

UAA VOIP

"How do I...?"

Guide

If you are having a problem or technical issue regarding your
IP Telephone, please call the UAA IT Call Center at
[907.786.4646](tel:907.786.4646)







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Physical Layout

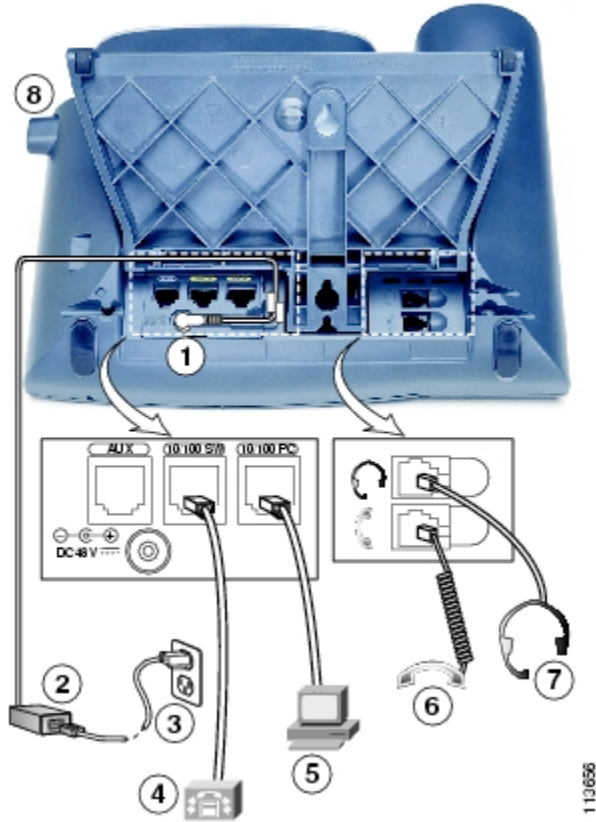


	Name	Description
1	Cisco Unified IP phone model type	Shows the Cisco Unified IP phone model number.
2	LCD screen	Displays information such as line/call status, phone number, and soft key tabs.
3	Line or speed-dial button	Opens a new line, speed-dials a phone number, or ends a call. The Cisco Unified SIP IP Phone 7941G has two lines, and the Cisco Unified SIP IP Phone 7961G has six lines.
4	Foot stand adjustment	Allows you to adjust the angle of the phone base.
5	Directories button	Provides access to phone directories.
6	Question "?" button	Not in use.
7	Settings button	Provides access to phone settings such as display contrast and ring type.
8	Speaker button	Toggles the speaker on and off.

9	Mute button 	Toggles mute on and off.
10	Headset button 	Toggles the headset on and off.
11	Volume button 	Increases or decreases handset, headset, ringer, or speakerphone volume.
12	Services button 	Provides access to phone services.
13	Messages button 	Provides access to a message system.
14	Navigation button 	Scrolls through text and selects features that are displayed on the LCD screen.
15	Keypad	Functions like a traditional telephone keypad.
16	Soft keys buttons	Engages the functions displayed on the corresponding LCD tabs.
17	Handset with indicator light	Functions like a traditional handset and provides message waiting indicator light and message-waiting (stutter) tone.

Connecting Your Phone

This section shows how to use the connectors on your Cisco Unified IP phone.

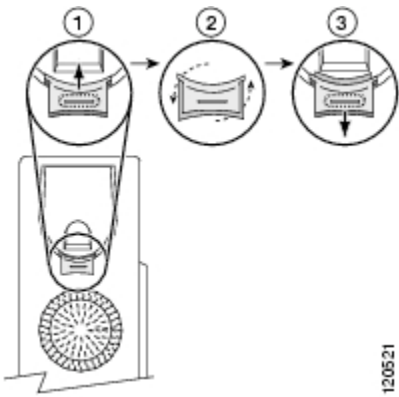


1	DC adapter port (DC48V) for phones not provided with inline power	5	Access port (10/100 PC) for connecting your phone to your computer
2	AC-to-DC power supply	6	Handset port
3	AC power cord	7	Headset port
4	Network port (10/100 SW) for connecting to the network	8	Foot stand button

Adjusting the Handset Rest

When you connect your phone, you can adjust the handset rest so that the receiver will not slip out of the cradle. Use the following method to adjust the handset:

1. Set the handset aside and pull the square plastic tab from the handset rest.
2. Rotate the tab 180 degrees.
3. Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.



Soft Key Descriptions

Your Cisco Unified IP phone is equipped with soft keys for call features and options. Soft keys are displayed along the bottom of the LCD screen and are engaged using the corresponding buttons. Soft keys can change according to the state of the phone.

Following is a comprehensive list of soft keys offered on these Cisco Unified SIP IP Phones. Functions depend on your system configuration.

Soft Key	Description
<< or >>	Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.
Accept	Accepts the current edits. For instance, adding an entry to your personal directory.
Acct	Consult your administrator on the use of this soft key.
Add	Adds an entry to the personal directory.
Alpha	Toggles character input mode from numeric to alphanumeric.
Answer	Answers an incoming call.
Callback	Notifies callers that the called line is free.
Cancel	Cancels the last selection.
CFwdALL	Forwards all calls.
Clear	Clears directory history.
Confrn	Connects callers to a conference call.
DelAll	Deletes all entries in the personal directory.
Delete	Deletes selected item.
Dial	Dials the displayed number.
Directories	Provides access to phone directories.
Down	Decreases the LCD screen contrast.
Edit	Selects a number and activates the cursor for editing.
EditDial	Selects a number and activates the cursor for editing.
EndCall	Ends the current call.
Exit	Exits from the current selection or screen.
GPickUp	Selectively picks up calls to a phone number that is a member of a pickup group.
Hold	Places an active call on hold. Resumes a held call.
Login	Provides PIN-controlled access to restricted phone features. Contact your system administrator for additional instructions.
Message	Dials the local voice-mail system.
Monitor	Enables the user to switch from the handset to the speaker to listen to a call hands-free.
more	Scrolls through additional soft key options (for example, use the more soft key to locate the Number soft key).
Mute	Toggles muting on and off.

NewCall	Opens a new line on the speakerphone to place a call.
Number	Toggles character input mode from alphanumeric to numeric.
Ok	Confirms the selection.
PickUp	Selectively picks up calls to another extension.
Play	Plays the ring sound sample.
Redial	Redials the last number dialed.
Reorder	Reorder the entries in the Personal Directory.
Resume	Returns to an active call.
Save	Saves the last change.
Search	Initiates a search in the local directory.
Select	Selects the highlighted option.
Settings	Provides access to phone settings such as display contrast, ring volume, and ring type.
Trnsfer	Transfers selected calls to an alternate number.
Up	Increases the LCD screen contrast.

2 Operating Your Phone

This section describes how to operate your Cisco Unified SIP IP phone. Because there are differences in phone and site configuration, not all features and procedures described here may apply to your phone. Consult your system administrator for more information. This section includes:

- [Basic: Place a Call](#)
- [Speakerphone: Place a Call](#)
- [Headset: Place a Call](#)
- [Answer a Call](#)
- [End a Call](#)
- [Redial a Number](#)
- [Hold a Call](#)
- [Mute a Call](#)
- [Manage Call Waiting](#)
- [Retrieve Voice Mail Messages](#)
- [Transfer a Call](#)
- [Forward All Calls](#)
- [Conference Calls](#)
- [View Call History](#)
- [Place a Call from Call History](#)
- [Clear Call History](#)



Note In the following procedures, you may be required to enter information using the keypad. Press the backspace (<<) soft key to erase digits that were entered incorrectly.

Basic: Place a Call

To place a call, use one of the following methods:

- Lift the handset and dial the number.
- Dial the number and then lift the handset.
- Press the line button for your extension, dial the number, and then lift the handset.
- Press any available button, dial the number, and then lift the handset.
- Press the **New Call** soft key, dial the number, and then lift the handset.
- Press a speed dial button and then lift the handset.
- If you have selected a number from a directory, press the **Dial** soft key, and then lift the handset.

Speakerphone: Place a Call

To place a call using the speakerphone, use one of the following methods:

- Press the speakerphone button and perform the steps for placing a basic call, and do not lift the handset.
- Perform the steps for placing a basic call and do not lift the handset.

To switch to handset operation, just lift the handset.

Headset: Place a Call

To place a call using a headset, press the headset button, then perform the steps for placing a basic call, and do not lift the handset.

To switch to handset operation, just lift the handset.

Answer a Call

To answer a call, use one of the following methods:

- Lift the handset.
- If you are using a headset, press the **Headset** button. If necessary, press the line button to select between incoming calls.
- To use the speakerphone, press the **Answer** soft key or the **Speaker** button.

End a Call

To end a call, use one of the following methods:

- Hang up the handset.
- If you are using a headset, press the **Headset** button or the **End Call** soft key.
- If you are using the speakerphone, press the **Speaker** button or the **End Call** soft key.

Redial a Number

To redial the most recently dialed number, use one of the following methods:

- Lift the handset and press the **Redial** soft key.
- Press the **Redial** soft key to dial using the speakerphone.

Hold a Call

To place a call on hold while on the call, press the **Hold** soft key.

To retrieve a held call, press the **Resume** soft key.

If multiple calls are on hold, use the **Navigation** button to select the desired call before you press **Resume**.

If multiple calls on multiple lines are on hold, press the line button for the line that you want to pick up. The active call on the other line is automatically put on hold.



Note Because the hold feature can generate music or beeps, avoid using hold when dialed into a remote conference system. Simple three-party conferences that are created locally on your phone can safely be placed on hold without introducing music or beeps into the conference.

Mute a Call

To mute a call, press the **Mute** button. The **Mute** button lights, indicating that the other party cannot hear you.

To deactivate the mute function, use one of the following methods:

- Press the **Mute** button again.
- Lift the handset if you are using mute with the speakerphone.



Note The Mute feature does not generate music or beeps.

Manage Call Waiting

If you are on a call when a second call comes in, you hear a call-waiting tone or see a flashing indicator light on the handset rest, depending on the configuration of your phone.

To answer the new call on the same line, use the following method:

1. Use the **Navigation** button to select the call.
2. Press the **Answer** soft key to answer the call. The call on the other line is automatically put on hold.

To return to the original call, use the following method:

1. Use the **Navigation** button to reselect the call.
2. Press the **Resume** soft key to reconnect to the call.

For calls on a separate line, press the **Line** button for the incoming call. The call on the other line is automatically put on hold.

To return to the original call, press the **Line** button associated with the original call.

Retrieve Voice Mail Messages

To access voice messages, use the following method:

1. Select an available Cisco Unified IP phone line by lifting the handset, by pressing the speakerphone button, or by pressing a line button. Listen for the dial tone.
2. Press the **Messages** button, and follow the voice instructions.



Note When you have one or more new messages, if you have the message-waiting indicator (MWI) configured, the light on your handset is lit.

Transfer a Call

To transfer a selected call to another number, use one of the following methods:

To transfer a call, use the following method:

1. During a call, press the **Transfer** soft key. The call is placed on hold.
2. Dial the number to which you want to transfer the call.
 - If the transfer fails, press the **Resume** soft key to return to the original call.
3. Announce the caller and then press **Transfer**.
4. To cancel your consult call-transfer attempt:
 - Press the **EndCall** soft key.
5. To reconnect to the original caller:
 - Press the **Resume** soft key.

Forward All Calls

To forward all incoming calls to another number, use the following method:

1. Press the **CFwdALL** soft key.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as you would if you were placing a call to that number. Remember to include locally required prefix numbers. The phone display is updated to show that calls are to be forwarded.
3. Press the **Accept** soft key.



Note To forward calls to voice mail, manually enter the voice-mail number, or use the soft key and button sequence of **CFwdALL** soft key plus the **Messages** button, followed by the **EndCall** soft key.

To forward calls to a speed-dial number, use the soft key and button sequence of the **CFwdALL** soft key plus a **speed-dial** button, followed by the **EndCall** soft key.

4. To cancel call forwarding, press the **Cancel** soft key.

Conference Calls

Standard Conference Calls

A standard conference call involves three parties.

You can create a standard conference in different ways, depending on your needs and the soft keys available on your phone:

- **Confrn**—Use this soft key to establish a standard conference by calling each participant. Standard conference calling is a default feature available on most phones.
- **Join**—Use this soft key to establish a standard conference by joining several calls already on one line.

Place a Conference Call

To place a three-party conference call, use the following method:

1. During a call, press the **more** soft key and then the **Confrn** soft key to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press the **Confrn** soft key again to add the new party to the existing call with the first party.

To establish a conference call between two callers to a Cisco Unified IP phone, one active and the other on hold, press the **Confrn** soft key on the Cisco Unified IP phone.

To establish a conference call between two callers already present on a Cisco Unified IP phone, using separate line buttons, one active and the other on hold, use the following method:

1. Press the **Confrn** soft key on the Cisco Unified IP phone.
2. Press the **Line** button of the call you want to add to the three-party conference.

End a Conference Call

To end the conference call, use one of the following methods:

- Hang up the handset.
- Press the **EndCall** soft key.

Alternate Methods to End a Conference Call

Call initiators may use one of the following methods (functions vary according to your system configuration):

- To end the conference and remain connected to the most recent call, press the **Confrn** soft key. The older call is placed on hold.
- To disconnect from the conference, hang up the handset. The other parties remain on the conference call.

Start a Conference Call

To add new participants to an existing conference, use the following method:

1. From a connected call, press **Confrn**. (You may need to press the **more** soft key to see **Confrn**.)
2. Enter the participant's phone number.
3. Wait for the call to connect.
4. Press **Confrn** again to add the participant to your call.
5. Repeat to add additional participants.

View Call History

To view recent missed, received, or placed calls, use the following method:

1. Press the **Directories** button.
2. Use the **Navigation** button to scroll and select the desired call list.
3. Use one of the methods below to choose a call list:
 - Press the **Select** soft key.
 - Press **1** on the keypad for Missed Calls.
 - Press **2** on the keypad for Received Calls.
 - Press **3** on the keypad for Placed Calls.
4. Press the **Exit** soft key to return to the previous directory menu.

Place a Call from Call History

To place a call to a number in the call history list, use the following method:

1. Use the **Navigation** button to scroll through the call history list.
2. Use the **Select** soft key to select a phone number. The digits appear on the phone display.
3. To dial the number as it appears on the phone display:
 - Press the **Dial** soft key.

To edit the number on the phone display before dialing, use the following method:

1. Press the **Edit** soft key to place the cursor at the beginning of the number on the phone display.
2. Use the keypad to edit the digits as needed. Use the backspace (<<) soft key to erase incorrectly entered digits.
3. Press the **Dial** soft key to place the call.

Clear Call History

To clear all numbers in the directory histories, press the **Clear** soft key.



Note The **Clear** soft key clears all call history lists. Selective clearing of call history lists is not supported.

Setting and Adjusting Your Cisco Unified IP Phone

Adjust the Volume for the Current Call

To adjust the handset, speakerphone, or headset volume for the current call, use the following method:

1. During a call, press the **Up** or **Down Volume** button.
2. Press the **Save** soft key to apply the new volume level to future calls.

Adjust the Ring Volume

To adjust the ring volume, press the **Up** or **Down Volume** button while the handset is in its cradle.

Select the Ring Type

To change the ring type, use the following method:

1. Press the **Settings** button.
2. Press **2** for Ring Type, or use the **Navigation** button to select Ring Type and press the **Select** soft key.
3. Use the **Navigation** button to select the ring type. Press the **Play** soft key to hear samples.
4. Highlight the ring you want, and then press the **Select** soft key.
5. Use one of the following options:
 - Press the **Ok** soft key to select your setting, which returns you to the previous menu,
 - Press **Cancel** to exit to the previous menu without changing the setting.
 - Press the **Back** soft key to return to the main phone screen.


Adjust the Display Contrast

To adjust the contrast in your LCD Display, use the following method:

1. Press the **Settings** button.
2. Press **1** for Contrast, or use the **Select** soft key.
3. Use the **Down** or **Up** soft key to change the contrast.
4. Use one of the following options:
 - Press the **Ok** soft key to select your contrast setting, which returns you to the main directory,
 - Press **Cancel** to exit to the previous menu without changing the setting.
 - Press the **Back** soft key to return to the main phone screen.

Using Unity Voice Mail – On Campus

To logon to Voice Mail from your phone:

1. Press Message Key 
2. Follow voice prompts



Note: If you are setting up your voice mailbox for the first time, your default password is 102006#. With Unity Voicemail the systems asks you for your ID number. When asked this they are asking for your 5-digit extension followed by #.

Using Unity Voice Mail – Off Campus

1. Dial 786-7299
2. Once the system answers press *.
3. Enter your ID followed by #. (5-digit extension #)
4. Enter your Password followed by #.

Unity Voice Mail Menu Prompts

- 1 Play New Messages
 - 2 Send Messages to other personnel on the UAA voicemail system
 - 3 Check Saved Messages
 - 4 Change Set Up Options
- 0 Help
- * Cancel/Back up
- # Skip/Move ahead within a message or a whole message.

During a message you may press:

- 1 = Repeat
 - 2 = Save
 - 3 = Delete
 - 4 = Slower
 - 5 = Change Volume
 - 6 = Faster
 - 7 = Rewind 3 seconds
 - 8 = Pause/Resume
 - 9 = Fast Forward
- # = Fast Forward to end of message
- ## = Save as New

After listening to a message:

- 1 = Repeat
- 2 = Save
- 3 = Delete
- 4 = Reply
- 5 = Forward
- 6 = Mark as New
- 7 = Skip Back
- 8
- 9 = Play message Properties



Note: To Call Forward all your calls immediately to Voice Mail, press CfdALL soft key and press Message key. To Cancel: Press CfdALL

LONG DISTANCE DIALING:

8 + 1 + Area Code + Phone Number + Access Code + #

INTERNATIONAL LONG DISTANCE DIALING:

8 + 011 + Country Code + City Code + Phone Number + # + Access Code + #

ACCESS CODES:

Long distance access codes on the new system are 5 digits.

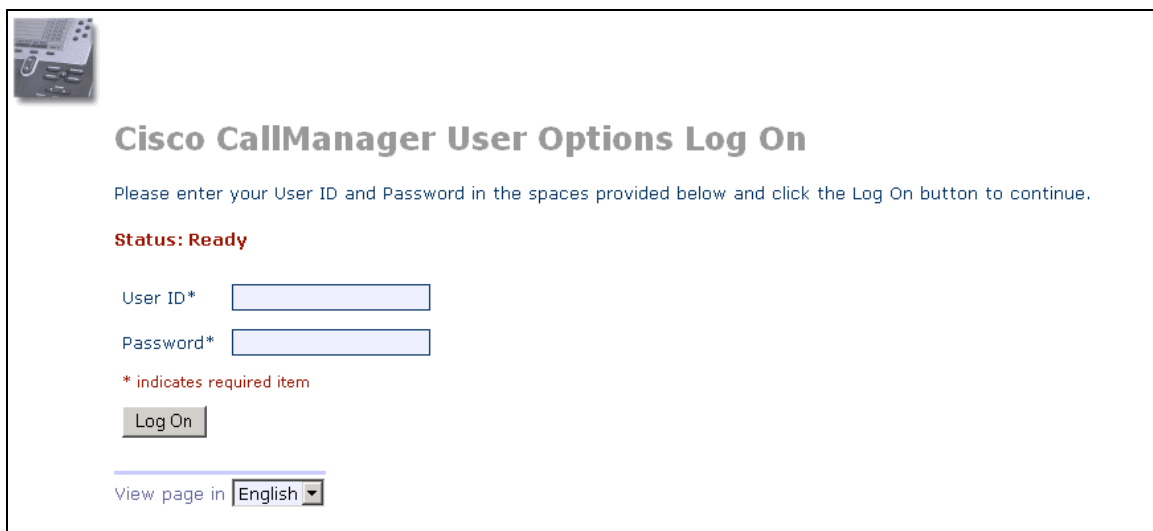
**If you don't have a long distance access code, please talk with your fiscal officer or department admin for the account that your new code will be charged to. Then call the call center at 64646 and let them know that you need a long distance access code and provide them with the account number.

CISCO Call Manager User Options Web Page

You are able to customize your phone or alter phone settings by going online and logging on to the **Cisco CallManager User Options** web page. From this page you can set your phone to forward calls to a different number, update speed dials, view the user guide for your phone, alter your personal address book, as well as other options.

TO LOG IN TO THE USER OPTIONS WEB PAGE:

1. Access the Internet
2. Enter URL <http://10.0.238.10/ccmuser> *The Cisco CallManager User Options Log On page appears.*
3. Enter User ID: (This is your primary extension number) i.e.; 65900
4. Enter password (default password is: 12345)
5. Click **Log on**



Cisco CallManager User Options Log On

Please enter your User ID and Password in the spaces provided below and click the Log On button to continue.

Status: Ready

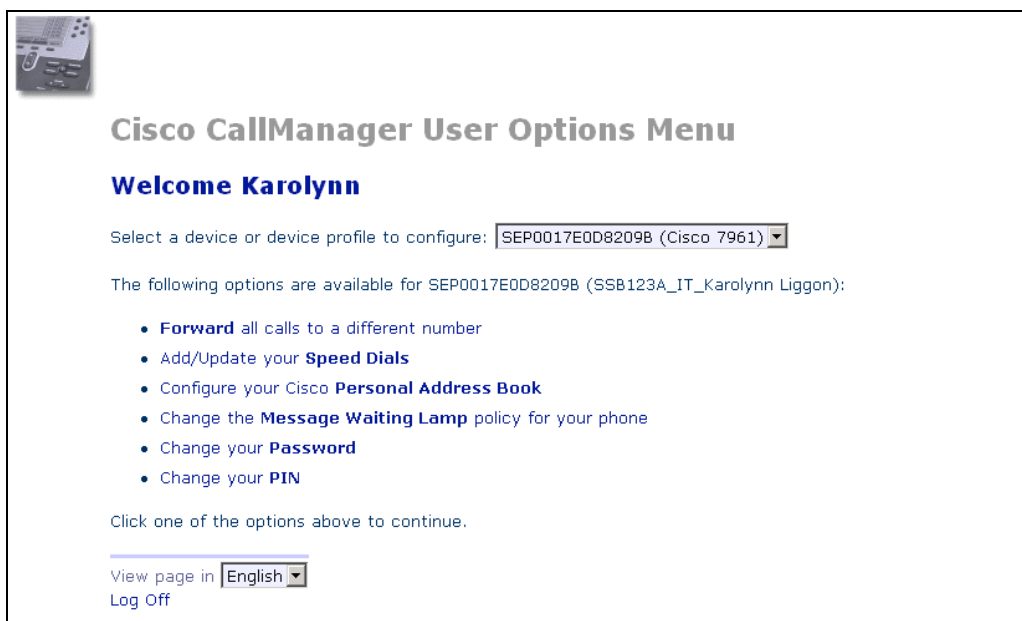
User ID*

Password*

* indicates required item

View page in

The Cisco Call Manager User Options Menu page will appear.



Cisco CallManager User Options Menu

Welcome Karolynn

Select a device or device profile to configure:

The following options are available for SEP0017E0D8209B (SSB123A_IT_Karolynn Liggon):

- **Forward** all calls to a different number
- Add/Update your **Speed Dials**
- Configure your Cisco **Personal Address Book**
- Change the **Message Waiting Lamp** policy for your phone
- Change your **Password**
- Change your **PIN**

Click one of the options above to continue.

View page in

6. Click one of the options above to continue. Possible options are as follows:

- Select: **Forward All Calls To A Different Number**
- Check the boxes for lines to be forwarded
- Check the **Voice Mail** option or **enter a Forwarding Number**
- Click: **Update**

To cancel Forwarding clear the checked box

TO USE THE PERSONAL ADDRESS BOOK & FAST DIALS

Configure Your Personal Address Book

1. Select: **Configure your CISCO Personal Address Book**
2. Select: **Add a New Entry**
3. Complete entries as desired, an asterisk (*) identifies required fields.
4. Click **Insert**
5. Click **Update**. You may then:
 - a. Press **Add a New Entry** for additional entries
 - b. Press **Fast Dials** to go to Fast Dials option

Search for User

1. Select: **Configure your CISCO Personal Address Book**
2. Begin to enter either first or last name in option field
3. Click **Find**

Edit Entries

1. Select: **Configure your CISCO Personal Address Book**
2. Search for the User, then click **Find**
3. Click on the entry to edit and make changes
4. Click **Update**

Add a New Fast Dial Entry

1. Select: **Configure your CISCO Personal Address Book**
2. Click **Fast Dials**
3. Click **Unassign** to assign a New Entry
4. Check **Personal Book Address Book Entry** OR Enter a **directory number**
5. If necessary select a telephone number from the drop down box
6. Click **Insert**

TO CHANGE YOUR PASSWORD:

Select the **Change your Password** option, and follow the instructions.

(NOTE: Be sure to remember your password. If you forget your password, you will need to call the Call Center.)