

# HELPFUL HINTS FOR VOIP PHONES

## TO LEAVE A MESSAGE IN MAILBOX WITHOUT CALLING THE NUMBER

- ❖ ACCESS THE LINE (GET DIAL TONE) - PRESS STAR – DIAL 5 DIGIT NUMBER

## TO TRANSFER A CALL WITHOUT ANNOUNCING WHOSE CALLING

- ❖ PRESS TRANSFER SOFT KEY - DIAL NUMBER – PRESS TRANSFER SOFT KEY AGAIN

## TO TRANSFER A CALL - ANNOUNCING THE CALLER

- ❖ PRESS TRANSFER SOFT KEY – DIAL NUMBER – ANNOUNCE THE CALLER
  1. IF ACCEPTED - PRESS TRANSFER SOFT KEY & HANG UP
  2. IF DENIED – PRESS END CALL – PRESS RESUME TO GET CALLER BACK

## TO TRANSFER A CALLER DIRECTLY TO SOMEONE'S VOICEMAIL

- ❖ PRESS TRANSFER SOFT KEY - PRESS STAR – DIAL 5 DIGIT PHONE NUMBER & IMMEDIATELY PRESS TRANSFER SOFT KEY ( NOTE: IF YOU DON'T PRESS THE TRANSFER KEY FAST ENOUGH THE CALLER WILL NOT HEAR ALL OF THE CALLED PARTY'S GREETING)

## TO FORWARD A COPY OF A MESSAGE TO AN ASSOCIATE

- ❖ PRESS # DURING OR 5 IMMEDIATELY AFTER LISTENING TO MESSAGE
- ❖ FOLLOW THE VOICE PROMPTS

## TO PLACE 3-WAY CALL USING TRANSFER SOFT KEY

- ❖ DIAL 1ST NUMBER – SPEAK TO ANSWERING PERSON
- ❖ PRESS TRANSFER SOFT KEY
- ❖ DIAL 2ND NUMBER – SPEAK TO ANSWERING PERSON
- ❖ TOGGLE BACK UP TO 1ST CALL – PRESS MORE SOFT KEY
- ❖ PRESS JOIN SOFT KEY

## TO SET UP DISTINCTIVE RING (IF PHONE HAS MORE THAN ONE LINE)

### 7940 (2 BUTTON SET) & 7960 (6 BUTTON SET)

- ❖ PRESS SETTINGS – PRESS 2 FOR RING TYPE
- ❖ USE TOGGLE BUTTON TO GET TO CORRECT LINE NUMBER
- ❖ PRESS DEFAULT SOFT KEY – PRESS SELECT SOFT KEY
- ❖ PRESS PLAY AS YOU TOGGLE THROUGH THE LIST TO HEAR EACH SOUND
- ❖ AFTER FINDING THE SOUND YOU LIKE – PRESS OK – PRESS EXIT

### 7942 (2 BUTTON SETS) - 7962, 7965 (6 BUTTON SETS)

- ❖ PRESS SETTINGS
- ❖ PRESS 1 FOR USER PREFERENCES
- ❖ PRESS 1 FOR RINGS
- ❖ PRESS SELECT FOR DEFAULT RING (WHICH IS LINE/BUTTON 1 ON THE PHONE)
- ❖ APPROXIMATELY 30 RING TONES WILL DISPLAY
- ❖ PRESS PLAY AS YOU TOGGLE THROUGH THE LIST TO HEAR EACH SOUND
- ❖ PLAY, LISTEN, SELECT AND SAVE
- ❖ TO SELECT A DIFFERENT RING TONE FOR ANOTHER LINE
- ❖ USE TOGGLE BUTTON TO GET TO CORRECT LINE NUMBER
- ❖ PRESS SELECT SOFT KEY - 7 RING TONES WILL DISPLAY
- ❖ PRESS PLAY AS YOU TOGGLE THROUGH THE LIST TO HEAR EACH SOUND
- ❖ PLAY, LISTEN, SELECT AND SAVE
- ❖ PRESS EXIT

## **TO OPEN YOUR MAILBOX**

- ❖ Press MESSAGES key.
- ❖ Enter your password. (DEFAULT IS 12345#)
- ❖ Listen for prompt.

SHORTCUT MENU (2) SAVE (3) DELETE (7) REWIND (##) FAST-FORWARD TO END  
(\* ) CANCEL OR BACK UP (#) SKIP OR MOVE AHEAD (0) HELP

## **CHANGING YOUR GREETING**

After opening your mailbox:

- ❖ Press 4 for Setup options.
- ❖ Press 1 for Greetings.
- ❖ Press 1 to change greeting.
- ❖ Press 1 to record new greeting.
- ❖ Follow the voice prompts.
- ❖ Press \* to end.

## **CHANGE YOUR RECORDED NAME IN THE DIRECTORY**

After opening your mailbox:

- ❖ Press 4 for Setup options.
- ❖ Press 3 for Personal settings.
- ❖ Press 2 to record your name in the directory (you will hear the current name).
- ❖ At the tone, record your greeting.
- ❖ Listen to voice prompt.

## **ACCESSING VOICE MAIL WHILE AWAY FROM THE OFFICE**

- ❖ Dial 273-1000 from any phone (31000 from campus numbers).
- ❖ Press the \*.
- ❖ Enter the 5 digit phone number and password.
- ❖ Follow the voice prompts.

## **TRANSFERRING A CALLER TO SOMEONE'S MAILBOX**

- ❖ Press the TRANSFER soft key.
- ❖ Press \*.
- ❖ Dial the 5 DIGIT NUMBER you want to transfer the call to.
- ❖ Press TRANSFER soft key.
- ❖ NOTE: if you don't press the transfer key fast enough, the calling party won't hear the beginning of the greeting

## **FORWARD A COPY OF A MESSAGE TO AN ASSOCIATE**

- ❖ Press # during or 5 immediately after listening to message.
- ❖ Listen to voice prompts.

## **LEAVE A MAILBOX MESSAGE FOR YOURSELF OR AN ASSOCIATE**

- ❖ Calling from campus – Dial \* in front of the 5 digit number
- ❖ Calling locally from a non-campus number – Dial the 7 digit number
- ❖ Calling long distance – Dial 1+area code+7 digit number

## **IF YOU FORGET YOUR PASSWORD**

- ❖ Put in Work Order @ <http://telecom.cns.ufl.edu/> to have box reset. You will not lose messages.

## **PASSWORDS WILL NOT EXPIRE**

## VOICEMAIL FUNCTIONS

<b>During Message Menu (While listening to a message, Press)</b>	<b>After Message Menu (After listening to a message, Press)</b>
<b>Key(s)    Actions</b>	<b>Key(s)    Actions</b>
1 - Restart Message	1 - Replay Message
2 - Save	2 - Save
3 - Delete	3 - Delete
4 - Slow Playback	4 - Reply
5 - Change Volume	42 - Reply to All
6 - Fast Playback	44 - Call the Subscriber*
7 - Rewind Message	5 - Forward Message
8 - Pause/Resume	6 - Save as new
9 - Fast Forward	7 - Rewind
# - Fast Forward To End	8 - Send email or fax to a fax machine*
## - Save As Is	9 - Play Message Properties
	# - Save As Is
	<b>* Means not available on some systems</b>

## SHORTCUTS

<b>While listening to the main menu, Press</b>	<b>While listening to a message, Press</b>
<b>Key(s)    Actions</b>	<b>Key(s)    Actions</b>
41 - Change Greeting	#3 - Skip + Delete Message
412 - Turn On/Off Alternate Greeting	#4 - Skip + Reply
421 - Change Message Notification	#42 - Skip + Reply to all
422 - Change Fax Delivery*	#5 - Skip + Forward Message
423 - Choose full or brief menus	#6 - Skip + Save As New
431 - Change Phone Password	#8 - Skip + Send email/Fax to Fax*
432 - Change Recorded Name	#9 - Skip + Play Message Properties
44 - Change Call Transfer	## - Skip + Save As Is
	<b>* Means not available on some systems</b>
<b>After recording a message, Press</b>	
<b>Key(s)</b>	<b>Actions</b>
11	- Change Addressing
12	- Change Recording
13	- Set Special Delivery
14	- Review Recorded Message

## USING CALL FEATURES

### HARD TRANSFER

PRESS **TRANSF...** SOFT KEY → DIAL NUMBER → PRESS **TRANSF...** SOFT KEY

### CONSULT TRANSFER

PRESS **TRANSF...** SOFT KEY → DIAL NUMBER → ANNOUNCE CALL → PRESS **TRANSF...** SOFT KEY

### CONSULT TRANSFER - CALL REJECTED – SEND DIRECTLY TO VOICEMAIL

PRESS **TRANSF...** SOFT KEY → DIAL NUMBER → ANNOUNCE CALL → (CALL REJECTED)

PRESS **EndCall...** SOFT KEY → PRESS **RESUME...** SOFT KEY → PRESS **TRANSF...** SOFT KEY →

DIAL \* (STAR) IN FRONT OF NUMBER → IMMEDIATELY PRESS **TRANSF...** SOFT KEY

### DIRECT TRANSFER USING FAST DIALS (NOTE: FAST DIALS MUST ALREADY BE CREATED)

AFTER RECEIVING OR WHILE ON A CALL – PLACE CALL ON HOLD USING **HOLD...** SOFT KEY →

PRESS DIRECTORIES BUTTON – PRESS 5 (**PERSONAL DIRECTORY**) PRESS 2 (**PERSONAL FAST DIALS**)

TOGGLE TO **FAST DIAL** YOU WANT TO TRANSFER TO – PRESS **DIAL...** SOFT KEY →

PARTY ANSWERS/ANNOUNCE THE CALL – TOGGLE UP TO CALL ON HOLD – PRESS **Dir Trfr...** SOFT KEY

### CALL PICK UP (NOTE: CALL PICK UP GROUP HAS TO BE CREATED FOR THIS TO WORK)

PHONE NEARBY RINGS → PICK UP YOUR RECEIVER → PRESS **MORE** SOFT KEY → PRESS **PICKUP** SOFT KEY →

PRESS **ANSWER** SOFT KEY → CALL WILL COME TO YOUR PHONE

### CALL PICK UP CONFIGURED ON A BUTTON

WHEN A CALL RINGS IN ON A DEDICATED LINE BUTTON → THE BUTTON FLASHES AMBER →

TO ANSWER → PRESS THE FLASHING BUTTON → YOUR PHONE WILL RING → PRESS **ANSWER** SOFT KEY

### FORWARD PHONE TO ANOTHER NUMBER

PRESS **CFwdALL** SOFT KEY → DIAL # YOU WANT YOUR CALLS TO GO TO

NOTE: IF ON CAMPUS DIAL 5 digit # - OFF CAMPUS #'S DIAL 9 BEFORE DIALING NUMBER

### FORWARD PHONE TO VOICEMAIL

PRESS **CFwdALL** SOFT KEY → PRESS “MESSAGES” BUTTON →  
(NOTE: LCD DISPLAY SHOWS → FORWARDED TO VOICEMAIL)

### TO REMOVE CALL FORWARDING

PRESS **CFwdALL** SOFT KEY

### CALL PARK

ANSWER INCOMING CALL→ PRESS **more** SOFT KEY→ PRESS **Park** SOFT KEY→

NOTE: LCD DISPLAY SHOWS→ **Call Parked At \_\_\_\_\_** → CALL STAYS PARKED FOR 2 MINUTES→

IF NO ONE PICKS CALL UP→ RINGS BACK TO PERSON WHO ORIGINALLY PARKED THE CALL

### CONFERENCE CALLS

DIAL THE 1<sup>ST</sup> NUMBER→ SPEAK TO ANSWERING PERSON→ PRESS **more** SOFT KEY→

PRESS **Confrn** SOFT KEY→ DIAL 2<sup>ND</sup> NUMBER→SPEAK TO ANSWERING PARTY→

PRESS **Confrn** SOFT KEY→ DISPLAY SHOWS →To Conference

(NOTE: TO ADD OTHERS→ PRESS **more** SOFT KEY→ PRESS PRESS **Confrn** SOFT KEY→

DIAL THE NUMBER → KEEP REPEATING THE STEPS→ TOTAL PARTICIPANTS IS 6

### MEET-ME-CONFERENCE CALLS (SET UP 10 MINS IN ADVANCE)

(NOTE: IF DEPT DOES NOT HAVE THEIR OWN NUMBER - CALL TELECOM @ 31234 TO GET A MEET-ME NUMBER TO USE)

GIVE MEET-ME NUMBER AND TIME TO CALL IN TO PARTICIPANTS

**NOTE: PARTICIPANTS CALLING FROM CAMPUS NUMBERS MUST DIAL 5 DIGITS ONLY**

**PARTICIPANTS CALLING LOCALLY FROM NON-CAMPUS NUMBERS MUST DIAL THE 7 DIGIT NUMBER**

**PARTICIPANTS CALLING LONG DISTANCE WILL FOLLOW NORMAL DIALING INSTRUCTIONS FOR LONG DISTANCE CALLS**

TO SET UP CONFERENCE → PRESS **CFwdALL** SOFT KEY→ PRESS MESSAGES BUTTON→

LCD DISPLAY SHOULD SHOW → FORWARDED TO VOICEMAIL

ACCESS THE LINE (GET A DIAL TONE) → PRESS **more...** SOFT KEY→

PRESS **MeetMe...** SOFT KEY → DIAL THE MEET-ME NUMBER → LCD DISPLAYS → To Conference (3XXXX)

PRESS “SPEAKER” BUTTON →

WHEN CALL IS FINISHED → PRESS **EndCall...** SOFT KEY

TO REMOVE CALL FORWARDING→ PRESS **CFwdALL** SOFT KEY

## **ANSWER A CALL WHILE ON EXISTING CALL (Using Toggle)**

WHEN 2<sup>nd</sup> CALL COMES IN PRESS **ANSWER...** SOFT KEY

(NOTE: DON'T LOOK FOR **HOLD...** SOFT KEY – PRESSING **ANSWER...** SOFT KEY PLACES THE CALL ON HOLD)

ON 2 BUTTON SETS (MODEL 7940) OR 6 BUTTON SETS (MODEL 7960)

CALL ON HOLD WILL BLINK – CALL IN PROGRESS WILL SHOW STEADY

ON 6 BUTTON SETS (MODEL 7962 OR HIGHER)

CALL ON HOLD SHOWS A HANDSET RECEIVER WITH A BLINKING BOX UNDERNEATH IT

CALL IN PROGRESS WILL SHOW STEADY

PRESS **EndCall...** SOFT KEY TO HANG UP – PRESS **RESUME...** SOFT KEY TO RETRIEVE CALL ON HOLD

IF 2 CALLS ARE ON HOLD – YOU CAN TOGGLE BETWEEN CALLS BY USING THE **BLUE** TOGGLE (UP/DOWN) KEY

PRESS **RESUME...** SOFT KEY TO RETRIEVE THE CALL YOU WANT

## **TO ACTIVATE DO NOT DISTURB: (MUST BE CONFIGURED ON THE PHONE)**

- PRESS THE **more...** SOFT KEY - YOU WILL THEN SEE A **DND...** SOFT KEY
  
- PRESS THE **DND...** SOFT KEY –THE PHONE WILL DISPLAY “DO NOT DISTURB IS ACTIVE”
  - ❖ NOTE: WHILE PHONE IS IN THIS MODE, IF A CALL COMES IN THE USER WILL HEAR A BEEP TONE TO NOTIFY OF INCOMING CALL
  - ❖ THE LCD DISPLAY WILL SHOW THE CALLING PARTY’S TELEPHONE NUMBER AND/OR CALLING PARTY’S NAME
  - ❖ 2 SOFT KEYS WILL AUTOMATICALLY DISPLAY – SHOWING BOTH **ANSWER...** AND **DND...**
  - ❖ THE USER MAY ACCEPT THE CALL BY PRESSING THE **ANSWER...** SOFT KEY OR SIMPLY IGNORE IT AND THE CALLER WILL BE RE-DIRECTED TO VOICEMAIL
  - ❖ NOTE: IF THE USER PRESSES **DND...** SOFT KEY → INSTEAD OF **ANSWER...** SOFT KEY → THE “DO NOT DISTURB” FEATURE TURNS OFF AND THE USER WILL BE AVAILABLE FOR CALLS AGAIN

## **TO DEACTIVATE DO NOT DISTURB**

- PRESS THE **more...** SOFT KEY→ PRESS **DND...** SOFT KEY

## TO FORWARD CALLS VIA THE WEB

Log on to CCM User: <https://iphone.voip.ufl.edu/ccmuser/>

User ID is: Your Gatorlink User Name

Password is: Your Gatorlink User Name + 5-digit phone # (typed together as one word)

**(Note: Passwords can be changed by user (not recommended). Telecom does not know your password once it has been changed. Telecom cannot help you if you forget it without reinstalling the application).**

- After entering **User Id** and **Password** – Click on - Drop down arrow on **User Options**
- Click on – **Device** – Click on – **Line Settings** (Top of Page)
- Click on - Drop down arrow on **Line** to select **Line 1 or the Line you want to forward**
- Click on **Forward Calls to**
- Click on – **This number** (Type in number you want to forward to)
- Click on – **Save** (Top of Page)

### CONFIGURING THE SERVICES BUTTON (USING SAME WEBPAGE AND LOGIN AS ABOVE)

- After entering **User Id** and **Password**
- Click on - Drop down arrow on **User Options**
- After page displays – **Click on – Device - Click on – Phone Services**
- **IP Phone Services** displays - Click on – (+) **Add New**
- **Select a Service – Click on Drop Down arrow on – Not Selected**

➤ **Note: You may subscribe to the following services:**

- ❖ **Area Code Lookup**
- ❖ **CNN Top Stories**
- ❖ **Stock Quotes**
- ❖ **Weather Checker**

- **Click on Service you want - Click on Next (Top of Page) - Click Save**
- **Repeat these steps to subscribe to other services**

➤ **Note: There are no charges associated with these services – They are free**

## PROGRAMMING SPEED DIALS

Log on to CCM User: <https://iphone.voip.ufl.edu/ccmuser/>

User ID is: Your Gatorlink User Name

Password is: Your Gatorlink User Name + 5-digit phone # (typed together as one word)

**(Note: Passwords can be changed by user (not recommended). Telecom does not know your password once it has been changed. Telecom cannot help you if you forget it without reinstalling the application).**

- Enter **User Id** and **Password** – Click on **Logon** - Click on - Drop down arrow on **User Options**
- After page displays - **Click on – Device** – Then Click on **Speed Dials (Top of page)**

**Note: There are 2 types of Speed Dials**

**1. Speed Dial Settings (on phone base)** – Displays when you have unassigned buttons on the base of your telephone

- Any phone numbers and names you input here will appear on the **LCD Display** next to the corresponding button that you program

**2. Abbreviated Dial Settings (Speed Dial Setting not associated with a phone button)**

- Any phone numbers and names you input here will not appear on the LCD Display but will be programmed internally
- After completing the list – Press **Save**
- Right click the page
- Click on **Print** to make yourself a copy
- Click on Logout (when ready)

• **To dial a Speed Dial not associated with a phone button**

**(Note: Receiver/Handset must be on the hook)**

- Example – Speed Dial # 6 is 31234 - Display Text: Telecom
  - ❖ Dial the corresponding Speed Dial (6)
  - ❖ Press **AbbrDial** Soft Key
  - ❖ As the number begins to dial – Lift handset or leave call on Speaker



## PROGRAMMING FAST DIALS – USING DIRECTORIES BUTTON

Log on to CCM User: <https://iphone.voip.ufl.edu/ccmuser/>

User ID is: Your Gatorlink User Name

Password is: Your Gatorlink User Name + 5-digit phone # (typed together as one word)

**(Note: Passwords can be changed by user (not recommended). Telecom does not know your password once it has been changed. Telecom cannot help you if you forget it without reinstalling the application).**

After entering User Id and Password – Click on - Drop down arrow on **User Options** – Page displays

1. Click on **Personal Address Book**
2. Click on – (+) **Add New** – Enter appropriate Information
3. Click on **Save (Top of Page)** – **Status** should show **Add Successful**
4. **Repeat Steps 1, 2, 3 & 4 to add additional entries**
5. **When finished** – Click on - Drop down arrow on **User Options**
6. Click on – **Fast Dials**
7. Click on – (+) **Add New** – Page displays with **Fast Dial Entry and unassigned Fast Dial #**
8. Click on – **Find** to input from Personal Address Book Entries
9. Click on – **Telephone Number** you want to assign as **Fast Dial Entry**
10. Telephone Number will display in the Phone Number Field
11. Click on Save (Bottom of Page) – To add another – Click on **Add New** (Bottom of Page) - Repeat Steps

**To see the entries you've inserted on your phone:**

1. Press – **Directories Button**
2. Press – **5 for Personal Directory**
  - **UserID: (Enter your Gatorlink Username)**
  - **PIN: (Enter your 5 digit phone number)**
  - **Press - Submit “Soft Key”**
3. **Press 2 for Personal Fast Dials – All Fast Dials will appear**
4. Scroll to the **number** you want to call - Press - **Dial “ Soft Key” to dial the number**

**To Assign Fast Dials from the physical phone instrument (number only – no names)**

1. Press – **Directories Button**
2. Press – **5 for Personal Directory**
3. **Press - 2 for Personal Fast Dials – All Fast Dials will appear**
4. Scroll to - **(Unassigned) – (Note: You may need to do this step twice)**
5. Press **Assign “Soft Key” - Enter - Telephone Number** to be assigned
6. Press - **Update**
7. Press – **Exit**

## VOIP & UNITY URL'S

- Overview of I-phones

<http://telecom.cns.ufl.edu/Features-CiscoVoIP>

- VOIP Phone Training PowerPoint Presentation

<http://telecom.cns.ufl.edu/First-Steps>

## Cisco IP Phone Tutorial Pages:

- Cisco Unified IP Phone 7911 Tutorial

<http://www.cisco.com/comm/applications/CCNP/qlm/7911/>

- Cisco Unified IP Phone 7940 Tutorial

[http://www.cisco.com/E-Learning/bulk/public/celc/7940\\_Tutorial/index.html](http://www.cisco.com/E-Learning/bulk/public/celc/7940_Tutorial/index.html)

- Cisco Unified IP Phone 7960 Tutorial

[http://www.cisco.com/E-Learning/bulk/public/celc/7960\\_Tutorial/index.html](http://www.cisco.com/E-Learning/bulk/public/celc/7960_Tutorial/index.html)

- All Cisco IP Phone Tutorials

[http://www.cisco.com/en/US/prod/voicesw/ps6788/phones/ps379/cisco\\_unified\\_ip\\_phones\\_tutorials.html](http://www.cisco.com/en/US/prod/voicesw/ps6788/phones/ps379/cisco_unified_ip_phones_tutorials.html)

## Cisco IP Phone User Guides

- Cisco 7940 & 7960 Phone Guide (pdf version)

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cuiphp/7960g\\_7940g/4\\_2\\_3/english/user/guide/7960u422.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/cuiphp/7960g_7940g/4_2_3/english/user/guide/7960u422.pdf)

- Cisco IP 7911 Phone Guide (pdf version)

[https://nets.uvic.ca/telserv/ProductManuals/CP7906\\_7911\\_user\\_guide\\_v51.pdf](https://nets.uvic.ca/telserv/ProductManuals/CP7906_7911_user_guide_v51.pdf)

- Cisco IP Conference Station 7937 (pdf version)

[https://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucme/ip\\_phones/7937/4.3/english/reference/guide/rc7937.pdf](https://www.cisco.com/en/US/docs/voice_ip_comm/cucme/ip_phones/7937/4.3/english/reference/guide/rc7937.pdf)

UNITY VOICE MAIL USER GUIDE: <http://vmail.voip.ufl.edu/ciscopca/logon.do>

- Use to configure voice mail options (Use Mozilla if Internet Explorer doesn't work - Domain: VOIP)

Cisco CallManager User Screen Logon: <https://iphone.voip.ufl.edu/ccmuser>

- Use to configure phone options.

**Note: User ID is your Gatorlink Username - Password is Gatorlink Username and 5-digit phone # (typed as one word)**

Cisco VOIP Phone Tips: Save files for reference - make a bookmark to the above links using your IE web browser.

**IF YOU HAVE ANY QUESTIONS, PLEASE CALL: CNS- Telecommunications Phone: 352.273.1234 / Fax: 352.846.1400**