

# Indian Prairie School District IP Telephone User Guide

## Line Definitions:

1. Line 1 – Personal Line – Up to 5 concurrent calls

## Placing a Call:

1. Lift the handset and dial the number
2. Internal phone numbers may be called by dialing the 4 digit extension.
3. External numbers can be called by dialing \*91 and the 10 digit number including area code
4. Press a line button and dial the number, or
5. Press **SPEAKER** and dial the number

*Note: The 630 area code requires that you dial 1 plus the area code. The IPSD System requires that you dial \*9 for outside lines (exception 911)  
For example, to reach (630) 375-5900, dial \*916303755900.*

## Last Number:

Automatically redials the most recently dialed number (internal or external).

1. Lift handset and press the **REDIAL** soft key

## Placing a call on Hold:

1. While on an active call, press the **HOLD** soft key.
2. To return to the call, press the line that the call is holding on or press the **RESUME** soft key.

## Forwarding Calls:

Forwards all incoming calls to another number.

1. Press the **CFwdALL** soft key. You will hear 2 beeps.
2. Enter the extension number or external number to which you want to forward all calls. A flashing right arrow appears in the upper-right corner of your display and the number to which your line has been forwarded will also be listed in the display.
3. For calls to be forwarded to external numbers, enter the number as it would be dialed from your phone including for example any outside access code (\*9) or long distance codes (1)
4. To forward all calls to voicemail, press the **CFwdALL** soft key and then the **MESSAGES** button.

## To cancel forwarding:

1. Press **CFwdALL** soft key. You will hear 1 beep and the flashing arrow will disappear.

## Call Directory:

Your phone maintains a directory of calls you miss, receive, or make. You can use this directory to locate numbers that you want to redial.

Viewing Calls:

1. Press the **DIRECTORIES** button.
2. Scroll to or use the dial pad to select the calls you wish to view
3. The call history for **Missed/Received/Placed** calls is displayed on the LCD.
4. Press the **EXIT** soft key twice to exit the Directory menu.

## Corporate Directory

Press **DIRECTORIES** button

Select Corporate Directory

1. Search by **Name** of specific person by entering first few letters of name then press **search**, scroll to name, press **DIAL** to call
2. Search entire directory. Press **SEARCH** soft key to list entire directory Scroll to name, press **DIAL** to call

## Receiving a second call

You will hear call waiting tone and you will see the second call ringing in on the display

1. Press the **ANSWER** key to answer the incoming second call, the first call you were on will automatically be placed on hold
2. To return to first caller press line that they are holding on, press the **UP** arrow key on your phone and press the **RESUME** button.
3. You can have up to 5 concurrent calls on line 1.
4. While an inbound call is ringing on your phone, press the **IDIVERT** soft key, the call will be sent directly to voicemail.

## Transferring a Call:

1. During a call, press the **TRANSFER** soft key. This places the call on hold.
2. Dial the number to which you want to transfer the call.
3. Transfer options:
  - To perform a “*Blind Transfer*”, when you hear ringing, press **TRANSFER**
  - To perform a “*Consultative Transfer*”, wait for the called party to answer, announce the call, if the party accepts the call press **TRANSFER**. If party refuses the call, press the **RESUME** soft key or line call is holding on to return to the original call.

### Conference Call:

1. During an active call, press the **MORE** soft key and then the **CONFRN** soft key. This will automatically select a new line and place the other party on hold.
2. Place a call to another person (internal or external)
3. When the call connects, press **CONFRN** again to add this person to the conference call.
4. The conference does NOT end if the initiator drops off the call. This allows you to conference in parties and hang up, leaving them to talk.
5. A **total of 10** people can be in conference.

### Listing/Removing a Party During a Conference Call:

1. During a conference call, you can list the parties on a conference call by pressing the **MORE** soft key and then the **CONFL** soft key
2. To remove a party from a conference call, press the **MORE**, **CONFL**, scroll to the party you wish to remove, and press the **REMOVE** soft key.

### Join:

This feature allows you to connect current calls into an ad hoc conference that includes yourself

1. With two or more calls on a single line, scroll to highlight any call on the line and press **Select**.
2. Repeat this process for each call you want to add to the conference.
3. From one of the selected calls, press **Join**. (You may need to press the more softkey to see Join.)
4. Note that the active call is selected and added to the conference automatically.

### Direct Transfer:

This feature allows you to connect two current separate callers on your phone allowing the two parties to speak with each other directly while removing you from the conversation.

1. During a call, scroll to highlight any call on the line and press **Select**.
2. Repeat this process for the second call.
3. With one of the selected calls highlighted, press **DirTrfr**. (You might need to press more to see **DirTrfr**.)
4. The two calls connect to each other and drop you from the call.

### Park:

Allows user to place a call into a “park slot” and that call can be picked up by any phone

1. During an active call, press the **MORE** soft key until you see the **PARK** tab.
2. Press **PARK**. The display shows the Park Slot Number on which the call is parked.
3. Announce via a paging system the Park Slot Number and the person requested to retrieve the call.
4. To retrieve the parked call, from any phone in the system, dial the Park Slot Number directly.

**NOTE:** You have 150 seconds to retrieve the parked call before it rings back to the phone that parked it.

### Call Pickup (If configured for your phone):

This feature is used if you hear another phone in your group ringing and wish to accept the call at your phone.

1. Pickup the handset, press the **MORE** soft key and then the **PickUp** soft key. This will present the call to your phone. At this point you may choose to accept the call or not.

### Changing the Ring Type:

1. Press the **SETTINGS** button.
2. Select **USER PREFERENCES**.
3. Select **RING TYPE** from the Settings menu.
4. Press the **SELECT** soft key.
5. To scroll through the list of ring types, press the scroll key. Press the **PLAY** soft key to hear the selected ring type.
6. When you find the ring that you want, press **SELECT** and then press the **OK** soft key.
7. Press the **SAVE** soft key to save your selection and exit the Settings menu.

### Changing the LCD Contrast:

1. Press the **SETTINGS** button.
2. Select **USER PREFERENCES**.
3. Select the **CONTRAST** option on the Settings menu.
4. Press the up or down soft keys or the volume keys to set the contrast.
5. Press the **OK** soft key to accept your changes.
6. Press the **SAVE** soft key.

### Do Not Disturb:

This feature allows you to silence the ringer on your phone but yet still receive visual notification when calls arrive. (To send calls directly to voicemail without ringing your phone, press the **CFwdAll** softkey and then the **Messages** button.)

1. To silence your ringer, press the **DND** softkey.
2. To turn off the feature and allow calls to ring your phone again, press the **DND** key. Please note that this feature will remain in effect until cancelled.

# Voice Mail User Guide

## Voice Mail:

When you have a new voice mail message, the red light on your handset will light. The LCD will also display a text message indicating you have voicemail waiting. In addition, you will receive an email message from Unity Messaging System with the voicemail message as an attachment.

The system will not recognize your name/number during a caller search until your voice mail is initialized.

**NOTE: If you delete a message in email, it will also be deleted from your phone.**

## To Access your voice mailbox when on premise from your non-shared phone:

1. Press **MESSAGES** button
2. Enter your Password followed by #
  - o (Default Password is 123789)
3. Follow prompts

## To Access your voice mailbox when on premise from another extension or a shared phone:

1. Press **MESSAGES** button or dial **5100**
2. At greeting press \*
3. Enter your ID (your extension) followed by #
4. Enter your Password followed by #
  - o (Default Password is 123789)
5. Follow prompts

## To Access your voice mailbox when off premise from an outside line:

1. Dial a Schools Main Number
  - o ex. (630) 375-3000
  - o ex. (630) 428-6000
  - o ex. (630) 375-5900
  - o ex. (630) 375-3300
2. At greeting press \*
3. Enter your ID (your extension) followed by #
4. Enter your Password followed by #
  - o (Default Password is 123789)
5. Follow prompts

## Initial Voicemail Configuration

Initial Voicemail Setup includes an enrollment message.

- o (Default Password is 123789)

Follow message directions to:

1. Record name
2. Record personal greeting
3. Enter Password (at least 4 digits, nor have repeating, ascending, or descending digits)

## Greeting Options:

Your voicemail box has been configured to allow calls to be sent to the front desk when option “0” is pressed. You may optionally record your greeting to present the caller with this option.

1. For example, “Hello, you have reached the voicemail of John Smith. I’m either on the phone or away from my desk at the moment. Please leave a message at the tone or press 0 to be transferred to the building receptionist.”

## Sending a Ringing Inbound Call Directly to Voicemail

While an inbound call is ringing on your phone, press the **IDIVERT** soft key, the call will be sent directly to voicemail.

## Transferring a Call Directly to Someone’s Voicemail

To send a call directly to someone else voicemail without ringing their phone

1. Press the **TRANSFER** soft key. This places the call on hold.
2. Dial # and then the 4 digit extension of the party to which you want to transfer the call.
3. When you hear ringing, press the **TRANSFER** soft key again.

## Changing a Greetings Only Mailbox

To update the greeting on a greetings only mailbox if equipped for your school (e.g. Middle Cchool Homework Hotlines)

1. Dial extension 5000 from any IP phone
  - a. (Alternatively, you can dial the District’s main number (630) 375-3000 from an outside phone, press 1 to dial by extension and enter extension 5000.)
2. Press 9 for the greetings administrator (an unannounced option for security purposes).
3. Enter your ID (your 4 digit extension)
4. Enter your password (your PIN)
5. Enter the 4 digit extension of the greeting you want to modify.
6. Follow the prompts to listen to or re-record greetings.  
**Be sure to only modify or activate the Standard Greeting**

## Retrieve Messages

- 1 New
- 3 1 Saved
- 3 2 Deleted\*

## During Message

- 1 Rewind message
- 2 Pause/Resume
- 3 Fast-forward
- 3 3 Fast-forward to end
- 4 Slow playback
- 4 4 Slower playback
- 5 Play message properties
- # # Skip message, save as is
- # # Skip message, save as new (new and saved messages)

## After Message

- 1 Skip back
- 2 Deliver e-mail or fax to fax machine\*
- 4 Replay message
- 5 Play message properties
- 6 Forward message
- 7 Delete
- 8 Reply
- 8 2 Reply to all
- 8 8 Call the subscriber
- 9 Save/Restore as saved\*
- # Save as is
- # # Save as new/Restore as new\*

## Find Voice Messages

### 5 Find messages\*

- 1 From another subscriber
- 2 From all outside callers
- 3 From a specific outside caller

## Send a Message

2 Send

Address and record message

- # Send message
- 5 Review recording
- 6 Rerecord
- 1 Urgent
- 2 Return receipt
- 3 Private
- 9 1 Add name
- 9 2 Hear all names (and delete names)

## Change Preferences

4 Setup options

- 1 Greetings
- 2 Message settings
- 3 Personal settings
- 4 Call transfer
- 1 Record this greeting
- 2 Turn on/off alternate greeting
- 3 Edit other greetings
- 4 Hear all greetings
- 1 Change message notification
- 1 Pager
- 2 Home phone
- 3 Work phone
- 4 Spare phone
- 2 Change fax delivery\*
- 1 Keep this number
- 2 Enter new number
- 3 Change menu type
- 1 Select full or brief menus
- 1 Edit private lists
- 1 Hear lists
- 2 Change names on a list
- 1 Change password
- 2 Change recorded name
- 3 Change directory listing
- 1 Change listing status
- 1 Switch between transferring calls to extension or voice mail
- 2 Change extension or phone number

## Use These Keys Anytime

0 Help

\* Cancel or back up

\*Not available on some systems.







# 794x/796x








**Online Tutorial Available!**

<http://www.cisco.com/comm/applications/CCNP/qim/7961/index.htm>

The main features of your Cisco IP Phone are defined in the following table.

|    |   |  |
|----|---|--|
| 1  | Handset with indicator light  | Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and remains lit to indicate a new voice mail message (depending on your message system). |
| 2  | LCD screen  | Displays features such as the time, date, your phone number, caller ID, line/call status and soft key tabs.  |
| 3  | Cisco IP Phone series type  | Indicates the Cisco IP Phone Series to which your phone belongs.   |
| 4  | Line or speed dial buttons<br> | Opens a new line, speed dials the number on the LCD screen, or ends a call. Cisco IP Phone models in the 7960 Series have six line (or speed dial) buttons and phones in the 7940 Series have two.   |
| 5  | Footstand adjustment  | Adjusts the angle of the phone base.   |
| 6  | Directories button<br>       | Provides access to call histories and directories (if available).  |
| 7  | ? button<br>                 | Displays help on your LCD screen for a phone key or function (if available).   |
| 8  | Settings button<br>          | Provides access to phone settings such as contrast and ring sound, network configuration, and status information.  |
| 9  | Speaker button<br>           | Toggles the speaker on or off.   |
| 10 | Mute button<br>              | Toggles the mute on or off.  |





|    |   |  |
|----|---|--|
| 11 | Headset button<br>     | Toggles the headset on or off.   |
| 12 | Volume button<br>     | Increases or decreases volume for the handset, headset, or speakerphone (depending upon which is currently active). Also controls the ringer volume (if on-hook), and the LCD contrast.          |
| 13 | Services button<br>   | Provides access to phone services (if available).  |
| 14 | Messages button<br>   | Provides access to a message system (if available).  |
| 15 | Navigation button<br> | Enables you to scroll through text and select features displayed on the LCD screen.  |
| 16 | Dial pad  | Works exactly like the dial pad on a traditional telephone.  |
| 17 | Soft keys   | Enable you to engage any of the functions displayed on the corresponding LCD tabs. Soft key functions change depending on the status of the phone (for example, if the phone is active or idle). |

# 7906/7911



## **Online Tutorial Available!**

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

|    | <b>Item</b>   | <b>Description</b>   |
|----|---|--|
| 1  | Phone screen  | Displays phone menus and call activity including caller ID, call duration, and call state.   |
| 2  | Cisco Unified IP Phone series   | Indicates your Cisco Unified IP Phone model series.  |
| 3  | Softkey buttons   | Each activates a softkey option displayed on your phone screen.  |
| 4  | Navigation button<br>        | Allows you to scroll through menu items and highlight items. When the phone is on-hook, displays your Speed Dials.                       |
| 5  | Applications Menu button<br> | Displays the Applications menu that provides access to a voice message system, phone logs and directories, settings, services, and help. |
| 6  | Hold button<br>              | Places the active call on hold, resumes a call on hold, and switches between an active call and a call on hold.                          |
| 7  | Keypad  | Allows you to dial phone numbers, enter letters, and choose menu items.  |
| 8  | Volume button<br>            | Controls the handset, headset, speaker, and ringer volume.   |
| 9  | Handset with light strip  | The light strip on the handset indicates an incoming call or new voice message.  |
| 10 | Footstand   | Allows the phone to stand at a convenient angle on a desk or table.  |