



## Cisco IP Phones at Webster

Webster Staff Alliance

October 19, 2011

### Today's Topics

- References
- Review of Common Phone Functions
- Advanced Features & Tips
- Cisco Communicator
- Questions

## References

Available at [IT Web Site](#):

Tech Resources > Staff > Telephone - Desk



**Quick Reference Guide**



**Cisco IP User's Guide**



**Training slides**



**Online tutorial (video)**



**Troubleshooting**



**Additional materials for call centers**

## REVIEW OF BASIC PHONE FEATURES

## Getting to Know Your Phone

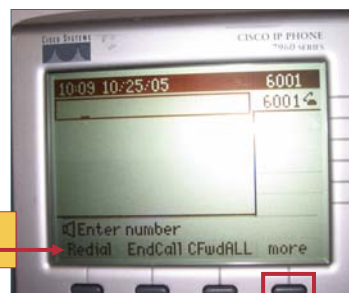


## Using the Softkeys

**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: when more button is pressed



## 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:**
  - Select the call and press the **Resume** softkey.
- **To end either call:**
  - Select the call and press the **EndCall** softkey.



## Transferring an Incoming Call

- Answer the call.
- Press **Trnsfer** softkey. This places the call on hold.
- Dial the number that the call will be transferred to.
- When the dialed number rings:
  - Press the **Trnsfer** softkey again
  - Or, wait for the party to answer the call, and then press the **Trnsfer** softkey.
- If the party refuses the call or the call does not successfully complete, press the **Resume** softkey to re-join the original call.



## Transfer to or Call Voicemail Directly

- For use when you know the party is unavailable.
- Press **Trnsfer** softkey. This places the call on hold.
- Dial \* plus the extension.
- When the dialed number rings:
  - Press the **Trnsfer** softkey
  - Transferred straight to voicemail without the phone ringing



## Forwarding all Calls

**Note: Approval is required to forward calls to an external phone number.**

- To forward all incoming calls to another extension:
  1. Press the **CFwdAll** softkey.
  2. Enter the internal extension to which you want to forward all your incoming calls.

A flashing right arrow appears next to your telephone number on the LCD to indicate that all incoming calls are being forwarded.

The number that calls are forwarded to appears near the bottom of the display.
- To Cancel, press the **CFwdAll** softkey.



## Making Conference Calls

Place a call between 2-to-5 other phones and yourself.

1. Dial 1<sup>st</sup> number and wait for an answer.
2. Press the **more** softkey.
3. Press the **Confrn** softkey.
4. Dial another telephone number.
5. When the next call is answered, press the **Confrn** softkey to add this person to the call.
6. For each participant, repeat Steps 3 through 6.



Softkeys

## ADVANCED FEATURES & TIPS

## Accessing Voicemail from Another Phone

1. Dial your number.
  2. When Voicemail answers, press \*
  3. When prompted for ID, enter your extension and press #.
  4. Enter your PIN and press #.
1. Dial Voicemail system **246-8950**.
  2. When prompted for ID, enter your extension and press #.
  3. Enter your PIN and press #.



## Re-Dial from Missed Calls Directory

- Full phone number is saved. Must edit the number to dial.
1. Press Directory and select Missed Calls.
  2. Select the call.
  3. Press the **EditDial** softkey.
  4. Type 9 before a local number or 91 before a long-distance number.
  5. Press the **Dial** softkey.



## Corporate Directory

- **Corporate Directory**
  - Look up extensions
  - Search by first name, last name, or number
- 1. Press **Directory** and select **Corporate Directory**.
- 2. Press the **Dial** softkey to place the call.



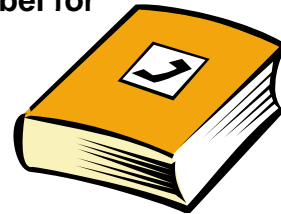
## Extended Site Speed Dials

- **No need to dial complete phone number.**
  - Example:  
For London, dial **#63#** instead of **9.011.44.207.487.7433**
- **Code for each site.**
- **Consult the online [Speed Dial Directory](#)**



## Set Up Personal Abbreviated “Speed” Dial Numbers

1. Go to <http://10.0.144.101/ccmuser> and log in using Connections ID and password.
2. Select *User Options > Device* and select the phone.
3. Click the Speed Dials button.
4. Each row represents a dial code. Type the phone in Number and the Label/ASCII Label for the phone number.
5. Click Save.



## Dial Abbreviated Number

1. With the handset on-hook, dial the 1- or 2- digit speed dial code.
2. Press the **AbbrDial** softkey.
3. Pick up handset.



## Long Distance Phone Numbers

- Requires a code.
- Request through supervisor.
- Supervisor will submit a work order.
- **Important! If you accidentally dial 911 while trying to dial a long-distance number, DO NOT hang up. Wait for the dispatcher.**

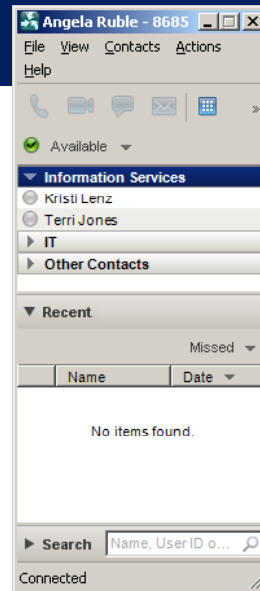


## CISCO PERSONAL COMMUNICATOR

## Cisco Personal Communicator

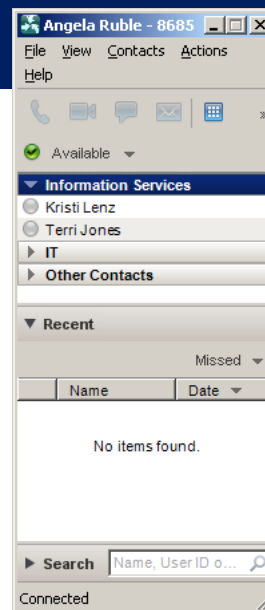
### Key Benefits:

- Access productivity enhancing applications from a single interface
- Accelerate decision-making and collaboration using IM, presence and click to call
- Offer instant messaging (IM) capability
- See if someone is at his or her desk



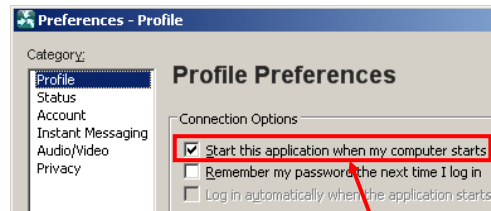
## The Console

- Initiate e-mail & Instant Message
- Integrated Key Pad Dialer
- Show Availability
- Recent Communications logs (In/Out Calls and Voicemails)
- Search Directory and add buddies to your contact List



## Logging In & Availability

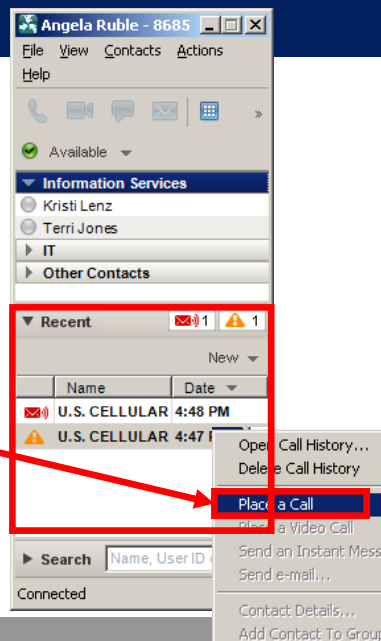
- Communicator can only be used for IM if you're logged in.
- Log in at start up.
- Set preferences for automatic start up.
- **Remember:**  
You can always change your availability. Change your status to Busy, Do Not Disturb, In a Meeting, etc.



Softkeys

## “Recent” Communications

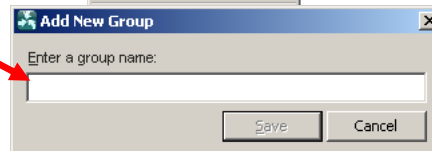
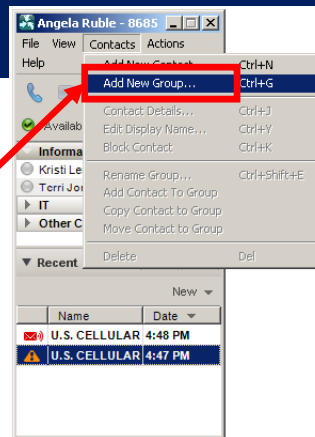
- Communication Logs of Voice Mails, Incoming/Outgoing Calls, and Missed Calls
- Message Waiting Indicator with counter
- ‘New’ Call Counter
- Click to respond (call, email or IM from within voice mail message)



## Create Contact Groups

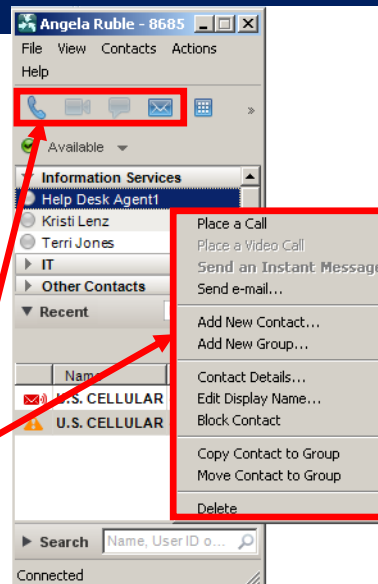
- Create groups to organize your contacts.

1. Select Contacts > Add New Group.
2. Type a name for the group.
3. Click Save.
4. Search for contacts and drag them into the group.



## Dial or Email from Contact

1. Locate the person you want to contact in the Communicator console:
  - Find the person's name in your contact list, or
  - Type a name in Search to find the person in the directory
2. Click the person's name.
3. Choose a communication method from the Actions menu or click an icon.



## Summary

- **References are available**
- **Reviewed Typical Phone Functions**
  - Call handling and transfer options
  - Conference Calls
- **Explored Advanced Features & Tips**
  - Remote voicemail access
  - Dialing shortcuts
- **Showed you Cisco Communicator**

**QUESTIONS**