

# IP TELEPHONY - TRAINING MANUAL

SOLUTIONS BY ALPHA TECHNOLOGIES



**GLENVILLE  
STATE COLLEGE**

*Where You Belong*   
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WHERE TECHNOLOGY TALKS



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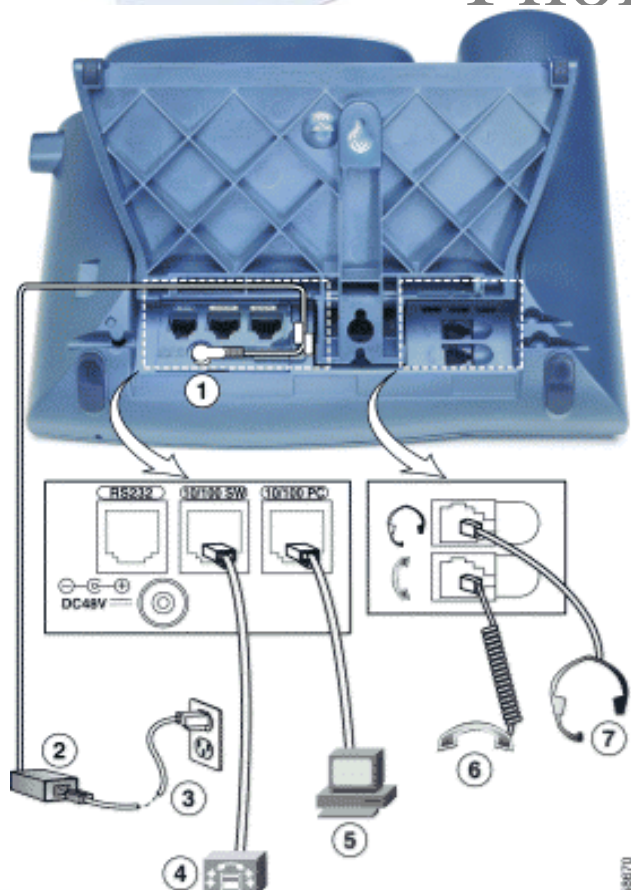
## Training Outline

- **By the end of this section you will be able to complete the following:**
  - **Place, transfer, forward, and pick up a call**
  - **Place a conference call**
  - **Set up speed dials**
  - **Set voice mail passwords**
  - **Retrieve, forward, save, and delete voice mail**

# Getting To Know Your Phone

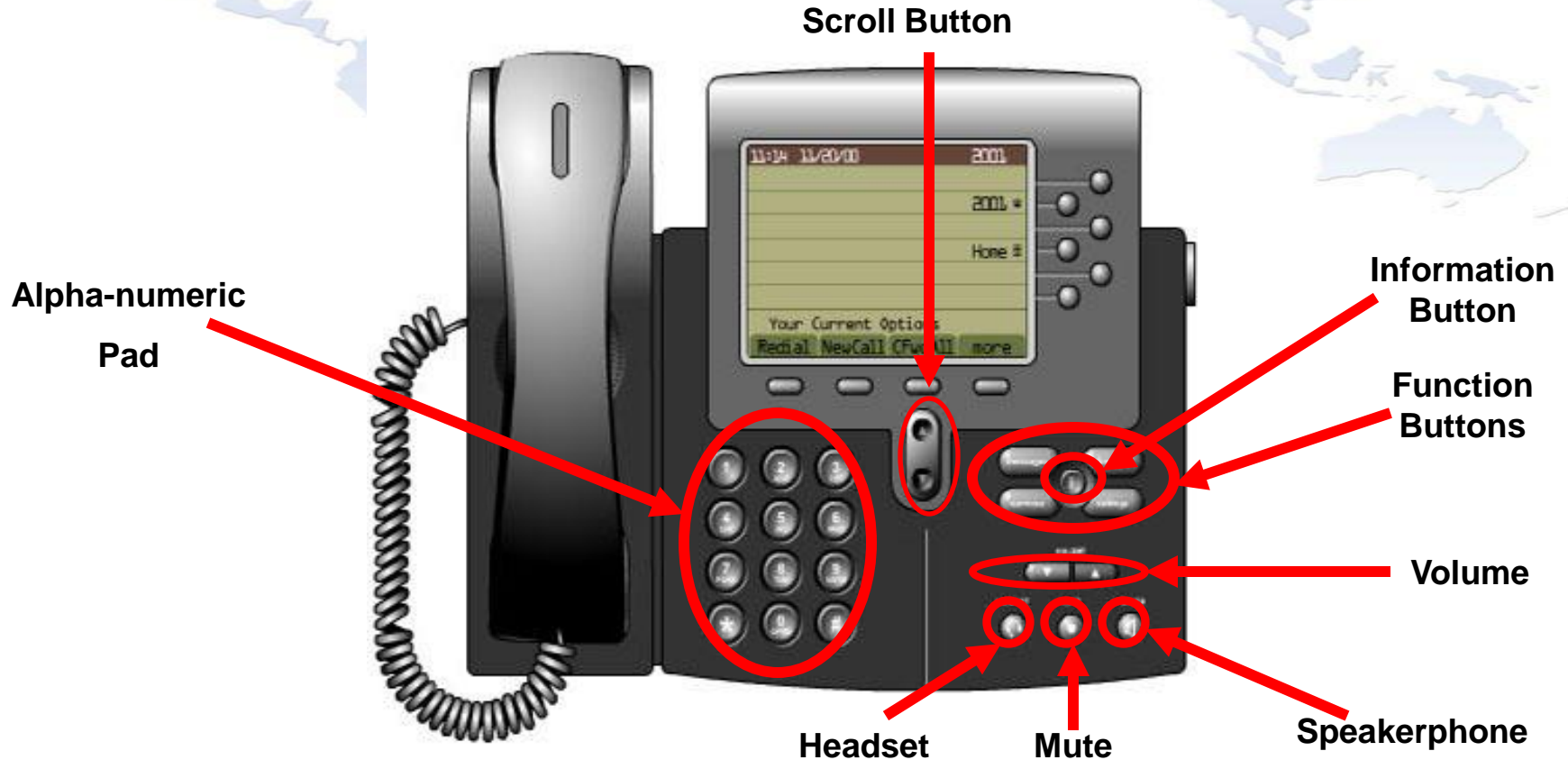


### Phone Connectivity



- 1 - AC adapter port (DC48V) – **If Applicable**
- 2 - Power supply with AC adapter port plug – **If Applicable**
- 3 - Power cable with wall socket plug – **If Applicable**
- 4 - Network port (10/100 SW) - **Plug cable into wall jack**
- 5 - Access port (10/100 PC) - **Plug cable into your PC**
- 6 - Handset port – **Plug handset into phone**
- 7 - Headset port - **If Applicable**

# Hard Keys



## Softkeys

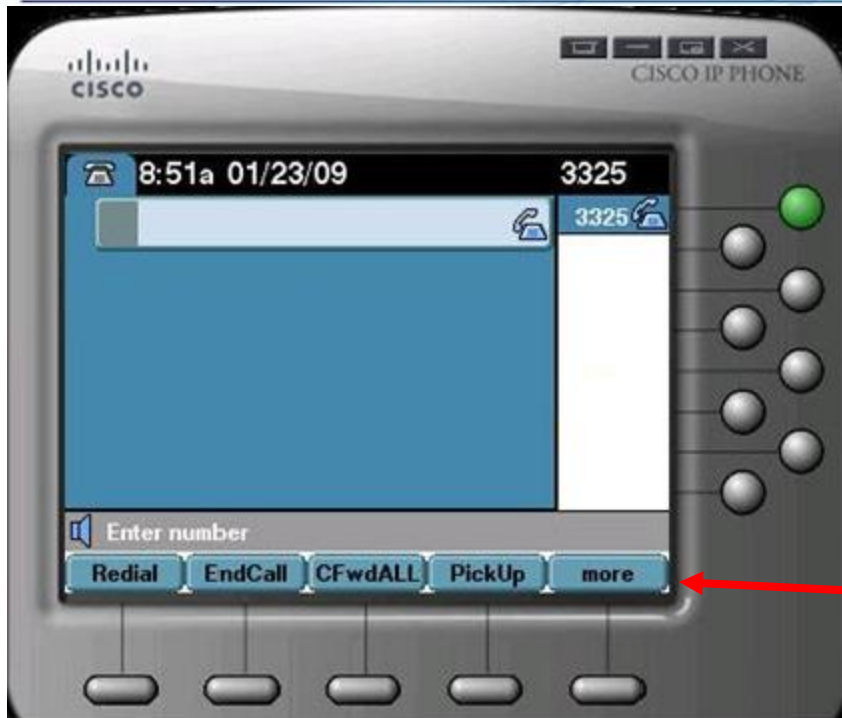


**Softkey  
Function Buttons**

## Using Softkeys

Example: Softkeys when handset is lifted

- 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: after the **MORE** softkey is pressed

## Adjusting the Speaker Volume



- Step 1 - Place/Receive a call
- Step 2 - While you are on a call, adjust the volume to your liking
- Step 3 - While you are still on the call, press the **SETTINGS** button and then the **SAVE** button.
- Step 4 - This will save your speaker volume setting even after you hang up.

### Adjusting the Ringer Volume



- Step 1 - press the **up** or **down** Volume button while the handset is in its cradle.
- Continue to press the Volume button to hear sample rings and to adjust the volume to the desired level.
- The ringer volume is automatically saved.

## Using a Headset



- Headsets do NOT come with the phone!
- To place and answer calls using a headset, plug an approved headset into the back of the phone base and press the **Headset button** on the front of your phone. You can use the headset in conjunction with all of the features on your Cisco IP Phone, including the Volume and Mute buttons. Use these buttons to adjust the volume to the ear piece and to mute the speech path from the headset microphone.

# Changing your ring type



- Step 1 - Press the **Settings** button. Select User Preferences
- Step 2 - From the User Preferences menu, use the Navigation button to select **Rings**.
- Step 3 – Select the Default Ring
- Step 4 - To scroll through the list of ring types, use the **Navigation** button.
- Press the **Play** soft key to hear the selected ring type.
- Step 5 - When you find the ring you want, press the **Select** soft key to check the corresponding check box.
- Step 6 - Press the **OK** soft key to accept and save your ringer selection.
- Step 7 - Press the **Save** soft key to save all of your settings and to exit the Settings menu!!!

## Placing a Call



There are many ways to place a phone call.  
You can simply:

- Lift the handset
- Dial the phone number

Other ways include the following:

1. Dial the phone number
2. Do one of the following:
  - ✦ Lift the **handset**
  - ✦ Press the **line** button for the line you wish to call on (**Speaker** button lights)
  - ✦ Press the **Speaker** button
  - ✦ Press the **Headset** button

### Dialing a Number

Inside Calls: Dial the extension number

Outside Calls: Dial “9” + the number



## Ending a Call

- Depending on how the call was placed (or accepted), do one of the following:
  - Hang up the **handset**
  - Press the **Speaker** button
  - Press the **Headset** button
  - Press the **EndCall** softkey



## Answering an Incoming Call

- Lift the **handset**
- Or, answer with the speakerphone; either:
  - Press the **Speaker** button
  - Press the **Answer** softkey
  - Press the **line button** for the incoming call
- Or, answer with a headset; either:
  - Press the **Headset** button (If not lighted)
  - If lighted, either:
    - ✦ Press the **Answer** softkey
    - ✦ Press the **line button** for the incoming call
- Press the **Mute** button to mute a call or to disengage mute.



# Call Hold



Hold Soft Key

- Step 1 - Place/Receive a call
- Step 2 - While you are on a call, press the **hold** soft key
- Step 3 – The call indicator next to the line extension will show two arrows pointing towards each other
- Step 4 - While you are on hold, press the **Resume** soft key
- Step 3 – The call indicator next to the line extension will show a phone off the hook

## Answering a Second Call

- While on the first call:
  - If necessary, press the **Scroll** key to highlight the second call
  - Then, 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.
- To end either call:
  - Press the **Scroll** key to select the call
  - Then, press the **EndCall** softkey.
- After ending either call, press the **Resume** softkey to resume the other call.



Softkeys

Scroll

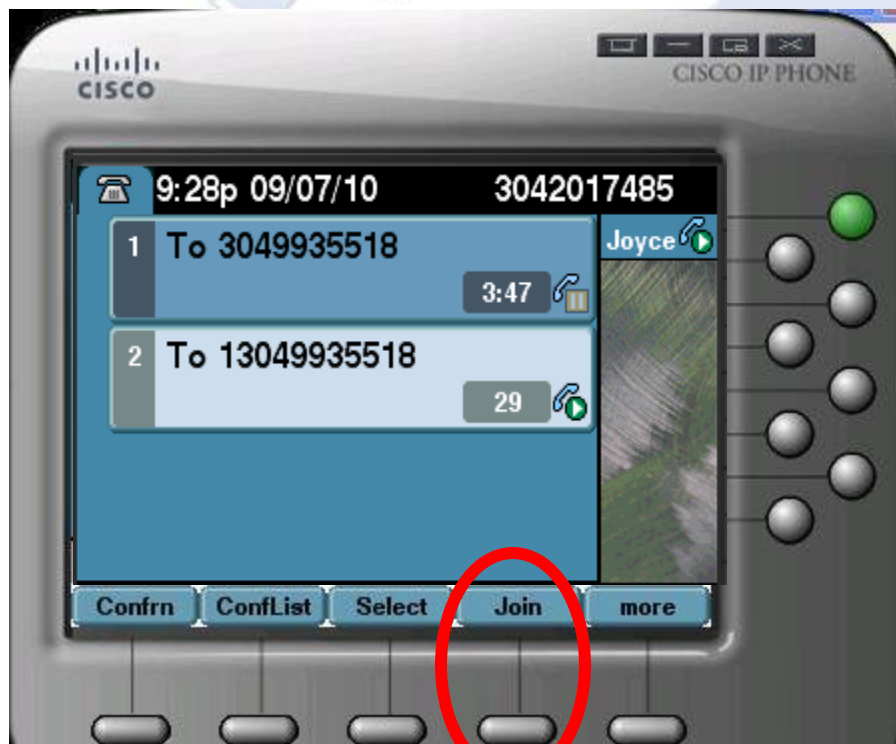
# Call Conference – Ad-Hoc



Conference Soft Key

- Step 1 - Call the first party in the conference call.
- Step 2 - Press the **more** button and then Press the **CONFNRN** software button.
- Step 3 - Dial the number of your second party in the conference call.
- Step 4 - When that party answers and agrees to participate in the call, press the **CONFNRN** button again to connect all parties. If the second party is not available, press ENDCALL. You should be then prompted to RESUME the call with your first party.
- Step 5 - If you have more than two additional parties, repeat steps 2-4 until everyone is in the conference.
- Step 6 - The conference call initiator can remove people from the conference call by pressing the **ConfList** soft key. This will show a list of everybody that is in the conference. Highlight the caller you want to remove and press the **remove** softkey.

# Call Conference - Join



Join Soft Key

- Step 1 – Whenever you have multiple calls on you phone you can use the Join Softkey to combine the 2 calls into a conference call.
- Step 2 – While you are on the phone with the first party you can use the **navigation** button to highlight the **call on hold** and then press the **JOIN** softkey to created the conference call.
- Step 3 – Your screen then will changes from showing 2 calls to showing 1 call as a conference call.

### Conference Call Tips

- The conference call ends when only two parties remain on the line.
- If the initiator of the conference call hangs up, the other parties might be able to continue the call, depending on how your phone is configured.
- Press the **Hold** soft key to place a conference call on hold. Answering a second call will temporarily remove you from the conference. Press the **Resume** soft key to return to the conference call.
- Press the **Speaker** button to place a call on speakerphone.
- Press the **Mute** button to continue listening while preventing others on the call from hearing sound from your phone. Press **Mute** again to restore sound from your phone.

# Call Transfer



Transfer Soft Key

- Step 1 During a call, press the **Transfer** soft key. This puts the call on hold.
- Step 2 Dial the number or office extension to which you want to transfer the call.
- Step 3 When it rings on the other end, press **Transfer** again. Or, when the party answers, announce the call and then press **Transfer**.
- Step 4 If you are using a handset, hang up.
- If the party refuses the call, press the **Resume** soft key to return to the original call.

# Call Forward



Call Forward Soft Key

- Step 1 - Press the **CFwdAll** soft key. You should hear two beeps.
- Step 2 - Enter the number to which you want to forward all of your calls.
- Step 3 - Be sure to enter the number exactly as you would if you were placing a call to that number. For example, enter an access code such as 9 or the area code, if necessary.
- Step 4 - After you enter the number, an animated phone icon with a flashing right arrow appears in the upper-right corner of the LCD screen. The LCD also displays a message confirming the number or extension to which your calls are being forwarded.
- Step 5 - To cancel call forwarding, press the **CFwdAll** soft key.

## Do Not Disturb (DND)



Do Not Disturb Button

When DND is turned on, no audible rings occur during the ringing-in state of a call.

To activate DND, press the **more** (if necessary) softkey then press the **DND** softkey

## iDivert



iDivert Button

### **Diverting call to Voice Mail**

➤ iDivert – this soft key is available when the user is receiving an incoming call. When you press this button it will send the call directly to voice mail

# Call Back



Call Back Softkey

This feature allows you to receive call back notification on your IP Phone when a called party becomes available.

To receive this notification, a user presses the **CallBack** softkey while receiving a busy or ringback tone from the number they dialed.

## System Directores



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## Call History



**Directories Button**

### Missed Calls

- Step 1 - Press the **Directories** button.
- Step 2 - Scroll to the **Missed Calls** option and press SELECT. A history of missed calls will be displayed on the LCD.
- Step 3 - If desired, press the **DIAL** button to place a call from the missed call directory.
- Step 4 - If necessary (e.g., "9" to dial outside numbers), you may use the **EDITDIAL** button to add or delete a number.

### Received Calls

- Step 1 - Press the **Directories** button.
- Step 2 - Scroll to the **Received Calls** option and press SELECT. Repeat Steps 3 & 4

### Placed Calls

- Step 1 - Press the **Directories** button.
- Step 2 - Scroll to the **Placed Calls** option and press SELECT. Repeat Steps 3 & 4

# Corporate Name Directory



Services Button

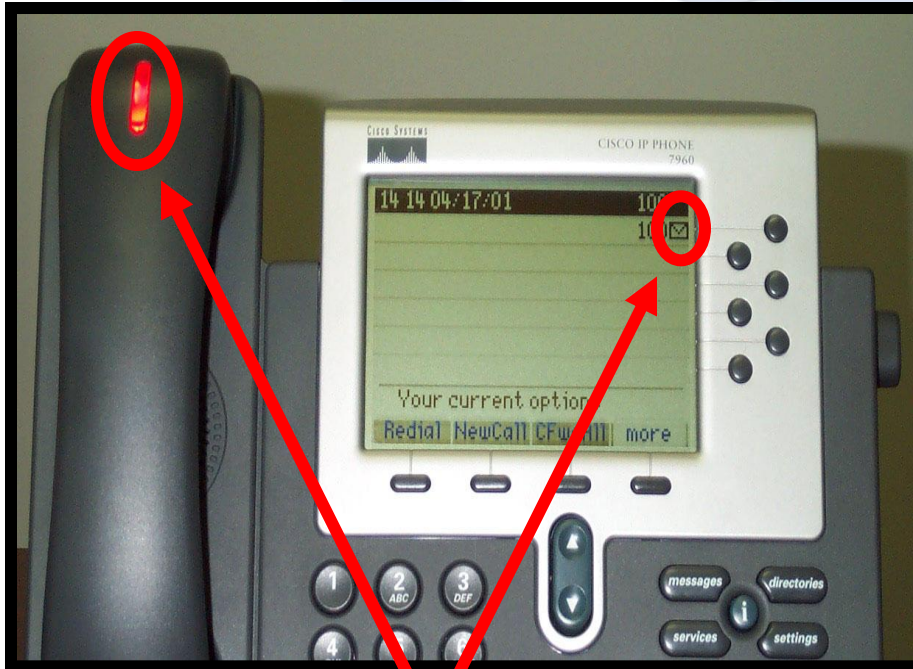
- Step 1 - Press the **Services** button.
- Step 2 - Use the scroll to select the first name, last name or number option
- Step 3 - Use the numbers corresponding to the letters on the dialing pad to enter the name or number you are searching for in the directory.
- A complete name is not required. Entering a "j" under first name and hitting the "Submit" soft key will return all users with the first name starting with "j".
- Step 4 - If desired, press the DIAL button to place a call from the corporate directory.

## Voice Mail



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## How You Know If You Have Voice Mail



**Message Waiting Indicator**

### **Message Waiting Indicator**

- Red LED behind ear piece of handset
- Envelope icon next to line extension
- Light turns off and envelope disappears after all messages have been reviewed

### Set Up My Mailbox



- Press the **Messages** button (shown in picture)
- Enter basic system password of "**123456**"
- Follow the system prompts
  - Say your name
  - Enter a greeting
  - Enter a new password
- You are automatically listed in the dial by name directory after set up

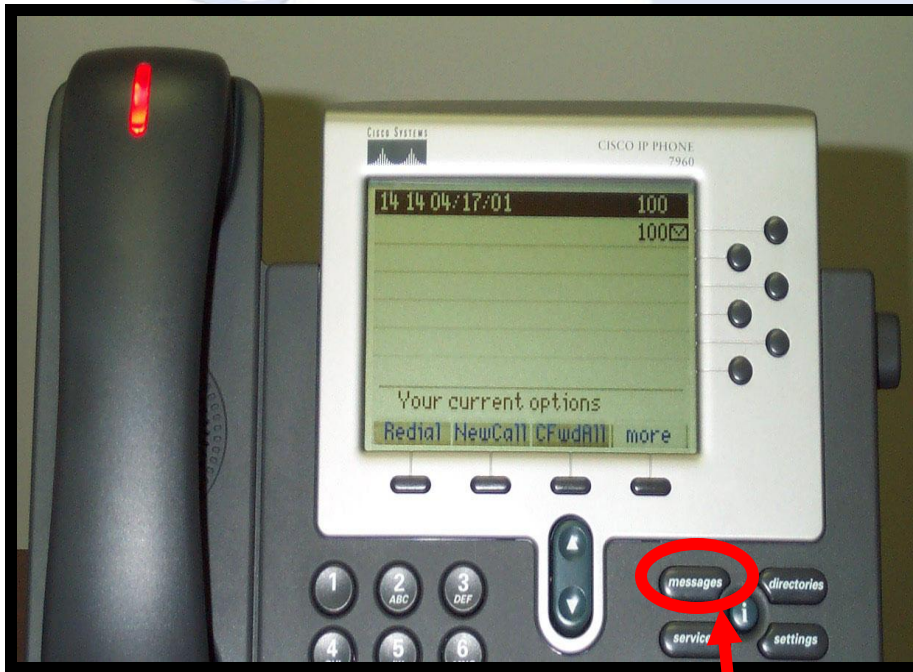
# How to Check Messages?

## From an Internal Phone

- Confirm that the message waiting indicator is on
- Dial **XXXXX** or press the **messages** button (Provided by your Administrator)
- Enter your new password
- Retrieve your messages

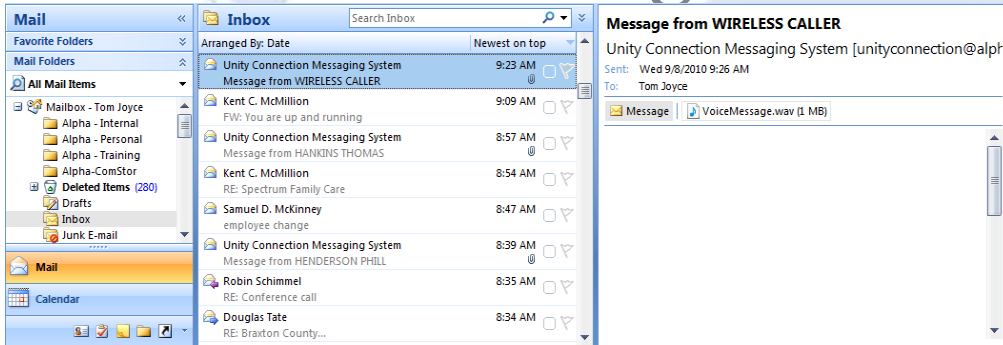
## From an External Phone

- Dial **XXX.XXX.XXXX**  
(Provided by your Administrator)
- Enter your ID (your phones **XXXXX** extension)
- Enter your password
- Retrieve your messages



Messages Button

# Checking Voice Mail in Email

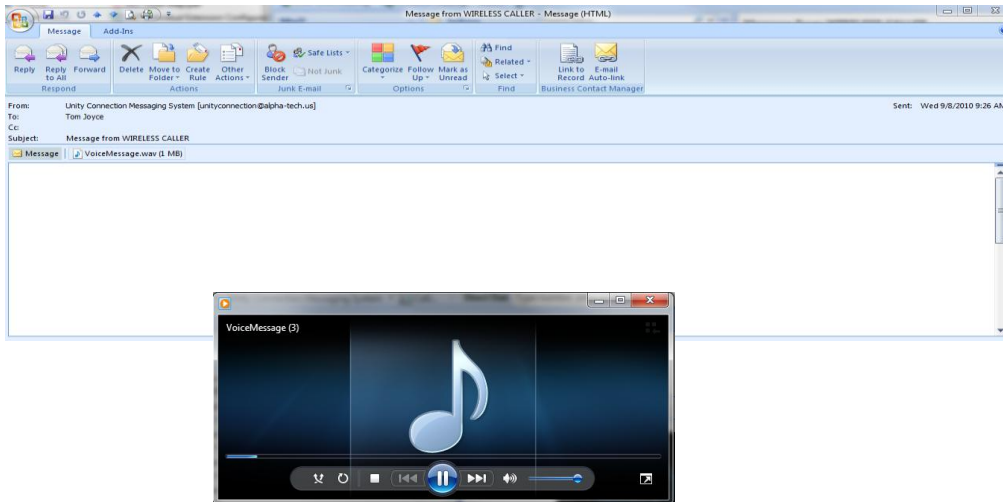


With Unified Messaging you have the ability to receive a voice mail messages in your email inbox.

The top slide shows what the VM will look like when it is received in your inbox

The second slide show what the VM will look like when you open the message.

You will notice once you open the message there is a vmail player that will allow you to listen to the message, change the volume, or speedup/slow down the playing speed of the message. You can also forward this message just as you would an email message.



# Voice Mail Quick Access

## Call Cisco Unity and Log On

If you are calling from inside your organization, dial this number:

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If you are calling from outside your organization, dial this number:

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Your Cisco Unity ID is:

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For security reasons, record your password in a place other than on this card.

## Main Menu

Key	Task
1	Hear new messages
2	Send a message
3	Review old messages
4	Change setup options

## Message Type Menu\*

Key	Task
1	Voice messages
2	E-mails
3	Faxes
4	Receipts
#	All messages

\*Available only if you enabled this menu in the Cisco Unity Assistant.

# Voice Mail Menu Tree

