



Travis County IP Phone System

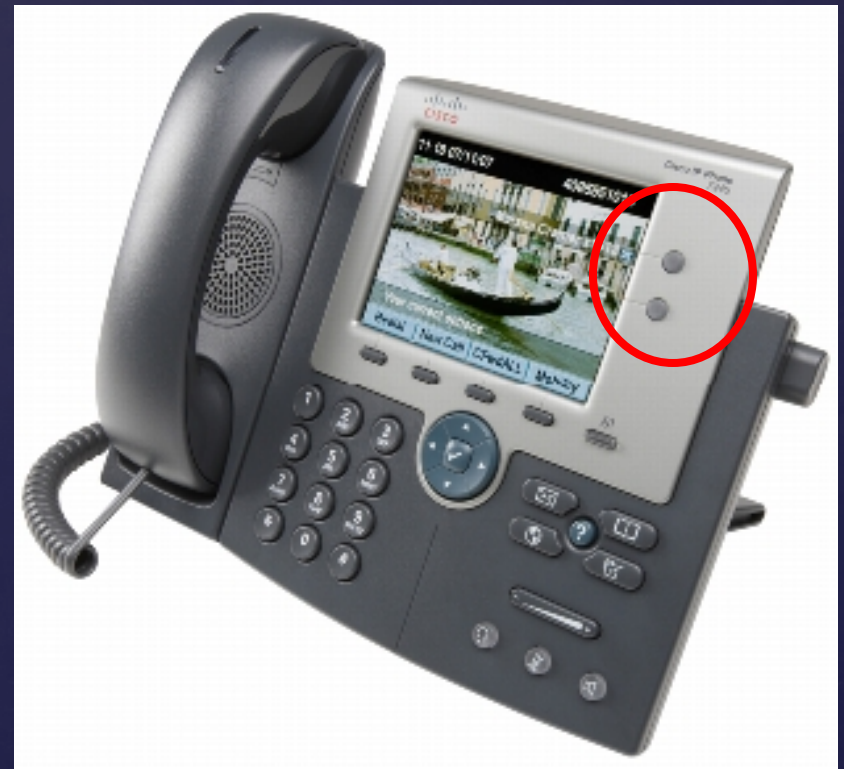


Class Objectives

- ℳ Phone Physical Attributes
- ℳ Phone Calls
 - ℳ Making a Call
 - ℳ Answering a Call
 - ℳ Managing Multiple Incoming Calls
 - ℳ Joining Two Calls
 - ℳ Making a Conference Call
 - ℳ Transferring a Call
- ℳ Features
 - ℳ Do Not Disturb
 - ℳ Call Forward
- ℳ Directories
- ℳ Settings Button
- ℳ Voice Mail
- ℳ Personal Communications Assistant
- ℳ CM User
- ℳ [Travis Central Link](#)



Phone Models



Phone Models



- ⌘ Found in
 - ⌘ lobby areas
 - ⌘ break areas
- ⌘ Can dial local calls
- ⌘ Cannot receive incoming calls
- ⌘ Cannot dial long distance

Phone Features



SoftKey Labels & Buttons





SoftKey Labels will change depending on what you are doing.



SoftKey Labels







SoftKey Buttons

Line Status

-  Line available
-  Steady -- Line in use by you
-  Flashing -- caller you have put on Hold
-  Flashing -- Line ringing

Line Status and Phone Screen Icons

Phone Screen Icons

	Call Forwarding enabled
	Call on hold
	Connected call
	Incoming call
	Off-hook
	On-hook

Making a Call



1. Begin dialing
2. Pick up handset and dial
3. Click on speaker button and dial
4. Press the “New Call” SoftKey and dial
5. Press the top line button and dial

Answering a Call



1. Pick up handset
2. Click on speaker button
3. Press the "Answer" SoftKey

SoftKey Options

When receiving an incoming call



1. Answer

- Press to answer phone

2. iDivert

- Use to send that call directly to voice mail

3. DND (Do not disturb)

- Silences ringer
- Forwards **all** calls to voice mail after four rings

Managing Multiple Incoming Calls



- Connected to a call (1st)
- Another call comes in (2nd)
- Press “Answer” SoftKey to answer the 2nd call

Multiple Incoming Calls continued...



- 1st call is placed on hold
- 2nd call is now connected
- *To go back to the 1st call, select the first call by using the navigation arrows...*

Multiple Incoming Calls continued...



- The 1st call is highlighted but is still on hold
- Press the “Resume” SoftKey button and call is now connected
- *To go back to the 2nd call, repeat the same steps:*
 - ✓ Highlight 2nd call
 - ✓ Press “Resume”

SoftKey Options

When receiving an incoming call



1. **Answer**
 - Press to answer phone
2. **iDivert**
 - Use to send that call directly to voice mail
3. **DND (Do not disturb)**
 - Silences ringer
 - Forwards **all** calls to voice mail after four rings

iDivert



- Press iDivert.
- The caller will automatically go to Voicemail

SoftKey Options

When receiving an incoming call



1. **Answer**
 - Press to answer phone
2. **iDivert**
 - Use to send that call directly to voice mail
3. **DND (Do not disturb)**
 - Silences ringer
 - Forwards **all** calls to voice mail after four rings

Do Not Disturb



- Press “DND” to activate.
- Your ringer will be silenced.

Do Not Disturb continued...



- Message indicates DND is active.
- Calls are sent to your voice mail after four rings.

Do Not Disturb continued...



- While DND is active, you can still see incoming calls:
 - Answer the call
 - Let the call rollover to voice mail

Do Not Disturb continued...



- Press “DND” to turn off “Do Not Disturb.”
- Your ringer will now ring again.

Joining Two Calls



- You are on the phone, another call comes in and you answer it.
- You need to connect the second caller with the first caller.
- Press the
✓“More”
✓SoftKey”, then the
✓ “Join” SoftKey.

Joining two calls continued...



- Highlight the first call
- Press "Join" again.

Joining two calls continued...



- You now have a three-way “mini” conference call.

Making a Conference Call

Conference calls can have a maximum of six lines.



With a call connected:

- Press the “More” button
- Press the “Confrn” button

Making a Conference Call continued...



- The caller is automatically put on hold
- A new line is open
- Dial the number you want to include in this call

Making a Conference Call continued...



- When the person answers, press the “Confrn” button

Making a Conference Call continued...



- Your conference call is set up
- *To add another person, just repeat the same steps:*
 - ✓ Press the “Confrn” button
 - ✓ Dial the number
 - ✓ After person answers, press the “Confrn” button again

Making a Conference Call continued...



To see who is on the conference call:

- Press the “More” SoftKey
- Press the “ConfList” SoftKey

Making a Conference Call continued...



- Tells you who is on the conference call
- Who initiated the call, will also have the right to “Remove”

Transferring a Call



- When on a call, press the “Transfer” SoftKey.

Transferring a Call continued...



- Pressing “Transfer” automatically places the first call on hold
- Opens up a second line with dial tone.
 - ✓ Dial the number you wish to transfer the call to.

Types of Transfers



1. **BLIND TRANSFER**: You can immediately transfer the call by pressing “Transfer” button
2. **CONSULTED TRANSFER**: Wait for the person to pickup so you can announce the caller first, then press the “Transfer” button
3. **VOICEMAIL TRANSFER**: You can transfer straight to voicemail by dialing * then the extension

Call Forwarding



- Press “CFwdALL” to forward all incoming calls.

Call Forwarding continued...



- You will hear a double-beep.
 - ✓ Dial the phone number to forward your calls.
- Or**
- ✓ Press the “**Messages**” button to forward your calls to voice mail.

Call Forwarding continued...



- Both the telephone icon and message show that all your calls have been forwarded.

Call Forwarding continued



- Press “CFwdALL” again to cancel call forwarding.

Directories Button



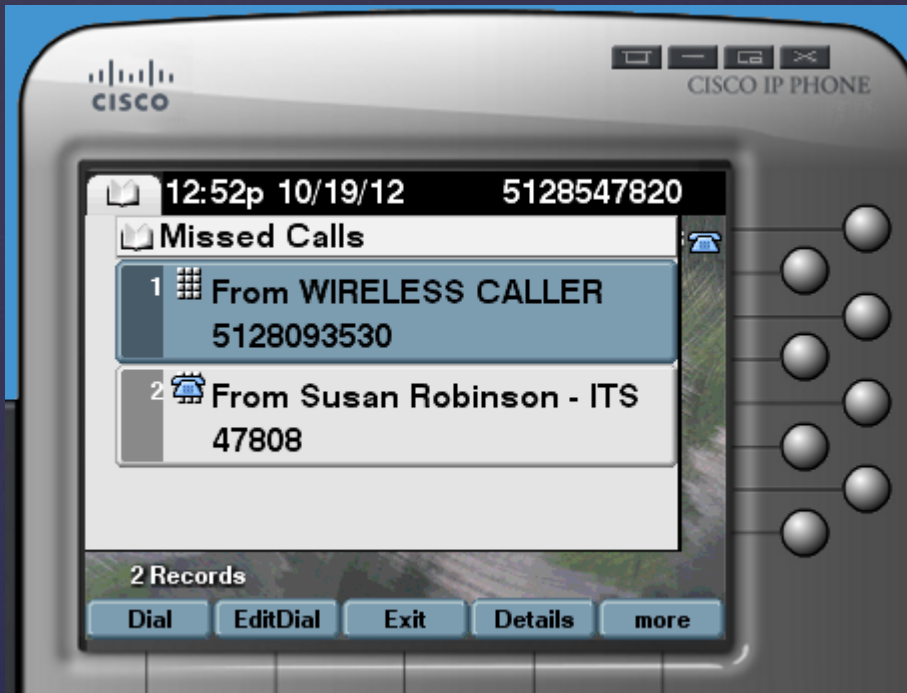
- Press the “Directories” button to see call logs and Travis County Corporate Directory.

Directories continued...



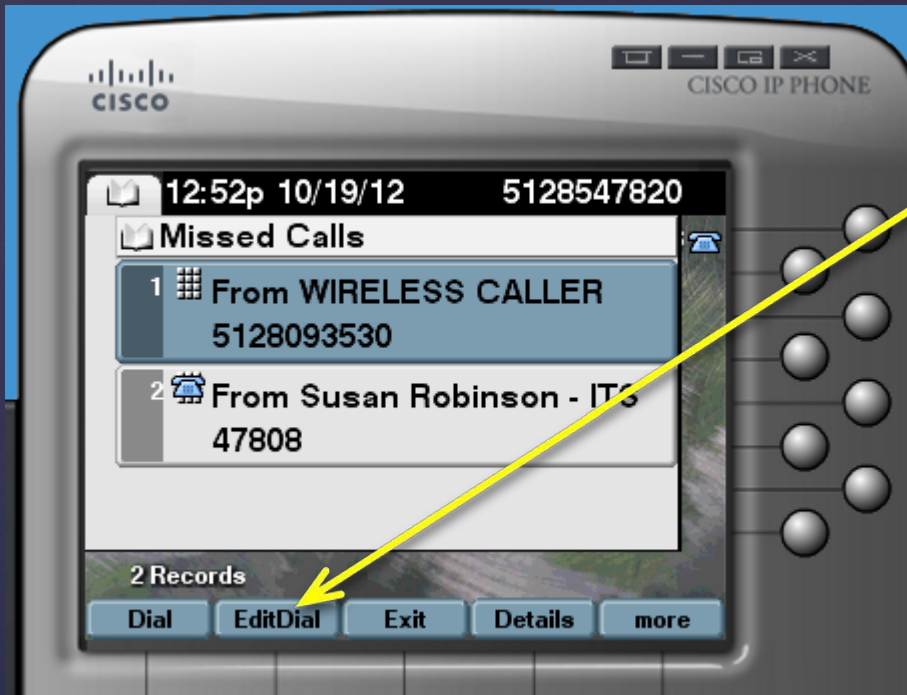
- The Missed Calls, Received Calls and Placed Calls directories will hold up to 100 entries each.

Directories continued...



- When viewing the Missed, Received or Placed calls directory, county users will appear with their name and extension.
- Outside numbers will appear as the full number including area code and no name.

Edit dial



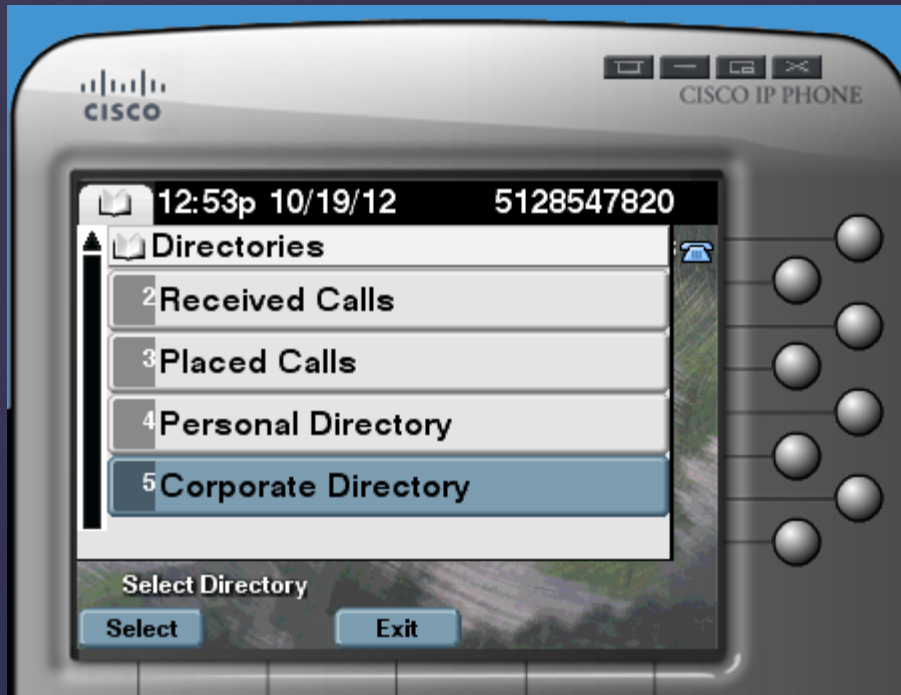
- You can use the edit dial outside number quickly.

Edit dial



- ✓ Select Edit Dial
- ✓ Add an 8 for the outside line

Directories continued...



- The Corporate Directory is the County Director for all staff that are on the CISCO phone system.

Directories continued...

To search for name in the Corporate Directory:

- Type in name using the number pad.
- Use the << to backspace, if needed.
- Press the “Search” SoftKey.



Directories continued...



- The search will return an alphabetical list of names and number.
- When the name is highlighted, all you have to do is lift the handset to call that number.

Settings Button

Customize Ringer



Change Display Brightness



Change Background

Voice Mail



- Nortel voice mail will remain available on Nortel (4-4299) for three weeks.
- Nortel voice mail cannot be forwarded to Cisco and Cisco voice mail cannot be forwarded to Nortel.
- Your default voice mail password is 1 + 5 digit extension.
- Cisco voice mail requires **at least** 5 digits password. No repeating digits more than once and no patterns.
- The new voicemail number is 854-3199 or 43199.

Voice Mail Shortcuts

⌘ While listening:

- ⌘ Press the “#” to skip
- ⌘ Press “1” to repeat
- ⌘ Press “3” to delete
- ⌘ Press “4” to slow down
- ⌘ Press “6” to speed up
- ⌘ Press “7” to reverse in 2-sec. increments
- ⌘ Press “8” to pause
- ⌘ Press “9” to forward in 2-sec. increments

⌘ Press “5” to forward

⌘ To call directly into someone’s voice mail, dial * and the extension.

⌘ After listening:

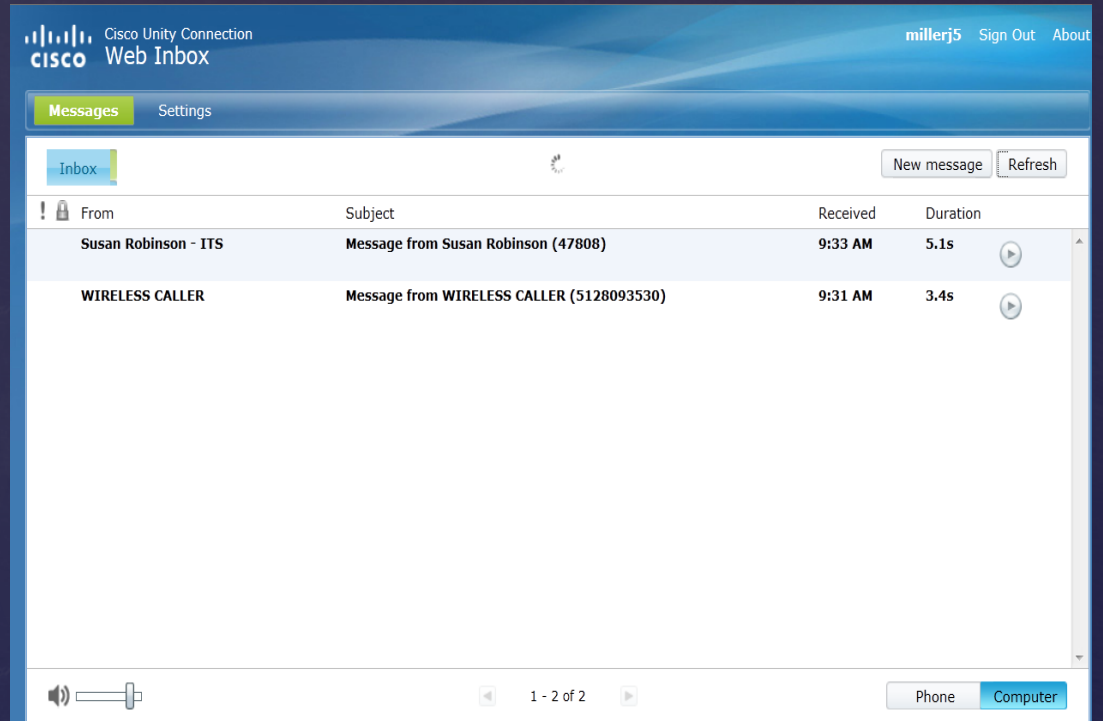
- ⌘ Press “2” to save
- ⌘ Press “3” to delete

Troubleshooting

- If you start having problems, unplugging and replugging the phone clears most issues.
- **Before** unplugging phone, make sure you have all applications closed, i.e., Tiburon, any other databases.
- The phone will reboot and you shouldn't have any more problems.
- If you do, contact the ITS HelpDesk (x49175) as soon as the problem begins again.

Web Inbox

- Manage your voice messages
- Listen to voice messages
- Forward messages to phone



<https://10.251.249.20/inbox>

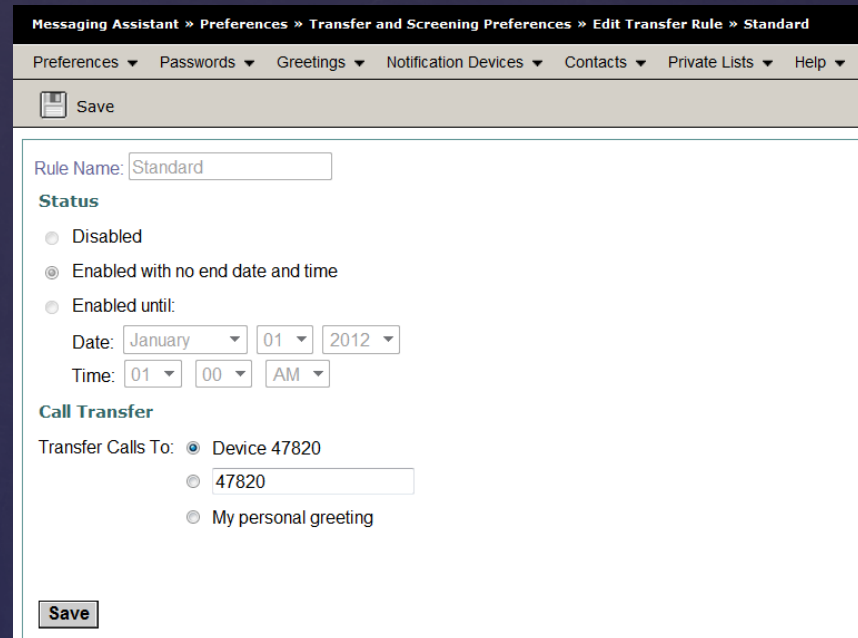
Personal Communications Assistant continued ... Preferences Transfer and Screening



The screenshot shows the Cisco Personal Communications Assistant interface. The breadcrumb trail is "Messaging Assistant » Transfer Rules". Below the navigation menu, there are buttons for "Save", "Select all rows", and "Clear selected rows". The main content area is titled "Callers Leaving A Message Can" and contains two checked checkboxes: "Listen to and re-record the message" and "Mark the message as urgent". Below this is a section for "Transfer Rules" with a table:

Enabled	Rule Name	Device
<input checked="" type="checkbox"/>	Standard	47820
<input type="checkbox"/>	Closed	47820
<input type="checkbox"/>	Alternate	47820

A "Save" button is located at the bottom left of the table area.



The screenshot shows the "Edit Transfer Rule" page for the "Standard" rule. The breadcrumb trail is "Messaging Assistant » Preferences » Transfer and Screening Preferences » Edit Transfer Rule » Standard". The page has a "Save" button at the top left. The "Rule Name" field contains "Standard". Under the "Status" section, the "Enabled with no end date and time" radio button is selected. The "Date" is set to January 01, 2012, and the "Time" is 01:00 AM. Under the "Call Transfer" section, the "Transfer Calls To" radio button is selected, and the "Device 47820" option is chosen from a list that also includes "47820" and "My personal greeting". A "Save" button is located at the bottom left.

- Choose Preferences
 - Transfer and Screening
- Click on “Standard” Transfer Rules
- Set settings as needed

<https://10.251.249.20/ciscopca>

CM User Options

Cisco Unified CM Cor x

https://dc-cucm-pub/ccmuser/showHome.do;jsessionid=3A9CEC750D37E454BB832AE

Google VideoProjects - ... Course Login M... Software Traini... Training Needs ... Imported From IE

Cisco **Cisco Unified CM User Options**
For Cisco Unified Communications Solutions

Cisco Unified CM User Options

Username

Password

Login Reset

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A summary of U.S. laws governing Cisco cryptographic products may be found at our [Export Compliance Product Report](#) web site.

For information about Cisco Unified Communications Manager please visit our [Unified Communications System Documentation](#) web site.

For Cisco Technical Support please visit our [Technical Support](#) web site.

<https://dc-cucm-pub/ccmuser>

CM User Options Personal Directory

The screenshot shows the 'Cisco Unified CM User Options' interface. At the top, there is a header with the Cisco logo and the text 'Cisco Unified CM User Options For Cisco Unified Communications Solutions'. Below the header, there is a 'User Options' dropdown menu. The main section is titled 'Find and List Personal Address Book Entries'. It features a '+ Add New' button. Below this, there is a section titled 'Personal Address Book'. It contains a search form with the text 'Find Personal Address Book where' followed by two dropdown menus: 'Nick Name' and 'begins with'. There is also a 'Find' button, a 'Clear Filter' button, and two small icons (a plus and a minus). Below the search form, there is a message: 'No active query. Please enter your search criteria using the options above.' At the bottom of this section, there is an 'Add New' button.

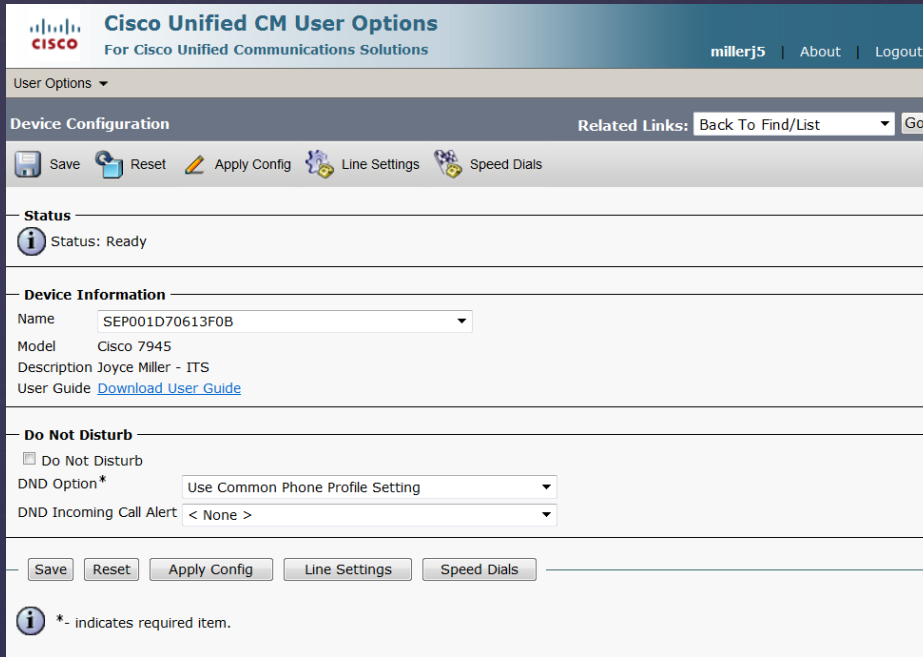
From User Options choose:

- Personal Address Book
- Click on “Add New”

The screenshot shows the 'Cisco Unified CM User Options' interface for 'Personal Address Book Configuration'. At the top, there is a header with the Cisco logo and the text 'Cisco Unified CM User Options For Cisco Unified Communications Solutions'. On the right side of the header, there is a user profile 'millerj5' and links for 'About' and 'Logout'. Below the header, there is a 'User Options' dropdown menu. The main section is titled 'Personal Address Book Configuration'. It features a 'Save' button with a floppy disk icon. Below this, there is a 'Status' section with an information icon and the text 'Status: Ready'. The 'Edit Entry' section contains several input fields: 'First Name', 'Last Name', 'Nick Name*' (with an asterisk indicating it is required), 'Email', 'Home Phone', 'Work Phone', and 'Mobile Phone'. At the bottom of the form, there is a 'Save' button. Below the form, there is an information icon and the text '*- indicates required item.'

<https://dc-cucm-pub/ccmuser>

CM User Options continued... Speed Dial (Abbreviated Dial)



Cisco Unified CM User Options
For Cisco Unified Communications Solutions
millerj5 | About | Logout

User Options ▾

Device Configuration Related Links: Back To Find/List ▾ Go

Save Reset Apply Config Line Settings Speed Dials

Status
Status: Ready

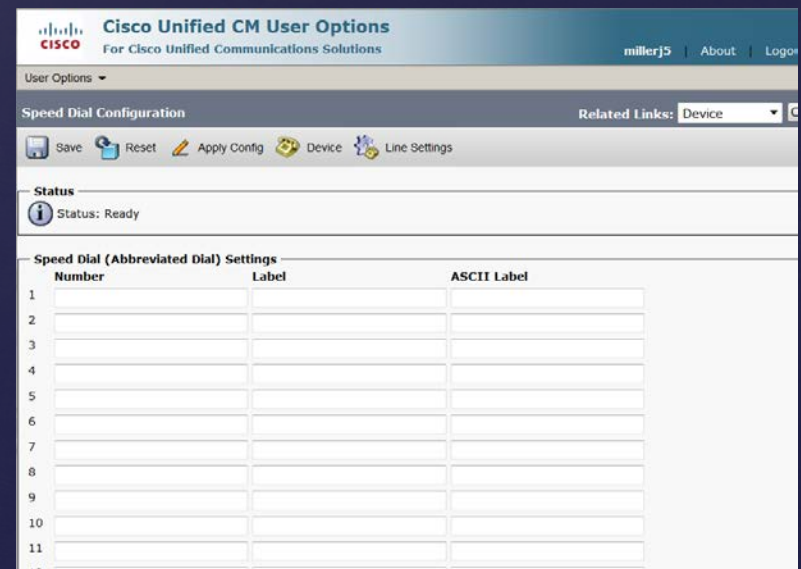
Device Information
Name: SEP001D70613F0B
Model: Cisco 7945
Description: Joyce Miller - ITS
User Guide: [Download User Guide](#)

Do Not Disturb
 Do Not Disturb
DND Option*: Use Common Phone Profile Setting
DND Incoming Call Alert: < None >

Save Reset Apply Config Line Settings Speed Dials

*- indicates required item.

- From User Options dropdown menu, select “Device”
- Click on the “Speed Dials” tool
- Enter information



Cisco Unified CM User Options
For Cisco Unified Communications Solutions
millerj5 | About | Logout

User Options ▾

Speed Dial Configuration Related Links: Device ▾ Go

Save Reset Apply Config Device Line Settings

Status
Status: Ready

Speed Dial (Abbreviated Dial) Settings

Number	Label	ASCII Label
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		

What We Covered:

- Phone Physical Attributes
- Phone Calls
 - ✓ Making a Call
 - ✓ Answering a Call
 - ✓ Managing Multiple Incoming Calls
 - ✓ Joining Two Calls
 - ✓ Making a Conference Call
 - ✓ Transferring a Call
- Features
 - ✓ Do Not Disturb
 - ✓ Call Forward
- Directories
- Settings Button
- Voice Mail
- Personal Communications Assistant
- CM User

Any Questions?



