

Quick Start Guide Cisco 7941/7961 IP Telephone

CONTENTS

CISCO 7961/7941 IP PHONE FEATURE AND KEY OVERVIEW.....	3
BASIC FEATURES.....	5
Installing the IP Phone and Connecting to the Network.....	5
Adjusting the Height of the Footstand.....	5
Placing a Call.....	5
Answering a Call.....	6
End a Call.....	6
Additional Call Handling.....	6
SOFT FEATURES	8
Parking a Call	8
Transferring a Call	8
Transfer Directly into a Voicemail Account (Optional)	8
Forward All Calls.....	9
Cancel Forward All Calls.....	9
Place a Call on Hold.....	9
Placing Conference Calls.....	9
INITIATING a Meet-Me Conference Call	10
JOINING a Meet-Me Conference Call	10
Call Pickup.....	10
Group Pickup (Optional).....	11
Redial the Last Number Called	11

VOICEMAIL (OPTIONAL)	12
Setting up Voice Mail	12
Accessing Voicemail	12
Checking Voicemail from an Outside Line	12
DIRECTORY FEATURES	13
Call History Features	13
Making Calls from a Corporate Directory	13
Using the UMR Phone Directories.....	14
HELP AND SETTINGS FEATURES.....	15
LCD Display Contrast	15
Ringling Tone	15
Adjusting the Ringer Volume (Review).....	15
Adjusting the Handset, Speakerphone or Headset Volume (Review)	15
Muting a Call (Review).....	15
APPENDIX: FAST DIALS AND SPEED DIALS	17

CISCO 7961 /7941 IP PHONE FEATURE AND KEY OVERVIEW

Handset with Indicator Light

Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and will be set to remain lit when you receive a voice mail message.

LCD Screen

Displays features such as time, date, your phone number, caller ID if available, line/call status and soft key tabs.

Cisco IP Phone Model Type

Indicates your Cisco IP phone model.

Line or Speed Dial Buttons

Opens a new line, speed dials the number on the LCD screen, or ends a call. Cisco IP Phone 7961 has six lines or speed dial buttons and the 7941 has two. In addition to the multiple lines, each line can handle up to six calls simultaneously. That is, you can receive a call on your primary and place another call on that same line, which will automatically place your original caller on hold.

“Soft Key” Buttons

Four interactive “soft keys” that provide available call features and functions.

Soft Keys available (availability is subject to current function of the phone—some soft keys are not available when receiving a call, for instance):

AbbrDial	Dial using a speed dial index number (a two-digit code)
Answer	Answer a call
Cancel	Cancel an action or exit a screen without applying changes
CFwdAll	Setup/cancel call forwarding
Clear	Delete records or settings – note that this will delete ALL call histories (place, received, missed)!
ConfList	View conference participants
Confrn	Create a conference call
Default	Restore settings (including volume) to original factory settings
Delete	Remove characters to the right of the cursor when using EditDial
Dial	Dial an entered phone number
DirTrfr	Transfer two calls to each other
EditDial	Edit a number in a call log
EndCall	Disconnect current call
Exit	Return to the previous screen
Join	Join several calls on one line to create a conference call
Meet-Me	Host a Meet-Me conference call
More	Display additional soft key options
NewCall	Make a new call
Park	Store a call using Call Park
PickUp	Answer a call on another extension within your group
Redial	Redial the most recently dialed number
Remove	Remove a conference participant
Restore	Restore settings (including volume) to previously saved values
Resume	Resume a call placed on hold
RmLstC	Drop the last party added to conference call
Save	Save the chosen settings
Search	Search for a directory listing
Select	Select an item on the screen

Trnsfer	Transfer a call
<<	Delete entered characters
>>	Move through entered characters

Footstand Adjustment

Allows you to adjust the angle of the phone base.

Directories Button

Provides access to Call Histories and Directories

“?” or “i” Button

Displays help on your LCD screen for a phone button or function.

Setting Button

Provide access to phone settings such as Contrast and Ring Sound, Network Configuration and Status.

Speaker Button

Toggles the Speaker On and Off.

Mute Button

Toggles the Mute On and Off. Press the **MUTE** button to prevent the party from hearing you although you can still hear them. The **MUTE** button lights up red. To turn off mute, press the **MUTE** button again.

Headset Button

Toggles the Headset (if connected) On and Off.

Volume Button

Increases or decreases the volume for the handset, headset or speakerphone (depending on which is being used).

- Press the — button to decrease the volume of the handset, speakerphone, or headset
- Press the + button to increase volume of the handset, speakerphone, or headset
- To save the volume setting, press the **Save** soft key

Messages Button

Provides access to the Voicemail Messaging System. UMR subscribes to Unified Messaging, which allows for your voicemail messages to be accessed either through your IP phone or through your Exchange email account (voicemail messages show up as a *.WAV file attachment to an email message).

Navigation Button (Toggle UP/DOWN Key) or “SCROLL Key”

Enables you to scroll through text and select features displayed on the LCD Screen

Dial Pad

Works exactly like the dial pad on a traditional phone.

BASIC FEATURES

Installing the IP Phone and Connecting to the Network

- Step 1)** Connect an Ethernet cable to the Network port (middle port) on the phone. The other end of the Ethernet cable must be plugged into a powered Ethernet jack. All VoIP-capable Ethernet jacks are marked with a red dot.
- Step 2)** Connect the handset and headset (if applicable) to their respective ports.
- Step 3)** Connect the Ethernet cable from your Desktop PC to the Access Port on the IP Phone (optional).
- Step 4)** Connect the power plug to the DC48V AC Adapter port (optional).

Note: *Before successfully installing the phone, the system administrator must prepare the network for the phone.*

Adjusting the Height of the Footstand

1. Push the footstand adjustment knob on the right-hand side of the phone.
2. With the button depressed, adjust the footstand to the desired height.
3. Depress the footstand adjustment knob.

Placing a Call

There are seven options for placing a new call.

- Lift the handset and dial the number.
- Press a line button and dial the number.
- Press the **SPEAKER** button and dial the number.
- Press the **HEADSET** button and dial the number.
- Press the **NewCall** soft key and dial the number.
- Press a pre-configured Speed Dial line button.
- Press a two-digit Speed Dial index code and press the **AbbrDial** soft key.

Internal Extension:

Dial the 4-digit extension

External Local Call:

Dial 3 + the entire 7-digit phone number

Long Distance:

Dial 3 + 1 the entire 10-digit phone number (area code + number)

Notes: *After you press the 3 (for an outside line) you will hear a dial tone again to let you know you are accessing an external line.*

Pick up the handset. If you do not hear a dial tone, press an available line button to begin making the call.

*Press the **SPEAKER** button. If you do not hear a dial tone, press an available line button to begin to make the call or press the **NewCall** soft key. If you do not hear a dial tone, press an available line button to begin to make the call (the call will dial with the speakerphone on).*

Answering a Call

There are four options for answering a call.

- Lift the Handset.
- Press the **Answer** soft key.
- Press the **SPEAKER** button.
- Press the **HEADSET** button.

Notes: If “Line 1” is ringing, pick up the handset and you will be automatically connected to the call.

*If any other line is ringing, lift up the handset (or press the **SPEAKER** button) and press the **Answer** soft key, OR press the line button next to the ringing line*

End a Call

There are three options for ending a call.

- Hang up the Handset.
- Press the **SPEAKER** button.
- Press the **EndCall** soft key and hang up.

Additional Call Handling

Each phone line you have available can handle up to six individual calls. Therefore, it is possible that you will have a call in progress and receive another call on the same line. Or you could have a call in progress and decide to call someone else to confirm a piece of information, only to return to your original call. You can also use the additional call handling feature in order to set up a three- or four-way conference call.

Answering an additional call while a call is in progress

If this occurs, your handset/headset will beep and the additional call will appear on the LCD panel on your phone.

- Step 1)** Use the **SCROLL** buttons to scroll to that call and then press the **Answer** soft key.
- Step 2)** Your original call will be placed on hold while you are talking to the second caller.
- Step 3)** If the third party hangs up, you will automatically be reconnected to your original call.
- Step 4)** Otherwise, you can press the **EndCall** soft key on the third party, which will also automatically reconnect you to your original call.
- Step 5)** Finally, you can use the **SCROLL** button to alternate between calls. You will need to scroll to each call and then press the **Resume** soft key to reconnect to that call. The other caller will be placed on hold.

Making a call while a call is in progress

If you are in the middle of a call and want to talk to another party briefly while still being connected to your original second party, then you can use the same line to dial out an additional call. You can make up to six calls on each line you have available.

- Step 1)** Press the line button corresponding to your primary line (should be the topmost line button next to your LCD panel). Note that your original call will still be displayed on the LCD panel.
- Step 2)** Press the **NewCall** soft key.
- Step 3)** Dial the number of the additional party.
- Step 4)** You should now be connected to your third party. Your second party will be placed on hold while you interact with the third party. You can reconnect to your second party by using the **SCROLL** buttons and the **Resume** soft key.

Notes: Only one call can be “active” at any given time. All other calls are automatically placed on hold.

*To instantly create a conference call between three or more parties (yourself included), press the **more** soft key followed by the **Join** soft key. This will automatically create a conference with all the parties that are connected (see the Conference Call section for more details).*

SOFT FEATURES

Parking a Call

Park a call when you want to store the call and then retrieve the call from another IP Phone. Call Park numbers are pre-configured by your system administrator. Follow the below steps to park a call:

- Step 1)** During an active call, press the **more** soft key until you see the **Park** tab.
- Step 2)** Press the **Park** tab soft key. The LCD screen displays a special call park number at which the call is stored.
- Step 3)** Make a note of the call park number and then hang up. The call is parked at that number, allowing you to retrieve it from another phone.
- Step 4)** To retrieve the parked call from another phone, dial the call park number at which the call is parked.

Note: You have a limited amount of time to retrieve the parked call before it reverts to ringing at its original destination.

Transferring a Call

Follow these steps to transfer a call to another extension.

- Step 1)** While on the call, press the **Trnsfer** soft key (this places the caller on hold).
- Step 2)** Dial the office extension to which you want to transfer the call.
- Step 3)** When it rings on the transferred to extension, press **Trnsfer** soft key again, or when the party answers the call, announce the call and press the **Trnsfer** soft key again.
- Step 4)** Hang up the phone or end the call.

*Note: If the party refuses the call, press the **Resume** soft key to return to the original call.*

If you have multiple calls in progress, you can also directly transfer two calls to one another.

- Step 1)** Use the **SCROLL** key to highlight any call on the open line and press **Select**.
- Step 2)** Repeat this process for the second call.
- Step 3)** With one of the select calls highlighted, press **DirTrfr**. The two calls connect to each other and drop you from the call. If you want to stay on the line, use the **Join** soft key to create a conference instead.

*Note: If you want to connect two calls to each other using direct transfer, both calls must be on the same line. If the calls are not on the same line, you will need to transfer one call to the other line, and then you can use the **DirTrfr** feature.*

Transfer Directly into a Voicemail Account (Optional)

- Step 1)** While on the call, press the **Trnsfer** soft key (this places the caller on hold).
- Step 2)** Press the * key.
- Step 3)** Enter the extension of the person you are transferring to (at this point, you may announce the call, or go directly to step 4).
- Step 4)** Press the **Trnsfer** soft key to complete the transfer.

Forward All Calls

Call Forwarding allows you to redirect all incoming calls from your Cisco IP Phone to another number.

- Step 1)** Press the **CFwdALL** soft key (you will hear two beeps).
- Step 2)** Dial the 4-digit extension to which all calls will be forwarded, OR
- Step 3)** Dial the external number to which all calls will be forwarded (e.g., your cell phone). Dial the number *exactly* as you would normally dial it if you were placing a call.

Note: After you enter the number, an animated phone icon with a flashing right arrow appears in the upper-right corner of the LCD screen. The LCD also displays a message confirming the number or extension to which your calls are being forwarded.

Cancel Forward All Calls

- Step 1)** Press the **CfwdAll** soft key (you will hear two beeps).

Note: The flashing right arrow on the LCD display will disappear indicating that Call Forwarding has been deactivated.

Place a Call on Hold

- Step 1)** While on the call, press the **Hold** soft key.
- Step 2)** To return to a call, press the **Resume** soft key.
- Step 3)** If multiple calls are on hold, use the **SCROLL** button to select the desired call then press the **Resume** soft key.

Placing Conference Calls

There are two ways to create a conference call. You can either initiate a conference call directly using the **Confrn** soft key option, or you can initiate a conference call while multiple calls are in progress, adding all parties (up to a maximum of four) to the conference call.

To initiate a conference call:

- Step 1)** Press the **more** soft key and then press the **Confrn** soft key (this will automatically select a new line and place the other party on hold).
- Step 2)** Dial the 4-digit extension or 3 + (local or long distance number).
- Step 3)** When the party answers, press the **Confrn** soft key again and the party will be added to the conference call.
- Step 4)** Repeat steps 1 through 3 to add additional parties to the conference call. A maximum of four people can be in one conference call (including you).

To initiate a conference call while multiple calls are in progress:

- Step 1)** Highlight a call using the **SCROLL** key.
- Step 2)** Press the **more** soft key twice.
- Step 3)** Press the **Join** soft key. That call will be placed on hold while you connect another party into the conference call.
- Step 4)** Repeat steps 1 – 3 until all the parties you want to include in the conference call have been added (maximum of four parties, including yourself).

Items to Consider for Conference Calls

- Once the conference call initiator disconnects, no new conferees can be added
- When you place a call on hold, the other callers will hear KUMR radio playing in the background. Consider using the mute instead of hold to avoid disrupting other callers.
- To abandon the addition of a conferee, press the **Line** button.
- IP Phones have a built-in conference call manager that can handle up to three parties simultaneously. If you need four parties on a line, then the conference call is handled on the network call manager, which can cause a slight lag if numerous conference calls are occurring simultaneously.
- You can see a list of participants in the conference call by pressing the **more** soft key followed by the **ConfList** soft key. The initiator of the conference call will be marked with an asterisk (*). You can remove a conference caller while viewing the conference caller list by using the **SCROLL** key to highlight their name and then pressing the **Remove** soft key.

Notes: *To place a conference call on hold, press the **Hold** soft key (the other parties can talk among themselves but they cannot hear you).*

*If you are using the **Join** soft key to create a conference call, all conferees must be on the same line. You can use the **Trnsfer** soft key to transfer a call from one line to another and then add them with the **Join** soft key.*

*To place a conference call on speakerphone, press the **SPEAKER** button.*

*To mute a conference call on speakerphone, press the **MUTE** button to turn off the microphone.*

INITIATING a Meet-Me Conference Call

In a Meet-Me conference call, participants dial a pre-arranged conference number at a specific time to meet on a call.

- Step 1)** Contact the network administrator and obtain a meet-me conference number.
- Step 2)** Lift the **Handset** and press the **more** soft key once to display the **Meet-Me tab**.
- Step 3)** Press the **Meet-Me** soft key.
- Step 4)** Dial the **Meet-Me** conference number obtained from the network administrator.

JOINING a Meet-Me Conference Call

- Step 1)** Dial the conference number provided by the Meet-Me conference initiator.

Note: *You will be connected to the conference once the initiator has dialed in and established the Meet-Me call.*

Call Pickup

Call Pickup allows you to pick up incoming calls within your own group. A “group” is defined by your system administrator and typically limited to a neighboring offices or cubes within “ringing range” of each other. Activate call pickup so that an incoming call delivered to another extension in your group rings on your extension.

- Step 1)** Pick-up the handset.
- Step 2)** Press the **more** soft key one time.
- Step 3)** Press the **Pickup** soft key. The call now rings on your phone.
- Step 4)** Press the **Answer** soft key and you will be connected to the call.

Group Pickup (Optional)

You can answer a call to your extension outside your call group.

- Step 1)** As a phone rings at an extension outside of your call group, press a **Line** button.
- Step 2)** Press the **more** soft key one time.
- Step 3)** Press the **GPickup** soft key.
- Step 4)** Dial the desired call pickup group number.
- Step 5)** Answer the incoming call that is redirected to your phone.

Redial the Last Number Called

Redialing the most recently dialed number.

- Step 1)** Lift the handset and press the **Redial** soft key.

Note: *You can also press the **Redial** soft key to activate the speakerphone and redial the last number called.*

VOICEMAIL (OPTIONAL)

UMR subscribes to Unified Messaging from Cisco. Customers who currently have voicemail will automatically be converted over to the new Unified Messaging system at no extra charge. However, no voicemail messages will be transferred from the old system to the new system.

Customers who do not have voicemail, but would like to subscribe to Unified Messaging should contact UMR Information Technology to establish a Unified Messaging account. That customer's department should be made aware that this will result in a small fee assessed against the department. This fee is the same as the old voicemail system fee.

All Unified Messaging customers will need to go through the process of initializing their Unified Messaging mailbox, as detailed below.

Setting up Voice Mail

***Note:** The default password for voicemail is "1484143". You will be asked to change this password during setup. Passwords must be at least six digits long. Set up your personal voicemail using your primary telephone while using line 1.*

Set up your personal voicemail account for the first time. Remember to think about your personal greeting (greeting callers hear prior to leaving you a voicemail) and write out if needed.

- Step 1)** Press the **Messages** button and follow the voice instructions.
- Step 2)** Press Option 4.
- Step 3)** Select Option 1 for Greeting Setup.
- Step 4)** Record your Greeting.

If you forget your password, please contact your network administrator.

Accessing Voicemail

The red light on your Handset lights up when you have a voicemail message and the LCD displays the number of messages you have received.

- Step 1)** Press the **Messages** button and follow the voice instructions.
- Step 2)** Enter your passcode when requested.
- Step 3)** Press 1 key to hear your messages.

Checking Voicemail from an Outside Line

- Step 1)** Dial the external voicemail number (**341-7999**) or dial one of the main numbers (Operators) and asked to be transferred to voicemail or when prompted for an extension, enter **7999**.
- Step 2)** Press the * key.
- Step 3)** At the "Enter Your ID Number" prompt, enter your 4-digit phone number.
- Step 4)** Enter your passcode when prompted.
- Step 5)** Press 1 to hear your messages.

DIRECTORY FEATURES

Call History Features

- Step 1)** To view call histories, Press the **DIRECTORIES** button.
- Step 2)** Use the **SCROLL** button to select the desired call history option: Missed Calls, Received Calls or Placed Calls.
- Step 3)** Press the **Select** soft key to display the desired call history.
- Step 4)** When you are finished, press the **Exit** soft key twice to exit the Directory Menu.

Notes: *To speed dial an external missed call, received call, or placed call, you must edit the number and insert a 3 before the missed call or received call number.*

For shared lines, missed calls show up on all phones that have the shared line occurrence.

Use the Clear soft key to clear all items in a Missed, Received or Placed category. Entries will also eventually be deleted as new items fill up the list. Individual Missed, Received or Placed calls entries on a telephone can not be deleted. They can only be deleted as a group.

Making Calls from a Corporate Directory

Voice-over IP phones also have a built-in Corporate Directory that allows customers to search for any user who also has Voice-over IP.

To find a name and phone number in the IP Phone Corporate Directory:

- Step 1)** Press the **DIRECTORIES** button
- Step 2)** Use the **SCROLL** button to select the Corporate Directory option on the menu.
- Step 3)** Press the **Select** soft key to display the directory search options
- Step 4)** Use the scroll key to select the search option: First Name, Last Name or Number.
- Step 5)** Use the numbers corresponding to the letters on the dialing pad to enter a name or number to find it in the directory. It is not necessary to enter a complete query to conduct a search.
- Step 6)** Then press the **Search** soft key to display all names that begin with the letters you chose.
- Step 7)** Press the Dial soft key to speed dial a number from the Corporate Directory.

Notes: *For example: To spell Becky, press the 2 key twice for a B, press the 3 key twice for an E, press the 2 key three times for a C, etc.*

Only IP Phone Users are listed in this directory.

Doing an unrefined search, the maximum entries that will be returned is two selections of 32 names. This is a protection to prevent network spikes while the Corporate Directory is being reviewed. Refine searches as needed.

Using the UMR Phone Directories

Customers can use the built-in UMR phone directory to find any phone number on campus—VoIP and non-VoIP—as well as any individual's number within the UM System.

To find a departmental phone number on campus:

- Step 1)** Press the **SERVICES** button
- Step 2)** Use the **SCROLL** button to select the UMR Department Directory option on the menu.
- Step 3)** Press the **Select** soft key to display the directory search options
- Step 4)** Use the numbers corresponding to the letters on the dialing pad to enter the name of the department to find it in the directory. It is not necessary to enter a complete query to conduct a search (e.g. entering "CH" will return all departments and organizations that begin with the letters "CH" – Chartwell's Dining Services, Chancellor's Office, Chemical & Biological Engineering, and so forth)
- Step 5)** Then press the **Search** soft key to display all names that begin with the letters you chose.
- Step 6)** Press the **Dial** soft key to speed dial a number from the UMR Department Directory.

Note: This will only find a department's number (e.g. "Information Technology"). You will need to use the "UMR Phone Directory" option to find an individual's number.

To find an individual's phone number on campus:

- Step 1)** Press the **SERVICES** button
- Step 2)** Use the **SCROLL** button to select the UMR Phone Directory option on the menu.
- Step 3)** Press the **Select** soft key to display the directory search options
- Step 4)** Use the numbers corresponding to the letters on the dialing pad to enter the name of the individual to find it in the directory. It is not necessary to enter a complete query to conduct a search (e.g. entering "CHA" will return all individuals whose last name begins with "CHA").
- Step 5)** Then press the **Search** soft key to display all names that begin with the letters you chose.
- Step 6)** Press the **Dial** soft key to speed dial a number from the UMR Phone Directory.

Note: This feature is also available on any VoIP courtesy phone that may be located inside a building, such as the Havener Center, for instance.

To find an individual's phone number in the UM System (all UM campuses):

- Step 1)** Press the **SERVICES** button
- Step 2)** Use the **SCROLL** button to select the UMSystem Phone Directory option on the menu.
- Step 3)** Press the **Select** soft key to display the directory search options
- Step 4)** Use the numbers corresponding to the letters on the dialing pad to enter the name of the individual to find it in the directory. It is not necessary to enter a complete query to conduct a search (e.g. entering "CHA" will return all individuals whose last name begins with "CHA").
- Step 5)** Then press the **Search** soft key to display all names that begin with the letters you chose.
- Step 6)** Press the **Dial** soft key to speed dial a number from the UMSystem Phone Directory.

Note: This feature is also available on any VoIP courtesy phone that may be located inside a building, such as the Havener Center, for instance.

HELP AND SETTINGS FEATURES

Accessing Online Help

Can be used in three ways:

- 1) Pressing the “?” and then any other key about which you would like information.
- 2) Pressing the “?” button twice quickly to view information about the selected features.
- 3) Pressing the “?” button twice quickly during an active call to view network statistics about the active call.

LCD Display Contrast

- Step 1)** Press the **SETTINGS** button.
- Step 2)** Use the **SCROLL** button to select the Contrast option on the Settings Menu.
- Step 3)** Press the **Select** soft key to display the contrast settings.
- Step 4)** Use the **Up** and **Down** soft keys to set the desired intensity of the LCD display and press the **OK** soft key to save your settings.
- Step 5)** Press the **Save** soft key to save your selection and exit the Settings Menu.

Ringling Tone

Changing the Ringer Type.

- Step 1)** Press the **SETTINGS** button.
- Step 2)** Use the **SCROLL** button to select the **Ring Type** option on the **Settings** Menu.
- Step 3)** Press the **Select** soft key to display the list of available ring types.
- Step 4)** Use the **SCROLL** button to select (highlight) a ring type.
- Step 5)** Press the **Play** soft key to hear a sample of the selected ring type.
- Step 6)** Press the **Select** soft key and then press the **OK** soft key to save your selection.
- Step 7)** Press the **Save** soft key to save your selection and **exit** the Settings Menu.

Adjusting the Ringer Volume (Review)

- Step 1)** While the phone is not on a call, press the **Up or Down Volume** keys to hear a sample ring.
- Step 2)** As the ring plays, press the **+ or — Volume** keys to adjust the volume to the desired level.
- Step 3)** To save the ring volume, press the **Settings** button and then press the **Save** soft key.

Adjusting the Handset, Speakerphone or Headset Volume (Review)

- Step 1)** During a call, press the **+ or —Volume** keys to increase or decrease the volume of your Handset, Speakerphone or Headset.
- Step 2)** To save the ring volume, press the **Settings** button and then press the **Save** soft key.

Note: The volume settings will only be changed for the option being used.

Muting a Call (Review)

- Step 1)** During a call, press the **Mute** button.
- Step 2)** To disengage mute, press the **Mute** again.

Note: If you are using mute along with the speakerphone, lifting the handset will disengage the mute:

ADDITIONAL HELP:

IT Solutions Center Number: 341-HELP

On-line phone tutorials are available at: <http://helpdesk.umar.edu/facultystaff/telecom/documents.html>

APPENDIX: FAST DIALS AND SPEED DIALS

In addition to all the standard features found within IP telephones, Cisco IP telephones allow customers to have two separate lists of Fast Dials and Speed Dials—separate but related entities.

Fast Dials is a feature offered through the **SERVICES** button on all models of IP telephones. This is composed of a list of contacts whose numbers you would like to store on your phone for easy reference.

By contrast, Speed Dials can be accessed simply by pressing a two-digit index code into the phone while it is on-hook followed by pressing the **AbbrDial** soft key. Unlike Fast Dials, the phone does not display a listing of Speed Dial index numbers, so you will need to know exactly who is associated with each index number (it may be handy to compose a list and keep the list on or near the phone).

***Note:** Model 7911 phones have a separate “Speed Dials” feature accessed through the Directories option in the Services menu (press the **SERVICES** button, scroll and select the **Directories** option, then scroll down to the **Speed Dials** option). These speed dials are the first four speed dial numbers programmed through the web interface (see below).*

Fast Dials are useful for contacts whose numbers you need infrequently, but would like to be able to find quickly, while Speed Dials are useful for contacts you call frequently and need at a moment’s notice (e.g. the IT Solutions Center)

FAST DIALS

Fast Dials is a free subscription-only service available to all faculty and staff with an IP phone.

Adding in Fast Dials is essentially a four step process:

1. *Subscribe to the service* – unless you have already subscribed, you will not be able to make full use of this functionality
2. *Set up a personal address book* – this step is not, strictly speaking, necessary, but it will make it easier to use the Fast Dial feature.
3. *Set up your Fast Dials* – this is not the same as your Speed Dials!
4. *Access your Fast Dials through your IP Phone* – Use the **SERVICES** button

Subscribe to Fast Dial

To subscribe to Fast Dial, login to the Cisco CallManager at <http://ccmuser.umar.edu>.

1. Use your UMR userid.
2. The default password is “cisco”. As with all passwords, we recommend that you change this password as soon as possible to one that matches UMR’s strong password guidelines.
3. Click on **Change your PIN** – *You must change your Cisco CallManager PIN **before** subscribing to any services!*
 - a. The default PIN is 123456. Your new PIN must be at least 6 digits long.
 - b. Click **Update** to finish changing your PIN
 - c. Click on **Return to the Menu**.
4. Click on **Configure your Cisco IP Phone Services**.
5. From the “Your Subscribed Services” menu on the left-hand side of the screen, click **Fast Dials**.
6. Enter your UMR userid again (if it is not already filled in)
7. Click **Update** to save your changes and ensure that you are now subscribed to Fast Dial services.

Configure your Cisco Personal Address Book

From the Cisco Call Manager User Options Menu:

1. Click on **Configure your Cisco Personal Address Book**.
2. Click **Add a New Entry**.
3. Fill in the data fields with the requested information.
 - a. First Name and Last Name are both required.
 - b. If the contact is an on-campus employee, you should use their four-digit extension for their work number (e.g. 4357).
 - c. Off-campus and long distance numbers should start with a "3", especially if you are going to use this number as a Fast Dial number (e.g. 3-1-573-341-4357 [you can use hyphens to separate groups of numbers or you can leave them out—it will still work either way]).
4. Click **Insert** to update your address book.
5. Repeat this process as many times as you need to.
6. When you are finished adding contacts, click **Return to the Menu** to go back to the Cisco CallManager User Options Menu.

Set up your Fast Dials

1. Click on **Configure your Cisco Personal Address Book**.
2. Click **Fast Dials**.
3. Click the first (**Unassigned**) slot. A new configuration window will pop open.
 - a. Choose whether it is a Personal Address Book Entry or a Directory Number.
 - b. If it is a Personal Address Book Entry, select a name and then choose which number you want to associate with that name from the dropdown list.
 - c. If it is a directory number, simply enter in the number you want to associate with that Fast Dial index. Note that long distance and off-campus numbers need to start with a "3".
4. Click **Insert** when you are satisfied with the number you want for your Fast Dial.
5. Close the window when you are finished.
6. Repeat this process for each number you want to associate with a Fast Dial index. You can have up to 99 Fast Dials for each IP phone.
7. To delete a Fast Dial, click the checkbox next to a Fast Dial number and then click **Delete Selected** at the bottom of the Fast Dial list. You will be prompted with a dialogue box that deleting an entry cannot be undone. Click **Yes** if you want to continue or **No** if you want to cancel the deletion.

Detailed information on programming fast dials for your telephone can be found as follows:

1. Once you have logged into the website, click on **View the User Guide** for your phone (note that this requires Adobe Acrobat Reader to view).
2. Click on the **Bookmarks** tab on the left-hand side of the window.
3. Fast Dial information is located under Managing Your Contacts on page 5-12 of the User Guide

Accessing Fast Dials through IP Phone

Once you have subscribed and configured your Fast Dial numbers, you can access it on your IP phone in one of two ways, depending on the model of IP phone you are using:

Model 7911:

1. Press the **SERVICES** button.
2. Use the **SCROLL** button to select the “Services” option and press the **Select** soft key.
3. Press the **Select** soft key to choose the “Fast Dials” option.
4. Use the **SCROLL** button to select which Fast Dial number you need.
5. Press the **Dial** soft key to dial the number or simply pick up the handset and the number will automatically be dialed for you.

Model 7941 and Model 7961:

1. Press the **SERVICES** button.
2. Press the **Select** soft key to choose the “Fast Dials” option
3. Use the **SCROLL** button to select with Fast Dial number you need.
4. Press the **Dial** soft key to dial the number or simply pick up the handset and the number will be automatically dialed for you.

Adding Fast Dials Directly

You can add Fast Dials directly to your phone without having to use the web interface. However, you can only enter the number you want to assign as a Fast Dial. That is, you will not see the name of the individual listed in your Fast Dials listing on your IP phone—only the number to be associated with the Fast Dial index.

To add a Fast Dial entry directly to an IP phone:

1. Press the **SERVICES** button.
2. Use the **SCROLL** button to select the “Fast Dials” option and press the **Select** soft key.
3. Press the **Assign** soft key.
4. Use the **SCROLL** button to highlight an empty Fast Dials index slot, which should be marked as “(Unassigned)” and press the **Select** soft key.
5. Enter the number you want to assign *exactly* as you would dial it (include a “3” for off-campus and long distance numbers) and press the **Submit** soft key.
6. Press the **OK** soft key when you see the message notifying you that a Fast Dial entry has been successfully assigned.

To remove a Fast Dial entry directly from an IP phone:

1. Press the **SERVICES** button.
2. Use the **SCROLL** button to select the “Fast Dials” option and press the **Select** soft key.
3. Press the **Remove** soft key.
4. Use the **SCROLL** button to highlight the Fast Dial entry you want to remove and press the **Select** soft key.
5. Press the **OK** soft key when you are notified that the existing entry has been successfully removed.

SPEED DIALS

Login to the Cisco CallManager at <http://ccmuser.umr.edu>.

1. Use your UMR userid.
2. The default password is "cisco". As with all passwords, we recommend that you change this password as soon as possible to one that matches UMR's strong password guidelines.
3. Click on **Add/Update your Speed Dials**.
4. For each Speed Dial index number, enter in the phone number you want. Note that the Display Text for most of the Speed Dial index numbers will not be displayed on the phone. If you have a 7941 or 7961 model, then the first 1 (or 5) speed dial index numbers will display the name of the individual attached to that number.
 - *Example:* To add the Solutions Center to Speed Dial, enter in "4357" in the box next to Speed Dial 1 and "Solutions Center" in the Display Text field.
 - Note that external numbers associated with a Speed Dial index number need to be entered as "3" + number (for local external calls) or 3 + 1 + area code + number (for long distance external numbers).
5. When you are done inputting all of your Speed Dial index numbers, click on **Update** at the bottom of the page.

Notes: *Since your phone does not show a list of speed dial index numbers and who each numbers is associated with, it may be useful to print out this web page so that you can post the list near the phone.*

*Model 7911 phones can access the first four speed dial numbers by pressing the **SERVICES** button and then selecting the **Directories** option followed by the **Speed Dials** option. In addition, these four speed dial numbers can be accessed as described below, along with the remaining 95 available speed dial numbers.*

To use the Speed Dials:

1. With the handset on the hook, press the two-digit index number on your IP phone corresponding to the number you want to dial. Note that Speed Dials 1 – 9 should be entered as "01", "02", "03", etc.
2. Press the **AbbrDial** soft key to dial the number. If you have a 7941 or 7961 model phone, then your speakerphone will automatically activate (as indicated by a green light). You can deactivate it by simply picking up the handset when the call goes through.



104 Computer Science Building
573-341-HELP
helpdesk.umr.edu
help.umr.edu

Information Technology
<http://it.umr.edu>