



# **Cisco Unified Communications System User Guide**

**Version 2.0  
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**Customized for  
West 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 West 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, many extensions have Direct Inbound Dialing which is an outside number which will ring directly to an inside extension. If your extension has a direct inbound number you will be informed.

Access to the auto attendant and voice mail system from outside the office can be obtained by dialing (973) 345-9600 or the main numbers for each building.

## Desktop and Wall-Mounted Phones

### Phone Overview

For desktop and wall-mounted phones throughout the building, the West Orange Board of Education primarily uses the Cisco 7942, 7962 and 7911 series phones. Other phones may be used for specific users or applications, however the operation of these phones is similar to that of the 7942 and 7962 phones. Figures 1A and 1B show the layout of these phones.

#### Cisco Unified IP Phone 7962G



#### Cisco Unified IP Phone 7942G



### 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 7962G 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 Button – opens/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.

## Cisco 7911/7912/7906 IP Phone



### Phone Overview

1. Phone Screen – Shows features available
2. Model Number
3. SoftKey Buttons – Each button activates a soft key option which changes based on the status of the phone and calls. The display will indicate the softkey option directly above the key. In the event more softkey options are available than there are softkeys, a more softkey will allow you to scroll through the softkeys available.
4. Up-Down Navigation Rocker. Allows you to scroll through the menu and highlight items. Use in conjunction with softkeys to activate highlighted items
5. Application Button – allows you to access phone features such as directories, voice mail and other applications that may be available to you.
6. Hold Button – allows you to place callers on hold.
7. Number and letter keypad
8. Volume Button – controls the volume and other settings
9. Handset with light strip – Indicates an incoming call or voice message.

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



### 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.

[http://www.cisco.com/en/US/products/hw/phones/ps379/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.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.

## ***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** 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 5-digit extension.

When dialing outside calls you will dial 8 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 single line phones, press the globe button and then select directories).
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 81.
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; 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 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**

1. Inform the caller that you will be transferring them.
2. Press the **Transfer** softkey; 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; the caller is now on hold.
3. Dial the number of the phone line to which you are transferring, including 8 plus 1 plus area code plus number.
4. When the receiving party answers announce the call.
5. Press the **Transfer** softkey 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 directly to a user's voicemail**

1. Press the **Transfer** softkey, the caller is now on hold.
2. Dial \* and the 5 digit extension.
3. Press the **Transfer** softkey.

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

OR

1. Press the **TrnsfVM** softkey.
2. Enter the recipients's extension number and press **TrnsfVM** again.

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

Press the **Hold** softkey.

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 5-digit number.

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

**Note:** The call park number is displayed on the phone for 10 seconds. If the parked call is not picked up after five minutes, 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 and dial the next call. Announce the conference and press the **Conf** softkey again.
3. Repeat step 2 for each additional caller. You may have up to 16 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.
3. Press the Line button of the call you want to add to the conference.

#### **Managing a Conference Call**

Pressing the **ConfList** 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** 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 35240 and 35259.
2. People joining the meeting will dial the 352XX number you used to establish the meeting and will be joined to the meeting. External callers can also participate in a meet-me conference by dialing 973-435-9640-7

### ***Forwarding your calls***

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

1. Press the **CFwdAll** softkey.
2. Dial the extension to forward the calls to.
3. You may also press the voicemail button or softkey to forward to voicemail.
4. To cancel the forward, press the **CFwdAll** softkey.

**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.

## **Group Pickup**

Call Pickup allows you to answer a call that is ringing on a coworker's phone by redirecting the call to your phone. You might use Call Pickup if you share call-handling with coworkers.

### **Tips**

- Pressing **Pickup** and **GPickUp** connects you to the call that has been ringing for the longest time.
- If you have multiple lines and want to pick up the call on a non-primary line, first press for the desired line, then press a call pickup softkey.

### **To answer a call that is ringing on another extension within your call pickup group**

1. If the **Pickup** softkey is available, press it. If the **Pickup** softkey is not available, go off-hook to display it, then press **Pickup**. If your phone supports auto-pickup, you are now connected to the call.
2. If the call rings, press **Answer** to connect to the call.

## **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.

## **Extension Mobility**

Extension Mobility allows users that do not have an assigned phone to make and receive calls by logging on to another phone. A User Device Profile, which is configured with lines and directory numbers, is loaded to the phone when a user logs on to extension mobility. Mobility automatically times out after 60 minutes

### **To login to Extension Mobility**

1. Press the Services button.
2. Select **Extension Mobility** using the navigation pad.
3. Enter your username (the username is the same as your network user name).
4. Enter your PIN. The default phone PIN is 8495162.

### **To logout of Extension Mobility**

5. Press the Services Button
6. Select **Logout**

### ***Personal Address Book***

Personal address book can be accessed by pressing the Services button and selecting Personal Address Book.

The phone or device profile must be subscribed to the Personal Address Book service in CCMUser before Personal Address Book can be used.

### ***Managing your passwords, PIN, Personal Address Book and Speed Dials***

You can manage your passwords, PIN, personal address book and speed dials by logging on to the following site: <http://callmanager.woboe.org>. The username and password are the same username and password you use to log in to the computer network. The default phone PIN is 8495162.

Please change your password and PIN. Although the username, password and PIN for the phone and unity voicemail are similar, they are separate and are maintained by separate databases. The phone password and PIN will not match the voicemail password and PIN after it has been changed.

Cisco 7942 phones are typically configured for 1 Line and 1 Speed Dial while 7962 phones are typically configured for 2 lines and 4 speed dials.

Select the device (SEPXXXXXXXXXXXX) to edit settings for your phone. Select the device profile (Username\_DP) to edit the phone profile that is loaded when using extension mobility.

## Voice Mail

Unity Connection is the voice messaging system for the West Orange School District. Each 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. 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 **Messages**.
2. Press \* to logon to your own mailbox.
3. Enter the password you created.
4. Refer to figure 4 for the Unity Menu.

### ***Accessing Voicemail from an outside phone.***

1. Dial 201-338-8650.
2. Press \* to logon to your own mailbox.
3. Enter the password you created.
4. 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.

**Figure 4 - Navigating the Voice Mail System**

Anytime	# Skip or move ahead, complete or confirm addressing, accept changes, send message, start and stop recording. 0 Help      * Cancel, exit, or back up	
To Address Messages	Spell name, press #, select the match. Or press ## to enter by extension, then press #. Press * to cancel the selection or # to confirm the selection. Press 1 to add more names, or ## to start recording.	
Retrieve Messages	<div> <div> 1 New 3 1 Saved 3 2 Deleted </div> <div> <b>During or After Playback</b>  1 Restart  2 Save  3 Delete  4 Reply (and begin recording)  4 1 Stop recording/ listen  4 3 Delete recording/restart  4 # Stop recording  4 # 1 2 Mark as urgent  4 # 1 3 Mark as private  4 # # Send (see "After Recording a Reply") </div> <div> 4 4 Live reply  5 Forward with optional recording  5 1 Stop optional recording/listen  5 3 Delete optional recording  5 # Stop optional recording  5 # 1 1 Mark as private  5 # 1 2 Mark as urgent  5 # # Send optional recording  6 Save as new  9 Message Properties </div> </div>	<b>During Playback Only</b> 7 Go back 3 seconds 8 Pause message 8 7 Restart from prior 3 seconds 8 8 Restart 8 9 Restart from next 3 seconds 9 Go forward 3 seconds # Skip message summary  <b>After Recording a Reply</b> # Send 1 Message Options 1 1 Change address 1 2 Change recording 1 3 Special delivery options 1 4 Review the message 1 # Send 1 * Cancel
Send a Message	<b>Mail to Nonsubscribers</b> Select Send (2), then press #4  <b>Enter address, then record your message.</b> <b>During Recording</b> 1 Stop recording and listen 3 Delete recording/restart # Stop recording # * Cancel message # # Send message # 1 Message options (see "After Recording a Reply" above) # 1 # 1 Mark as private # 1 # 2 Mark as urgent	<b>Addressing</b> 1 Change addressing 1 1 Add addresses 1 2 Hear all addresses 1 3 Remove address 1 # Send 1 * Cancel 2 Change recording 3 Change delivery type 3 1 Mark as urgent 3 3 Mark as private 3 4 Future message delivery 4 Review message 4 1 Hear recording 4 3 Rerecord 4 # Send 4 # 1 Mark as private 4 # 2 Mark as urgent 4 * Return to message options
Change Preferences	4 Setup Options  1 Greetings 1 1 Rerecord greeting 1 2 Alternate greeting on/off 1 3 Edit greetings 1 3 1 Edit standard greeting 1 3 2 Edit alternate greeting 1 4 Hear all greetings 2 Message settings 2 1 Set up message notification 2 1 5 Cascading notification 2 4 Distribution lists 3 Personal settings 3 1 Change password 3 2 Change recorded name 4 Language options (if available)	<b>9 General Delivery Mailboxes</b>  First select mailbox from list. Then: 1 Review new messages 2 Send message 3 Review old messages 4 Access setup options

## Additional Resources

For more detailed phone configuration options, please refer to the Cisco documentation which is located in a PDF file.

### Phone User Guide

[http://www.cisco.com/en/US/products/hw/phones/ps379/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html)

### Unity Connection End User Guide

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/7x/roadmap/7xcucdg.html#wp38763](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/roadmap/7xcucdg.html#wp38763)