

VWCC Cisco Phone Users Guide

New Phone setup and configuration guide

Version 1.4




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1. Voice Mail

1.1. Configuring your Voice Mail Box for the First Time

To configure your voice mail box press the messages button  on your phone as shown below:



You will be prompted to enter your password. Call the Help Desk for help with your password. Enter your password and follow the prompts. You will be asked to:

- Record your name.
- Set a personal greeting, if desired.
- Change your password.

1.2 Additional Voice Mail Information

1.2.1 Voice Mail Indicator

If you have a voice mail waiting, the red light on your handset will be lit and there will be a blinking envelope on the screen next to your phone number. Also, when you lift your handset, you will see 2 small red lights in the cradle which indicates you have voice mail.

1.2.2 Checking Voice Mail from Off-Campus

To check your voice mail from off-campus, you need to dial your phone number and wait for the greeting to play, then during the greeting dial “*” followed by your “ID”, which is your phone number, then “#”. Enter your password followed by “#”. To access your mailbox, press “2”.

1.2.3 Sending a Call Directly to Voice Mail

To send a call directly to voice mail before answering it, press the softkey button below **iDivert**.

1.2.4 Transferring a Call to Voice Mail


To transfer a call to voice mail, press the softkey button below **Transfer**, then press “*”, and dial the five digit extension, then press the softkey button below **Transfer** or hang up.

1.2.5 Voice Mail Specifics

Maximum length of greeting	60 seconds
Maximum length of recorded message	5 minutes (300 seconds)
**Maximum number of messages	1 hour's worth of messages
**Life span of voice mail messages	60 days
Size of password	3-10 digits
Password reset	45 days

**** These are subject to change in order to maintain system performance.**

2. Directory Types on your Cisco Phone

There are 4 primary directory types: Missed Calls, Received Calls, Placed Calls, and Corporate Directory. Each of these can be reached by pressing the directories button  on the phone, scrolling to the applicable directory and then pressing the softkey button below **Select**.

Tip: You can press the number key corresponding to the desired menu option, rather than scrolling and then pressing **Select**.

- **Missed Calls** shows the calls that have come in that you did not answer. You can use the navigation button to scroll through the missed calls and if there is one that you want to return, you can then press the softkey button below **Dial** to dial that number.
- **Received Calls** shows the calls that you have answered. Again you can scroll through these calls and select one to be dialed again if you wish.
- **Placed Calls** shows the calls that have been made on your phone. You can scroll through these also and redial a selected call.

Tip: If you press the Navigation Button when at the phone's main screen, it will automatically scroll through the numbers on your **Placed Calls** directory.

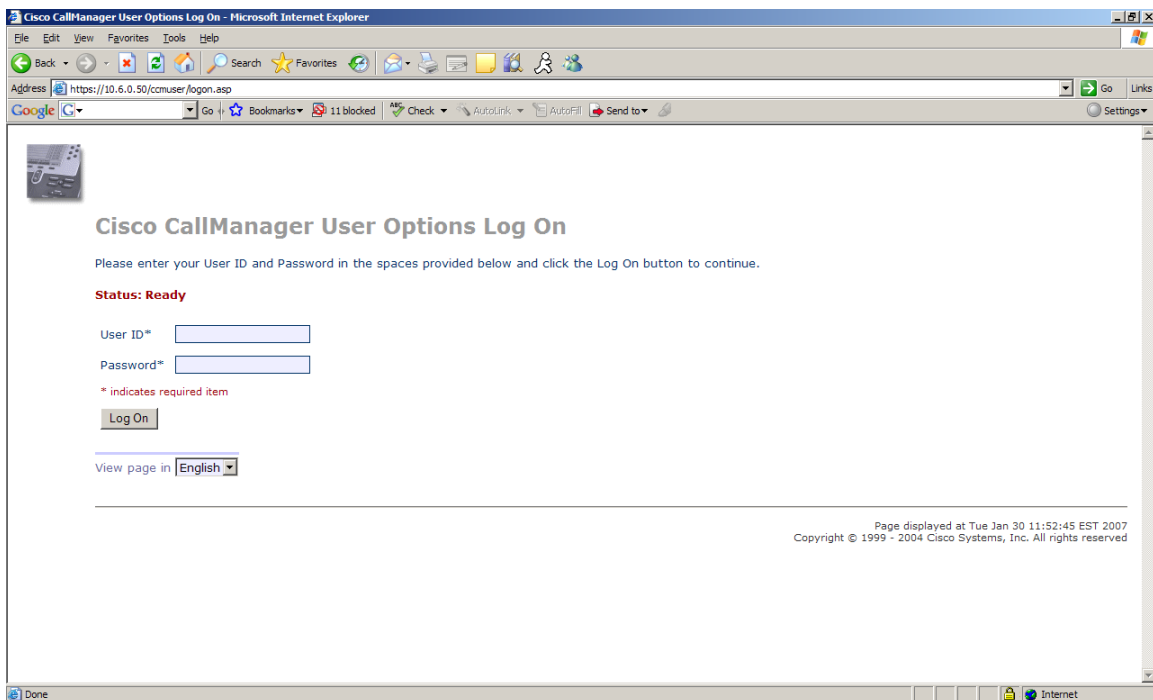
- **Corporate Directory** is a directory of every faculty/staff member on campus that has a phone number assigned to them. This directory is a little different from the others in that when you first select it, you will see a **Directory Search** screen that allows you to enter the first part of a **First Name**, **Last Name**, or **Number**. Selecting the letters to search on works similarly to a cell phone, where you press the number key corresponding to the letter below it and if it is the second letter in the string, you need to quickly press the number key twice, three times quickly for the third letter, etc. You can then press the softkey button below **Search** to get only those people that meet that search criteria. If you did not enter any search criteria, you will see the first 64 people entered into the Corporate Directory. If your search criteria is too wide, you will also be limited to the first 64 entries. You can then scroll through the names and select the one that you wish to dial.

3. Setting Up Services (using the web interface)

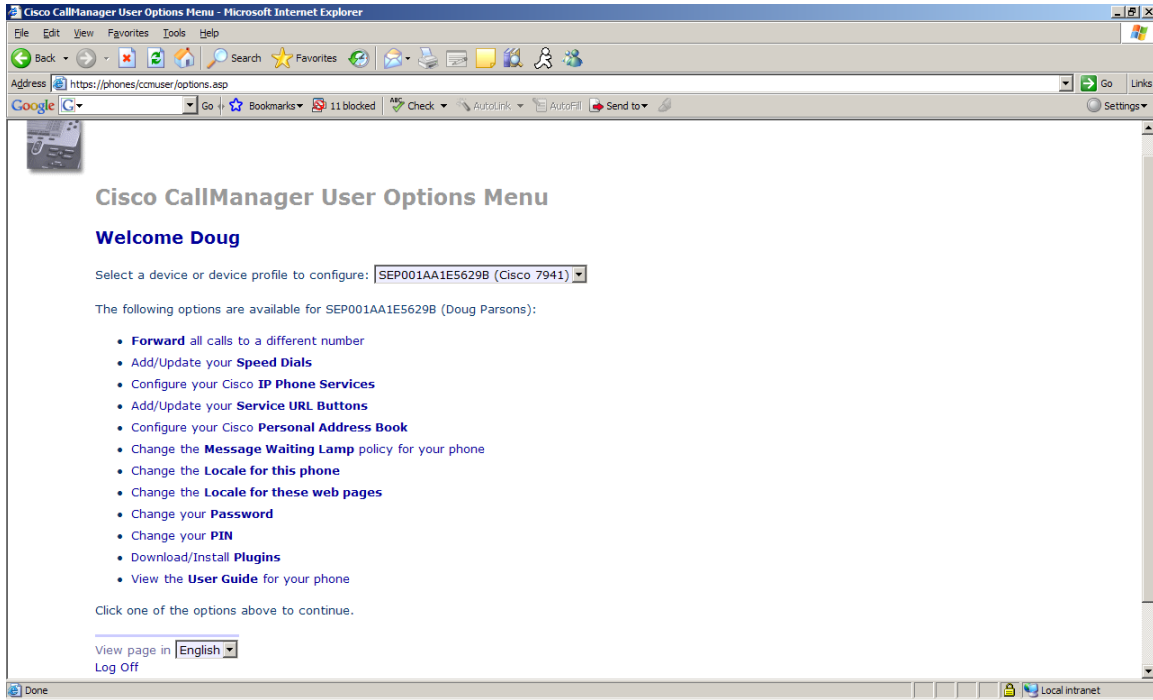
Your Cisco Phone is a computer network device that can share information with other network devices. You can establish phone services and control settings and features from your computer using the Cisco CallManager User Options web pages. Once you configure features and services on the web pages, you can access them on your phone.

To log in to the User Options web pages for the first time, you must use Internet Explorer and browse to <https://vwtss150/ccmuser>. (This site is ONLY available from client computers located on campus.)

When you first bring up the page, you must enter a User ID and Password to log in. Your User ID should be the same as your email name, which is typically: *first initial last name (for example, jsmith for Joe Smith)*. Contact the Help Desk if you need to know the default password.



After you log in you will see the following welcome page, which gives you a menu of options available. You may never need to access some of these options however (Service URL Buttons, Locale for this phone, Locale for these web pages, Plugins).

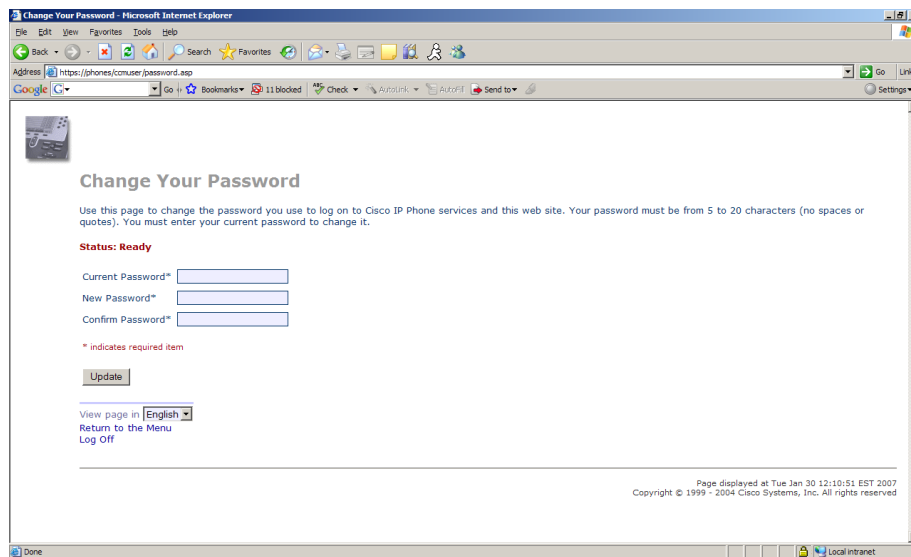


3.1 Changing Your Password

Contact the helpdesk for the default password for your CallManager User ID. This should be changed immediately upon login! If someone else knows your password they can control settings on your phone so please change your password as soon as you get your new phone. Note: This password is not the same as the password used for voice mail.

Click on the link “Change your **Password**” on the Cisco CallManager User Options Menu as shown on page 7.

The **Change Your Password** page displays as shown below.



Enter the **Current Password** and then enter the **New Password** that you want to replace it with and enter it again under **Confirm Password**.

Click and your password is changed.

3.2 Changing Your PIN Number

You will need a PIN to set up specific phone services. Contact the Help Desk for the default PIN for your CallManager User ID. This should be changed immediately before configuring any services. If someone else knows your PIN they can control settings on your phone so please change your PIN as soon as you get your new phone. Note: Your PIN is not the same as the password for Call Manager or the password used for voice mail.

Click on the link “Change your **PIN**” on the Cisco CallManager User Options Menu as shown on page 7.

The **Change your Personal Identification Number (PIN)** page displays as shown below:

Change Your Personal Identification Number (PIN)

Use this page to change the Personal Identification Number (PIN) you use to log on to Cisco IP Phone services. Your PIN must be from 5 to 20 digits. You must enter your old PIN in order to change to the new PIN.

Status: Ready

Current PIN*

New PIN*

Confirm New PIN*

* indicates required item

View page in [English](#)

[Return to the Menu](#)

[Log Off](#)

Page displayed at Tue Jan 30 12:11:17 EST 2007
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Enter the **Current PIN**, the **New PIN** and then **Confirm** the **New PIN** .

Click to change the PIN.

Note: If you have already added services with the old PIN number, go back to those services and enter your new PIN number so the services will work properly.

3.3 Call Forward All

You can forward all of your calls to a different number. For example, you can forward calls to your voice mail or to an internal extension such as a coworker that will be covering for you while you are away from your desk. Call forwarding can be done directly on your phone by pressing the softkey button below **CFwdALL** on your phone. **OR** From the web interface, you can click on “**Forward** all calls to a different number” on the Cisco CallManager User Options Menu as shown on page 7 to forward your calls. Check the box next to “Forward all incoming calls on line 1 (Your number) and select either Voice Mail or input the new number that you want the calls forwarded to. (Note: You may have multiple lines appearances on your phone. Be careful to select the appropriate line when forwarding calls to another number.)

Then press the key.

Forward Your Calls

Configure Call Forwarding on your Cisco 7961 (Dick Efnor)

Use this page to forward incoming calls on your phone to another extension. To forward a line, enter the phone number where you want your calls to go. To stop forwarding calls, clear the check box on the line that is being forwarded.

Status: Ready


Forward all incoming calls on line 1 (77354) to Voice Mail
 this number

View page in


[Return to the Menu](#)

[Log Off](#)

3.4 Adding or Updating Speed Dials (using the web interface)

To add or update speed dials click on the link “Add/Update your **Speed Dials**” on the Cisco CallManager User Options Menu as shown on page 7. (Note: These could be coordinated within an office to simulate the Intercom function on the old phones.) After clicking the link you can assign speed dials from 1-99 for your phone. If you have any spare programmable buttons  on your phone, they will get the first speed dials, e.g. if you have 1 programmable button that has not been set to a specific phone line, speed dial 1 will be on that button.

The remaining speed dials are used by entering the speed dial number on your phone, then pressing the softkey button below **AbbrDial** on your phone display.

The following screen shot shows the page for adding and updating speed dials. Just enter the complete phone number next to the **Speed Dial #**. The phone number should be entered exactly the same as if you were dialing the number yourself (for off-campus, enter 9 plus the 7 digit number, etc.). The **Display Text** field can be used to enter who or what the phone number is for. (If the speed dial is for a programmable button , the Display Text will show next to the button.)

Add/Update Your Speed Dials

Configure the Speed Dial Buttons for your Cisco 7961 (SEP001AA22BEC8C)

Use this page to enter the phone numbers you want associated with each of your Speed Dial buttons. When you are done, click Update.

Note: The display text for each speed dial on the phone can contain up to 30 characters

Status: Ready

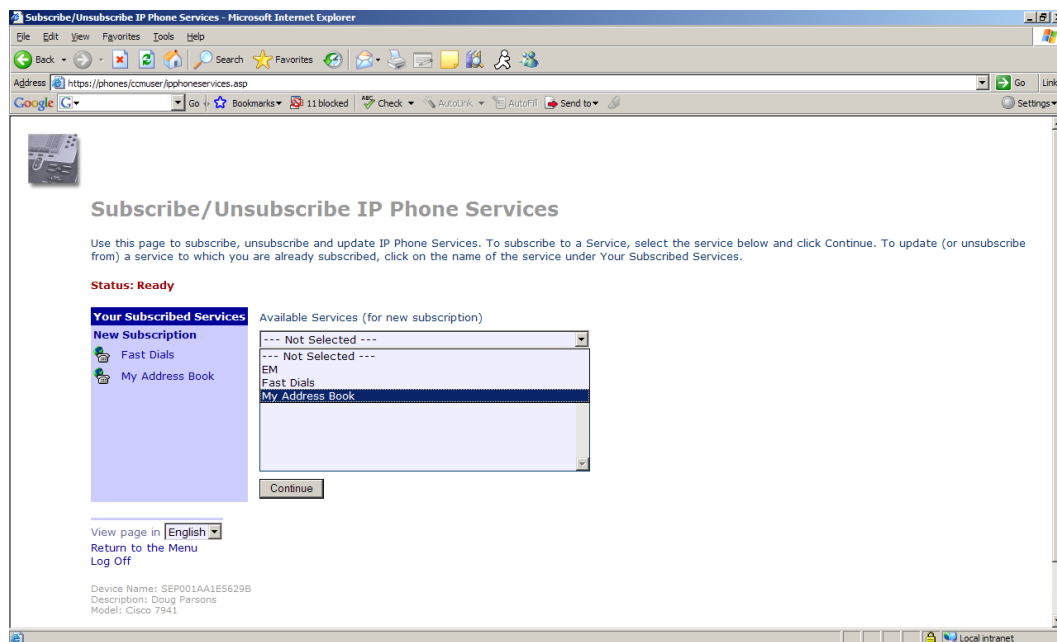
Speed Dial Settings on Phone	
Speed Dial 1	<input type="text" value="77354"/> Display Text <input type="text" value="Help Desk"/>
Speed Dial 2	<input type="text"/> Display Text <input type="text"/>
Speed Dial 3	<input type="text"/> Display Text <input type="text"/>
Speed Dial Settings not associated with a phone button	
Speed Dial 4	<input type="text"/> Display Text <input type="text"/>
Speed Dial 5	<input type="text"/> Display Text <input type="text"/>
Speed Dial 6	<input type="text"/> Display Text <input type="text"/>
Speed Dial 7	<input type="text"/> Display Text <input type="text"/>
Speed Dial 8	<input type="text"/> Display Text <input type="text"/>
Speed Dial 9	<input type="text"/> Display Text <input type="text"/>

3.5 Subscribe/Unsubscribe Phone Services (using the web interface)

Phone services are applications that you can access on your phone. Two default services are available: **Fast Dials** and **My Address Book**. Some clients require additional services which will be made available by individual login as needed.

3.5.1 Subscribing to the Personal Address Book Service

Click on the link **Configure your Cisco IP Phone Services** on the Cisco CallManager User Options Menu.



From the Available Services (for new subscription) menu, select **My Address Book** and click **Continue**.


The My Address Book configuration page will appear as shown below:

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	Service Name*
New Subscription	<input type="text" value="My Address Book"/>
 Fast Dials	Outside Access Code
 My Address Book	<input type="text"/> (Description)
	User Identification*
	<input type="text"/> (Description)
	PIN*
	<input type="text"/> (Description)
	<small>* indicates required item</small>
	<input type="button" value="Subscribe"/> <input type="button" value="Back"/>

View page in 
[Return to the Menu](#)
[Log Off](#)

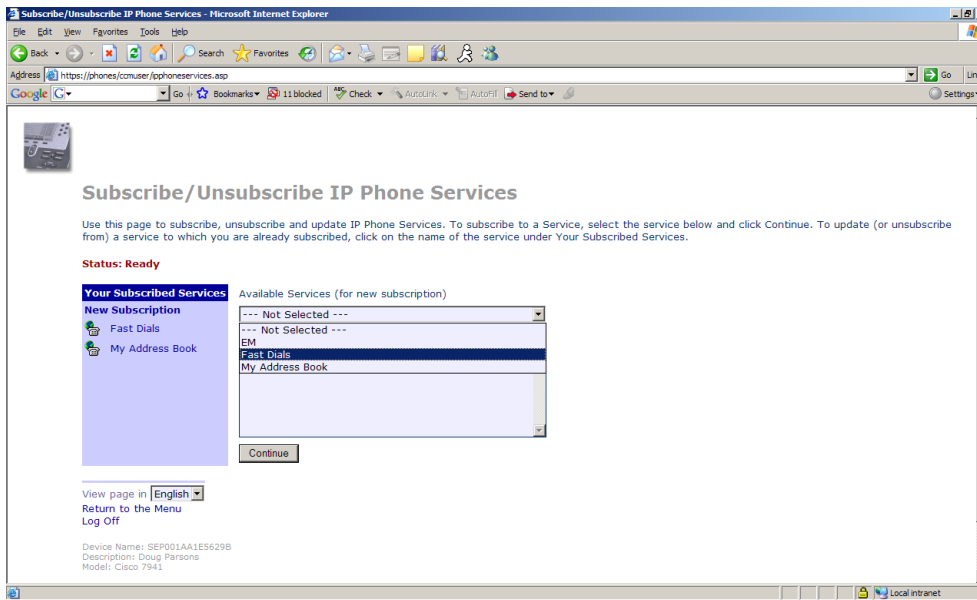
Enter your **User Identification** (same as your CallManager User ID-the portion of your email address to the left of the “@” that you entered on the logon screen), and your **PIN** in the appropriate boxes. (Contact the Help Desk if you don’t know your PIN.) After filling out the appropriate fields click to subscribe to the **My Address Book** service.

You can then **Return to the Menu** or **Log Off**.

3.5.2 Subscribing to the Fast Dial Service

Click on the link **Configure your Cisco IP Phone Services** on the Cisco CallManager User Options Menu.

From the **Available Services (for new subscription)** menu, select **Fast Dials** and click **Continue**. (See screenshot below.)



The **Fast Dials** configuration page will appear:

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 Fast Dials My Address Book	Service Name*	<input type="text" value="Fast Dials"/>
	Outside Access Code	<input type="text"/> (Description)
	User Identification*	<input type="text"/> (Description)
	PIN*	<input type="text"/> (Description)
	* indicates required item	
<input type="button" value="Subscribe"/> <input type="button" value="Back"/>		

View page in [English](#)
[Return to the Menu](#)
[Log Off](#)

Enter your **User Identification** (same as your CallManager User ID-the portion of your email address to the left of the “@” that you entered on the logon screen), and your **PIN**

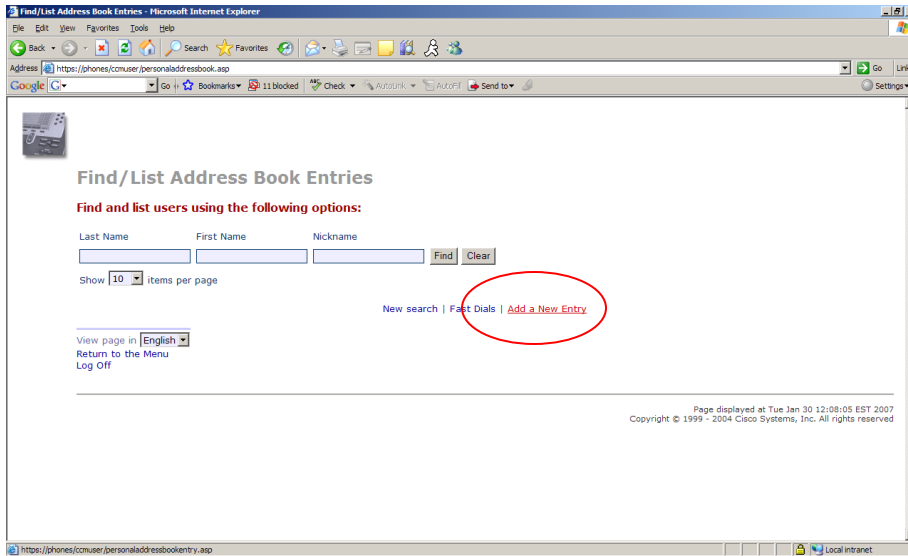
in the appropriate boxes. (Contact the Help Desk if you don't know your PIN.) After filling out the appropriate fields click to subscribe to the **Fast Dials** service. You can then **Return to the Menu** or **Log Off**.

3.6 Configuring your Personal Address Book (using the web interface)

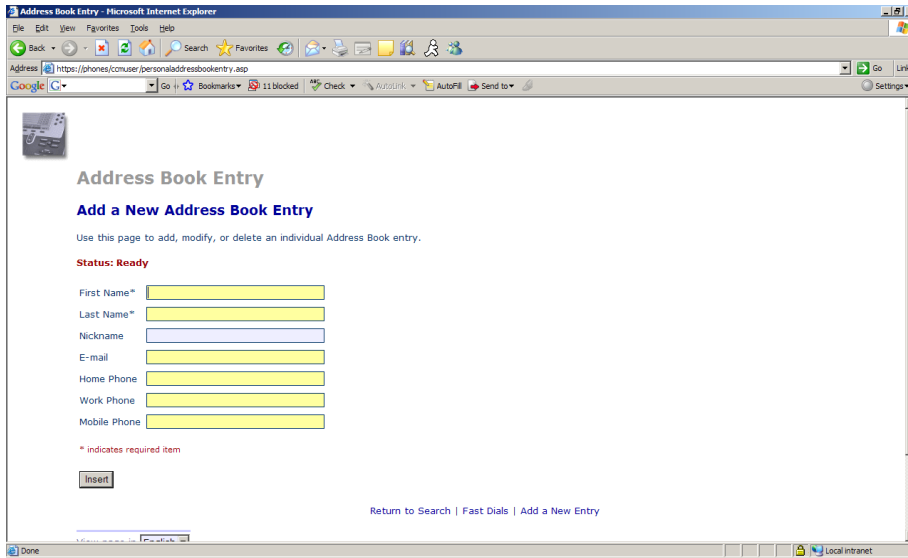
Click on the link “Configure your **Personal Address Book**” on the Cisco CallManager User Options Menu as shown on page 7.

The Find/List Address Book Entries screen will appear.

Click on **Add a New Entry**.



The **Add a New Address Book Entry** page will appear.



Complete the required fields and then click **Insert** to insert the new entry into the address book.

Click on **Add a New Entry** to add more contacts to your Personal Address Book. Click on **Return to Search** to take you back to the previous screen to do a search for entries within your Personal Address Book.

Find/List Address Book Entries

Find and list users using the following options:

Last Name	First Name	Nickname	Find	Clear
<input type="text"/>	<input type="text"/>	<input type="text"/>		

Show items per page

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

View page in

[Return to the Menu](#)

[Log Off](#)

You can enter your search criteria or just press **Find** to show a list of your Address Book entries:

Find/List Address Book Entries

Status: Ready

Displaying matching item(s) 1 to 3 out of 3

Modify Search

<input type="checkbox"/>	Last Name	First Name	Nickname	Fast Dials
<input type="checkbox"/>	 Bell	Nicole	Nicole	
<input type="checkbox"/>	 Haynes	Sheila	Princess	
<input type="checkbox"/>	 Talbott	Natalie	Talbott, Natalie	

Delete Selected

First Previous Next Last



Page 1 of 1

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](#)

From this page, you can select entries on the left and then Delete the selected entries. You can also select the Fast Dials Indicator  to associate a Fast Dial with the entry. If there is no Fast Dials Indicator , it means that a phone number has not been entered for the entry.

You can also choose **New Search** to redo the search, choose **Fast Dials** to get a list of your Fast Dials, or select **Add a New Entry** to enter more names into your Address Book.

3.7 Configuring Fast Dials

You can configure fast dials several ways.

Option 1:

The Find/List Address Book Entries screen will appear.

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](#)

Click to display the entries in your “My Address Book”.

Find/List Address Book Entries

Status: Ready

Displaying matching item(s) 1 to 3 out of 3

[Modify Search](#)

<input type="checkbox"/>	Last Name	First Name	Nickname	Fast Dials
<input type="checkbox"/>	Bell	Nicole	Nicole	
<input type="checkbox"/>	Haynes	Sheila	Princess	
<input type="checkbox"/>	Talbott	Natalie	Talbott, Natalie	


 [First](#) [Previous](#) [Next](#) [Last](#) Page of 1

Find and list users using the following options:

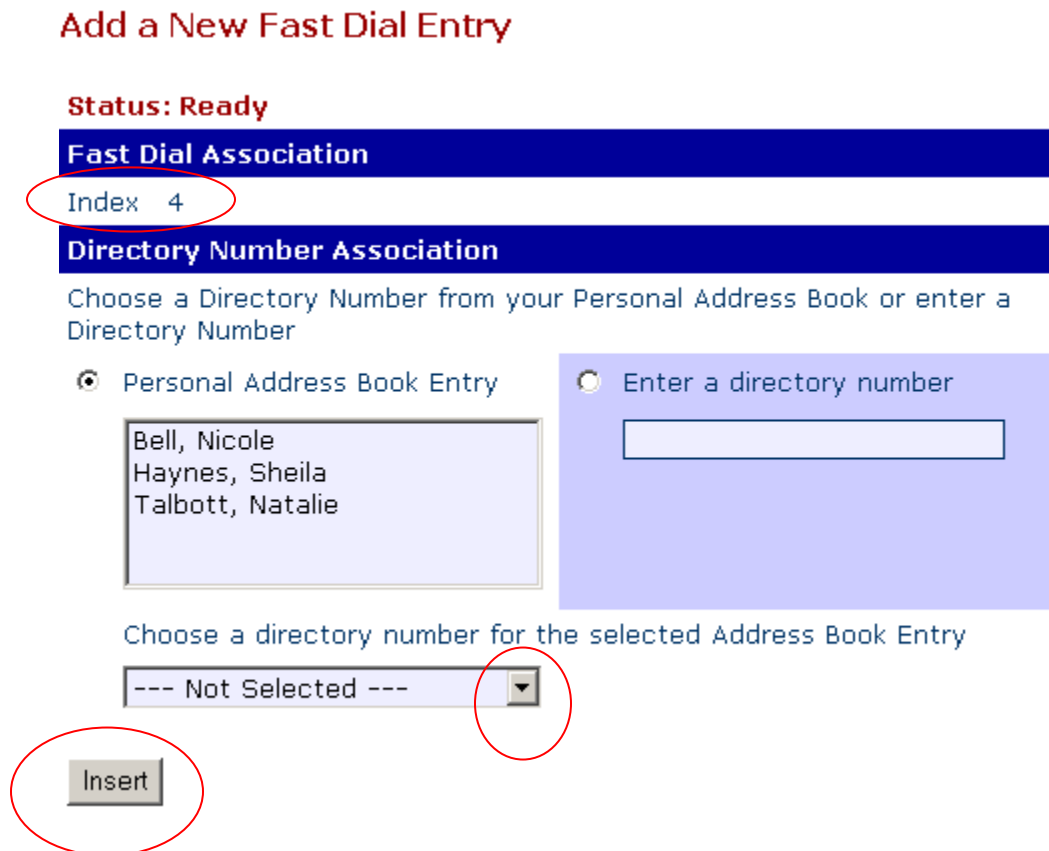
Last Name First Name Nickname

Show items per page

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

Click on the Fast Dials Indicator  beside the individual's name that you want to create a Fast Dials entry for.

The **Add a New Fast Dial Entry** page will appear:



Add a New Fast Dial Entry

Status: Ready

Fast Dial Association

Index 4

Directory Number Association

Choose a Directory Number from your Personal Address Book or enter a Directory Number

Personal Address Book Entry

Bell, Nicole
Haynes, Sheila
Talbot, Natalie

Enter a directory number


Choose a directory number for the selected Address Book Entry

--- Not Selected ---


Insert

First select the Index number that you want to use for the Fast Dial entry. Then select the Personal Address Book Entry and choose the person you want to set up a Fast Dial entry for.

Under **Choose a directory number for the selected Address Book Entry**, you need to select the phone number you want to associate with the Fast Dial entry.

Next click  to insert the number into your fast dials list.







Option 2:

Instead of clicking on the Fast Dials Indicator  from the Find screen, click on **Fast Dials** at the bottom of the screen:

Find/List Address Book Entries

Status: Ready

Displaying matching item(s) 1 to 3 out of 3
Modify Search

<input type="checkbox"/>	Last Name	First Name	Nickname	Fast Dials
<input type="checkbox"/>	 Bell	Nicole	Nicole	
<input type="checkbox"/>	 Haynes	Sheila	Princess	
<input type="checkbox"/>	 Talbott	Natalie	Talbott, Natalie	

First Previous Next Last Page of 1

Find and list users using the following options:

Last Name First Name Nickname

Show items per page




[New search](#) [Fast Dials](#)

In this case the list of Fast Dials displays:

Find and List Personal Fast Dials

Status: Ready

3 Fast Dial(s) set out of 99

<input type="checkbox"/>		Index	Description	Index	Description
<input type="checkbox"/>		1	76147	51	(Unassigned)
<input type="checkbox"/>		2	W - Nicole	52	(Unassigned)
<input type="checkbox"/>		3	W - Princess	53	(Unassigned)
		4	(Unassigned)	54	(Unassigned)
		5	(Unassigned)	55	(Unassigned)
		6	(Unassigned)	56	(Unassigned)
		7	(Unassigned)	57	(Unassigned)
		8	(Unassigned)	58	(Unassigned)
		9	(Unassigned)	59	(Unassigned)
		10	(Unassigned)	60	(Unassigned)
		11	(Unassigned)	61	(Unassigned)
		12	(Unassigned)	62	(Unassigned)
		13	(Unassigned)	63	(Unassigned)
		14	(Unassigned)	64	(Unassigned)
		49	(Unassigned)	99	(Unassigned)
		50	(Unassigned)		


Delete Selected

[Return to Search](#) | [Add a New Address Book Entry](#)

View page in English
[Return to the Menu](#)
[Log Off](#)

Click on the word **(Unassigned)** next to the Fast Dials number that you want to set and the **Add a New Fast Dial Entry** screen will again open.


Option 3:

The third way of entering a Fast Dial is to press the Services button  on your phone; then select Fast Dials; scroll to the number that you want to set a Fast Dial for and press the softkey button below **Assign**. You can then enter a phone number that you want to assign to that Fast Dial. Note that when using this method, you can just assign a phone number to the Fast Dial and cannot tie it to the Personal Address Book.

3.8 Accessing your Phone User Guide (from the web interface)



From the main menu page on the Cisco CallManager User Options Menu as shown on page 7, select “View the User Guide for your phone”. The user guide for the model phone that you have will automatically be displayed in a pdf document. Please read the document to get familiar with your phone. The document will guide you through basic set up options on your phone like how to change the ring volume, speaker volume, and ring tones. The manual is also available on the Help Desk website http://www.virginiawestern.edu/helpdesk/cisco_phones/ along with interactive tutorials.

4. Modifying your Phone Settings

The phone settings are accessed by pressing the Settings button  on your phone. When you press this button, there are several options on the menu, but the only one that you want to modify is **User Preferences**.

If you highlight **User Preferences** and then press the softkey button below **Select**, there will be more options to choose from. Normally the only option that you may want to change is **Rings**, which is the first option. If you select **Rings**, it will then show a **Default Ring** and the ring associated with your line. To change the default ring, select **Default Ring**, then you will then see a number of different ring tones. You can try each one out by selecting a ring, then pressing the softkey button below **Play**. You can repeat this step as many times as you want until you find the ring that appeals to you. Once you have found the ring you want to use, select it and press the softkey button below the word **Save**. This will change the ring on your line to this selected ring. You can then press the softkey button below **Exit** three times to get out of **User Preferences**.

5. Phone Help

There is help available on your phone through the **Help** button.  The button works two ways. If you press another button on the phone after the , information will pop up on the screen specifically about the second button that you pushed. If you do not press a second button, the main help menu will be displayed after a few seconds. There are four main topics: **About Your Cisco IP Phone**, **How Do I...?**, **Calling Features**, and **Help**. You can then select links to find the topic that you want help on.

You may also contact the Help Desk for assistance at helpdesk@vw.vccs.edu or 7-7354.