FreePBX/Sangoma Basic Features – Cicso 7900 Series Phone Durham, NC

This guide will review all the basic settings and some very useful features on the new FreePBX/Sangoma IP telephone. First of all, your phone will look similar to the illustration below. Most users will have the 7941 model.

Model 7960

eLearning Tutorial

We will go over the basic and most useful features in this document. There is also a quick reference guide available on the Information Technology Services web page.

First Things First
What is an IP Phone? An IP phone is a digital phone that transmits and receives voice as data packets on the computer network. This phone system can talk with PC's and get data from other computers. It can even send and receive data from the Internet. You'll notice a limited number of buttons on this phone. This is because the buttons (referred to a soft-keys) change according to the function being performed. For example: You will not see the transfer soft-key until you are on an actual call.

Is there anything I need to know when making a call?
The FreePBX phone system with the Cisco 79 series, is just like any other phone. You can get dial tone by lifting the handset, pushing the line button or press the speaker button.

No longer will you need to dial a **"9"** to get off campus. Just dial the area code and the number and you will connect.

Forced Authorization Code or otherwise known as a **Long distance code,** is no longer being given out or needed. If you want to make an international call, please call the help desk (x6111) and put in a ticket. These will be done an a limited case by case situation.

How do I transfer a call?
A **Blind Transfer** is when you transfer a caller to an extension without letting them know first. While on a call, select the transfer soft-key, dial the extension, and press transfer again.
An **Assisted Transfer** is when you speak with the party to let them know that they have a call before actually transferring the caller. While on a call, select the transfer soft-key, dial the extension, when the person answers, let them know that they have a call you need to transfer them to them. When they say OK, you simply press transfer again. If they do not want to take the call press EndCall to cancel.

NOTE:If you are not seeing the transfer button, push the central up or down arrow key to select the transfer call. Then the Transfer soft key will appear.

How do I conference?
At this time all conference call will need to done through the Durham Tech Business Office (919-536-7201). This will change in the future and information will be sent out at that time.

On-Line Corporate Directory
The new phones will be equipped with an online corporate directory that is displayed on the phone display. The corporate directory can be accessed by pressing the **directories** button on the phone (clearly labeled), and then pressing the scroll button down to directory or press the number 4 which is noted on the on-screen display. **Search** will appear and you will need to press the **select** soft button.
From here you can search by first or last name. The entering of letters (alpha) on the keypad is similar to that of a cell phone. For example, to look up everyone with a first name that begins with the letter "B", press the number 2 button twice. This will toggle from a to b and then press search button. If you wait too long, the phone will assume that the letter you left the cursor on is the one you wish to use. You can always correct entries by pressing the << back arrow button. Then press the **submit** soft-key. This will list all of the people who are in the directory with a first name that begins with the letter "B". You won't see the search or back arrow soft-key until you are in the corporate directory because the soft-keys interactively change while you are performing different functions on the phone.

Voice Mail
Voice mail can be checked *on your phone* simply by pressing the "messages" button on your phone. The first time you enter voice mail you will be asked to set it up. You will not be asked for a password. It will announce itself as "comedian mail." You will enter your ID and you're your password (which both are your extension) and then it will ask you to create an **Unavailable** greeting, a **Busy** greeting and then to create a new **password**. If your mailbox has already been set up, and you press the messages from your office phone, it will go directly to your voicemail options.
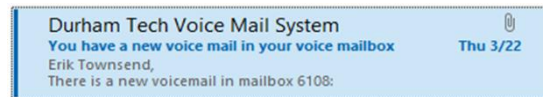
Your voice mail can also be checked from other phones outside of your office and off campus. You can dial any campus main number (919-536-72XX) and when you hear the greeting press the * button on your phone and follow the menu instructions. You will be asked for your ID. YOUR ID IS YOUR PHONE EXTENSION!!! You will be asked for your password that you set up previously.

In your office, a solid red message waiting indicator light will show up on the handset when a message is waiting for you. Again, press the message button on the phone and you will go direclt to the message options.

Voice mail in your email inbox
You will now have the options to get voicemail messages sent to your work email inbox. These emails will look similar to the example below. Your PC will chose what software will play the audio file.

Durham Tech Voice Mail System
You have a new voice mail in your voice mailbox   Thu 3/22
Erik Townsend,
There is a new voicemail in mailbox 6108:

If you do want a voice mail audio file going to you inbox, contact the ITS Help Desk at x6111, and get a ticket written up to add this feature.

How do I forward all of my calls directly to voice mail?
You can forward your phone directly to voice mail by pressing the CFwdAll soft-key when your phone is idle and then pressing the messages key. Your phone will then state (on the bottom of the display) that it is forwarded to VoiceMail. You will also notice an animated arrow on the top right of your phone. To take your phone out of the call forward all mode you simply press the CFwdAll button again. You will then see the forward statement disappear.

What does the "DND" soft button do?
This is the Do Not Disturb button. You will have two choices, "Busy" and "Silent." Busy will give the caller a busy signal and Silent will flash but you will not hear the ring.

Privacy & Confidentiality Notice

On a case by case basis, voicemail is now available in multiple formats, and can be stored and read in multiple locations. All users must be aware of the following policy for the protection of voicemail contents:

Voice mail, like all electronic communications, are discoverable for legal and investigative purposes. All access to voicemail will fall under the North Carolina Records Law and shall be discloses to third parties when required by statutes. (NCGS Ch. 132)

Due to regulations concerning personal information, Personally Identifiable Information ("PII"), and in particular electronic personal health information ("ePHI") should never be left on a voicemail message that has the ability to be forwarded to a mobile device or email account.

Read more on PII: https://www.gsa.gov/reference/gsa-privacy-program/rules-and-policies-protecting-pii-privacy-act

Read more on ePHI: https://www.hhs.gov/answers/hipaa/what-is-phi/index.html

Voicemail to email forwarding will not automatically set up, you will need to contact the ITS Department to have this option set.