

Cisco IP Communications Solutions End User Training



Seneca

Course Outline

- **Introducing your IP phone**
- **Using common telephone features**
- **Using telephone feature buttons**
- **Voicemail**

Cisco 7942 Model

- **This full-featured handset provides:**
- **Two backlit programmable lines and four interactive soft keys that guide a user through call features and functions**
- **High-quality two-way speaker capability**
- **Built-in headset port**



Cisco 7962 Model

- **This full-featured handset provides:**
- **Six backlit programmable lines and four interactive soft keys that guide a user through call features and functions**
- **High-quality two-way speaker capability**
- **Built-in headset port**



Using Common IP Phone Features

By the end of this section you will be able to complete the following:

- **Transfer a call**
- **Make a conference call**
- **Forward calls**

Notes on Dialing

- The Cisco phone system supports dialing 88 to reach Emergency / Security
- Internal dialing: 5 digits (eg, extension 7111 becomes 77111)
- External dialing: 9+10 digits and 9+1+10 digits
- From your Avaya phone, you can dial a Cisco user just like you normally would. Once you get your Cisco phone, you must dial the 5 digit extension
- Current 'coverage path' remains the same (Dial 0 behaviour)

Notes on Dialing

Extension Ranges:

Markham: 77000s

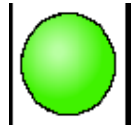
Newnham: 22000s & 24000s & 26000s

Seneca @ York: 33000s

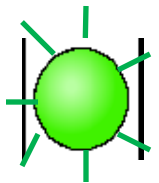
Jane, Yorkgate & Buttonville: 44000s

King: 55000s

Illuminated Buttons



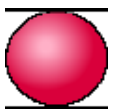
Green steady – active call



Green flashing – call on hold



Amber flashing – incoming calls



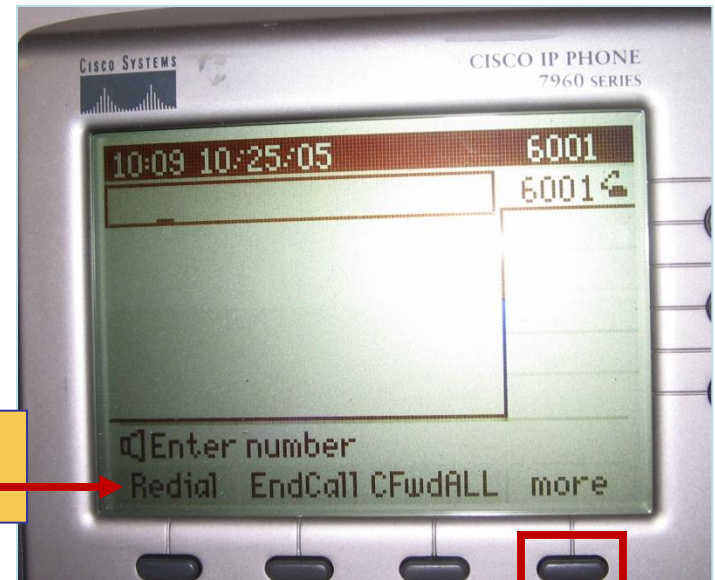
Red steady – remote line in use



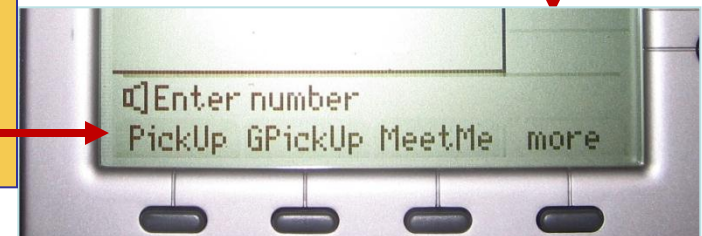
Using the Softkeys

- Press the button beneath any softkey to select that function.
- Softkeys change depending on the feature in use.
- Select the more softkey to see more softkeys.

Softkeys: first screen



Softkeys: when **more** button is pressed



Answering an Incoming Call

- Lift the handset
- Press the Headset button
- Press the Answer softkey
- Press the line button for the incoming call



Putting a Call on Hold

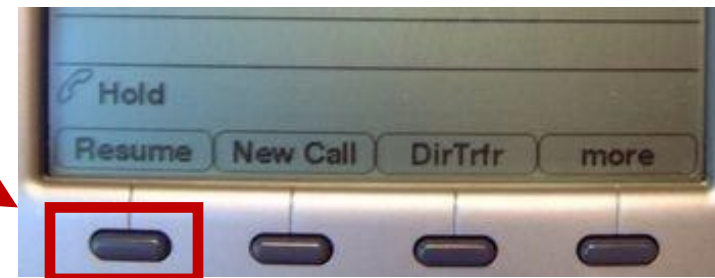
- Press the Hold softkey

Hold Softkey



- To return to the call, press the Resume softkey

Resume Softkey



Muting a Call

- **Press the Mute button**
– caller will not be able to hear you
- **To unmute, press the Mute button again**



Answering a Second Call

- While on the first call:
 - 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.



Transferring an Incoming Call

- Press Transfer softkey.
- Dial the number that the call will be transferred to.
 - Press the Transfer softkey again, or
 - Wait for the party to answer so you can announce the call, and then press the Transfer softkey.

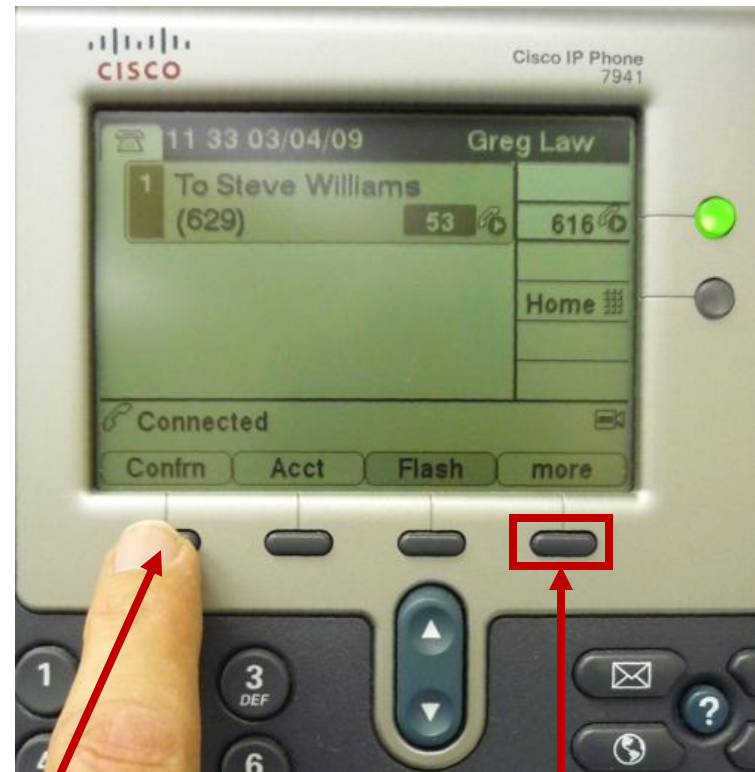


Transfer Softkey

Making Conference Calls

Place a call between 2-to-5 other phones and yourself.

- Place the first call
- Press the more softkey, then, press the Confrn softkey.
- Dial another telephone number.
- When the next call is answered, press the Confrn softkey to add this person to the conference call
- External parties drop if all internal participants leave the call



Conference Softkey

More Softkey

Join a Conference

- Use the Join softkey to turn 2 separate calls into a conference call:
- Press the **Join** softkey on one of the calls. Join can include more than two calls, which results in a call with three or more parties
- To choose an active or held call, highlight the call and press the **Select** softkey
- A checked indicator displays next to a selected call on the phone

Join a Conference

- The call that initiates the Join automatically gets included. The active call gets included even if not selected

Forwarding all Calls

- Press the CFwdAll softkey
- Enter the telephone number to which you want to forward all your incoming calls (internal only)
- To Cancel, press the CFwdAll softkey



CFwdAll Softkey

Immediate Divert (iDivert)

- To activate iDivert:
- While a call is ringing your phone, press the **iDivert** softkey
- The call will stop ringing and immediately be directed to your voicemail greeting



Softkeys

Do Not Disturb (DND)

- Incoming call information is displayed on the phone's LCD screen but the phone will not ring

To activate DND:

- Press the DND softkey

To remove DND:

- Press the DND softkey again



Softkeys

Quick Message Feature

- **To access a user's voicemail directly:**
 - Press pound (#)
 - Enter contact's 5-digit **extension** number
- **To connect directly to someone's voice mail:**
 - Press **Transfer**
 - Press pound (#) and the person's **extension**
 - Press **Transfer**

Parking a Call

- Store or "park" a call at a specified number and then use another phone (a phone in someone else's office or in a conference room) to retrieve the call
- During an active call, press the **more** softkey twice, then press the **Park** softkey
- The display shows the number to which the call is parked
- Make a note of the Call Park number and then hang up
- To retrieve the parked call from another Cisco phone, dial the Call Park number at which the call was parked

Parking a Call

- The Call Park number will display for 60 seconds then park the call on that extension for 3 minutes
- After 3 minutes, the call will ring back to the first extension
- If no answer, the call goes to voicemail of the user who parked the call
- Note: the call park number range is 108[01]X, 108[23]X, 108[45]X

Call Pickup Group

- Allows you to pick up incoming calls within your own group (a group is any organization of phone extensions)
- When an incoming call is received on an extension that belongs to the same group as that of your phone:
- Go off-hook on any line that has a Call Pickup group associated with it
- Press the **more** softkey and then the **Pickup** softkey
- Press the **Answer** softkey

- **Note: if you presently use Call Pickup, you will continue to have this feature with your new phone**

Feature Buttons

By the end of this section you will be able to complete the following:

- **Adjust volume**
- **View call logs**
- **Search an extension using Corporate Directory**
- **Change ring type**

Footstand Adjustment

- Allows you to adjust the angle of your phone base



Adjusting Volume

Ringer Volume

- ***While your phone is idle, press the volume bar up or down until desired volume is reached. Volume is automatically saved***

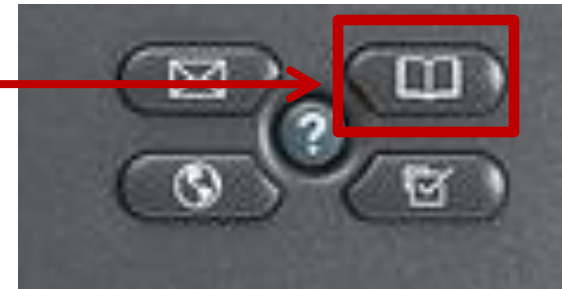
Handset/Speaker Volume

- ***While you are on a call, press the volume bar up or down until desired volume is reached***
- ***Press Save soft key to save this setting***



Using Directories

- Select the Directories button to view call logs
- 2. Missed Calls
- 3. Received Calls
- 4. Placed Calls
- To erase call logs, press the Clear softkey while in the Directories screen



****Maximum of 32 records is stored in each call log**



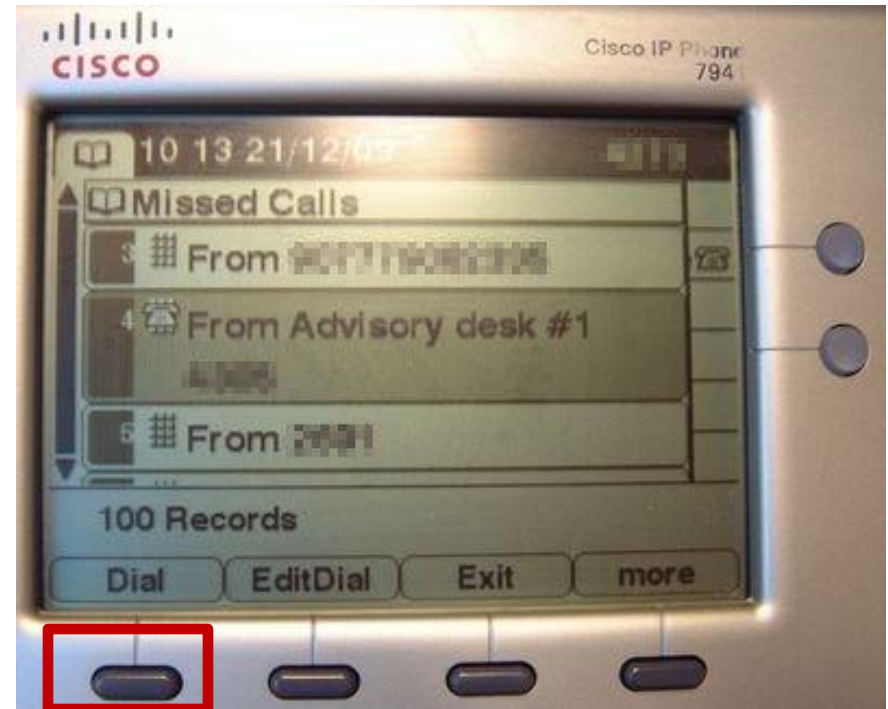
Using the Directories Button

- Select the Directories button and scroll to Corporate Directory
- Search for a listing by entering letters of your keypad, *you may enter a partial name*
- To view entire directory, select Search key



Placing Calls from Directory

- To place a call from any directory:
- Use the scroll button to select the record
- Press the **Dial** softkey
- The number is dialled for you
- Press the **Exit** softkey up to three times to exit the Directory menu



Using the Settings Feature

Changing Ring Type

1. Press the Settings button
2. Select User Preferences
3. Select Rings
4. Select Default Ring
5. Use the Scroll key to highlight a ring type
6. Press the Play softkey to hear the highlighted ring type
7. To select a ring type, press the Select softkey and then press the Save softkey



Using Voice Dial

Use the Voice Dial button on your phone to dial an employee:

- Press the Voice Dial button
- Speak the name of the person you wish to dial
- The system dials the number for you
- Note: use this feature to dial other employees only, not *departments*

Support

- Call x22373 with issues

Thank you!