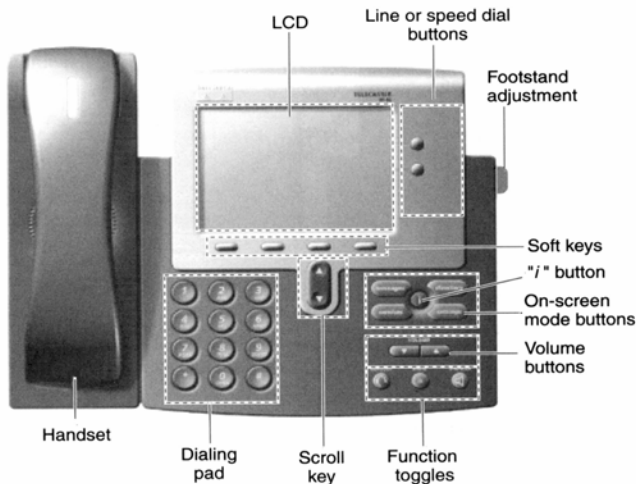


IP Phone





Quick Reference Card

Diagram of IP Phone (Cisco 7940 Model) Set-up



Features:

i Button: Provides onscreen help for a phone key or function.

On-screen Mode Buttons: Provide access to the voice mail system (when available), call histories and directories, phone settings, and services. Newer versions of the 7940 model use icons instead of text to indicate button function: messages , directories , services , and settings . This document will use the named version of the buttons rather than the iconic version.

Scroll Key: Enables you to move among different options displayed on the LCD (liquid crystal display) screen.

Soft Keys: Located just below the LCD, soft key functions change depending upon the status of the phone (for example, whether you are on a call, or the phone is not in use). Functions are displayed at the bottom of the LCD, just above the keys.

Function Toggles: These buttons allow you to switch between your handset, headset, and speakerphone options.

Common Tasks


To Place a Call:

1. Lift the handset and dial the number; or,
2. Press the line button and dial the number; or,
3. Press the **NewCall** soft key and dial the number.




To End a Call:

1. Hang up the handset or press the **EndCall** soft key.

To View and Call Missed, Received, or Placed Calls:

1. Press .
2. Press the number to the left of Missed, Received, or Placed Calls.
3. Use the scroll key to select desired call.
4. Press the **Dial** soft key for on-campus extensions. Press **Edit Dial** to add the 9 prefix or make other changes to dial off-campus.

To Use the Speakerphone:

1. To change from handset to the speakerphone press .
2. To change from speakerphone to handset, simply pick up the handset.
3. To answer or place calls using the speakerphone press .
4. To hang up, press  or press the **EndCall** soft key.

To Put a Call on Hold:

1. Press the **Hold** soft key.
2. To return, press the **Resume** soft key.

To Forward All Calls:


1. Press the **CFwdAll** soft key. You should hear two beeps.
2. Enter the number to which you want to forward. An animated icon appears at the top-right corner of the LCD, indicating that all calls are being forwarded.

Note: Calls may only be forwarded to on-campus or local numbers.


To Cancel Call Forwarding:

1. Press the **CFwdAll** soft key. You should hear two beeps and see that the arrow no longer displays in corner of the LCD.

To Forward Phone to Voice Mail:

1. Press the **CFwdAll** soft key. You should hear two beeps.
2. Press , or dial 2-8899, then hang up. Phone will not ring. All calls will be automatically forwarded to voice mail.

To Adjust the Handset/Speaker Volume:

1. Pick up handset, or press .
2. Press up or down on the **Volume** keys to adjust the volume.
3. To save the new volume setting, press the **Save** soft key which will appear for a few seconds after altering the volume setting.



To Transfer a Call:

1. During a call, press the **Transf...** soft key. This places the call on hold.
2. Dial the number to which you want to transfer the call.
3. When it rings on the other end, press **Transf...** again, or when the party answers, announce the call and then press **Transf...**
4. Hang up if the party accepts the call. If the party refuses the call, press the **End Call** soft key and then press **Resume** to return to the call.

To Place a Conference Call:

1. During a call, press the **More** soft key and then the **Confm** soft key. This automatically selects a new line and places the other party on hold.
2. At the dial tone, place a call to the new number you wish to add to the conference call.
3. When the new call connects, press **Confm** again to continue the conference call.

To Access or Set Up Voicemail:

1. Press  and follow the voice instructions.
2. The default password is "142106." Please change the password.
3. To access voicemail from a different phone, call **422-8899** or **2-8899** from on-campus, press , and then dial your extension (**2-####**),
4. Additional information is available in the Voicemail Quick Reference at <http://it.byu.edu/training>

To Use CallBack (receive notification when extension is available):

1. While line is ringing or busy, push the **CallBack** soft key and hang up.
 2. When the extension dialed is available, your phone will alert you with a chime tone and a displayed message that the extension you dialed has become available, with date and time.
 3. Press the **Dial** soft key to call.
- NOTE: The CallBack feature will not work once a call has connected to the voicemail system.

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Common Tasks

To Adjust the Ring Volume:

1. Press the **Volume** key to hear a sample ring.
2. While the ring is playing, press up or down on the **Volume** key to adjust the volume to the desired level.

To Change the Ring Type for Any Line Appearance:

1. Press the **settings** button.
2. Select **Ring Type** from the settings menu.
3. The display will show the setting for each line appearance. Scroll to or press the number of the desired line appearance to alter its ring tone.
4. Press the **Select** soft key.
5. Scroll through the list of ring types with the scroll key. Press the **Play** soft key to hear the selected ring type.
6. Press **Select** and then press the **Ok** soft key.
7. Press the **Exit** soft key to return to the settings screen.
8. Press **Exit** again to return to the main screen.

To Make Calls from a Corporate Directory:

1. Press the **directories** button.
2. Press the number corresponding with Corporate Directory.
3. Use the scroll key to select the search option:
First Name, Last Name, or Number.
4. Use the numbers corresponding to the letters on the dialing pad to enter a name or number to find in the directory by pressing the number of the corresponding letter until the desired letter is selected. (e.g. Press the 2 key twice to enter a 'b'.) Upper and lower case won't affect search results. Only the first few letters of the name are needed to search.
5. To move to the next letter pause for 1 second.
To back up press the << soft key.
6. If desired, press the **Dial** soft key to speed dial a number.

To Park a Call:

1. During an active call, press the **More** soft key.
2. Press the **Park** soft key. The display shows the number to which the call is parked.
3. Make a note of the Call Park number and hang up. The call is now parked at that number.
4. To retrieve the parked call from any phone in the system, dial the 4-digit Call Park number at which the call was parked. Do not prefix the number with a 2 as with an on-campus extension.

To Pick a Call from Within your own Pick Group:

Pick Groups are configured at the Call Manager and must be programmed by the system administrator. When a phone within your pick group is ringing, and you wish to answer it:

1. Get a dial tone by picking up the handset or press **NewCall**.
2. Press the **More** soft key. Then press the **PickUp** soft key. The call will begin ringing at your extension. You may review the CallerID information and answer the call.

To Set up the IP Phone:

1. Connect an Ethernet cable from the wall jack to the network port (middle port) marked 10/100 SW on the phone.
2. Connect the handset and/or headset to the proper receiver ports.
3. Connect the Ethernet cable from your desktop computer to the access port on the IP Phone marked 10/100 PC (optional).
4. Connect the power plug to the DC48V AC adapter port.

To View Network Statistics:

1. Press **settings** and scroll to network settings.
2. Press the **Select** soft key.

To Reset the Phone:

With the phone on the hook, dial * * # * *

Troubleshooting

There are some common problems you may experience when using your IP Phone. Below is a list of common problems and how to solve them:

Phone Display Shows "Configuring IP" etc.

This is normal during boot up, or after a power or network outage. If it continues longer than 2 minutes, check to see that the Ethernet cables are not reversed (10/100 SW port goes to the wall, 10/100 PC port goes to the computer). If they are plugged in correctly and the problem persists call IT Sales and Support (8-4000).

Internet and Network Run Slower after installing IP Phone

1. Check that both ports on the IP Phone are running at peak efficiency.
2. Press **settings** and scroll to status. Press the **Select** soft key then scroll to **Network Statistics** and select it. If Port 1 or 2 does not say "Full 100" call IT Sales and Support (8-4000).

Daisy-Chaining IP Phones

Do not connect an IP phone to another IP phone through the access port. Each IP phone should directly connect to a switch port. If you connect IP phones together in a line (daisy-chaining), a problem with one phone can affect all subsequent phones in the line. Also, all phones on the line share bandwidth. This may affect voice quality.

LCD Display Issues

You might see beat frequencies (scan lines) in the LCD if you are using certain types of old fluorescent lights in your building. Moving the phone away from the lights or replacing the lights should resolve the problem. If there are permanent scan lines, call IT Sales and Support (8-4000) for a replacement.

LCD Screen is Blank

Check that the power plug is firmly connected to the phone and is plugged into the wall.

Phone Resetting

The phone resets when it loses contact with the Cisco Call Manager software. This lost connection can be due to any network connectivity disruption, including cable breaks, switch outages, and switch reboots. See "To reset the phone" and "Phone shows Configuring IP etc." above.

Dual-Tone Multi-Frequency (DTMF) Delay

When you are on a call that requires keypad input, if you press the keys too quickly, some of them might not be recognized.

How to Contact the Office of Information Technology for Help:

If you are unable to fix a problem with your IP Phone, you may contact the Office of Information Technology at Information Technology Sales and Support at **8-4000** (on campus) or **378-4000** (off campus).

