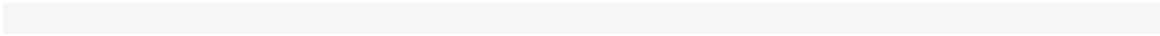


# **QWKPhone™ Services**

## **Cisco IP Phone Users Guide**



# Cisco IP Phone Users Guide

## I. Basic Features

### A. Making a Local Phone Call

1. Pick up the handset and dial the local number using the number keypad.  
There is no need to dial a number to connect to a line.

### B. Making a Long Distance Phone Call

1. Pick up the handset and dial 1 then the area code and then the 7 digit phone number.

### C. Making an International Phone Call

1. Pick up the handset and then dial the country code followed by the phone number.

### D. Placing a Call on Hold

1. Press the **Hold** button while on a call. To resume, press **Resume**.
2. If there is more than one call on hold, use the up and down arrow button to navigate through the calls and to select the call to resume.

### E. Transferring a Call

1. To transfer a call, press **Trnsfer**, select or dial the desired line.
2. When it rings to the transferred line, press **Trnsfer** again for an immediate transfer of the call. Alternatively, when the transferred call is picked up, announce the call and then press **Trnsfer**.
3. If the call is currently on hold, **Resume** the call, describe the next action (i.e. transferring to Voicemail or to a specific person), press **Trnsfer**, select or dial the desired location.
4. If the transferred call is refused press the **Resume** button and return to the original call.

### F. Transferring a Call to Voicemail

1. While on the call press **Trnsfer**, the “ \* ” button, and the number or extension to the desired voicemail.
2. If you press “ \* ” before any extension it will go directly to that person’s voicemail.

### G. Using the Speakerphone

1. To initiate the speakerphone, simply press the speakerphone button located at the bottom right of the phone.

### H. Voicemail

1. Press the voicemail button.
2. Enter the password.
3. Follow the prompts to listen to messages, change settings, and manage old voice messages.
4. Note: Voicemail can be programmed not to require a password.

### I. Group Pickup

1. This function will only work with those phones configured within a pick-up group.
2. When a call comes in to a phone other than your own, press **GPickup** then “ \* ” to answer the call.
3. Continue call as normal.

### J. DID/Direct Inward Dial

1. This is a dedicated phone number that is assigned to a specific phone in lieu of an extension.
2. Dialing this number will bypass the main line, and ring directly to your phone and your phone only.

### K. Greeting Recordings

1. You will have the option to record and implement separate greeting messages as needed.
2. Examples:
  - a) Standard Greeting

- b) After Hours Greeting
- c) Holiday Greeting
- d) Vacation Greeting

**L. Line Monitoring**

1. This gives you the ability to view which remote phones are in use, and if they have new voicemail messages.

**M. Caller-ID**

1. This will allow you to see who is calling in from any phone in the office.

**N. Call Waiting**

1. While you are on a call you will be notified of another call coming in (you may here a beep or just see a name come up on the screen depending on the options you have chosen).
2. Press **Hold**. If the incoming call is not selected, scroll up or down using the navigation button and select the incoming call.
3. Press **Answer** to take the new incoming call.
4. When that call has ended (by being transferred or hanging up) you can press **Resume**, to resume the held call.
5. If you need to take the incoming call (call 2), and need to let the held caller (call 1) know, you can press **Hold**, navigate up or down to call 1, press **Resume**. Let call 1 know you will be taking call 2, and then end the call. To end the call, you can hang up, press **EndCall** or transfer. If call 2 is not selected, navigate up or down, select the call and press **Resume**.

**O. Voicemail Playback Options**

As you retrieve your voice mail messages, the number keys can be used to adjust the playback.

1. Login to retrieve your voice mail message.
2. While the message is playing press the keys outlined on the chart below to make adjustments:

Playback Option	Button Number
Replay Message	Press 1
Save Message	Press 2
Delete Message	Press 3
Slow Message Playback	Press 4
Adjust Playback Volume	Press 5
Speed-up Message Playback	Press 6
Rewind Message	Press 7
Pause Message	Press 8
Fast Forward Message	Press 9

Playback speed adjustments buttons 4 and 6 are saved by the system as the default. To adjust back to a normal playback speed, adjust the speed before exiting the voice mail system. If you have already exited the system, enter the system again by retrieving any voicemail message and adjusting the speed to the desired speed.

**P. Voicemail Remote Access (With DID Transfer)**

1. Dial your direct line, while your voice message greeting is playing, press \* then enter your pin.
2. If you do not have a direct line to your phone, call the main line then transfer to your own voice mail. While your voice message greeting is playing, press \* then enter your pin.

**Q. Conferencing**

1. While on a call, press **Conf** (if the conference button is not visible, press **more** until the conference button is displayed). The current call will be put on hold while you dial the other number you would like to conference in.

2. Once the second caller is on the line, press **Conf** again (if the conference button is not visible, press **more** until the conference button is displayed) to have everyone together.
3. The maximum number of callers is 3, you and 2 others.

**R. CFwdAll**

1. This function will not apply to phones that have more than one line directed to it.
2. Press **CFwdAll**, you will hear two beeps. Enter the 7 or 11 digit number you would like to transfer your calls to. Press **EndCall**.
3. The 11 digit number should appear at the bottom of your LCD screen.
4. To turn call forward off, press **CFwdAll**. This will clear the forwarded number.

**S. CFwdAll to Voicemail**

1. Press **CFwdAll**, you will hear two beeps. Press the voicemail button, and then hang up.
2. To turn call forward to voicemail off, press **CFwdAll**.

**T. Phone Directory**

1. Press the Directory button on the base of your phone (not on the LCD screen). This is the button that has a picture of an open book on it.
2. There will be a list of the directories. Navigate up or down to select the desired directory.
3. Once a directory is selected, press **Select**. The directory title will be listed at the top (example: Missed Calls).
4. From there you can scroll down to any call (the phone will store 100 calls in each directory). When a call is selected, at the bottom of screen it will show the date and time of the call.
  - a) Pressing **Dial** will allow you do dial the selected number from any directory.
  - b) Pressing **EditDial** will allow you to edit the number, to create the number you would like to dial. When you have the correct number press **Dial**. To exit, press **Cancel**. (If the cancel button is not visible, press **More** until the cancel button is displayed.)
  - c) Pressing **Details** will display the number of the call, the phone where the call was placed/received, the date and time, and the duration of the call.
  - d) Pressing **Clear** will clear the call from the directory, and by pressing **Delete** you will delete the call from the directory.
  - e) If all of these options are not visible, press **More** until the desired option is displayed.

**II. Extended Features**

**A. IVR/Auto Attendant**

1. This is a feature that will allow the caller to transfer their own call.
2. The automatic operator will provide a list of options for the caller to choose from.
3. You can record your own message, or Qwk.Net® can provide a recording from a script of your choice.

**B. Directory Handler**

1. **KeyPad:** This will allow your callers to type a first or last name into the keypad and automatically be transferred to that person's extension.
2. **Voice Activated:** This will allow your caller to say a first or last name and automatically be transferred to that person's extension.

**C. Hold Slots (Very similar to Call Park)**

1. While on a call press **Trnsfer**, then press the **HoldSlot** button.
2. To pick up the call from a different location, pick up the phone and press the **HoldSlot** button.

**D. Remote Voicemail form External Number**

1. You will have a number assigned to your voicemail box. Calling this number will give you the capability to access your voicemail as if you were checking from your office phone directly.
2. Authentication can be added by allowing only one phone number to access the voicemail.

**E. Conferencing**

1. **Meet-Me Conferencing**

- a) This is a number given out to those you want to conference with.
- b) This allows anyone who knows the number to connect, up to 32 callers to be on a conference at once.

2. **AdHoc Conferencing**

- a) This function is the same as the Basic Feature conferencing, but you will have the ability to have more callers on the call. (Up to 8 callers)

**F. Custom Call Router Features**

1. **Hold Music**

- a) This will allow a company to have their own custom music play while a call is on hold

2. **Phone Graphics**

- a) This will allow a company to have their logo displayed on their own phones.

3. **Phone Ring Tone**

- a) This will allow a company to have their own custom ring, when a call is coming in.
- b) The company must have the copyright to use the music.

**G. Extension Mobility**

1. This feature will allow a person to log into any Cisco IP phone within the company, and have access to their specific lines, extensions and programmed speed dials.

**H. Unified Voicemail and Email Functionality**

1. Will apply to only those who have this function set up.
2. You will have the ability to look into your voicemail box from your email account.
3. You can listen to and delete voice messages from your inbox.
4. If you delete a voice message from your inbox it will be deleted from your voicemail box.
5. If you listen to a message from either your inbox or your voicemail box, it will show up as unread in the other location.

**I. \*... Speed Dials**

1. This will allow a company to have a speed dial directory using the \*... format to dial.
2. You would be able to dial \*100, then this would call out to the 10 digit number programmed as speed dial \*100.

**J. Voice Enabled Voicemail**

1. This will allow a user to navigate their voicemail using only voice commands

**III. How to use Cisco Unity Call Greeting Administrator**

- A. Dial 5010
- B. At prompt login with your extension number then press #
  1. Example: 92202# (This Is Different For Each Customer)
- C. Enter pin press #
  1. Default is 543216# {this may be different if you have changed your voice mail pin}
- D. Enter extension of call handler
  1. Example: 5554000# (This Is Different For Each Customer)
- E. Press 2 to change standard greeting
- F. Press 2 to record the greeting
  1. Listen to prompt and press # after you record, to confirm recording of your greeting
  2. You may listen to what you recorded by pressing 1

3. When done recording press \* to return to the greeting menu to record other greetings
- G. If you would like to record the closed greeting press 4
1. Press 2 to record the greeting
  2. Listen to prompt and press # after you record, to confirm recording of your greeting.
  3. You may listen to what you recorded by pressing 1
  4. When done recording press \* to return to the greeting menu to record other greetings
- H. If you would like to record a holiday greeting, press 7, otherwise the closed greeting will play
1. Press 2 to record the greeting
  2. Listen to prompt and press # after you record, to confirm recording of your greeting
  3. You may listen to what you recorded by pressing 1
  4. When done recording press \* to return to the greeting menu to record other greetings