

## Fleming College Phone Guide



**Please Keep for Future Reference**

# Using Your Phone

## Getting Started

Use the Phone Diagram within this document to help you identify the different buttons and components on your IP Phone. You can start your calls four ways

- by removing the handset from the base unit of the phone
- by pressing a **Line** button
- by pressing the **NewCall** soft key on your phone screen
- by pressing the **Speaker** button on the base of your phone.

If you are sharing a phone with another individual, be sure to select your own line before placing a phone call.

## Emergency Numbers

In the event of **medical emergencies, assault, or imminent danger call 911 or 9-911** then call 8000 or your Campus Leader.

*For non-emergency assistance, call **security** at **8000** where applicable.*

## Local Calls

To place a call internally, just **dial the extension** of the person you wish to reach. To place a call externally, **dial “8”** and then the number.

## Long Distance

To place a **long distance** call to a North American destination call **dial “8” then 1 then the area code and number** i.e. **8- 1-XXX-XXX-XXXX**

## Voicemail

You can access your voice mail by pushing the **Messages** button (envelope icon) at any time. The default password is 95123, it is **STRONGLY** suggested that you change this right away.

When you login for the first time, listen to the instructions on how to change your greeting, play messages, listen to messages etc. When a message is waiting for you the phone will have a red light on and a flashing envelope icon beside your phone line on the screen.

If you are off site and want to check your voicemail, dial 705-749-5530 and press the “\*” key during the opening greeting, enter your extension number when prompted for your ID and enter your password when prompted. Please refer to the rest of this document for detailed instructions on using the voicemail system.

## Overview

This portion of the guide is designed to help you quickly set up and use your Cisco IP Phone.

### 1. Connecting Your Cisco IP Phone

Your system administrator has connected your new Cisco IP Phone to the corporate IP telephony network.

### 2. Introducing Your Cisco IP Phone

The Cisco IP Phone 796X is a full-feature telephone that provides voice communication over an IP (Internet Protocol) network. The phone functions much like traditional analogue phones, allowing you to place and receive telephone calls. They also support features that you have come to expect from a telephone—such as speed dial, redial, call transfer, conference calling, and voice mail access. Use the Road Map section of this document to help you identify the different buttons and components on your IP Phone.

### 3. Frequently Asked Questions (FAQ)

#### How Do I Adjust the Speakerphone and Handset Volume?

Press the up or down **Volume** button when the handset or speakerphone is in use. To save your new volume settings press the **Settings** button (checkbox icon) on the phone and then press the **Save** soft key.

#### How Do I Adjust the Ringer Volume?

To change the volume used by the ringer, press the up or down **Volume** button while the handset is in its cradle. Continue pressing the **Volume** button to hear sample rings and to adjust the volume to the desired level. This setting is saved automatically.

#### How Do I Change the Ringer Sound?

- Press the **Settings** button (checkbox icon)
- Select **User Preferences**
- Select **Rings** from the Settings menu
- Choose the line you wish to change the ringer sound ('Default Ring' is for all lines) on and press the **Select** soft key
- To scroll through the list of lines, press the up or down **Navigation** buttons
- Highlight the line you wish to change the ringer on and press the **Select** soft key
- To scroll through the list of ring tones, press the up or down **Navigation** buttons
- Press the **Play** soft key to hear the selected ring type
- When you find the ring you want, press **Select** and then press the **OK** soft key
- Press the **Exit** soft key
- Press the **Save** soft key to save your selection and exit the Settings menu

#### How Do I Change the LCD Contrast?

- Press the **Settings** button (checkbox icon)
- Select **User Preferences**
- Select **Contrast** from the Settings menu
- Press the **Up** or **Down** soft keys (or the Volume buttons) to set the desired display contrast
- Press the **OK** soft key to accept your changes

## How Do I Place a Call on Hold?

To place a call on hold, press the Hold soft key. To return to the call, press the Resume soft key. How Do I Redial a Number?

To redial the most recently dialed number, press the **Redial** soft key. Doing so without lifting the handset activates the speakerphone of headset.

## How Do I Forward My Calls to Another Number?

To forward your phone calls to another number, press the **CFwdALL** soft key and then enter the number you wish to forward your calls to. To stop forwarding your calls, press the **CFwdALL** button once without entering any extension afterwards.

## How Do I Forward My Calls to Voicemail?

To forward your phone calls to another number, press the **CFwdALL** soft key and then press your **Messages** button (envelope icon). To stop forwarding your calls to Voicemail, press the **CFwdALL** button once without entering any extension afterwards.

## How Do I Transfer a Call?

To transfer a call to another extension, press the **Transf** soft key and then dial the extension you wish to transfer the call to. You may then press the **Transf** soft key again to release the call.

## How Do I Place a Conference Call?

To place conference call, dial the first participant and once they are connected, press the **more** soft key and then the **Conf** soft key, then dial the next participant. Once the next participant answers, press the **Conf** soft key again to return to the conference call.

## 4. How to Get Help with Keys and Features

Use the **i** button (or question mark) to get on-the-spot help with specific keys and features. This helpful information is displayed on your phone's LCD screen.

For help with a specific key (including a soft key), press the **i** button (or question mark) once, then press any key to display information about that key.

For help with a specific feature itself (if available):

First press the **Directories**, **Settings**, or **Services** buttons to display a list of available features. Use the **Navigation** button to scroll through the list and to highlight a feature. Press the **i** button (or question mark) twice quickly to display information about the selected feature.

## 5. Where to Find More Information

Contact Elane at ext. 1110 or send an email to [itsupport@flemingcollege.ca](mailto:itsupport@flemingcollege.ca) if you have problems using your Cisco IP Phone.

## A Road Map to Your Cisco IP Phone

Refer to the following illustrations and table to identify the keys and parts on your Cisco IP Phone and to find a description of related features.



1	Handset with indicator light	Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and remains lit to indicate a new voice mail
2	LCD screen	Displays features such as the time, date, your phone number, caller ID, line/call status and soft key tabs.
3	Model Type	Indicates your Cisco IP Phone model.
4	Line or speed dial buttons	Opens a new line, speed dials the number on the LCD screen, or ends a call. The Cisco IP Phone 7940 has two.
5	Footstand adjustment	Adjusts the angle of the phone base.
6	Directories button	Provides access to call histories and directories.
7	i button (or question mark)	Displays help on your LCD screen for a phone key or function.
8	Settings button	Provides access to phone settings such as contrast and ring sound, network configuration, and status information.
9	Speaker button	Toggles the speaker on and off

<b>10</b>	Mute button	Toggles muting on and off
<b>11</b>	Headset Button	Toggles your headset on and off
	Volume button	Increases or decreases volume for the handset, or speakerphone. Also controls the ringer volume (if on-hook), and the LCD contrast.
<b>13</b>	Services button	Provides access to phone services
<b>14</b>	Messages button	Provides access to a message system
<b>15</b>	Navigation button	Enables you to scroll through text and select features played on the LCD screen
<b>16</b>	Dial pad	Works exactly like the dial pad on a traditional telephone.
<b>17</b>	Soft keys	Enables you to engage any of the functions displayed on the corresponding LCD tabs. Soft key functions change depending on the status of the phone

# Using Your Phone

## Getting Started

From Your IP Phone:

1. Lift up the handset and press the line button associated with your extension
2. Press the **Messages** key on your phone (may be represented by an envelope icon)
3. When prompted for your password type "95123#" on your phone keypad (95123 is the default first-time password)
4. The system will prompt you to change your password (Passwords must be a minimum of 5 digits)
5. The system will prompt you to re-enter your password
6. You will then be prompted to record your name and then press the "#" key on your phone keypad
7. The system will then prompt you to record a greeting and then press the "#" key on your phone keypad
8. You have now completed first-time registration!

From Off-Campus:

1. Dial 705-749-5530
2. Enter "1" and then your own extension number followed by the "#" key
3. During your greeting press the "\*" key
4. Type in your extension on your phone keypad followed by the "#" key when you are prompted for your ID
5. Type "95123" followed by the "#" key on your phone keypad when prompted for your password (95123 is the default first-time password)
6. The system will prompt you to change your password (Passwords must be a minimum of 5 digits)
7. The system will prompt you to re-enter your password
8. You will then be prompted to record your name and then press the "#" key on your phone keypad
9. The system will then prompt you to record a greeting and then press the "#" key on your phone keypad
10. You have now completed first-time registration!

## Accessing Your Voicemail Messages

From Your Campus IP Phone:

1. Lift up the handset and press the line button associated with your extension
2. Press the **Messages** key on your phone (may be represented by an envelope icon)
3. When prompted for your password, enter your password on your phone keypad followed by the “#” key
4. You are now logged-in to your Voicemail account!

From Off-Campus:

1. Dial 705-749-5530
2. During the opening greeting press the “\*” key
3. When prompted for your ID, enter your phone extension on your phone keypad followed by the “#” key
4. When prompted for your password, enter your password on your phone keypad followed by the “#” key
5. You are now logged-in to your Voicemail account!

## Using Your Voicemail Account

Once you are logged-in to your Voicemail account, you will be presented with the following menu of options:

- Hear a New Message                      Press 1
- Send a Message                            Press 2
- Review Old Messages                    Press 3
- Setup Options                              Press 4

### ***Hear New Message (Press 1):***

While listening to your messages you can perform the following operations:

- Restart Message                          Press 1
- Save Message                              Press 2
- Delete Message                            Press 3
- Slow Down Playback                    Press 4
- Speed Up Playback                        Press 6
- Skip Back in Message                    Press 7
- Pause Playback                            Press 8
- Skip Forward in Message                Press 9
- Next Message                              Press #

After listening to your messages you can perform the following operations:

- Repeat Message                          Press 1
- Save Message                              Press 2
- Delete Message                            Press 3
- Reply to Message                         Press 4
- Forward Message                         Press 5
- Mark Message as New                    Press 6
- Skip back in Message                    Press 7
- Message Properties                      Press 9
- Next Message                              Press #



**Send a Message (Press 2):**

After recording your voice message to other Unity subscribers from your account you can use the following options:

- Send the message      Press #
- Message Options      Press 1
  - Change Message Destination      Press 1
    - Add a Message Recipient      Press 1
    - List Current Recipient(s)      Press 2
    - Remove a Recipient      Press 3
  - Change Message Recording      Press 2
    - Hear Current Message Recording      Press 1
    - Save Current Recording      Press 2
    - Re-Record Message      Press 3
    - Add to Current Recording      Press 4
  - Set Special Delivery      Press 3
    - Urgent Delivery      Press 1
    - Return Receipt      Press 2
    - Mark as Private      Press 3
    - Set Future Delivery Date      Press 4
  - Review Message      Press 4

**Review Old Messages (Press 3):**

Use these options to review saved and deleted voicemail messages:

- Saved Messages      Press 1

After listening to your messages you can perform the following operations:

  - Repeat Message      Press 1
  - Save Message      Press 2
  - Delete Message      Press 3
  - Reply to Message      Press 4
  - Forward Message      Press 5
  - Mark Message as New      Press 6
    - Skip back in Message      Press 7
  - Message Properties      Press 9
  - Next Message      Press #
- Deleted Messages      Press 2
  - Review Deleted Messages      Press 1

After listening to your messages you can perform the following operations:

    - Repeat Message      Press 1
    - Restore as Saved      Press 2
    - Delete Message      Press 3
    - Reply to Message      Press 4
    - Forward Message      Press 5
    - Restore as New      Press 6
    - Skip back in Message      Press 7
    - Message Properties      Press 9
    - Next Message      Press #
  - Erase Deleted Messages      Press 2

**Setup Options (Press 4):**

Use some of the following options to personalize your voicemail account:

- Greetings                      Press 1
  - Re-Record                      Press 1
  - Change to Alternate/Standard   Press 2
  - Edit Others                      Press 3
  
- Message Settings           Press 2
  - Change Message Notification   Press 1
  - Change Message Playback      Press 3
  - Edit Private Lists               Press 4
  
- Personal Settings           Press 3
  - Change Password               Press 1
  - Change Recorded Name        Press 2