



The Cisco Telephone System-

The Cisco Unified Communications System is widely known in the Information Technology (IT) industry as a Voice-over-IP (VoIP) Telephone System. Combined with the Cisco Unity Voice Mail System it provides a seamless integration into ISU's computer network. In other words, our voice and data communications networks are converged. This is also true of the University's video distance learning network; voice, video and data are all transported over the IP network making our network a truly converged network.

To request installation, repair or service to a Cisco Telephone and/or Cisco Unity Voice Mail, call the NeTel Business Office at extension 4541 or enter an on-line Work Order at <http://www.isu.edu/netel/workorder.html>

Quick Start User Guide-

The instructions contained in this document are intended as a Quick Start User Guide of the most commonly used basic telephone features.

For a detailed Users Guide go to:

http://www.isu.edu/netel/Cisco_CallManager_UserGuide.pdf

For an on-line Tutorial go to: http://www.isu.edu/netel/Cisco_Telephone_Tutorial/7941/index.htm

The tutorial is based on the Cisco 7941 telephone model number, however, the tutorial applies to the features you will have on your Cisco 7941, 7942, 7961, and 7962 series of phones.

Soft Keys:

In the following instructions, we will refer to Soft Keys.

The row of four horizontal buttons, just below the LCD display, are called Soft Keys.

Soft Key labels, with associated functions, may change based on the state of the telephone, i.e. idle, ringing, during a transfer, hold, conference call, etc.

You will note, under some conditions, that the fourth soft key (furthest on the right) is labeled **More**. Pressing **More** will display more soft key labels with associated features.

Feature Keys:



Help: Press the **Help** key and any other key on the phone for help screens that will give you detailed information about that key.



Messages: One button access to Voice Mail. Also, by pressing the **CFwdALL** soft key + the **Messages** key all calls will be forwarded to your Voice Mail greeting.



Directories: For Missed Call, Received Call, and Placed Call logs.
(Personal and Corporate Directory features are not available at this time)



Services: Current weather conditions and forecasts for Boise, Pocatello, and Idaho Falls are available under the Services button.



Settings: Here you can view and change your User Preferences such as ring tones and background image of your LCD display.



Volume: Use to adjust ringing and handset volume.



Headset: Turns on and off your headset (for those phones so equipped)



Mute: Turns off your handset or speaker microphone.



Speaker: To turn on and off your speaker phone feature.

Making Calls:

Dialing On-Campus Numbers From On-Campus.

Simply dial the four digit extension number of the person you are calling. (Nxxx)
ISU extension numbers fall between 1100 and 7999.

- For Pocatello Campus: extension numbers fall between 2000 and 7699.
- For Idaho Falls University Place Campus: extension numbers fall between 7700 and 7999.
- For Idaho Falls Heath Science Education Bldg: extension numbers fall between 1100 and 1125.
- For Twin Falls Campus: extension numbers fall between 1200 and 1299.
- For Meridian Campus: extension numbers fall between 1700 and 1999.

Dialing On-Campus Numbers From Off-Campus.

Dialing Pocatello Campus Numbers from the Pocatello Calling Area.

- Dial 282 + the extension number.

Dialing Idaho Falls Campus Numbers from the Pocatello or Idaho Falls Calling Area.

- Dial 282 + the extension number.

Dialing Meridian Campus Numbers from the Pocatello Calling Area.

- Dial 282 + the extension number.

Dialing Meridian Campus Numbers from the Boise Calling Area.

- Dial 373 + the extension number.

Dialing Off-Campus Numbers From On-Campus

Local Calls

- Dial 8 + number (Nxx-Nxxx)

Toll Free Calls

- **Emergency Calls** 911
- Local Calls 8 + Number.
- 800, 855, 866, 877, 888 8 + 1 + 8xx + Number
- Idaho Road Report 8 + 511
- Idaho Relay Service 8 + 711
- Idaho Dig Line 8 + 811
- Idaho Care Line 8 + 211

Long Distance Toll Calls

- University FAC/BENGALNET Continental U.S., Alaska and Hawaii.
9 + 1 + Area Code + Number + FAC + #
- University FAC/BENGALNET International.
9 + 011 + County Code + Number + # + FAC + #

Directory Assistance

- Directory Assistance 9 + 411 + FAC + #

To Answer a Call

Pick up the handset, or with the handset down, push the **Answer** soft key, or the **Speaker** button in the lower right hand corner of your phone.

To Put a Call on Hold

1. To place a call on hold, press the **Hold** soft key.
2. To return to the call, press the **Resume** soft key.

If you receive a 2nd call while on the phone, you can put the 1st call on Hold and answer the 2nd call by pressing the **Answer** soft key OR you can send the 2nd call to your Voice Mail greeting by pressing the **iDivert** soft key.

To Transfer a Call

1. While you are on a call, press the **Transfer** soft key.
2. Dial the number you want to transfer the call to.
3. For a “Blind Transfer,” as soon as you hear ringing press **Transfer** again to release the call, or hang up.
4. For a “Controlled Transfer,” wait for the called party to answer the phone, announce the call, press **Transfer** again or hang up.

*If you want to cancel a transfer before its completion, press the **EndCall** soft key.*

*If, after you canceled the transfer, you want to reconnect to the party you were transferring, press the **Resume** soft key.*

To Transfer a Caller to Another Person's Voice Mail Greeting

1. Press the **Transfer** soft key.
2. Dial 6991 + the Extension Number of the Voice Mail Greeting you want the call to go to.
3. As soon as the Greeting begins, press **Transfer**, or hang up.

To Send a Ringing Call to your Voice Mail Greeting

While your phone is ringing, Press the **iDivert** soft key.

To Forward All Calls to your Voice Mail Greeting

1. With the phone on-hook, press the **More** soft key.
2. Press the **CFwdALL** soft key, then press the **Messages** feature key.

To Forward All Calls to Another Phone Number

1. With the phone on-hook, press the **More** soft key.
2. Press the **CFwdALL** soft key, then dial on your key pad the number you want all your calls forwarded to. (Dial it on your key pad just the way you would if you were calling it)

To Remove Forwarding

To remove forwarding, press the **More** soft key and then press the **CFwdALL** soft key.

To Make a Conference Call

1. Call the first party.
2. Tell them to hold while you add the other conferees.
3. Press **More**, Press **Confrn**.
4. Call the next conferee. When they answer Press **Confrn**.
5. Continue this process until all the parties are in the conference.

To Leave or Drop conferees From a Conference

- You may leave the conference by hanging up. All other conferees will remain in the conference until they hang up.
- To drop the last conferee you added, Press **More, More, RmLstC**. This will remove the last conferee from the conference.
- To see all members of the Conference, Press **More, More, ConfList**. This will show you all the attendees. If you want to drop any attendee from the conference, use the **UP/Down** scroll button to highlight the attendee you want to remove and press **Remove**.

To Park a Call

While on the phone, Press the **More** soft key then Press **Park**.

Watch your display; note "Call Park At 15xx" (1500-1599) will show momentarily on your display.

To Retrieve a Parked Call

To retrieve a Parked Call, pick up any phone and dial 15xx.

Note: If you, or someone else, does not pick up the parked call it will return to the phone that Parked the call in (2) minutes.

Call Pickup

*Pickup is used when a group of users are all in the same Pickup Group. You hear a phone ringing in your group and you press **PickUp** to retrieve the call.*

1. Pick up the handset
2. Press **PickUp**.
3. The call will be re-directed to your phone and will start ringing.
4. Press **Answer** to retrieve the call.

Group Pickup

Group Pickup is used when you know the phone number OR the Pickup Group number (1520-1599) of another Pickup Group and you want to retrieve the call.

1. Pick up the handset.
2. Press the **GPickUp** soft key and the phone number or Pickup Group number of the phone that you want to retrieve.
3. The call will be re-directed to your phone and will start ringing. Press **Answer** to retrieve the call.

NOTE: Unless you are a member of a Group, you cannot use the PickUp or GPickUp keys on your phone.