



UNIVERSITY OF WISCONSIN
WHITEWATER

Instructional, Communication
& Information Technology

Cisco VoIP 79XX Phones – Reference Guide

ICIT Technology Training and Advancement – training@uww.edu

Updated on 7/11/2014



UNIVERSITY OF WISCONSIN
WHITEWATER

| ICIT

1 TABLE OF CONTENTS

2	Phone Overview	4
2.1	Phone Terms	5
3	Operating Your Phone.....	6
3.1	Placing a Call	6
3.1.1	Dialing an Outside Number	6
3.2	Answering a Call.....	6
3.3	Ending a Call	6
3.4	Redial a Number	7
3.5	Place Call on Hold.....	7
3.6	Park a Call.....	8
3.7	Mute a Call	9
3.8	Shared Lines	9
3.8.1	Answer a Shared Line.....	9
3.9	Manage Call Waiting	10
3.10	Adjust the Volume for the Current Call	11
3.11	Adjust the Ring Volume	11
3.12	Changing your Ring Type.....	11
3.13	Transfer a Call	13
3.13.1	Transfer Call to Voice Mail	14
3.13.2	Transfer a Call to another Users Voice Mail	14
3.14	Forward All Calls.....	15
3.14.1	Forward All Calls to Voice Mail	15
3.15	Place and Establish a Conference Call.....	16
3.15.1	Displaying Users in a Conference Call.....	17
3.16	Do Not Disturb	18
4	Call History	18
5	Voice Mail	19
5.1	Access Voice Mail.....	19
5.1.1	Visual Voicemail	19
5.1.2	Access Voice Mail Remotely	19

5.2	Play New Voice Messages	20
5.3	Delete a Voice Message	20
5.4	Voice Mail Greetings	20
5.5	Change your Voice Mail Pin	20
6	Corporate Directory	22
7	Cisco Self Care Portal	24
7.1	Speed Dials	24
7.2	Call Forwarding	25
7.3	Do Not Disturb	26
7.4	Single number reach	26
8	Troubleshooting	27
8.1	Where to get help	27
9	References	27

2 PHONE OVERVIEW



1. Line or speed-dial button	10. Speaker button
2. Foot stand adjustment button	11. Mute button
3. Display button (Awakens screen)	12. Headset button
4. Messages (voice mail) button	13. 4-way navigation button and select (center) button
5. Directories button	14. Keypad
6. Help button	15. Soft key buttons
7. Settings button	16. Handset with voice mail indicator light
8. Services button	17. LCD screen
9. Volume button	

2.1 PHONE TERMS

- *Soft Keys* – buttons located at the bottom of your phone LCD screen. To select a soft key, press the button located directly under that soft key option.

NOTE: Soft key options change dynamically depending on what feature of the phone you are using.



- *MWI (Message Waiting Indicator)* – The light on the back of the phone's handset. This light will illuminate while receiving a call and also when you have a new voice mail message.



- *Line Buttons* – Depending on the model of your phone, you may have 2 to 6 line buttons available.
 - The first line is normally assigned your direct extension number.
 - The second line may be a shared line.
 - Line buttons with no label can usually be configured as speed dials.



3 OPERATING YOUR PHONE

3.1 PLACING A CALL

Use one of the following methods to place a call:

- Lift the handset and dial the 4 digit extension number.
- Dial the number, and then lift the handset.
- Dial the number, and then press the **Dial** soft key.
- Press the line button for your extension, and then dial.
- Press the Speaker button, and then dial.
- If you are using a headset, press the Headset button, and then dial.
- Dial the number, and then press the Headset button.
- If you have established speed-dial numbers, press a speed-dial button.
- If you have selected a number from a directory, press the **Dial** soft key.

Note: Use the backspace (<<) soft key to erase digits that you enter incorrectly.

3.1.1 Dialing an Outside Number

To dial an outside number, use any of the methods above to place your call. While dialing the number press **9**, then the full 10 digit telephone number.

- EX: 9-1-608-555-5555

3.2 ANSWERING A CALL

To answer a call:

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

3.3 ENDING A CALL

To end a call:

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

3.4 REDIAL A NUMBER

To redial the most recently dialed number:

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

3.5 PLACE CALL ON HOLD

To place a call on hold while on the call:

- Press the **Hold** soft key.

To retrieve a held call:

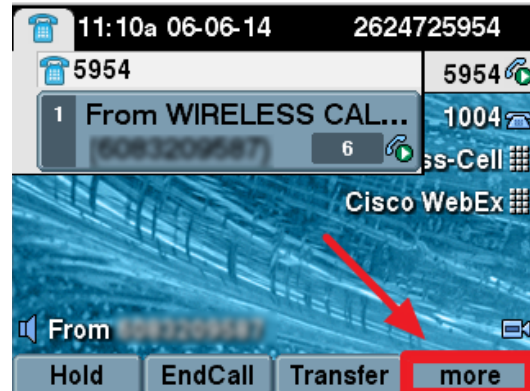
- Press the **Resume** soft key.
 - If multiple calls are on hold, use the Navigation button to select the desired call before you press Resume.
 - If multiple calls on multiple lines are on hold, press the line button for the line that you want to pick up. The active call on the other line is automatically put on hold.

Note: Because the hold feature can generate music or tones, avoid using hold when dialed into a remote conference system.

3.6 PARK A CALL

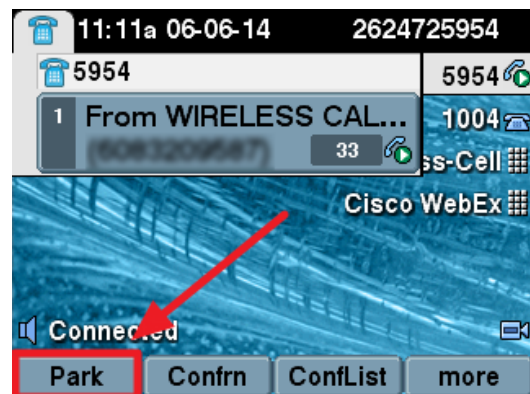
To park a call so that it can be picked up on another UWW phone:

1. During an active call, press the **More** soft key button.



2. Press the **Park** soft key button.

Party will be put on hold. Make note of the park number assigned to your call.



3. From another UWW Cisco phone, dial the park number assigned to your phone.



You will now be placed in to the original call.



NOTE: A call will only remain on park for 60 seconds. After 60 seconds, the call will ring again on the originating phone.

3.7 MUTE A CALL

To mute a call:

- While on a call, press the  (Mute) button. The Mute button lights red, indicating that the other party cannot hear you.
- To deactivate the mute function, do one of the following:
 - Press the  (Mute) button again.
 - Lift the handset if you are using mute with your speakerphone.



3.8 SHARED LINES

A shared line is one extension that is assigned to multiple phones. When a shared line rings, it can either ring one phone at a time, on each phone assigned to that call group, until the call is answered or it can ring on all phones in a call group at the same time. Once a share line call is answered, the line button on your phone lights green, notifying you that the line is in use.

3.8.1 Answer a Shared Line

- Pick up the handset on your phone, then press the line button to the right of the shared line extension that is flashing amber in color.
- Press the line button to the right of the shared line extension that is flashing amber in color to answer the call on your speaker phone.

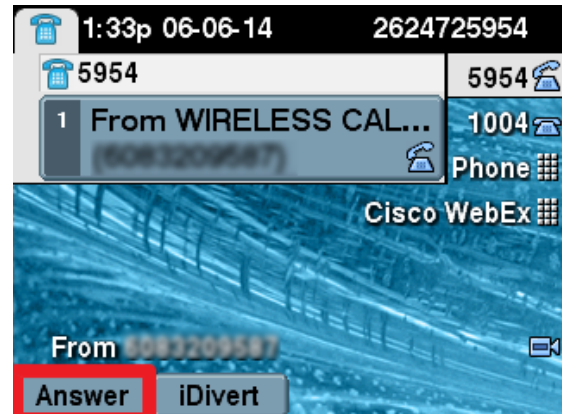


3.9 MANAGE CALL WAITING

If you are on a call when a second call comes in, you will hear a call-waiting tone or see a flashing indicator light on the handset.

To answer the new call on the same line:

1. 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:

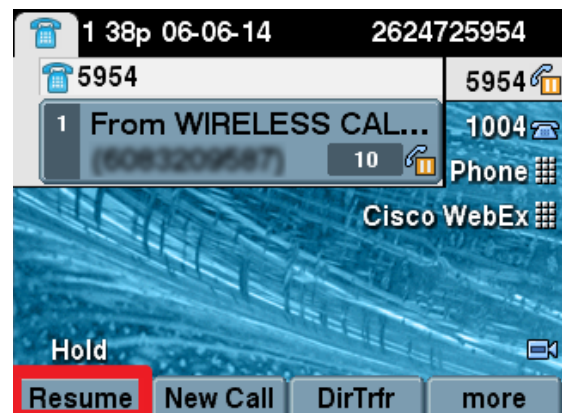
1. Use the Navigation button to reselect the call.
2. Press the **Resume** soft key to reconnect to the call.

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.



3.10 ADJUST THE VOLUME FOR THE CURRENT CALL

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


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.



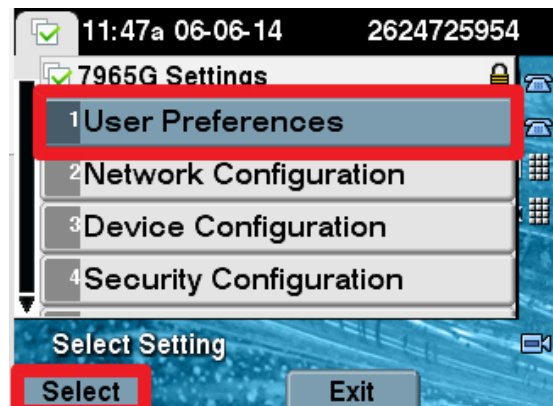
3.11 ADJUST THE RING VOLUME

- Press the Up or Down **Volume** button while the handset is in its cradle and the phone is idle.

3.12 CHANGING YOUR RING TYPE

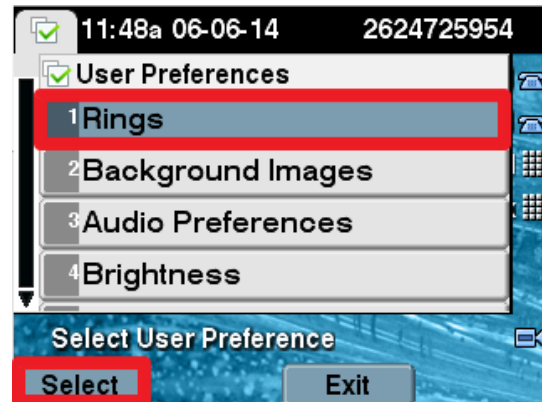
1. Press the  (Settings) button on your phone.
2. Use the up/down arrows on the navigation pad to select User Preferences.

Press the **Select** soft key to continue.



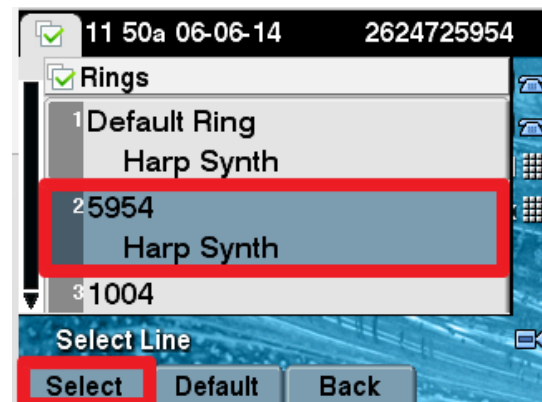
3. Use the up/down arrows on the navigation pad to select Rings.

Press the **Select** soft key to continue.



4. Use the up/down arrows on the navigation pad to select Default Ring, or the ring type associated to your line.

Press the **Select** soft key to continue.



5. Use the up/down arrows on the navigation pad to select a ring type.

Press the **Play** soft key to play that ring tone.

Scroll down to view more ring options.



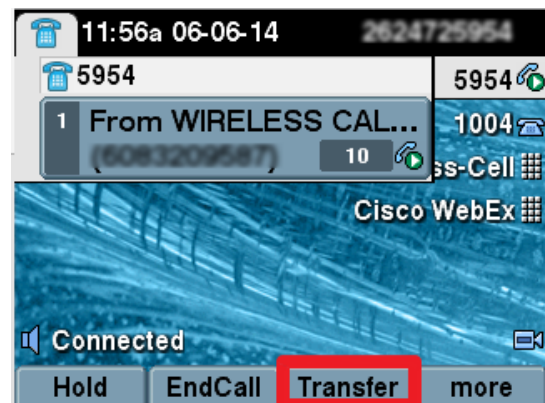
- Once you have chosen your ring tone, press the **Select** soft key to select that tone as your new ring tone.
- Press the **Back** or **Exit** soft key until you have returned to the main screen.



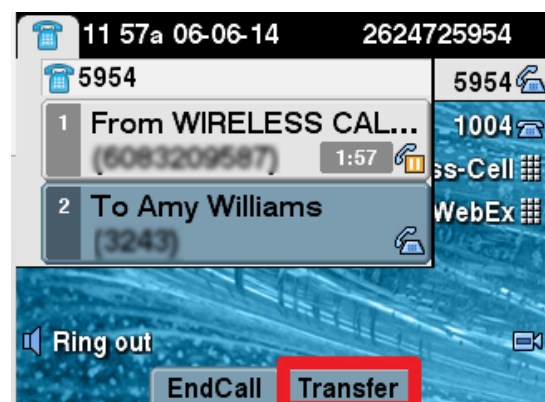
3.13 TRANSFER A CALL

Redirects the call after first allowing you to speak to the transfer recipient.

- During an active call, press the **Transfer** soft key. The call is placed on hold.



- Dial the number to which you want to transfer the call.
- Wait for the call to be answered, then speak to the transfer recipient notifying them that you will be transferring a call.
- Press the **Transfer** soft key button to complete the transfer.



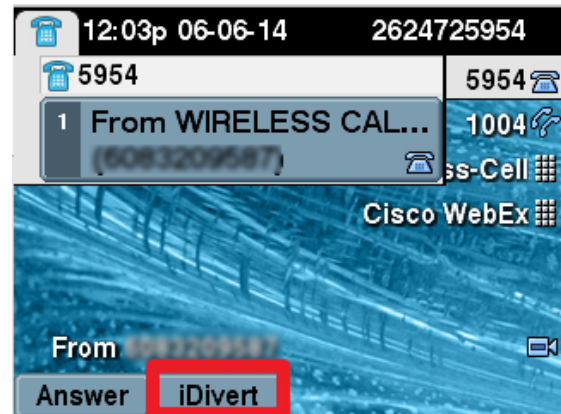
NOTE: If the transfer fails, press the **Resume** soft key to return to the original call.

3.13.1 Transfer Call to Voice Mail

NOTE: You must have an active voice mail account for this feature to work.

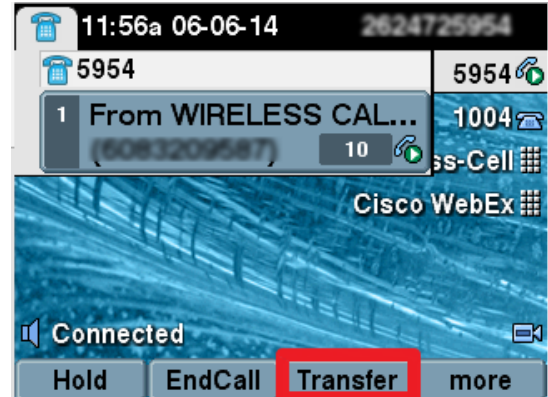
To send an incoming call to voice mail:

- During an incoming call, press the **iDivert** soft key to send the call directly to voice mail.



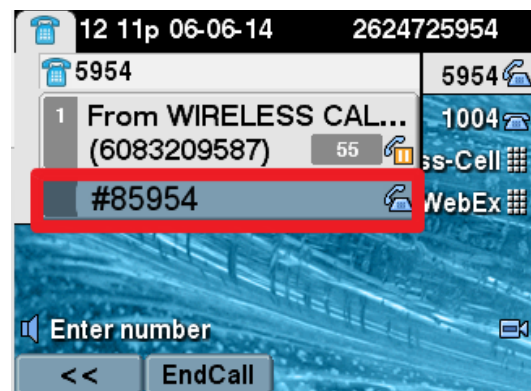
3.13.2 Transfer a Call to another Users Voice Mail

- During an active call, press the **Transfer** soft key. The call is placed on hold.



- Dial **#8**, then the users 4 digit UWW extension.

The call will now be transferred directly to the new user's voice mail box.



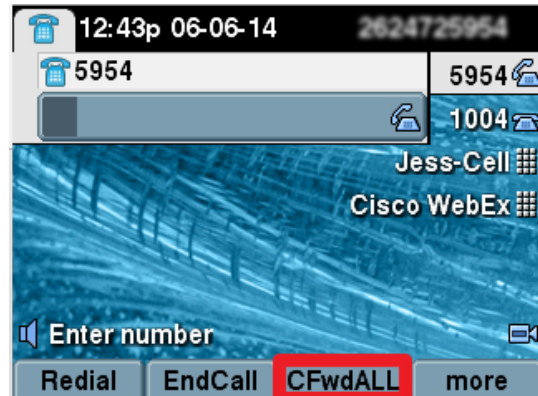
3.14 FORWARD ALL CALLS

To forward all incoming calls to another number:


1. Press the **CFwdALL** soft key. You will hear a confirmation beep.
2. Dial the number to which you want to forward all of your calls.

If forwarding to an outside phone number, dial **9**, then **1**, then the area code and phone number.

The phone display will now be updated to show that calls will be forwarded.



3.14.1 Forward All Calls to Voice Mail

1. Press the **CFwdALL** soft key.
2. Press the  (Messages) button.
3. Use the Up/Down arrows on the navigation pad to select Voice Mail.
4. Press the **Select** soft key.

NOTE: To remove call forwarding, press the **CFwdALL** soft key. The phone display is updated to show that calls will no longer be forwarded.

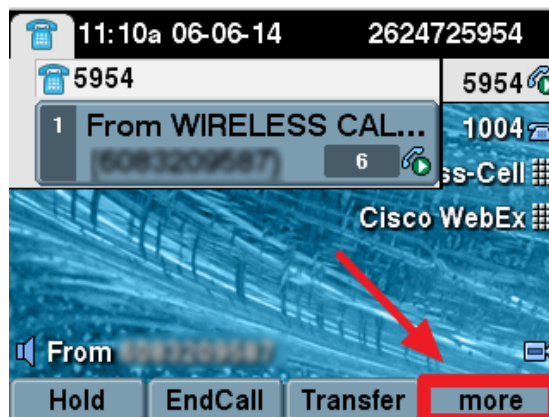
3.15 PLACE AND ESTABLISH A CONFERENCE CALL

NOTE: There can be a maximum of 6 participants in a conference call.

NOTE: For conference calls with 3 or more participants, it is strongly recommended that you use WebEx Meeting Center. WebEx is a cost-effective conferencing system that offers voice, web, and video as a feature-rich alternative to audio-only meetings. You can find more information about WebEx by going to: <http://www.uww.edu/icit/training/webex.html>

To create a conference call:

1. During an active call, press the **More** soft key and then the **Confrn** soft key to open a new line and put the first party on hold.

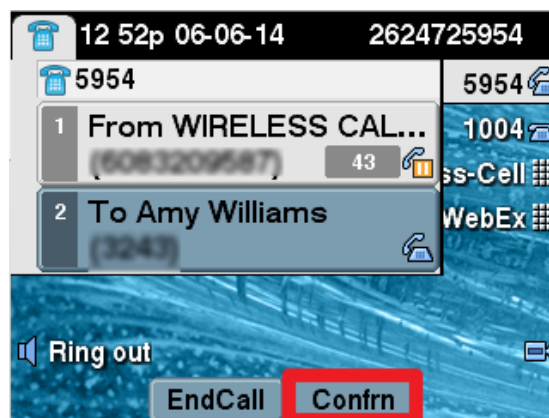


2. Dial the number of the second party.

When the call connects, alert the second party that they will be joining a conference call.
3. Press the **Confrn** soft key again to add the new party to the original call.

Follow steps 1 – 3 to add another user to your conference call.

NOTE: If you want to join two different calls together into one conference call, put the first caller on hold. Answer the call from the second party. Put the second party on hold. Use the up/down buttons on the navigation pad to highlight the first call, then press the **More** soft key, then the **Join** soft key to join both calls together.

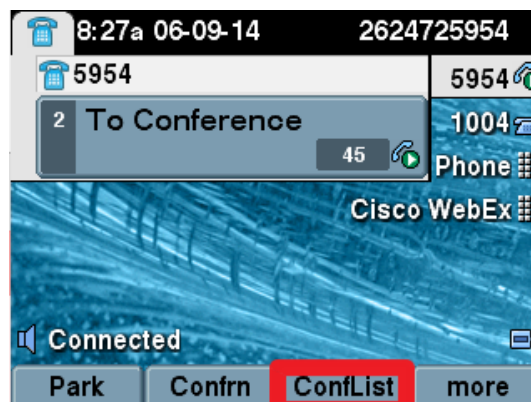


To end the conference call:

- Hang up the handset, or press the **EndCall** soft key.

3.15.1 Displaying Users in a Conference Call

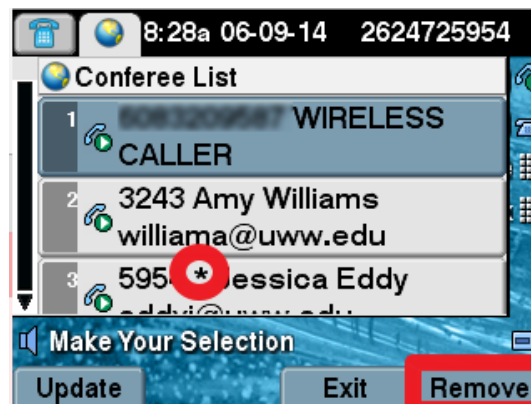
1. Once successfully joined in to a conference call, press the **More** soft key, then, press the **ConfList** soft key button.



You will now see a list of users connected to the conference call.

NOTE: A * (star) next to a user's number signifies that the user is the conference initiator.

If you are the conference initiator, you can remove a user from a conference call by using the up/down keys on the navigation pad to select the caller's extension number, then press the **Remove** soft key button.



3.16 DO NOT DISTURB

You can use the Do Not Disturb (DND) feature to turn off the ringer on your phone.

Enable Do Not Disturb:

1. Press the **DND** soft key button on your phone.
A message appears that Do Not Disturb is active.


Disable Do Not Disturb:

1. Press the **DND** soft key button on your phone.
The Do Not Disturb message goes away.



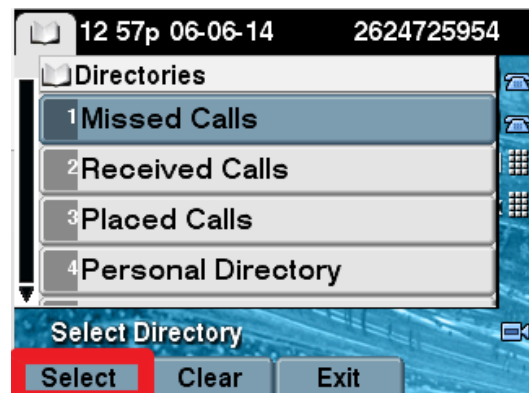
4 CALL HISTORY

View your missed, placed and received call history.

1. Press the  (Directories) button on your phone.
2. Use the up/down arrows on the navigation pad to select missed, received, or placed calls. Press the **Select** soft key to continue.

Use the up/down arrows on the navigation pad to scroll through your call history.

Press the **Dial** soft key to return a call to the selected phone number. Press the **Exit** soft key to return to the main screen.




5 VOICE MAIL

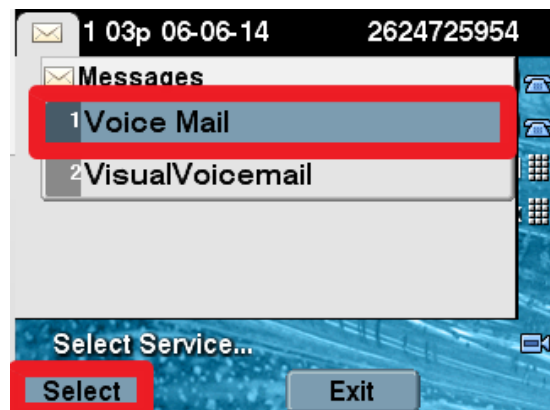
Note: When you have one or more new voice mail messages, the message-waiting indicator (MWI) light on your handset will be illuminated.

NOTE: You can also access your voice mail inbox (Web Inbox) and manage voice mail settings (Messaging Assistant) online by going to <http://voicemail.uww.edu>. Log in using your Net-ID and password.

5.1 ACCESS VOICE MAIL

1. Pick up the handset on your phone and press the  (Messages) button. Press the (messages) button directly to play voice mail over the speaker phone.
2. Use the Up/Down arrow keys on the navigation pad to select Voice Mail.
3. Press the **Select** soft key.
4. Enter your voice mail password (pin) followed by #.

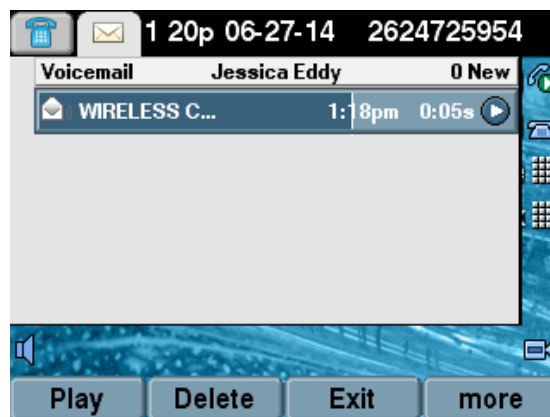
Follow the voice prompts to continue.



5.1.1 Visual Voicemail

Visual Voicemail allows you to view your voicemail in list form on your phone. You can play, delete, and rewind your messages using the soft key buttons on your phone.

To log in to Visual Voicemail, enter in your extension number and then your voicemail pin as your password. Check the “Keep me signed in” selection box to save your login information for future use. Click the **Sign In** soft key to continue.



5.1.2 Access Voice Mail Remotely

To access your voice mail remotely from another phone, follow the steps below.

1. Dial the 10 digit extension of your UWW phone number.

2. Wait until you receive the voice mail prompt, press the * (star) key on your number pad once you hear the voice mail message.
3. Enter in your 4 digit UWW extension and press #.
4. Enter in your voice mail password and press #.
5. Follow the remaining prompts to manage your voice mail.

5.2 PLAY NEW VOICE MESSAGES

1. From the voice mail menu, press **1** to play new messages.


Follow the voice prompts provided to manage your messages.

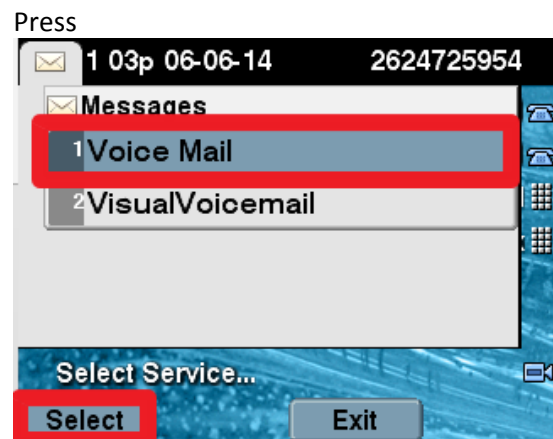
5.3 DELETE A VOICE MESSAGE

- From within the voice mail message, press **3** to delete the message.

5.4 VOICE MAIL GREETINGS

To configure your standard and alternate greetings:

1. Pick up the handset on your phone and press the  (Messages) button. Press the (messages) button directly to play voice mail over the speaker phone.
2. Use the Up/Down arrow keys on the navigation pad to select Voice Mail.
3. Press the **Select** soft key.
4. Enter your voice mail password (pin) followed by #.
5. From within the main voice mail box, press **4** to access setup options.
6. Press **1** to change your greeting.




Follow the voice prompts provided to manage your standard and alternate greetings.

5.5 CHANGE YOUR VOICE MAIL PIN

NOTE: You can also change your voice mail pin by going to <http://voicemail.uww.edu>. Log in using your Net-ID and password.


1. From within the voice mail box, press **4** to access set up options.

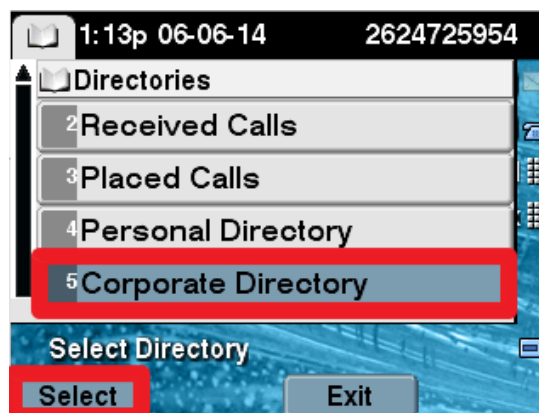
- 
2. Press **3** to access preferences.
 3. Press **1** to change your pin.

Follow the remaining voice prompts to change your pin.

6 CORPORATE DIRECTORY

To access the UWW Corporate directory:

1. Press the  (Directories) button on your phone.
2. Press the navigation up/down buttons to select Corporate Directory.
3. Press the **Select** soft key button.



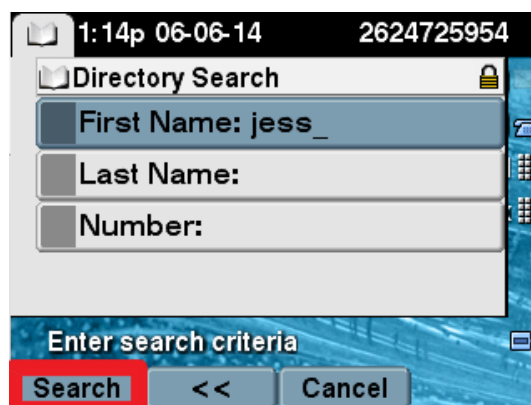
4. Press the navigation up/down button to select the Last, First, or Number field search option.
5. Using the number pad, enter in the first or last name of the person you wish to call.

NOTE: When entering letters, select the appropriate number key assigned to that letter.

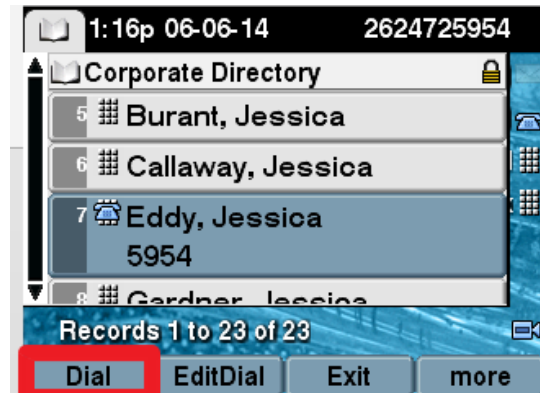
Press the number multiple times to scroll through the available letters. For example, to enter a B, press the 2 key two times, and to enter a C, press the 2 key three times.

Use the backspace (<<) soft key to make corrections while entering data.

6. Press the **Search** soft key button to continue.



7. Use the navigation up/down buttons to select the user you wish to call.
8. Press the **Dial** soft key to place your call.



7 CISCO SELF CARE PORTAL

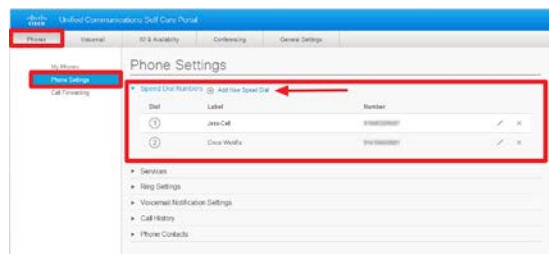
NOTE: The Cisco Self Care Portal page is only available while on the UWW network. If you need to access this page remotely, please establish a UWW VPN connection.

7.1 SPEED DIALS

To configure your speed dials, log in to the Cisco Self Care Portal by going to <http://phone.uww.edu>. Log in using your Net-ID and password.

NOTE: Your Net-ID and password on this page is case sensitive.

1. From the Cisco Self Care Portal click on the **Phones** tab located in the top menu bar.
2. Select **Phone Settings** located in the left hand toolbar.
3. Select **Speed Dial Numbers** from the main window.
4. Click the **Add New Speed Dial** link.



5. Enter in the speed dial information:
 - **Number/URI:** Enter in the 4 digit extension of an internal UWW employee or the 10 digit external phone number starting with a 9.
 - **Label (Description):** Enter in the label for your speed dial.
 - **Speed Dial:** Enter in a number to assign to your speed dial.
 - Enter 1 to pick the first available speed dial button.
 - Enter 2 to select the next available speed dial button.
 - Etc.

Add Speed Dial

Number/URI* 916085559485

Label (Description)* Home Phone

Speed Dial* 1

*Required

Save Cancel

6. Click **Save** to save your changes.

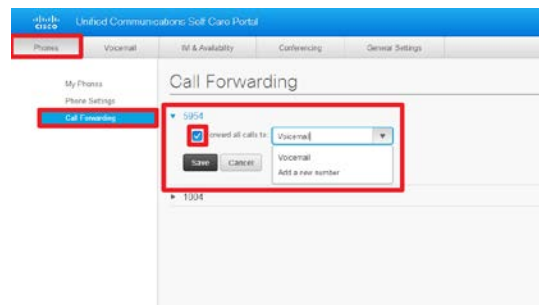
7. Your new speed dial will now display on your phone.



NOTE: To edit your speed dial, click the pencil icon to the right of your speed dial. Click the X button to delete your speed dial.

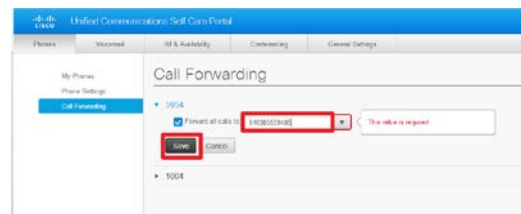
7.2 CALL FORWARDING

1. From the Cisco Self Care Portal page, click on the **Phones** tab located in the top menu bar.
2. Select **Call Forwarding** located in the left hand toolbar.
3. Your primary extension will be expanded by default. If you have multiple extensions assigned to your phone, click the down arrow to the left of the line extension to configure the call forward settings on that extension.
4. Check the box to the left of the extension you want to forward.
5. Using the dropdown box, select Voicemail or Add a new number.



If adding a new number, enter in the 4 digit extension to forward internally. To forward to an external phone number, enter **9**, then the full 10 digit telephone number.

6. Click the **Save** button to save your changes.



NOTE: Call forwarding can also be enabled by pressing the **CFwdALL** soft key button on your phone or through your Jabber client.

7.3 DO NOT DISTURB

1. From the Cisco Self Care Portal page, select **IM & Availability** from the top toolbar.
2. Under the Do Not Disturb heading, check the box to enable do not disturb.
3. Click the **Save** button to save your changes.
4. To disable do not disturb, uncheck the box, then click the **Save** button to save your changes.



NOTE: Do Not Disturb can also be enabled by pressing the DND soft key button on your phone.

7.4 SINGLE NUMBER REACH

Single Number Reach (SNR) allows you to configure your cell phone, or alternate phone, to ring while your primary VoIP line is ringing. This is a custom add-on feature that is not enabled by default and requires consultation with ICIT staff. To request access to this feature, contact the ICIT TSC Helpdesk at 472-4357 or helpdesk@uww.edu.

8 TROUBLESHOOTING

8.1 WHERE TO GET HELP

- TSC Helpdesk (helpdesk@uww.edu) or x. 4357
- UWW Cisco VoIP Webpage: <http://www.uww.edu/icit/training/voip.html>

9 REFERENCES

Cisco.com. (n.d.). *Cisco.com*. Retrieved from Cisco Unified IP Phones 7945G and 7965G for:
http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucme/ip_phones/7945_65/4-4/english/user/guide/7965_45.pdf