Using Your New Cisco VOIP Phone
Agenda

- Getting to know your IP phone
  Cisco 8961, 9951
- Review the basics and learn about special features
  - Soft Keys
  - Login/Logoff
  - Free Conference Calling
  - Ring tones and images
  - Mobility
- Understanding the Cisco VoIP Web Portal
- Etiquette and Getting Help with Your New Phone
Getting to Know Your Phone

1 – LCD Screen
2 – Session Buttons
3 – Softkeys
4 – Previous
5 – Release Button
6 – Navigation Pad and Select
7 – Conference Button
8 – Hold Button
9 – Transfer Button
10 – Keypad
11 – Speakerphone button
12 – Mute button
13 – Headset button
14 – Volume Button
15 – Messages Button
16 – Applications button
17 – Contacts Button
18 – Phone Display
19 – Programmable feature
20 – Handset with msg waiting light strip
### Softkeys and Session Lights

- Press the button below any softkey to select that function.
- Softkeys change depending on the feature in use.
- Color LEDs indicate the line state:
  - **Amber** — Ringing call on this line
  - **Green** — Active or held call on this line
  - **Red** — Shared line in-use remotely

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Login/Logoff

- The default Login is:
  - Stanford University: SUNetID
  - Stanford Hospital and Clinics: SID
  - Lucile Packard Children’s Hospital: Computer User Name

- To Login:
  1. Press the Login softkey or press the Applications button.
  2. Verify your UserID or enter your PIN (default PIN is 123456).
  3. Press the Submit softkey.
  4. To Logout, press the Applications button, then navigate to Login/Logout and press the Yes softkey.

- If you log in at another desk phone, the phone you normally use will log out.
The default PIN to login to your phone is 123456.

To update your PIN on the phone:
1. Press the Applications button.
2. Navigate to Login/Logout.
3. Press the Open softkey.
4. Press Set PIN softkey.
5. Enter your current PIN.
6. Enter your New PIN. Your PIN must be at least 6 numeric characters.
7. Enter your new PIN again in the Confirm PIN field.
8. Press Change to submit, then Exit.

You can also update your PIN from the web portal by selecting User Options>User Settings.
Login/Logout
Dialing the Number

- **Inside Calls:** Dial the 5 digit extension.
- **Outside Local Calls:** insert a “9” before the number.
- **Outside the Area Code:** insert 9+1+<10-digit number>
There are many ways to place a phone call.

• Lift the handset and dial the phone number.
• Dial the phone number then pick up the handset or press the Call softkey button.
• Press the unlit Session button then dial the number.
• Press the Headset button.
• Press the Speakerphone button.
• Press the New Call softkey.
Ending a Call

- Depending on how the call was placed (or accepted), do one of the following to end the call:

  - Hang up the **handset**.
  - Press the **Release** button.
  - Press the **Headset** button.
  - Press the **Cancel** softkey.
Stanford Voice Messaging on Cisco VoIP

- **Accessing Voicemail by Phone**
  1. Press the **Messages** button or dial 5-0000.
  2. Enter your password and press #
     - Press 1 to hear new messages.
     - Press 3, 1 to hear saved messages.

- **Transfer a call directly to another user’s voicemail**
  1. Press **Transfer**.
  2. Dial 5-0000.
  3. Press * *
  4. Enter the 10-digit number.
  5. Press **Transfer**.

Note: When you listen to a new voice message it is automatically saved until you delete it.
Putting a Call on Hold

- Press the **Hold** button. 🔄
- You will see the hold icon on the session line 🔄
- To return to the call, either press the pulsating **Session** button or the **Resume** softkey.
- If you have multiple calls on hold:
  - Press the corresponding **Session** key.
  - To select the call to resume or with the session highlighted, press the **Resume** Softkey.
- **Music on Hold (if your organization opted for it)**
  - When you place someone on hold, they will hear music.
  - If you are on a conference call and answer a second line, the conference call is placed on hold but the conference attendees hear the music. *(think twice before placing a conference on Hold)*.
Answering an Incoming Call

- **Answer a call**
  - Lift the **Handset**
  - Press the unlit **Headset** button (it will light up).
  - Press the amber lighted **session button**.
  - Press the **Answer** softkey.

- **Mute**
  - Press the **Mute** button to mute your voice and any noises around you. The button will illuminate in red.
  - Press the **Mute** button again to disengage it.
Super Call Waiting

- On your single line, you can receive up to **three** incoming calls.

- While on the first call:
  - Press the flashing amber **Session** button to answer the second call.
  - This automatically places the first call on hold.

- To resume either call:
  - Press the **Session** button to select the desired call.

- To end either call:
  - Press the **Session** button to select the call then press the **Release** button.

- After ending either call, press the corresponding Session button to resume the other call.
Managing Incoming Calls

Divert a call to voicemail (Divert)

- When your phone rings, two contextual softkeys appear: **Answer** or **Divert**. Press **Divert** to send the call to voicemail.

Do Not Disturb (DND)

- When DND is enabled
  - The ringer on your phone is silenced.
  - Calls are displayed, a quick beep is heard, and the amber Session light flashes. (This allows you the opportunity to answer the call, or let the call forward to voicemail.)
  - The call will be listed in your Call History.
  - The DND feature affects all the lines on a phone. However it does not affect 911 calls.
  - To toggle audible ringing for incoming calls on and off, press the **DND Line** button.

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Managing Incoming Calls

Forward all calls (Forward All)

1. Press the **Forward All** softkey button.
2. Either:
   1. Press the **Voicemail** button to transfer calls to voicemail.
   2. Enter the telephone number to which you want to forward all your incoming calls (including outside lines).
      - A small logo appears next to your phone number indicating your calls are being forwarded.
      - A message appears under your telephone number on the LCD to indicate that all incoming calls are being forwarded.
3. To **Cancel**, press the **Forward Off** softkey.
Transferring an Incoming Call

1. Answer the call.
2. Press the **Transfer** button. This places the call on hold.
3. Dial the number where the call will be transferred.
4. When the dialed number rings, either:
   - Press the **Transfer** softkey, or
   - Wait for the party to answer so you can announce the call, and then press the **Transfer** softkey.
5. If the party refuses the call, or the call does not complete successfully, press the **Cancel** softkey to cancel, then the **Resume** softkey to re-join the original call.
Making Conference Calls

- Maximum participants is 6 (5 other lines and yourself).
- The Host manages the participants by pressing the **Show Detail** softkey.

1. Place the first call and wait for it to be answered.
2. Press the **Conference** button.
   - This selects a new line and places the first call on hold.
3. Dial another telephone number.
4. When the next call is answered, press the **Conference button again** to add this person to the conference call. You should now be able to speak to both called parties.
5. If you wish, you can add up to 3 more calls; for each, press **Conference button**, dial the next number, then press **Conference button**.

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Joining Calls to Create a Conference

- To join two active calls:
  1. Press the Conference button.
  2. Press the Active Calls softkey.
  3. Select the other call in progress.
  4. Press the Conference button again.

Note: Maximum Join participants is 6 (5 other lines and yourself).
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 will still be able to continue the call, as long as the call continues on at least one Cisco VoIP.
- Press the **Hold** softkey 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.
- If you are a participant in the conference and place you the call on hold, the other participants may hear your hold music.
- 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.
To change the Ringtone

1. Press the Applications button.
2. Press 2 on the number pad, or use the Navigation pad to navigate to Preferences and press the Open softkey.
3. Select Ringtone by pressing the center button on the Navigation pad.
4. Scroll down to the ringtone of your choice. (to sample the ringtones, press the Play softkey)
5. To change the ringtone, press the Set softkey.
6. Press Exit softkey.
Changing the Wallpaper

To change the Wallpaper
1. Press the Applications button.
2. Navigate to Preferences and press the Open softkey.
3. Select Wallpaper by pressing the center button on the Navigation pad.
4. Scroll to the wallpaper of your choice. (to sample the wallpapers, press the Preview softkey)
5. To select the Wallpaper, press the Set softkey. To go back to the choices, press either the “back” softkey or the Back button.
Call History

You can access Call History in two ways:

- Initiate a new call (pick up handset, hit the unlit session key, or select New Call).
- Press the Applications button, select Call History, press the Open softkey and then scroll to the number to call.
- Call History icons:
  - Received—
  - Placed—
  - Missed—

- Each log can hold up to 100 entries.

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To more easily/quickly dial an **outside number** from your Call History list:

1. Go to **Call History** (Applications>Preferences).
2. Select the number.
3. Click the **More** softkey.
4. Click the **EditDial** softkey.
5. Enter the 9 and 1.
6. Click the **Call** softkey.
You can access your Personal or Corporate Directory (LPCH Directory) on your phone.

From the Directories button:

- Choose **Personal Directory** (this directory contains information you have entered on the web portal).
- Choose **Corporate Directory** to search for a contact within LPCH.
Cisco VoIP Web Portal

- **Go to:**
  - Stanford University: phoneuser.stanford.edu
    - Login=SUNet ID
    - Password=SUNet ID Password
  - LPCH: myphone.lpch.org.
    - Login=Your LPCH Computer User Name
    - Password=Your LPCH User Name Password
  - SHC: shcphone.stanford.edu
    - Login=SID
    - Password=SID password

- From the Web Portal, set up:
  - Speed Dials
  - Speed Dial Codes
  - Personal Address Book
  - Mobile Connect
  - Mobility

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Cisco Unified CM User Options

Username

Password

Login  Reset

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For Cisco Technical Support please visit our Technical Support web site.
Last Successful Logon: Unavailable

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For information about Cisco Unified Communications Manager please visit our Unified Communications System Documentation web site.

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Use to set up speed dials and speed dial codes.
Use to set up Mobile Connect and Mobility transfer to cell.
Speed Dial vs Speed Dial Codes

**Speed Dial**
- Configure a Programmable key for speed dialing
- Press the speed dial key for quick dialing

**Speed Dial codes (Abbreviated Dial)**
- Dial a code number you select, then press the **Speed Dial** softkey to connect.
- You can configure up to 199 speed dialing codes.
- Create a phone list in the order you select based on entries in your Personal Address Book.
- Provides a visual list of favorites on your phone.
### Abbreviated Dial=Speed Dial Codes

NOTE: Some fields accept 10-digit dialing. Always use 9+1+10-digit to prevent errors.

<table>
<thead>
<tr>
<th>Number</th>
<th>Label</th>
<th>ASCII Label</th>
</tr>
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<tbody>
<tr>
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<td>9</td>
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</tbody>
</table>
On the Web:

- Create entries in your Personal Address Book at User Options>Personal Address Book.

On your Phone:

- The Personal Address Book is searchable by Last Name, First Name, and Nickname. Access it at Directories>Personal Directory>Personal Address Book.
- You CAN click Search, with no criteria in the fields, to bring up the entire list of your Personal Address book. Then choose one and press the Dial softkey.
There are two types of Mobility:

- **Enable Mobile Connect:**
  - Allows your phone number to ring simultaneously to multiple devices:
    - Your mobile phone
    - Another desk phone
    - Your home phone

- **Mobility:**
  - Transfer a call from your desk phone to your cell phone (without using the “transfer” button).

- **Always enter Mobile Connect numbers as 9+1+10-digits**
To access Mobility setup:

1. Log in with your organization’s credentials (see previous slide)
2. Go to **User Options** and select **Devices**.
3. In the Name field, select your `<username_mobility>`.
4. Click the **Remote Destinations (Mobility)** button.
5. Click the **Add New** button (or click **Find** to edit an existing profile).
Set up Mobility

Mobility is set up on the Remote Destination Configuration page.

Name field (example: can be “your name's cell phone”).

Enter a destination number using 9+1+10-digit number.

Check Mobile Phone to be able to transfer a call to your cell.
Check Enable Mobile Connect to enable simultaneous ringing to your alternate phone.

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Mobility Settings

- Check the Mobility Settings page for settings for each cell phone provider.

<table>
<thead>
<tr>
<th>Description</th>
<th>AT&amp;T  (in millisecs)</th>
<th>T-Mobile (in millisecs)</th>
<th>Verizon (in millisecs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer Too Soon Timer</td>
<td>3000</td>
<td>4000</td>
<td>4000</td>
</tr>
<tr>
<td>Answer Too Late Timer</td>
<td>19000</td>
<td>19000</td>
<td>19000</td>
</tr>
</tbody>
</table>

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Mobility: Mobile Phone

- To pass a live call from your desk phone to your mobile phone, press the More softkey, then the Mobility softkey, and press the Select softkey. The call passes to your mobile phone.

- To return the call from your cell to your desk phone, hang up your cell. The caller is placed on hold on your desk phone. Press the line button to retrieve the call.

- NOTE: Calls must start on your desk phone to be retrieved there.

Note: Prior to using the Mobility feature, you must configure it from your Myphone Portal Page. https://myphone.lpch.org
Things to Expect

- If there is a power outage, your phone will have temporary power for 15-20 minutes. After that, your Cisco VoIP phone will not be available.
- When calling from the Missed Calls or Received Calls directories, remember to use EditDial.
- Caller ID – Caller ID is not blocked by default
  - Dial *67 to block a call
  - To always block your number, request a number mask
Etiquette and Getting Help

- **Etiquette**
  - If located in a cubicle or open area, refrain from using the Speakerphone.
  - If on a conference call, and you receive a call, Divert the call or let the call go to voicemail. (If you answer the second call, the conference will be placed on Hold and music may play for everyone in the conference.)

- **For Help and Instructions, go to:** voip.stanford.edu

- **Need more? Submit a HelpSU ticket at helpsu.stanford.edu or call 4/5-HELP.**