

# Cisco VoIP Phone User Guide

Questions? Call the Durham Tech Helpdesk Ext. 6111

## Soft Features

### PARKING A CALL

Park a call when you want to store a call and retrieve the call from another phone.

While on an active call: Press the **more** soft key until you see the **Park** tab. Press **Park**. The phone operator will **announce** the special call park number at which the call is stored. Make a note of the call park number, then hang up.

### RETRIEVING A PARKED CALL

To retrieve the parked call from any phone, pick up the phone at the new location and dial the "Park number."

### LAST NUMBER REDIAL

Lift the Handset and press the **Redial** soft key. **OR** press the **Redial** soft key to automatically place the call via **Speakerphone**.

### CONFERENCE CALLING

At this time all conference calls will need to be made through the Durham Tech Business Office. Call Yolanda Moore-Jones 919-536-7200, ext. 1004.

#### Hints and Ideas:

- You may want to give an offsite caller your department number and extension. This way, when they call back, they know they have the right department.
- Keep in mind that when you place a call on **Hold**, there is hold music. If they are going to be on hold for a considerable amount of time, you may want to hit **Resume** and let them know you haven't forgotten about them.
- When using the speaker option, to avoid disrupting the other callers, consider muting the call so they don't hear background noise.
- If your handset stops working, and you can only use your **Speaker** option, please call the help desk and notify them that the hook switch has gone bad. A ticket will be written.
- In the future, smaller scaled conference calls will be a possibility. Keep an eye out for future announcements on this topic.

## Other Features

### DIRECT TRANSFER

If you have 2 calls on hold and they want to talk together without you, you can press the **Dir Trf** (Direct Transfer) to put them together without you on the call. You may need to press the **more** soft key to find the **DirTrf** option.

### VOICE MAIL IN YOUR EMAIL INBOX



You have the ability to receive your voice mail message in your email inbox. This can be activated on a case by case basis.

**Privacy & Confidentiality Notice:** Email correspondence, **including voicemail audio files**, are stored and may be subject to disclosure by North Carolina Public Records

Once you open the email, click on the audio file and your PC will automatically play it. This will not affect the voice mail message on your phone in any way.

**Note:** After listening to a voice mail message on your computer, you will still need to delete the voice mail from your phone.



## Information Features

**FreePBX** is our VoIP phone system back bone. This guide has been created to help answer most of your questions.

### SANGOMA PHONES

As replacements are added, we will be trading out the Cisco 7900 series for a different brand that are made for the FreePBX phone system. The brand is **Sangoma**.

The college will be purchasing the 400s series because of the gigabyte network connectivity.

**Note:** If you would like more detail on these phone: <https://www.sangoma.com/products/phones/>

### CALL HISTORY

Call History gives you a list of missed calls, received calls or placed calls from your phone.

Press the **Directories** button to display the Directory menu.

Use the scroll bar to highlight the desired call history option: Missed Calls, Received Calls, or Placed Calls.

Press the **Select** soft key to display the desired call history.

### ACCESSING VOICEMAIL

The red light on your **Handset** lights up when you have a voicemail message and the LCD displays the number of messages you have received. Press the **Messages** button and follow the voice Instructions.

### MAKING CALLS FROM A CORPORATE DIRECTORY

Press the **Directories** button.

Use the scroll bar to select **Directory**.

Press the **Select** soft key to display the directory search options.

Use the scroll bar to select the search option:

**First Name**, or **Last Name**.

Press **Select** soft key to reveal complete information.

Press the **Dial** soft key to dial a number from the Directory.