

Cisco

Unified Communications System

End-User Guide

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Customized for
East Orange School District



Note: Information in this document is drawn from Cisco documentation. These guides have been condensed and simplified in this document. For the full version of these guides, please see the links within the additional resources section.

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Introduction

The East Orange School District utilizes a Cisco Unified Communications Manager cluster for handling all incoming and outbound telephone calls throughout the organization. This Communications Manager system, together with Cisco IP Phones, Speaker Phones, and Soft Phones (PC-based phones) makes up this phone system. The district uses 5-digit extensions for placing internal calls and for accessing an extension from the auto attendant. In addition to the main phone number, some extensions have Direct Inbound Dialing which is an outside number which will ring directly to an inside extension.

Access to the voice mail system from outside of Carver School can be obtained by dialing 973-266-5860 and pressing “*”.

Desktop and Wall-Mounted Phones

Phone Overview

For desktop and wall-mounted phones throughout the building, the East Orange School District primarily uses the Cisco 7942 and 7962 series phones. Other phones may be used for specific users or applications; however the operation of these phones is similar to that of the 7900 phones. Figures 1A and 1B show the layout of these phones.

Cisco Unified IP Phone 7965G



Phone Overview

1. Line or speed-dial buttons – opens a new line, speed-dials a phone number, or ends a call. The 7975G has eight lines, the 7965G has six lines and the 7942G has two lines.
2. Phone Screen – Displays information such as call/line status, phone number and soft key tabs.
3. Footstand Button – allows you to adjust the angle of the phone base.
4. Messages Button – Auto-dials your voice message service.
5. Directories Button – provides access to phone directories and call logs
6. Help Button – activates the Help menu
7. Settings Button – provides access to phone settings such as display contrast and ring type.
8. Services Menu – opens and closes the services menu
9. Volume Button – increases or decreases handset, headset, ringer or speakerphone volume.
10. Speaker Button – toggles the speakerphone on or off.
11. Mute Button – toggles the mute feature on or off.
12. Headset Button – toggles the optional headset on or off.
13. Navigation Button – Scrolls through text and selects features that are displayed on the LCD screen.
14. Keypad – Functions like a traditional telephone keypad.
15. SoftKey Buttons – Engages the functions displayed on the corresponding LCD tabs.
16. Handset with Indicator Light – Functions like a traditional handset and provides message waiting indicator light and message waiting (stutter) tone.

The phone screen delivers important information about the status of the phone and the call you are on, as well as the options that are available to you for handling the call. Figure 2 indicates a common screen and explains the sections of the display.

Phone Screen Features - 7962



Phone Screen Features

1. Primary Phone line – Displays the extension number for your primary phone line. If several feature tabs are open the phone number and the time and date alternate display in this area.
2. Icons for programmable buttons -- the icon in this area will indicate a phone line (a phone), speed dial (a keypad), Phone services option (a globe) and a phone feature (a bullet)
3. Softkey label – Displays the function of the softkey directly below the label.
4. Status line – displays the audio mode icons, status information and prompts.
5. Call activity area – Displays the current calls per line, including caller ID, call duration, and call state.
6. Phone tab – indicates call activity
7. Feature tabs – each feature menu has a corresponding tab which is visible when the feature is open.

The operation and features of your phone may vary depending on how your phone is configured by the administrator. For a more detailed phone user guide, please refer to the website referenced below and select your phone model.

Note: Use only a soft, dry cloth to wipe the phone screen. Do not use any liquids or powders on the phone, as they can contaminate phone components and cause failures.

7900 series phones:

http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Cisco Unified IP Phone 6921 – Please refer to the Phone Features found at

http://www.cisco.com/en/US/prod/voicesw/ps6788/phones/ps10326/ps10343/ip6921_prod_tour/index.html



The operation and features of your phone may vary depending on how your phone is configured by the administrator. For a more detailed phone user guide, please refer to the website referenced below and select your phone model.

Note: Use only a soft, dry cloth to wipe the phone screen. Do not use any liquids or powders on the phone, as they can contaminate phone components and cause failures.

6900 series phones:

http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/6921_6941_6961/8_6/english/user_guide/6921_6941_6945_6961_enu86.html

Understanding Lines vs. Calls

It is sometimes easy to confuse lines and calls on your phone. Use these tips to avoid confusion.

Lines














Your phone supports multiple lines. Each line corresponds to an extension that others can use to call you. The number of lines assigned to your phone depends on how your programmable buttons have been configured by the administrator. To see how many lines you have look at that area of your phone screen. You have as many lines as you have phone numbers and phone line icons. The first line is generally your main extension. Subsequent lines are generally shared lines. Refer to a later section in this guide for shared lines.

Calls

Each line can support multiple calls. Therefore, you might find yourself handling several calls on one phone line. Most lines are configured for 4 calls per line with a busy trigger of 2 calls. When a line already has 2 calls, a third call will receive a busy flag and will be forwarded to number designated in the call forward busy field configured by your administrator. A line with 2 calls however can still make a third and fourth call.

Understanding Call and Line Icons

Your phone displays icons to help you determine the call and line state (whether it is on hold, ringing, connected, etc.) The adjacent table may be used as a reference to those icons.

Icon	Line or call state
	On-hook line
	Off-hook line
	Connected call
	Ringing call
	Call on hold
	Remote-in-use
	Reverting call
	Idle line (BLF)
	Busy line (BLF)
	Line in Do Not Disturb (BLF)
	Idle Intercom line
	One-way intercom call
	Two-way intercom call

Answering Calls

When your phone rings the display will indicate the line that is ringing and the source of the call.

If the phone is on-hook and you are not on a call

You may lift the receiver to answer the call on the handset. If you wish to answer the call on speaker, either press the **Answer** softkey or press the speaker button.

If the phone is on-hook and you are already on a call

Press the **Answer** soft key. This will place your current call on hold and connect you to the new incoming call.

If the phone is off-hook and you are not on a call

Press the **Answer** softkey to accept the call on the handset. If you wish to answer the call on speaker, press the speaker key.

If the phone is off-hook and you are already on a call

Press the **Answer** softkey, this will place your current call on hold and connect you to the new incoming call.

Using Do Not Disturb

You can use the Do Not Disturb (DND) feature to block incoming calls from ringing on your phone. DND and Call Forward are both enabled on your phone, calls are forwarded and the caller does not hear a busy tone.

Your intercom lines still ring when DND is active.

To turn on DND

Press the **DND** softkey. "Do Not Disturb" displays on the phone and the ring tone is turned off.

To turn off DND

Press the **DND** softkey. "Do Not Disturb" will disappear from the phone display.

You can use the Do Not Disturb (DND) feature to block incoming calls from ringing on your phone. The caller still has to wait for the no answer ring duration to expire before call forward no answer setting is triggered. DND and Call Forward are both enabled on your phone, calls are forwarded and the caller does not hear a busy tone.

Diverting a Call You Are Not Able to Answer

If you receive a call when you are not able to answer it, you may press the **iDivert** or **Divert** softkey to stop the phone from ringing and send the caller directly to voice mail. **iDivert** can only be used for calls that have not been answered.

Placing a Call

When dialing inside calls you will dial the 4-digit extension.

When dialing outside calls you will dial 9 plus 1 plus the area code plus the number.

To place a new call using the handset when you are not currently on the phone

Lift the handset and dial the number.

To place a new call when you are on another call

Press the **New Call** softkey and dial the number. This will place your current call on hold.

To place a new call using the speaker phone

While the phone is on-hook, press either the **New Call** softkey or the speaker button and dial the number.

To place a new call using a directory

1. Press the directories key on the 7900 & 6900 phones.
2. Use the navigation pad to select the directory you wish to use or use the keypad to indicate the number of your choice.
3. Use the keypad to enter a portion of the first and/or last name and press the **Search** softkey.
4. Use the navigation pad, or the keypad to select the entry you wish to call. To stop the call, press the **Exit** softkey.
5. Press the **Dial** softkey to dial the number as it is displayed or press the **EditDial** softkey to edit the number before dialing.
6. While the call is connecting lift the handset.

To return a missed call

1. Press the directories key.
2. Select "Missed Calls."
3. Use the navigation pad to highlight the missed call you want to return.
4. Press **EditDial** softkey.
5. Dial 9.
6. Press speaker button or pick-up the handset to place the call.

To redial the last number called

Lift the handset or leave it on hook for a speaker phone call. Press the **Redial** softkey.

To receive notification when a busy ringing extension is available

1. Press the **CallBack** softkey while listening to the busy tone or ring sound.
2. Hang up. Your phone will alert you when the line is free.
3. Place the call again.

Switching Between Calls

To switch between calls on your phone, use the navigation pad to highlight the call you want to switch to. Press the **Resume** softkey. The current call will be placed on hold and you will be connected to the highlighted call.

Ending a Call

To end a call, hang-up the handset or press the **EndCall** softkey.

Transferring a Call

To transfer a call to an inside extension and announce the call

1. Inform the caller that you will be transferring them.
2. Press the **Transfer** softkey (7900 & 6900 phones), the caller is now on hold.
3. Dial the extension to which you are transferring the call.
4. When the receiving party answers announce the call.
5. Press the **Transfer** softkey or Transfer button again to complete the call.

Note: If the receiving party is not available, press the **End Call** softkey, use the navigation pad to select the original call, and press the **Resume** softkey.

To transfer a call to an inside extension without announcing the call (blind transfer)

1. Inform the caller that you will be transferring them.
2. Press the **Transfer** softkey (7900 & 6900 phones); the caller is now on hold,
3. Dial the extension to which you are transferring the call.
4. Press the **Transfer** softkey

To transfer a call to an external phone number or cell phone number

1. Inform the caller that you will be transferring them.
2. Press the **Transfer** softkey (7900 & 6900 phones), the caller is now on hold.
3. Dial the number of the phone line to which you are transferring, including 88 plus 1 plus area code plus number. For local calls, dial 88 plus the 7 digit number.
4. When the receiving party answers announce the call.
5. Press the **Transfer** softkey

Note: If the receiving party is not available, press the **End Call** softkey, use the navigation pad to select the original call, and press the **Resume** softkey.

To transfer a call to directly to a user's voicemail

1. Press the **Transfer** softkey (7900 & 6900 phones), the caller is now on hold.
2. Dial * and the 4 digit extension.
3. Press the **Transfer** softkey

Note: The **Transfer** softkey must be pressed immediately after dialing * and the extension to avoid cutting too much of the voicemail opening greeting

Placing a Call on Hold to be Retrieved at your own Extension

Press the **Hold** softkey or button (7900 & 6900 phones)

To resume the call, use the up down rocker to highlight the holding call, and press the **Resume** softkey.

Parking a Call (placing a call on hold to be picked up at another extension)

Press the **Park** softkey; the system will display the call parked number, a 4-digit number between 73000 thru 73099

To retrieve the call, dial the park number from any extension.

Note: The call park number is displayed on the phone for 20 seconds. If the parked call is not picked up after 360 seconds, it will automatically ring the line or phone that originally parked the call.

Conference Calls

To establish a conference call

1. Place or receive the initial conference member call.
2. Press the **Conf** softkey or the Conference button and dial the next call. Announce the conference and press the **Conf** softkey or Conference button again.
3. Repeat step 2 for each additional caller. You may have up to 40 callers conferenced.

To establish a conference call by joining calls already on your phone

1. Make sure one call is active and the other is on hold.
2. Press the **Conf** softkey or Conference button.
3. Press the Line button of the call you want to add to the conference.

Managing a Conference Call

Pressing the **ConfList** or **Details** softkey will display a list of all of the members of a conference call. To get an updated list of participants while viewing the conference list, press **Update**. The user who established the call may remove a caller by displaying the list using the **ConfList** or **Details** softkey, using the navigation pad to select the member to be removed, and pressing the **Remove** softkey.

Telephone Meetings (Meet Me conferencing)

To establish a MeetMe conference meeting

1. Press the **MeetMe** softkey and enter a number between 74000 thru 74099
2. People joining the meeting will dial the 74000 thru 74099 number you used to establish the meeting and will be joined to the meeting..

Forwarding your calls

You can forward your calls to another extension or to an outside cell phone or phone line.

1. Press the **CFwdAll** or **FwdAll** softkey.
2. Dial the extension to forward the calls to or dial 8 plus 1, plus the area code plus the outside number. Press the **End Call** softkey.
3. You may also press the voicemail button or softkey to forward to voicemail.
4. To cancel the forward, press the **CFwdAll** softkey (7900 & 6900 phones)

Note: Avoid using Call Forward All for phones with shared lines (extensions that appear on other phones). Calls to the shared line (extensions) will also be forwarded. CFwdAll softkey only forwards the calls to the primary line/button.

Shared lines

Shared lines are extensions or lines that appear on more than one phone.

Tips

- The remote line button of a shared line will turn red when the line is in use.
- You may continue to use the shared line by pressing the red line button to use the line.
- To see if the shared line is in use, look for the remote-in-use icon next to a red line button.
- To view details about current calls on the shared line, press the red line button for the remote-in-use line. All non-private calls appear in the call activity area of the phone screen.

Voice Mail

Unity is the voice messaging system for the East Orange School District. Each non-classroom extension or line has an associated voicemail box and user account.

The Message Waiting Indicator (MWI) light on the phone works only for the primary line. All lines, including the primary line, will switch the line button icon from a telephone to an envelope if there is a message on the line.

Accessing voicemail from your primary phone

1. Press the **Messages** button or softkey.
2. When prompted, enter your PIN. The default PIN is 1234. If this is the first time logging on to your mailbox, you will be asked to set up a password and record your name.
3. You will also have an opportunity record a greeting which callers will hear when they reach your voicemail box.

Sample Opening Greeting

You have reached the voicemail box for {YOUR NAME} at {School Name}. Please leave a message after the tone or press 0 for the operator.

4. Refer to figure 4 for the Unity Menu.

If a phone has multiple lines (shared lines), the line from which you want to retrieve the voicemail must be pressed before pressing the messages button or softkey.

Accessing Voicemail from another Phone.

1. Press the **Messages** button or softkey.
2. Press *. When prompted enter your 5-digit extension (your User ID) followed by # to logon to your own mailbox. When prompted, enter your PIN. The default PIN is 1234.
3. If this is the first time logging on to your mailbox, you will be asked to set up a password and record your name.
4. You will also have an opportunity record a greeting which callers will hear when they reach your voicemail box.

Sample Opening Greeting

You have reached the voicemail box for {YOUR NAME} at {School Name}. Please leave a message after the tone or press 0 for the operator.

5. Refer to figure 4 for the Unity Menu.

Accessing Voicemail from an outside phone.

1. Dial 973-266-5860
2. Press *. When prompted enter your 5-digit extension (your User ID) followed by # to logon to your own mailbox. When prompted, enter your PIN. The default PIN is 1234.
3. If this is the first time logging on to your mailbox, you will be asked to set up a password and record your name.
4. You will also have an opportunity record a greeting which callers will hear when they reach your voicemail box.

Sample Opening Greeting

You have reached the voicemail box for {YOUR NAME} at {School Name}. Please leave a message after the tone or press 0 for the operator.

5. Refer to figure 4 for the Unity Menu.

Accessing Voicemail from your email box.

1. Voicemail messages for your extension will appear in your Exchange inbox.
2. Open them as you would any incoming message.
3. Click the message to play it.
4. Once you have listened to a message, the MWI on your phone will turn off.
5. You may forward, delete or save voice messages just as you would any other message. If you forward the message via email, the recipient will only be able to play the message using an email client. Forwarded messages cannot be played on the phone. See note below.
6. Voicemail deleted through Exchange is also deleted from your Unity inbox.

Note: Moving the email messages in Outlook, manually or using Rules, marks the message as read.

Note: You may use any email client, Outlook 2000/2003/2007/2010 or Outlook Web Access, that you normally use to open your district emails. Voice messages will be played by your default media player.

Note: if ViewMail for Outlook is installed on your PC, you will have additional options for handling the message, including forwarding the message to another Unity subscriber as a voicemail message.

Cisco Unity Personal Communications Assistant

You may use Cisco Personal Communications Assistant to manage your Unity user settings and passwords. To access Cisco Personal Communications Assistant from the internal network go to <http://10.53.252.12/ciscopca>. Use the same user name and password you use for the computer network.