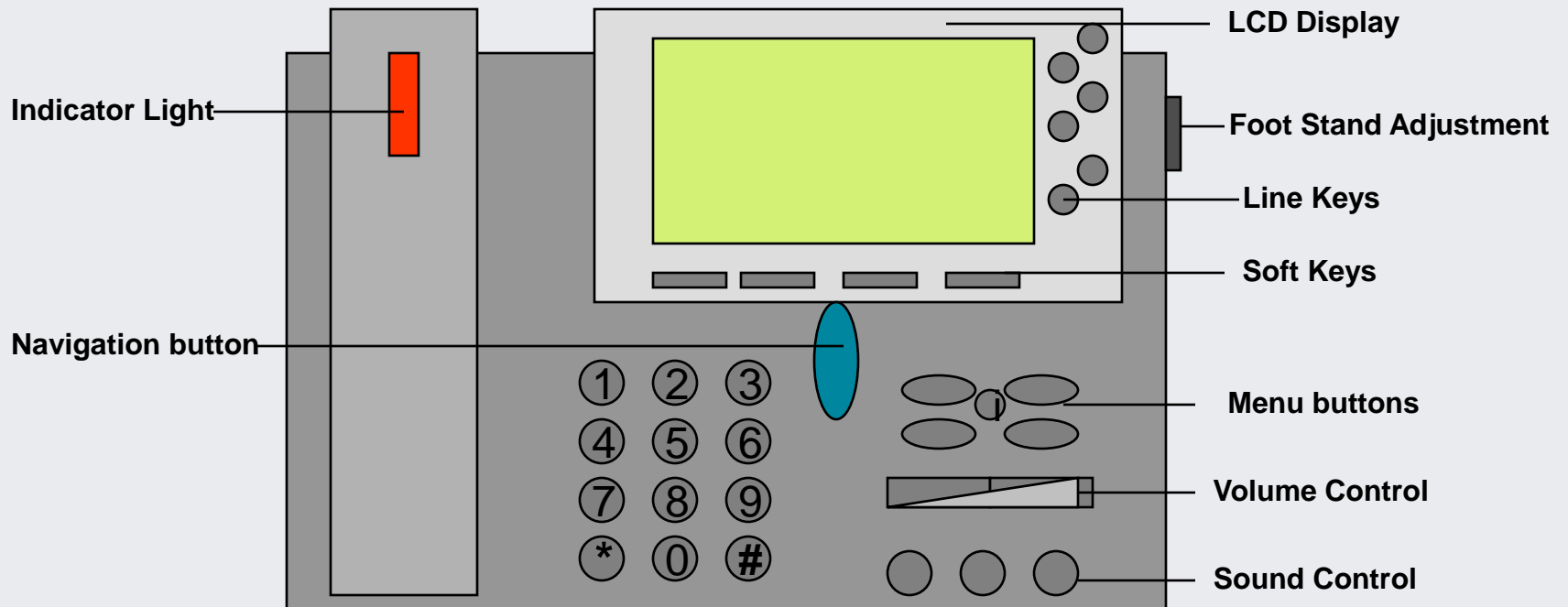


Training Guide for Cisco IP Phones 7940/7960



Indicator Light: Lit when the phone is ringing and when a new voicemail message arrives

Navigation Button: Used to navigate up or down through menus

Foot Stand Adjustment: Lets user adjust the angle of the phone base.

Line Keys: Used to access specific lines or Speed Dials.

Soft Keys: Used to access features displayed in the LCD display screen

Menu Button: One touch access to Messages, Directories, Services, and Settings

Volume Control: Controls volume of Handset, Speaker, and Ringer

Sound Control: Press for Headset, Mute, or Speakerphone

Placing Calls

How to Place a Call

Lift the handset

Press the **NewCall** soft key

Press the **Speaker** key

Press the **Redial** soft key

Dial the number with receiver on hook; then press the **Dial** soft key, lift the handset, or press **Headset** or **Speaker**.

How to End a Call

Hang up the Handset or press the **EndCall** soft key.

How to put a Call on Hold

Press the **Hold Key**

The call on hold will flash

Press **Resume** to go back to the call on hold

Calling Areas

Campus Calls:

- Dial the 7 digit number (368-xxxx or 754-xxxx)

External Calls:

- Local calls - dial 9 then the local number.
- Long Distance calls dial 9 +1 and then the number

University Hospital

- Dial 9 plus the 7 digit number

Emergency Calls

Campus Security 368-3333

911 Emergency Dial 911

Malicious Call Identification (MCID)

To report harassing or threatening calls, press the **MCID** softkey while on the call. This marks the record for the Case system administrator. You should also contact Campus Security at 368-3333 to report the call.

Call Waiting and Call Forwarding

Call Waiting

While on a call, you may hear a Call Waiting tone and see in your display the telephone number of the second caller.

You can choose to put the first call on hold and pick up the Call Waiting call by pressing **Answer**, or you may ignore the Call Waiting call and it will go automatically to your voice mailbox after four rings. You can also press the **iDivert** key to send the call immediately to your voicemail.

To return to your first call (which will be flashing), press the **EndCall** key to end the Call Waiting call, and then press the **Resume** key to return to the first call. To toggle between the calls, simply highlight the flashing call and press the **Resume** key.

Call Waiting calls that are not answered will show up in your Message List under Missed Calls.

Call Forwarding

To forward all of the calls on your main line to another number:

- Press the **CFwdAll** soft key
- You will hear a confirmation beep.
- Dial the campus or local number you want to forward all of your calls to (don't forget the "9" if it's a local number)
- You will see a message in your display reminding you that your calls are forwarded, together with the "forward to" number
- To forward a secondary line, use the web interface at <http://phonesetup.case.edu>

To Cancel Call Forwarding

- For your primary line, press the **CFwdAll** soft key
Your display should return to normal
- For a secondary line, use the web interface.

Transfer and Conference Calls

How to Transfer a Call

- During a call, press the **Trnsfer** soft key. This automatically places the first call on hold.
- Dial the campus number you wish to transfer the call to
- When they answer, announce the call
- Press **Trnsfer** again to connect the parties.
- To transfer a call directly to voicemail, press **Trnsfer**, then dial star (*) and the 7-digit Case number, then **Trnsfer** again.

Note:

If you want to stop the Transfer mid-call

- Press **End Call** to stop the Transfer
- Press **Resume** to go back to the initial call

Note:

To dial from a Call Log, hit the **Directories** button, then scroll to the call you want and press the **Dial** soft key. Choose how to handle the original call (**Hold, Transfer, Conference, End Call**). You will need to hit **Trnsfer** or **Conf** a second time after dialing.

How to Place a Conference Call

During a call, press the **More** softkey, then press the **Confrn** soft key. This automatically places the first call on hold.

- Dial the number you wish to add to the conference.
- When you reach the other party, announce the call and then press **Confrn** again to add the new party to the call. Repeat until up to six participants (including you) are on the conference call.

•**Note:** If you want to stop adding the last person to the conference call

- Press **End Call** to disconnect from the last person
- Press **Resume** to go back to the conference call

How to View the Conference Participants

All members of the conference call can press the **More** key twice to see **ConfList**. The initiator of the conference call also remove individuals from the call.

Short Cuts to Making (and Diverting) Calls

Personalize Phone Options

- Go to <http://phonesetup.case.edu>
- Enter your Case User ID and Case password
- Click on **User Options** and **Device**

To Create a Speed Dial List

- Click on **Speed Dials**
- Enter numbers and labels for those you frequently call – don't forget to add "9" for outside calls
- Click on **Save** at the bottom of the page

To Change Ring Settings, Forwarding, Messaging Waiting Lamp, or Line Label

- Click on **Line Settings**
- Use check boxes and pull down menus to choose options - don't forget to add "9" for outside calls
- Click on **Save** at the bottom of the page

Abbreviated Dialing

Note: You need to set up a Speed Dial List before you can use Abbreviated Dialing.

- While the phone is hung up, press the one or two digit speed dial number
- Press **AbbrDial** softkey
- The Speaker button will automatically let you hear the phone ring

iDivert

If you don't want to be disturbed, **iDivert** allows you to divert an incoming call to your voice mailbox. This also works for **Call Waiting** calls.

- Press **iDivert** as your phone is ringing
- The caller will immediately be transferred to your voice mailbox.
- Your phone will stop ringing.

Shared Lines that Appear on Multiple Phones

Using the Barge key on a Shared Line

- Calls can be picked up at any phone
- When a line is in use, you can still use the line – you will get another dial tone
- If you need to join an ongoing call, you can press the black button next to the line you want, then the **Barge** key (you may need to press **More**)
- The existing callers will hear a tone and the display screen will change
- If a phone has **Privacy** enabled, the Barge softkey will not appear on other phones with that shared number.
- If you have used the **Barge** key to join a call, and that call is then placed on hold, transferred, or turned into a conference call, you will be disconnected from the call.

Using the cBarge key on a Shared Line

If you need to set up a conference call using the Conferencing feature of this system (up to six people on a call) for the chair of the call, you need to request the **cBarge** key for the other person's phone. This would allow the other person to barge into a conference call that you set up. Once they use the cBarge key, that person could then become the chair of the call.

Using the Privacy key on a Shared Line

To prevent others from viewing or barging (adding themselves to) your calls, you (or the system administrator) can activate the **Privacy** feature on your phone. All lines on that phone would then not allow someone to barge a call.

Directories Menu Button

Using Call Logs (Missed, Placed, and Received Calls)

- Press the **Directories** Button
- Press the number key for the directory
- Use the **Navigation** button to scroll up and down the list. The date and time of up to 32 calls is shown at the bottom of the screen.
- You can call back a caller from the Directory screens by pressing the **Dial** button or picking up the handset. For outside calls, use **EditDial** to add a 9.
- You can transfer to or conference a number on the Call Log. While talking with the first caller, find the number you want in the Call Log, then press **Dial** and the function key (**Transfer, Conf, or Hold**) for how to handle the first call. Press **Transfer** or **Conf** again after dialing to complete the action.

To exit all the way out of any Directory, press the Directories key.

Clear deletes ALL of the numbers stored in all three call lists.

Using the Campus Directory

- Press the **Directories** Button.
- Press **5 (Corporate Directory)**
- Enter the first name **or** the last name **or** the 216-368-xxxx telephone number by using your keypad
- Press **Search**.
- Use the **Navigational** button to scroll through the list of records.
- Then lift the handset or press the **Dial** soft key to call the highlighted selection.

Note: You do not have to spell the complete name for a search, just enough to narrow your search.

If your name and number is incorrect in the Campus Directory, go to **Employee Self-Service** in **HCM** , then **Personal Information**, and **Phone Numbers**.

Messages Menu Button and other Options

To Retrieve Voicemail Messages

- Press the **Messages** key.
- Enter your 5-digit passcode followed by the # key

Call Park

This service allows you to place a call on hold and pick it up at another IP telephone.

- During a call, press the **more** key
- Press **Park**
- Remember or write down the Call Park number

To Retrieve the Parked Call

- Pick up any IP phone and dial the Call Park number.

Call Pickup

This service allows a group of users to pickup any phone number in their pickup group. Users must be assigned to a pickup group to use Call Pickup.

- Press any **Line** key on your phone.
- Press the **More** key.
- Press the **Pickup** soft key.
(The call will start ringing on your phone.)
- Press **Answer** key to receive the incoming call.

Call Privacy

To prevent the display of your telephone number on an outgoing call, dial *67 before the number. This works for both campus and outside calls.

Settings Menu Button

To Adjust the Contrast on your IP Phone Screen

- Press the **Settings** Button and then **1**
- Press **Select**.
- Use the **Up or Down** soft keys to desired contrast level.
- Press **OK** soft key to accept change.
- Press **Save** to save the setting.
- Press **Exit** to exit the settings menu.

To Change the Ring Tone

- Press the **Settings** Button and then **2**
- **Highlight** and **Select** the **Default Ring** line
- Scroll through the list of ring types
- Press the **Play** soft key to hear the ring.
- Press **Select** to put a check in the box.
- Press **OK** soft key to accept change.

You may select a different ring for each line appearance on your phone.