Using your Cisco 7911 / 12 Series IP Telephone

This is the complete ILS Guide to your Cisco 7911 /12 Series Internet Protocol Telephone. Also available from ILS are the manufacturer’s guide and a quick guide to your phone.

Phone

- Caller Identification
- The ability to configure your phone via a browser (from ILS networked PCs).
  
  Your phone is linked to the network. This allows you to manage your phone through your PC and enables features such as conference calling and call moving.
- Forward / divert your phone from anywhere with access to the ILS network.
- Conferencing Calling
- Call Shuttle
- Call Transferring
- Speed, Abbreviated and Fast Dials
- Call Moving / Parking
- Personal address books
- A visual screen display
- Voicemail

NB throughout this guide ‘soft keys’ are indicated in [square brackets].
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1. Setting up your phone – using Cisco Call Manager
You can manage your phone online using Cisco Call Manager from any ILS networked PC.

To login to Cisco Call Manager:

1. Go to: https://10.200.1.10/ccmuser/showHome.do

Tip: adding this address to your favourites list will make the page easier to access in future.

Username: your university network username, e.g. abc123.
Password: your 5 digit extension OR salf0rd.

Password: new phones have a password of the extension number, older ones have salf0rd where the ‘o’ is a zero. So if one doesn’t work try the other.

To change you speed dials:

1. Once logged in, click on the arrow beside User Options in the top left corner (it’s easy to miss).

2. Choose Device.

3. Click on Speed Dials.

From there you can change the numbers which appear on your phone and click on Save when you are finished.

On a 7912 / 7911, only the first 4 slots appear on the screen of the phone when you press the big arrows in the middle.

To enter an external number, put a ‘9’ in first and then the full number including the area code.
**Abbreviated Dials**
You have 96 Abbreviated Dials which are very quick to use but you must remember slot numbers e.g. managers mobile = slot 12.

Your Abbreviated Dials are all of the slots below the Speed Dials (see above).

If you are entering an external number enter a ‘9’ before the number and the area code. Don’t leave any spaces in the number.

To use an **Abbreviated Dial** key in the number of the slot number you require and press [AbbrDial].

**Forwarding / Diverting your phone from your PC**
You can forward / divert your phone from any ILS networked PC using Cisco Call Manager. From the main menu:
- Click on **User Options**.
- Choose **Device** from the drop down list.
- Click on **Line Settings**.

Under **Incoming Call Forwarding**, you can choose to forward your phone to Voicemail, or to another extension number.

**Changing the ring settings for your phone**
You can choose what you would like your phone to do when you receive an incoming call. The system distinguishes between incoming calls when your phone is idle and when your phone is in use. Options include ringing, a single ring, no ring and a flashing light on the handset.
- Click on **User Options**.
- Choose **Device** from the drop down list.
- Click on **Line Settings**.

**Password to Call Manager**
You should change your password for security reasons.
- Click on **User Options**.
- Choose **User settings** from the drop down list.
- From here you can change the **Browser Password** which is the password you used to access Cisco Call Manager.

2. **Making calls**
To make a call you can either:
- Pick up the phone and dial the number.
- With the phone On-Hook, dial the number then press [Dial]. This engages the monitor (speaker) so you can hear the call, but the other person cannot hear you. When you wish to speak, pick up the receiver.
- With the phone On-Hook, dial or retrieve the number from one of the directories (so it is highlighted), and pick up the receiver to make the call (exception is Fast Dial numbers where you must press dial).

**Answering a call**
Internal calls will have a single ring while external calls have a double ring—this distinction is less obvious with some of the available ring tones. Internal calls from an IP phone will display the name and extension number of the caller. All external calls will be preceded by a 9.
Tip: using a different ring tone for each phone in the office makes it easy to identify whose phone is ringing.

Tip: in open offices ‘Pick up Groups’ make it easy to answer any phone from your own phone.

Monitor
While on a call press [Monitor]. This option enables you to replace the receiver and listen through a speaker. In order to speak you must pick up the receiver. This feature is useful during conference calls.

Ending a call
- Put the phone down.
- Press [End Call].

If you have a caller on hold, replacing the receiver will not end the call. Be aware whenever you have multiple calls in action that you do not leave a caller waiting on the line—see Holding Calls.

Redial
- Calls the last number dialled.
- Press [Redial] – available on or off the hook.

3. Holding calls and call shuttle

Putting a call on hold
- Press the hold button (left-hand side with the octagon).
- The button lights up red and the phone plays lovely music to the caller.

You can have two calls on hold at the same time. The hold button will flash red when you have multiple calls on hold. Be aware that you cannot end a call when it is on hold. Callers can still end a call from their end while you have them on hold.

Taking off hold
Press the hold button again.

Making a second call whilst on the phone
Scenario – someone phones you with a question. You are unsure of the answer, but know who has the answer. You can put the caller on hold, make a telephone call to the other person, get the answer and then return to the original caller.

- Place the 1st call on hold.
- Press [New Call].
- Dial / retrieve the new number.
- Press [Dial].

You now have two calls open. Both Caller IDs will be displayed on the LCD and a small black arrow on the left hand side indicates which call is active.
- End a call by pressing [End call], or shuttle between the two.

Shuttling between two calls
In this case you will have two people on the line and will be speaking to them one at a time while the other caller is on hold.

- Press hold again to put both callers on hold.
Use the **Navigation Button** to move between the two calls. The black arrow to the left of the Caller ID box tells you which caller you are with.

- Take the call off hold.
- You can repeat this as often as you want and end the calls when ready.

### 4. Seeing and answering another call waiting

While on a call you will hear a beep and see another number appear on the LCD. You have three options.

1. End the call you are on and answer the incoming call:
   - Pressing the hang up button by hand (the one on the handset underneath where the listening part of the receiver is) both ends the current call and picks up the incoming call straight away.

2. Continue with the call you are on. The new incoming caller will go to your voicemail after the default 18 seconds.

3. Ask the first caller to hold while you answer the call from the second person.
   - Press **[Answer]**. This automatically puts the first caller on hold.
   - You can now shuttle between the two calls (see Call Shuttle) or use **[End Call]** to end one of the calls.

### 5. Call pick up

Answering someone else’s phone within your ‘Pick up Group’. The phones in your office may already be set up as a ‘Pick up Group’. If not contact your line manager. To request any changes you will need to supply an IDJ to *Telephony Changes* at Clifford Whitworth. Further details can be found at [www.iis.salford.ac.uk/telephony](http://www.iis.salford.ac.uk/telephony/)

When you hear a phone in your ‘pick up group’ ring:

- Pick up your receiver.
- Press **[more]**.
- Press **[PickUp]**
- Your phone will start to ring and you will see on the LCD who the call is to and from.
- Press **[Answer]** to connect the call.

### 6. Moving calls – transferring calls, diverting calls

#### Transferring a call

Transferring a call with these phones is simple because your phone has a transfer button.

- During the call press **[Trnsfer]**. This automatically puts the caller on hold.
- Dial / retrieve the new number.
- Press **[Dial]**.
  - You can then wait for the person to answer the phone and speak to them, or transfer the call straight away.
- Press **[Trnsfer]** again when you are ready to transfer the call. Alternatively, replacing the receiver will also transfer the call.
- If there is no answer, or the transfer is refused, press **[End call]**.
  - You will still have the original caller on hold.
- Press the **hold** button again to retrieve the original call.
7. **Call forward / Diverting your phone**

You can divert / forward your phone to another on campus extension, or to voicemail. If you use a University mobile phone we recommend that you include your mobile number on your Voicemail message so that callers can reach you if they need to.

- While the phone is On-Hook, press [CFwdAll]. If your phone is Off-Hook needs you to press [more], then [CFwdAll].
- You will hear a double beep.
- Dial in the extension you want to forward calls to, or press [Msgs].
- A message will appear on the LCD saying ‘Calls forwarded to…’.
- You will also see a little phone and arrow flashing in the top right hand corner of the LCD. A message on the LCD telling you that you have voicemail overrides the ‘Calls forwarded to…’ message, in which case only the little flashing arrow and phone will indicate that your calls are forwarded.

**Taking the call forward off**

- Press [CFwdAll].
- LCD Display message returns to ‘Your current options’.

8. **Call Park or Call Moving**

**Scenario** – you receive a call, and need to go to another workstation to get a file. You can transfer the call onto the network, and then pick it up from another phone.

- Whilst on the call press [more] then [Park].
- The LCD displays the call park number – **make a note of this number**.
- Put the phone down and go to the other telephone.

**To retrieve a Parked Call**

- Dial the call park number to retrieve your original call. You have 90 seconds to retrieve the call before it will ring again on the **original phone**.

9. **Conference calling – including the ‘Meet Me’ facility**

**Scenario**: you are on a call and cannot make a decision without consulting a third colleague. Rather than delay the decision by arranging a face to face meeting between three people you can simply call the colleague and have a three way conference by phone.

**Arranging a conference call**

- During a call press [more] and then [Confrn].
- This automatically places the 1st call on hold.
- Place a call to another number.
- During the 2nd call press [Confrn] again to add the new party to the call. You are the conference initiator and the only one who can invite new callers into the conference.
- You can remove the last caller from the conference by pressing [more] and then [RmLstC].
- Repeat to add other parties.
Ending a conference call

- Press [End call].
- The other parties will still be in conference, but nobody else can be invited to or removed from the conference.

‘Meet Me’ conference call

Initiating a ‘Meet Me’ conference call allows you to organise a conference for a certain time and invite whomever you choose. Invitees dial into the conference from their phone at the allotted time.

Scenario – you have a regular meeting on Friday mornings at 10am and want to hold it via telephone.

You must arrange a ‘Meet Me’ conference in advance by contacting the ILS Service Desk on extension 52444. You will be given a meet me conference telephone number which you distribute to everybody you want to call into the conference. Callers then dial the given number at the specified time.

- The ‘Meet Me’ conference initiator must start the Meet Me conference by dialling in first.
- Lift the handset.
- Press [more] TWICE.
- Press [MeetMe].
- Enter ‘Meet Me’ telephone number.
- This starts the Meet Me process, other callers now simply dial into the conference. Callers dialling in DO NOT have to press [MeetMe].

10. Directories / Call Logs

The following are classed as directories and are available on your phone:

- Missed calls log.
- Received calls log.
- Placed calls log.
- Speed dials – set up through Browser Services.
- Directory services - Corporate directories which allow you to search for telephone numbers of all staff using the new system.

- Press Menu, select Directories and then the directory you require.
- Use the ‘Navigation Button’ to scroll through the lists and press select, or simply key in the number for the option you require.

Corporate Directory

This is found under Directory Services. It is a University-wide directory which allows you to search for any staff member who has a new phone.

- Press Menu, select Directories, select Corporate Directory. Use the keypad to type in as much or as little information as you wish (initials is usually enough) and press [Search].
  - This is similar to text messaging, e.g. press 3 twice to make an ‘e’.
- All matches will be listed on the LCD.
- Use navigation button (up and down arrow) and press [Dial] to place the call.
11. **Voicemail**

The first time you enter your voicemail box you will be asked to enrol:
- Press **[Msgs]**.
- Follow voice instructions to enrol.
- The default pin number is 295 500 #.

**How do you know you have voicemail?**
- Red light will be solid on your handset.
- Message on LCD saying You Have Voicemail.

**Listening to your messages**
- Press **[Msgs]**.
- Enter your voicemail pin followed by #.
- Follow voice instructions.

**Retrieving your Voicemail from another phone on or off campus**
- From an external extension dial **0161 295 6255**. From an internal extension dial **56255**.
- You must then press *
- You will be asked for your ID (which is your extension number) followed by #.
- You will then be asked to enter your Voicemail pin followed by #.

12. **General**

**Volume**
To adjust the ringer volume:
- Leave the phone on hook.
- Press the volume button.

To adjust the call volume
- Pick up the receiver.
- Press the volume button.
- Press the **[Save]** soft key to retain the change.

**Contrast**
- Press the **Menu** button.
- Select option **Settings**.
- Select option **User Preferences**
- Select option **Contrast**.
- Use the **[Down] [Up]** softkeys to change the contrast.
- Press **[Save]** to make the change.

**Ring Tones**
Your phone offers a choice of 24 different ring tones.
- Press the **Menu** button.
- Select option **Settings**.
- Select option **User Preferences**
- Select option **Rings**
- Select option **Default Ring**
- Scroll through the rings, press **[Play]** to listen to the ring tone and **[Select]** to save it to your phone and then **[Save]** to save changes and exit.
13. Moves, Changes and Service Requests

Moves and Changes
The IP Telephony system is managed by ILS. Services such as new lines, moves, voicemail changes should be made via the ILS Service Desk: ils-servicedesk@salford.ac.uk or call 0161 295 2444.
Visit the IP Telephony web page for full information: www.ils.salford.ac.uk/staff/telephony/

International Calling
By default all handsets are configured to allow local and national calls and calls to mobile phones. Should you require International dialling you will need to supply an IDJ and send it to Telephony Changes at Clifford Whitworth. Details can be found at: www.ils.salford.ac.uk/staff/telephony/

Diverting to a Mobile Phone / External Number
You can forward / divert your phone to a mobile or external number with the permission of the budget holder or finance controller for your department. Please see details on the IP Telephony web pages for up to date information: www.ils.salford.ac.uk/staff/telephony/

14. Further help and advice

Training
All staff are advised to attend the 2 hr telephony training session. Further information about the training is available online on the IP Telephony website: www.ils.salford.ac.uk/training/courses/staff/
Alternatively contact the IPT training administrator trainingadmin-ils@salford.ac.uk

Online Training
An online training course is also available to all staff through Blackboard, (the Virtual Learning Environment). To access these pages use the desktop icon or the link from the University homepage, login using your network username and password. The IP Telephony training is within the Salford Staff Systems module.