

HELPFUL HINTS FOR VOIP PHONES

TO LEAVE A MESSAGE IN MAILBOX WITHOUT RINGING THE PHONE

- ❖ ACCESS THE LINE (GET DIAL TONE) - PRESS STAR – DIAL 5 DIGIT NUMBER

TO TRANSFER A CALL WITHOUT ANNOUNCING WHO'S CALLING

- ❖ PRESS TRANSFER SOFT KEY - DIAL NUMBER – PRESS TRANSFER SOFT KEY AGAIN

TO TRANSFER A CALL - ANNOUNCING THE CALLER

- ❖ PRESS TRANSFER SOFT KEY – DIAL NUMBER – ANNOUNCE THE CALLER
 1. IF ACCEPTED - PRESS TRANSFER SOFT KEY & HANG UP
 2. IF DENIED – PRESS END CALL – PRESS RESUME TO GET CALLER BACK

TO TRANSFER A CALLER DIRECTLY TO SOMEONE'S VOICEMAIL

- ❖ PRESS TRANSFER SOFT KEY - PRESS STAR – DIAL 5 DIGIT PHONE NUMBER & IMMEDIATELY PRESS TRANSFER SOFT KEY (NOTE: IF YOU DON'T PRESS THE TRANSFER KEY FAST ENOUGH THE CALLER WILL NOT HEAR ALL OF THE CALLED PARTY'S GREETING)

TO FORWARD A COPY OF A MESSAGE TO AN ASSOCIATE

- ❖ PRESS # DURING OR 5 IMMEDIATELY AFTER LISTENING TO MESSAGE
- ❖ FOLLOW THE VOICE PROMPTS

TO PLACE 3-WAY CALL USING TRANSFER SOFT KEY

- ❖ DIAL 1ST NUMBER – SPEAK TO ANSWERING PERSON
- ❖ PRESS TRANSFER SOFT KEY
- ❖ DIAL 2ND NUMBER – SPEAK TO ANSWERING PERSON
- ❖ TOGGLE BACK UP TO 1ST CALL – PRESS MORE SOFT KEY
- ❖ PRESS JOIN SOFT KEY

TO SET UP DISTINCTIVE RING (IF PHONE HAS MORE THAN ONE LINE)

7940 (2 BUTTON SET) & 7960 (6 BUTTON SET)

- ❖ PRESS SETTINGS – PRESS 2 FOR RING TYPE
- ❖ USE TOGGLE BUTTON TO GET TO CORRECT LINE NUMBER
- ❖ PRESS DEFAULT SOFT KEY – PRESS SELECT SOFT KEY
- ❖ PRESS PLAY AS YOU TOGGLE THROUGH THE LIST TO HEAR EACH SOUND
- ❖ AFTER FINDING THE SOUND YOU LIKE – PRESS OK – PRESS EXIT

7942 (2 BUTTON SET) - 7962, 7965 (6 BUTTON SET) - 7975 (8 BUTTON SET)

- ❖ PRESS SETTINGS
- ❖ PRESS 1 FOR USER PREFERENCES
- ❖ PRESS 1 FOR RINGS
- ❖ PRESS SELECT FOR DEFAULT RING (WHICH IS LINE/BUTTON 1 ON THE PHONE)
- ❖ APPROXIMATELY 30 RING TONES WILL DISPLAY
- ❖ PRESS PLAY AS YOU TOGGLE THROUGH THE LIST TO HEAR EACH SOUND
- ❖ PLAY, LISTEN, SELECT AND SAVE
- ❖ TO SELECT A DIFFERENT RING TONE FOR ANOTHER LINE
- ❖ USE TOGGLE BUTTON TO GET TO CORRECT LINE NUMBER
- ❖ PRESS SELECT SOFT KEY - 7 RING TONES WILL DISPLAY
- ❖ PRESS PLAY AS YOU TOGGLE THROUGH THE LIST TO HEAR EACH SOUND
- ❖ PLAY, LISTEN, SELECT AND SAVE
- ❖ PRESS EXIT

TO OPEN YOUR MAILBOX

- ❖ Press MESSAGES key.
- ❖ Enter your password. (DEFAULT IS 12345#)
- ❖ Listen for prompt.

SHORTCUT MENU (2) SAVE (3) DELETE (7) REWIND (##) FAST-FORWARD TO END
(*) CANCEL OR BACK UP (#) SKIP OR MOVE AHEAD (0) HELP

CHANGING YOUR GREETING

After opening your mailbox:

- ❖ Press 4 for Setup options.
- ❖ Press 1 for Greetings.
- ❖ Press 1 to change greeting.
- ❖ Press 1 to record new greeting.
- ❖ Follow the voice prompts.
- ❖ Press * to end.

CHANGE YOUR RECORDED NAME IN THE DIRECTORY

After opening your mailbox:

- ❖ Press 4 for Setup options.
- ❖ Press 3 for Personal settings.
- ❖ Press 2 to record your name in the directory (you will hear the current name).
- ❖ At the tone, record your greeting.
- ❖ Listen to voice prompt.

ACCESSING VOICE MAIL WHILE AWAY FROM THE OFFICE

- ❖ Dial 273-1000 from any phone (31000 from campus numbers).
- ❖ Press the *.
- ❖ Enter the 5 digit phone number and password.
- ❖ Follow the voice prompts.

TRANSFERRING A CALLER TO SOMEONE'S MAILBOX

- ❖ Press the TRANSFER soft key.
- ❖ Press *.
- ❖ Dial the 5 DIGIT NUMBER you want to transfer the call to.
- ❖ Press TRANSFER soft key.
- ❖ NOTE: if you don't press the transfer key fast enough, the calling party won't hear the beginning of the greeting

FORWARD A COPY OF A MESSAGE TO AN ASSOCIATE

- ❖ Press # during or 5 immediately after listening to message.
- ❖ Listen to voice prompts.

LEAVE A MAILBOX MESSAGE FOR YOURSELF OR AN ASSOCIATE

- ❖ Calling from campus – Dial * in front of the 5 digit number
- ❖ Calling locally from a non-campus number – Dial the 7 digit number
- ❖ Calling long distance – Dial 1+area code+7 digit number

IF YOU FORGET YOUR PASSWORD

- ❖ See bottom of page 3 for reset instructions – If you experience problems with webpage, Put in Work Order @ <http://my.it.ufl.edu> to have box reset. You will not lose messages.

PASSWORDS WILL NOT EXPIRE

VOICEMAIL FUNCTIONS

During Message Menu (While listening to a message, Press)	After Message Menu (After listening to a message, Press)
Key(s) Actions	Key(s) Actions
1 - Restart Message	1 - Replay Message
2 - Save	2 - Save
3 - Delete	3 - Delete
4 - Slow Playback	4 - Reply
5 - Change Volume	42 - Reply to All
6 - Fast Playback	44 - Call the Subscriber
7 - Rewind Message	5 - Forward Message
8 - Pause/Resume	6 - Save as new
9 - Fast Forward	7 - Rewind
# - Fast Forward To End	8 - Send email or fax to a fax machine*
## - Save As Is	9 - Play Message Properties
	# - Save As Is
	* Means not available on some systems

SHORTCUTS

While listening to the main menu, Press	While listening to a message, Press
Key(s) Actions	Key(s) Actions
41 - Change Greeting	#3 - Skip + Delete Message
412 - Turn On/Off Alternate Greeting	#4 - Skip + Reply
421 - Change Message Notification	#42 - Skip + Reply to all
422 - Change Fax Delivery*	#5 - Skip + Forward Message
423 - Choose full or brief menus	#6 - Skip + Save As New
431 - Change Phone Password	#8 - Skip + Send email/Fax to Fax*
432 - Change Recorded Name	#9 - Skip + Play Message Properties
44 - Change Call Transfer	## - Skip + Save As Is
	* Means not available on some systems

After recording a message, Press

Key Action	Key Action	Key Action	Key Action
11 - Change Addressing	12 - Change Recording	13 - Set Special Delivery	14 - Review Recorded Message

RESETTING VOICEMAIL PASSWORD/PIN – USING WEBPAGE BELOW

UNITY VOICE MAIL USER GUIDE: <http://vmail.ufl.edu/ciscopca>

Please follow these instructions:

- Type in the link - Click on Cisco Unity Connection - Enter Username (This is your Gatorlink Username)
- Enter your Gatorlink Password - Click on Login - Click on Messaging Assistant
- At the top of page – Click drop down beside Passwords - Click on Change PIN – New page displays
- Type in New PIN - Type in Confirm New PIN - Click on Save - Click on Log Out

USING CALL FEATURES

HARD TRANSFER

PRESS **TRANSF...** SOFT KEY → DIAL NUMBER → PRESS **TRANSF...** SOFT KEY

CONSULT TRANSFER

PRESS **TRANSF...** SOFT KEY → DIAL NUMBER → ANNOUNCE CALL → PRESS **TRANSF...** SOFT KEY

CONSULT TRANSFER - CALL REJECTED – SEND DIRECTLY TO VOICEMAIL

PRESS **TRANSF...** SOFT KEY → DIAL NUMBER → ANNOUNCE CALL → (CALL REJECTED)

PRESS **EndCall...** SOFT KEY → PRESS **RESUME...** SOFT KEY → PRESS **TRANSF...** SOFT KEY →

DIAL * (STAR) IN FRONT OF NUMBER → IMMEDIATELY PRESS **TRANSF...** SOFT KEY

DIRECT TRANSFER USING FAST DIALS (NOTE: FAST DIALS MUST ALREADY BE CREATED)

AFTER RECEIVING OR WHILE ON A CALL – PLACE CALL ON HOLD USING **HOLD...** SOFT KEY →

PRESS DIRECTORIES BUTTON – PRESS 5 (**PERSONAL DIRECTORY**) PRESS 2 (**PERSONAL FAST DIALS**)

TOGGLE TO **FAST DIAL** YOU WANT TO TRANSFER TO – PRESS **DIAL...** SOFT KEY →

PARTY ANSWERS/ANNOUNCE THE CALL – TOGGLE UP TO CALL ON HOLD – PRESS **Dir Trfr...** SOFT KEY

CALL PICK UP (NOTE: CALL PICK UP GROUP HAS TO BE CREATED FOR THIS TO WORK)

PHONE NEARBY RINGS → PICK UP YOUR RECEIVER → PRESS **MORE** SOFT KEY → PRESS **PICKUP** SOFT KEY →

PRESS **ANSWER** SOFT KEY → CALL WILL COME TO YOUR PHONE

CALL PICK UP CONFIGURED ON A BUTTON

WHEN A CALL RINGS IN ON A DEDICATED LINE BUTTON → THE BUTTON FLASHES AMBER →

TO ANSWER → PRESS THE FLASHING BUTTON → YOUR PHONE WILL RING → PRESS **ANSWER** SOFT KEY

FORWARD PHONE TO ANOTHER NUMBER

PRESS **CFwdALL** SOFT KEY → DIAL # YOU WANT YOUR CALLS TO GO TO

NOTE: IF ON CAMPUS DIAL 5 digit # - OFF CAMPUS #'S DIAL 9 BEFORE DIALING NUMBER

FORWARD PHONE TO VOICEMAIL

PRESS **CFwdALL** SOFT KEY → PRESS “MESSAGES” BUTTON →

(NOTE: LCD DISPLAY SHOWS → FORWARDED TO VOICEMAIL)

TO REMOVE CALL FORWARDING

PRESS **CFwdALL** SOFT KEY

CALL PARK

ANSWER INCOMING CALL→ PRESS **more** SOFT KEY→ PRESS **Park** SOFT KEY→

NOTE: LCD DISPLAY SHOWS→ **Call Parked At _____** → CALL STAYS PARKED FOR 2 MINUTES→
IF NO ONE PICKS CALL UP→ RINGS BACK TO PERSON WHO ORIGINALLY PARKED THE CALL

CONFERENCE CALLS

DIAL THE 1ST NUMBER→ SPEAK TO ANSWERING PERSON→ PRESS **more** SOFT KEY→

PRESS **Confrn** SOFT KEY→ DIAL 2ND NUMBER→SPEAK TO ANSWERING PARTY→

PRESS **Confrn** SOFT KEY→ DISPLAY SHOWS →To Conference

(NOTE: TO ADD OTHERS→ PRESS **more** SOFT KEY→ PRESS PRESS **Confrn** SOFT KEY→

DIAL THE NUMBER → KEEP REPEATING THE STEPS→ TOTAL PARTICIPANTS IS 6

MEET-ME-CONFERENCE CALLS (SET UP 10 MINS IN ADVANCE)

(NOTE: IF DEPT DOES NOT HAVE THEIR OWN NUMBER - CALL TELECOM @ 31234 TO GET A MEET-ME NUMBER TO USE)

GIVE MEET-ME NUMBER AND TIME TO CALL IN TO PARTICIPANTS

**NOTE: PARTICIPANTS CALLING FROM CANPUS NUMBERS MUST DIAL 5 DIGITS ONLY
PARTICIPANTS CALLING LOCALLY FROM NON-CAMPUS NUMBERS MUST DIAL THE 7 DIGIT NUMBER
PARTICIPANTS CALLING LONG DISTANCE WILL FOLLOW NORMAL DIALING INSTRUCTIONS FOR LONG DISTANCE
CALLS**

TO SET UP CONFERENCE → PRESS **CFwdALL** SOFT KEY→ PRESS MESSAGES BUTTON→

LCD DISPLAY SHOULD SHOW → FORWARDED TO VOICEMAIL

ACCESS THE LINE (GET A DIAL TONE) → PRESS **more...** SOFT KEY→

PRESS **MeetMe...** SOFT KEY → DIAL THE MEET-ME NUMBER → LCD DISPLAYS → To Conference (3XXXX)

PRESS “SPEAKER” BUTTON →

WHEN CALL IS FINISHED → PRESS **EndCall...** SOFT KEY

TO REMOVE CALL FORWARDING→ PRESS **CFwdALL** SOFT KEY

SPEECH CONNECT

DIAL 31010 FROM VOIP PHONE OR 273-1010 FROM OFF-CAMPUS - PROMPT WILL ASK “WHO WOULD YOU LIKE TO REACH”
SAY THE NAME OF THE PARTY YOU’RE TRYING TO REACH - PROMPT WILL SEARCH AND CALL NUMBER IF FOUND

ANSWER A CALL WHILE ON EXISTING CALL (Using Toggle)

WHEN 2nd CALL COMES IN PRESS **ANSWER...** SOFT KEY

(NOTE: DON’T LOOK FOR **HOLD...** SOFT KEY – PRESSING **ANSWER...** SOFT KEY PLACES THE CALL ON HOLD)

ON 2 BUTTON SETS (MODEL 7940) OR 6 BUTTON SETS (MODEL 7960)

CALL ON HOLD WILL BLINK – CALL IN PROGRESS WILL SHOW STEADY

ON 6 BUTTON SETS (MODEL 7962 OR HIGHER)

CALL ON HOLD SHOWS A HANDSET RECEIVER WITH A BLINKING BOX UNDERNEATH IT

CALL IN PROGRESS WILL SHOW STEADY

PRESS **EndCall...** SOFT KEY TO HANG UP – PRESS **RESUME...** SOFT KEY TO RETRIEVE CALL ON HOLD

IF 2 CALLS ARE ON HOLD – YOU CAN TOGGLE BETWEEN CALLS BY USING THE **BLUE** TOGGLE (UP/DOWN) KEY

PRESS **RESUME...** SOFT KEY TO RETRIEVE THE CALL YOU WANT

TO ACTIVATE DO NOT DISTURB: (MUST BE CONFIGURED ON THE PHONE)

- PRESS THE **more...** SOFT KEY - YOU WILL THEN SEE A **DND...** SOFT KEY
- PRESS THE **DND...** SOFT KEY –THE PHONE WILL DISPLAY “DO NOT DISTURB IS ACTIVE”
 - ❖ NOTE: WHILE PHONE IS IN THIS MODE, IF A CALL COMES IN THE USER WILL HEAR A BEEP TONE TO NOTIFY OF INCOMING CALL
 - ❖ THE LCD DISPLAY WILL SHOW THE CALLING PARTY’S TELEPHONE NUMBER AND/OR CALLING PARTY’S NAME
 - ❖ 2 SOFT KEYS WILL AUTOMATICALLY DISPLAY – SHOWING BOTH **ANSWER...** AND **DND...**
 - ❖ THE USER MAY ACCEPT THE CALL BY PRESSING THE **ANSWER...** SOFT KEY OR SIMPLY IGNORE IT AND THE CALLER WILL BE RE-DIRECTED TO VOICEMAIL
 - ❖ NOTE: IF THE USER PRESSES **DND...** SOFT KEY → INSTEAD OF **ANSWER...** SOFT KEY → THE “DO NOT DISTURB” FEATURE TURNS OFF AND THE USER WILL BE AVAILABLE FOR CALLS AGAIN

TO DEACTIVATE DO NOT DISTURB

- PRESS THE **more...** SOFT KEY → PRESS **DND...** SOFT KEY

TO FORWARD CALLS VIA THE WEB

Log on to CCM User: <https://iphone.voip.ufl.edu/ccmuser/>

User ID is: Your Gatorlink User Name

Password is: Your Gatorlink Password

- After entering **User Id** and **Password** – **User Options** page displays
- Click on – **Home** – Under **General Settings**
- Click in box next to **Forward all calls on line XXXXX** (This should be your 5 digit phone #)
- Type phone # you want to transfer to **in box with drop down** (If off campus must type 9 first)
- Click on – **Save**
- To **cancel** this action – Remove phone # and uncheck the **Forward all calls** box
- Click on - **Save**

CONFIGURING THE SERVICES BUTTON (USING SAME WEBPAGE AND LOGIN AS ABOVE)

- After entering **User Id** and **Password** – **User Options** page displays
- Click on – **Phone Services** – **Services** page displays
- Click on – **Add New** – **Add Service** page displays
- Click on - **the Drop Down** arrow in box next to **Service Name** to **Select a Service**

➤ **Note: You may subscribe to the following services:**

- ❖ **Area Code Lookup**
- ❖ **Stock Quotes**
- ❖ **Weather Checker**

- **Click on the Service** – it appears in the box
- **Click on Ok** to save
- **Repeat these steps** to subscribe to other services

➤ **Note: There are no charges associated with these services – They are free**

PROGRAMMING SPEED DIALS

Log on to CCM User: <https://iphone.voip.ufl.edu/ccmuser/>

User ID is: Your Gatorlink User Name

Password is: Your Gatorlink Password

- Enter **User Id** and **Password** – Click on **Logon - User Options** page displays

Note: There are 2 types of Speed Dials

1. **Phone Button Configurations (Speed Dial Settings)** – These will appear under **Home Tab** for assignment when you have unassigned buttons on the base of your telephone

- Any phone numbers and names you input here will appear on the **LCD Display** next to the corresponding button that you program

2. **Speed Dials for this phone (Abbreviated Speed Dial Settings not associated with a phone button)** – These will appear under the **Phone Settings** Tab

- Any phone numbers and names you input here will not appear on the LCD Display but will be programmed internally. There are a total of 199.

- After completing the list – Press **Save**

- Right click the page

- Click on **Print** to make yourself a copy

- Click on Logout (when ready)

- **To dial an Abbreviated Speed Dial not associated with a phone button**

(Note: Receiver/Handset must be on the hook)

- Example – Speed Dial # 6 is 31234 - Display Text: Telecom

- ❖ Dial the corresponding Speed Dial (6)

- ❖ Press **AbbrDial** Soft Key

- ❖ As the number begins to dial – Lift handset or leave call on Speaker

PROGRAMMING FAST DIALS – USING DIRECTORIES BUTTON

Log on to CCM User: <https://iphone.voip.ufl.edu/ccmuser/>

User Name is: Your Gatorlink User Name - Password is: Your Gatorlink Password

After entering User Name and Password – New Page displays – Click on Home

1. Click on **Contacts**
2. Click on **Add New** – Enter appropriate Information: (***Nickname**)
3. Enter Phone Information: (Here you will see 3 options: **Home, Work & Mobile**)
4. After information has been typed in – Click on **OK**
5. **Repeat Steps 2, 3 & 4 to add additional entries**
6. When finished with all entries – **Go to your phone**
7. Press the “**Directories**” Button
8. Toggle to **Personal Directory** and press **Select Soft Key** or Press **5** on **Dial Pad**
9. Press **2** for **Personal Fast Dials** or Toggle to **Personal Fast Dials** & Press **Select Soft Key**
10. You will be prompted for **Userid: (Gatorlink Username)** & **Pin: (5 digit phone #)** – Enter this info & Press **Submit Soft Key**
11. **Personal Fast Dials** will appear on phone’s LCD Screen – Toggle to an Unassigned Entry (page 1)
12. Press **Assign Soft Key** – Toggle back to Unassigned # – Press **Assign Soft Key** again
13. Bottom page will say Enter DN to assign
14. Key in phone number previously entered into Personal Address Book – Press **Update Soft Key**
15. Look for **Successful Add** at bottom of screen – Press **Exit Soft Key**
16. Personal Fast Dials Screen will appear once again
17. Repeat these steps to enter all entries from Personal Address Book

To see the entries you’ve inserted into your phone:

1. Press – **Directories Button**
2. Press – **5 for Personal Directory**
 - **UserID: (Enter your Gatorlink Username)**
 - **PIN: (Enter your 5 digit phone number)**
 - **Press - Submit “Soft Key”**
3. **Press 2 for Personal Fast Dials – All Fast Dials will appear**
4. Scroll to the **number** you want to call - Press - **Dial “ Soft Key” to dial the number**

To Assign Fast Dials from the phone instrument (number only – no names)

1. Press – **Directories Button – Press 5 for Personal Directory**
2. **Press - 2 for Personal Fast Dials – All Fast Dials will appear**
3. Press **Assign “Soft Key” - Scroll to - (Unassigned)**
4. Press **Assign “Soft Key” - Enter - Telephone # to be assigned**
5. Press – **Update – Press Exit**

VOIP & UNITY URL'S

- Overview of Cisco phones – Line Services – VoIP
<https://it.ufl.edu/ict/documentation/telecommunications/service-description/>

Cisco Phones Quick Start Guides

- [8800 Series IP Phones \(.pdf\)](#)
- [8821 IP Wireless Phone \(.pdf\)](#)
- [8831 IP Conference Phone \(.pdf\)](#)
- [8832 IP Conference Phone \(.pdf\)](#)
- [KONFTEL 300Wx - \(Wireless Conference Phone\) \(.pdf\)](#)
- [7832 IP Conference Phone \(.pdf\)](#)
- [8800 Series -Telecom IP Phone Training \(.ppt\)](#)

Cisco IP Phone Tutorial Pages:

- Cisco Unified IP Phone 7911 Tutorial (Single Line)
<http://www.cisco.com/comm/applications/CCNP/qlm/7911/>
- Cisco Unified IP Phone 7940 Tutorial (2 Button)
http://www.cisco.com/E-Learning/bulk/public/celc/7940_Tutorial/index.html
- Cisco Unified IP Phone 7960 Tutorial (6 Button)
http://www.cisco.com/E-Learning/bulk/public/celc/7960_Tutorial/index.html
- All Cisco IP Phone Tutorials
http://www.cisco.com/en/US/prod/voicesw/ps6788/phones/ps379/cisco_unified_ip_phones_tutorials.html

Cisco IP Phone User Guides

- Cisco 7940 & 7960 Phone Guide (pdf version)
http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/7960g_7940g/4_2_3/english/user/guide/7960u422.pdf
- Cisco IP 7911 Phone Guide (pdf version)
https://nets.uvic.ca/telserv/ProductManuals/CP7906_7911_user_guide_v51.pdf
- Cisco IP Conference Station 8831 Tutorial & User Guide
Tutorial: http://www.cisco.com/assets/cdc_content_elements/flash/voice/ipconferencephone8831/index.html
User Guide: http://uits.arizona.edu/sites/default/files/8831_user_guide.pdf

UNITY VOICE MAIL USER GUIDE: <http://vmail.ufl.edu/ciscopca>

- Use to configure voice mail options and reset password/pin – Use Gatorlink Password for this sight (Click on - Messaging Assistant)
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Cisco CallManager User Screen Logon: <https://iphone.voip.ufl.edu/ccmuser>

- Use to configure phone options. **Note: User ID & Password is your Gatorlink Username & Password)**

Cisco VOIP Phone Tips: Save files for reference - make a bookmark to the above links using your IE web browser.

IF YOU HAVE ANY QUESTIONS, PLEASE CALL: CNS-Telecommunications Phone: 352.273.1234 / Fax: 352.846.1400

Last updated by Rosa Jackson: 08/04/2014