once you have subscribed, you will see the services that you have subscribed to on the left hand column. If you make a mistake and enter your username and PIN incorrectly your phone will give you an error when you select the service from your phone. In order for you to see names and numbers of entries in your personal address book you must enter these entries into your address book. So click “Return to the menu” and then select “Configure your Cisco personal address book” and then click on “add new entry”.

Cisco CallManager User Options Menu - Internet Explorer provided by Guardian Building Products Group

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print Mail Stop

Address http://albionphone.voice.guardianbpg.com/ccmuser/options.asp Go



## Cisco CallManager User Options Menu

### Welcome Ryan

Select a device or device profile to configure:

The following options are available for SEP0009E881272C (Operator 2):

- **Forward** all calls to a different number
- Add/Update your **Speed Dials**
- Configure your Cisco **IP Phone Services**
- [Configure your Cisco Personal Address Book](#)
- Change the **Message Waiting Lamp** policy for your phone
- Change the **Locale for this phone**
- Change the **Locale for these web pages**
- Change your **Password**
- Change your **PIN**

Click one of the options above to continue.

View page in

[Log Off](#)

Device Name: SEP0009E881272C  
Description: Operator 2  
Model: IP Phone 7960

Page displayed at Mon Sep 23 11:19:46 EDT 2002  
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http://albionphone.voice.guardianbpg.com/ccmuser/personaladdressbook.asp

start Internet


http://www.dsc... Cisco CallManag... Contact: Rebecc... Greenville SC Albion MI IP Pho... Microsoft Excel - ... 11:20 AM

Find/List Address Book Entries - Internet Explorer provided by Guardian Building Products Group

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail Address Book

Address http://albionphone.voice.guardianbpg.com/ccmuser/personaladdressbook.asp Go



## Find/List Address Book Entries

Find and list users using the following options:

Last Name First Name Nickname

Show  items per page

[New search](#) | [Fast Dials](#) | [Add a New Entry](#)

View page in

[Return to the Menu](#)

[Log Off](#)

Page displayed at Mon Sep 23 11:20:24 EDT 2002  
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http://albionphone.voice.guardianbpg.com/ccmuser/personaladdressbookentry.asp

start Internet

http://www.cisc... Find/List Address... Contact: Rebecc... Greenville SC Albion MI IP Pho... Microsoft Excel - ... 11:21 AM

**Address Book Entry**

**Add a New Address Book Entry**

Use this page to add, modify, or delete an individual Address Book entry.

**Status: Ready**

First Name\*

Last Name\*

Nickname

E-mail

Home Phone

Work Phone

Mobile Phone

\* indicates required item

[Return to Search](#) | [Fast Dials](#) | [Add a New Entry](#)

View page in English

[Return to the Menu](#)

[Log Off](#)

Simply add the first and last names of your contacts as well as their numbers.

**\*\*\*\* Important \*\*\*\***

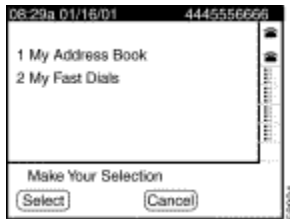
**The personal address book assumes that the entry you are making is for a contact outside the company and automatically inserts a 9 when dialing. The number you insert in the Home Phone, Work Phone, and Mobile Phone fields must not contain a 9. If it is a local number simply enter the 7 or 10 digit number (depends on local dialing rules set forth by the phone company). If long distance, simply enter a 1 and then the 10 digit number.**

So by now you are saying “What does all this do?”

Drum roll.....

Now you may go to your phone and press the service button and then you will see the “My Address Book” service listed.

## Service List



**Step 2** Use the navigation button to highlight the option that corresponds to the My Address Book service and press the **Select** soft key. Highlight the My Address Book option and press the **Select** soft key.

The Personal Address Book menu displays as shown below.

---

## Personal Address Book Service



**Step 3** Perform one of the following actions:

- To display a specific name, enter the name using your phone keypad and press the **Submit** soft key. The names matching your search criteria display.
- To display all your address book entries, press the **Submit** soft key.

The following illustration shows the results of a Personal Address Book search.

## Results of a Personal Address Book Search



**Step 4** Using the navigation button, highlight the entry that you want and press the **Select** soft key.

If you chose John from the list, the LCD displays John's phone numbers as shown below.



---

### ***Dialing a Personal Address Book Entry***

Use the navigation button to choose the directory number that you want to dial and press the **Dial** soft key.

If you subscribe to the Fast Dial service you can assign an address book entry to a fast dial number for even quicker access to the people whom you dial most. You can have up to 99 address book entries and also have up to 99 fast dial entries that correspond to your address book.