PHONE & VOICEMAIL - QUICK GUIDE

INTRODUCTION

The following guide is designed as a reference guide for the Cisco Model 7960 phone system.

Figure 1 – Cisco Model 7960 Phone

COMMON PHONE FEATURES

General Things to Know

- If a phone has more than one line, the functions listed below will default to the first line listed unless you press another line button.
- LCD refers to the menu options screen on the front of the phone.

Place a Call

Place a call with the Cisco 7960 IP phone in any of the following ways:

- **Handset**: Lift the handset.
- **Headset**: Select the **HEADSET** button.
- **Speakerphone**: Select the **SPEAKER** button.

Answer a Call

Use the handset, headset or speakerphone:

- **Handset**: Lift the handset.
- **Headset**: Select the **HEADSET** button.
- **Speakerphone**: Select the **SPEAKER** button.

End a Call

Use the handset, headset or speakerphone:

- **Handset**: Hang up the handset or select **End Call** soft key.
- **Headset**: Select the **End Call** option.
- **Speakerphone**: Select the **SPEAKER** button.

Mute a Call

While on a call, you may mute the handset, headset or speakerphone to prevent the party with whom you are speaking, from hearing background noise or side discussions.

- **To Mute a Call**: Select the **MUTE** button.
- **To Disengage Mute**: Select the **MUTE** button again.

Place a Call on Hold

By placing a call on hold, the person to whom you are speaking will not be able to hear you and you will not be able to hear them:

- **To Place a Call on Hold**: Select the **Hold** soft key.
- **To Return to a Call**: Select the **Resume** soft key.

Place Multiple Calls on Hold

- Use the **Scroll** button to select the call you want to place on hold.
- Select the **Resume** soft key to resume the call.

iDivert

iDivert is a function used to send a ringing phone into voicemail. It is used when a call interrupts a meeting or if you just don't want to take the call at this time.

To use iDivert:

- Your phone rings, indicating an incoming call.
- Select the **iDivert** soft key.
- Immediately, **iDivert** sends the call to your voice-messaging mailbox, where the caller can leave a message for you to retrieve at a later time.

CSUN | INFORMATION TECHNOLOGY

Transfer a Call

Transferring a call sends it to another extension.

To transfer a call:

- Select the **Transfr** soft key.
- The caller will be placed on hold.
- Dial the number to which you wish to transfer the call.
- This establishes a new call.
- Wait for the person on the new line to answer.
- Announce the caller.
- Select the **Transfr** soft key again.
- Replace the handset.

If the New Party Refuses the Call

- After the new party hangs up, select the **Resume** soft key to return to the original call.

Redial the Last Number Dialed

Redialing allows you to call the last number you dialed, again. Use the handset, headset or speakerphone:

- **Handset**: Lift the handset then select the **Redial** soft key.
- **Headset**: Select the **Redial** soft key.
- **Speakerphone**: Select the **SPEAKER** button, and then select the **Redial** soft key.

Park a Call

Parking a call allows you to store or park a call at a specified number, holding it there until you can retrieve it from another phone.

To Park a Call

- Select the **More** soft key until you see the **Park** tab.
- Press the **Park** soft key.
- Make a note of the **Call Park** number on the LCD.

Note: The system will ring back in one minute if the call is not retrieved from Park.

To Retrieve a Parked Call

- Go to any phone in the system.
- Dial the **Call Park** number.

CSUN | INFORMATION TECHNOLOGY

Call Pick Up

Call Pickup allows you to answer a line that is ringing in your office pickup group, but not on your phone. This only works if a call pickup group has been previously configured.

To Pick Up a Call

- Select a line button.
- Select the **More** soft key until you see the **Pickup** tab.
- Select the **Pickup** soft key.
- Answer the redirected incoming call.

Group Call Pick Up

Group Call Pickup allows you to pick up incoming calls from another call pickup group. This works only if this feature has been activated.

To pick up another group's call:

- Press a line button.
- Press the **More** soft key until you see the **GPickup** tab.
- Press the **GPickUp** soft key.
- Dial the desired call pickup group number.
- Answer the redirected incoming call.
- To dial a different call pickup group number, hang up. Repeat Step 1.

Forward a Call

Forwarding calls redirects incoming calls to another phone.

To Forward a Call

- Select the **CFwdALL** soft key.
- Listen for the two-beep confirmation tone.
- Enter the number to which you want to forward calls and listen for the one-beep confirmation tone.

Note: Look for:

- A flashing light arrow to appear in the upper-right corner of the LCD (confirmation).
- A message on the LCD with the number to where your calls are being forwarded.

To Cancel Call Forwarding

- Select the **CFwdALL** soft key.
- Listen for the one-beep confirmation tone.

Note: The flashing arrow should no longer appear.

CSUN | INFORMATION TECHNOLOGY

Place a Conference Call

There are two ways that parties can access a conference call:

- A conference call line, which can accommodate up to six people, or…
- A **Meet-Me** line, which will accommodate up to ten people.

From an Existing Call Line

- Select the **More** soft key.
- Select the **Confrn** soft key (selects a new line and places the other party on hold).
- Place a call to another number.
- Select **Confrn** again to add a new party to the call after the call connects.

Note: The conference call maximum is six (6) members.

Meet-Me Conference Call

The **Meet–Me** line is a form of conferencing where an inside coordinator establishes the call, then up to nine others call in. Callers can call in from off campus as well as from internal phone lines on **Meet–Me**.

The **Meet–Me** conference function requires callers to dial into a special, main conference number, configured by the IT – Voice Services office. Contact the IT Help Center (818) 677-1400, to request a **Meet–Me Conference Call** line.

Check with your area's technician for **Meet–Me** conference telephone numbers.

To Use the **Meet–Me** Call:

- Get a dial tone.
- Select the **More** soft key to display the **MeetMe** tab.
- Select the **MeetMe** soft key.
- Dial one of the **MeetMe** conference numbers (4-digit extension only).
- The number will display in parenthesis after **To Conference**.

Note: The **Meet-Me** conference call maximum is ten (10) members.

Join a Meet-Me Conference Call

- Dial the **Meet-Me** conference number used for this call.
- List for the initiator or other participants.

CSUN | INFORMATION TECHNOLOGY

International Calling

Making an international call is easy to do on the CSUN phone system. Follow these steps:

- Dial 9 for an outside line.
- Dial the international access code: 011
- Dial the Country code.
- Dial the City code.
- Dial the phone number of the person you want to reach.

Note: Country/City codes are listed in the AT&T phone book. If you are unable to make an international call, contact the IT Help Center at (818) 677-1400 and request approval for international phone usage through your department.

Internet Protocol (IP) Communicator

The **IP Communicator**, a piece of software that is installed on your computer, is one of the most popular phone features on campus. If the software is installed on your laptop, and you have VPN software installed, and you have a USB headset and microphone, you can answer your phone calls while at work, home, or anywhere else as long as you have the laptop with you.

Presently, the IP Communicator is only available for PCs. Each department is responsible for purchasing their own USB headset microphone. To set up your computer with the IP Communicator, simply submit a SOLAR chargeback request through your Department. Current pricing is available on the IT Services Pricelist.

Note: You must first connect to VPN to launch IP Communicator.

View or Dial from Missed Calls, Received Calls or Place Calls Directory

The **Missed Calls** option on the **Directory** menu allows the user to view call history and return missed calls. The **Received Calls** and **Placed Calls** options can also be used in the same way. To use this function:

- Select the **directories** button.
- Select the **Select** soft key to display **Missed Calls**.
- Look at the call history on the LCD.
- Use the scroll key to highlight a number.
- Select the **Dial** soft key to return the call.
- Select the **Exit** soft key twice to exit from the directory.

Make Calls from the CSUN Campus Directory

- Select the **directories** button.
- Use the scroll key to highlight the **CSUN Campus Directory**.
- Select the **Select** soft key to display the directory.
- Use the scroll key to select the search option.
- Use the numbers corresponding to the letters on the dialing pad. Enter more letters to narrow the selection.
- Use the scroll key to highlight the desired number.
- Press the **Dial** soft key to dial the number.

Change the Ringer Type

- Select the **settings** button.
- Use the scroll key to highlight **Ring Type**.
- Select the **Select** soft key.
- If your phone has more than one line, press the scroll key to highlight the line you wish to set.
- Select the **Select** soft key.
- Select the scroll key to view the different ring types.
- Select the **Play** soft key to hear the ring types.
- Select the **Select** soft key and then the **Ok** soft key to choose a ring tone.
- Select the **Save** soft key to save your selection.
- Select the **Exit** soft key twice.

Adjust the Ringer Volume

- Select the **VOLUME** key to hear a sample ring.
- Select the **+** or **–** sides of the **VOLUME** key to adjust the volume.

Adjust the Handset, Headset or Speaker Volume

While using the Handset, Headset or Speaker during a call:

- Select the **+** or **–** sides of the **VOLUME** key until desired volume is achieved.
- Select the **Save** soft key.

Note: Look for a message on the LCD indicating the new volume setting was saved.

Change the LCD Contrast

- Select the **settings** button.
- Press the **Select** soft key.
- Select the **Down** or **Up** soft key to change the contrast.
- Select the **Ok** soft key to save the new setting or the **Cancel** key to retain the current setting.
- Select the **Exit** soft key.

CSUN | INFORMATION TECHNOLOGY

Things to Do When You First Access Voicemail

Login from On-Campus

- Dial your access number x6500 and listen for the voice prompt.
- Voicemail will ask you to enter your PIN. Since you have not created a PIN yet, you need to use the default PIN.
- Enter the default PIN 147025 followed by the **#** sign. Continue to personalize your mailbox with your name and greeting.
- Personalize your mailbox with your name.
- Follow the voice prompts to speak your name into the system.
- At the tone, record your first and last name.
- Once completed, select **1** to move forward.
- If no spoken name is set, select **#** to bypass.

Login from Off-Campus

- Dial your access number: (818) 677-6500 and the voicemail system will greet you with "Hello Cisco Unity Voice System." Press the ***** (star) button. Enter your four-digit extension followed by the **#** (pound) sign.
- Voicemail will ask you to enter your PIN. Since you have not created a PIN yet, you need to use the default PIN.
- Enter the default PIN 147025 followed by the **#** sign. Continue to personalize your mailbox with your name and greeting.
- Personalize your mailbox with your name.
- Follow the voice prompts to speak your name into the system
- At the tone, record your first and last name.
- Once completed, select **1** to move forward.
- If no spoken name is set, select **#** to bypass.

Voicemail Directory

If you would like your mailbox to be in the voicemail directory, select **1** to accept or **#** to bypass.

Personalize Your PIN

Voicemail will ask you to change your PIN. Select a new PIN 3-8 digits long:

- Voicemail will prompt you to key in your new PIN.
- Please re-key in the PIN to verify it.
- Voicemail will then ask you to select **1** to accept or **#** to start over.

You have now successfully subscribed to your new voice mailbox.

Access Your Voicemail on Campus

- Look for a message waiting indicator on the handset (red light) and an icon (it looks like an envelope) next to the line with voice mail.
- Press the **MESSAGES** button (phone automatically dials 6500).
- Voicemail will ask you to enter your PIN.
- Follow the prompts to access your messages.

Access Your Voicemail Remotely

- Follow the prompts to access your messages.
- Dial your access number: (818) 677–6500 and the voice mail system will greet you with "Hello Cisco Unity Voice System." Select the ***** (star) button.
- Enter your four-digit extension followed by the **#** (pound) sign.
- Voicemail will ask you to enter your PIN.
- Follow the prompts to access your messages.

NEED HELP?

Contact the IT Help Center by phone (818-677-1400), online at (http://techsupport.csun.edu) or in person in (Oviatt Library, First Floor, Learning Commons).