DC-Net Cisco Phone User Guide

For Cisco Unified IP Phone Models:

- 7941G/7942G

- 7945G

- 7961G/7962G

- 7965G

7945G

7941G

7961G

7965G

2020

Phone Buttons

1	Programmable buttons	Depending on configuration programmable buttons provide access to: • Phone lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the BLF speed-dial Features) • Web-based services (for example, a Personal Address Book (PAB) button) • Phone Features (for example, A Privacy button) The buttons illuminate to indicate status: • Green, steady—Active call • Green, flashing—Held call • Amber, steady—Privacy in use • Amber, flashing—Incoming call Red steady—Remove line in use (shared line, BLF status, or active Mobile Connect call)
2	Phone screen	Shows phone features.
3	Footstand button	Allows you to adjust the angle of the phone base.
4	Message ✉	Auto-dials your voice message service (varies by service).
5	Directories 📖	Opens/closes the Directories menu. Use it to access call logs and directories.
6	Help ❓	Activates the Help menu.
7	Settings	Opens/closes the Settings menu. Use it to control phone screen contrast and ring sounds.
8	Services	Opens/closes the Services menu.
9	Volume	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).
10	Speaker 🔊	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Mute 🔇	Toggles the Mute feature on or off. When Mute is on, the button is lit.
12	Headset 🎧	Toggles the headset on or off. When the headset is on, the button is lit.
13	Navigation button	Allows you to scroll through menus and highlight items. When the phone is on-hook, displays phone number from your Placed Calls log.
14	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
15	Softkey buttons	Each activates a softkey option (displayed on your phone screen).
16	Handset light strip	Indicates an incoming call or new voice message.

Cisco 7941G and 7945G

Cisco 7961G and 7965G

Logging In (Extension Mobility)

Most phones are restricted from making calls. For Extension Mobility, you have been provided a user ID and PIN required to login to a phone. If the phone is set up to accept a login code you will see the Services button on the phone's right side.

1. Have your User ID and PIN which has been provided by your administrator.
2. Press the **Services** button on the right side of the phone.

3. Press the **Select** softkey.
4. Enter your user ID and the PIN using the phone keypad. Use the scroll key to scroll down to the PIN area.

5. Press **Submit**. The phone will load a new configuration that has your assigned phone number(s) and your calling rules and privileges.

Once you have completed your calls, log out. Leave the telephone in logged out mode when not in use. To log out:

1. Press the **Services** button.
2. Press the **Select** softkey.
3. Press **Yes**. The phone will revert to the previous configuration.

911 Dialing Access

For DCPS users, only phones for designated school staff members can be used to call 911 directly. When you dial 911 from another phone, the call is forwarded to the staff member who can call the 911 Emergency Center. If the staff member does not answer, your call is routed directly to 911. When speaking to the 911 operator, verify the address before explaining the nature of the emergency.

Setting Up Voicemail

Note: Before accessing voicemail, you must first log in to the phone.

To set up your voicemail box:

1. Press the **Messages** button:
2. Press *
3. At the prompt, if you are an administrator, enter the 7-digit phone number or your user ID.
4. Enter the default password.

5. Follow the prompts to:
   a. Record a Name: <your name>
   b. Record the Standard Greeting: <your personalized greeting>
   c. Reset the password.

Note: You must complete name announcement setup to be found in the voicemail directory.

Checking Voicemail

To check voicemail messages remotely from your desk phone, press the **Messages** button:

For DCPS users - to check voicemail from another desk or from a remote location:

1. Dial 202-671-2161.
2. Press *. At the prompt, enter the 7-digit phone number, then press #.
3. At the prompt, enter the password and press #.

For DC agency users - to check voicemail from another desk or from a remote location:

1. Dial 202-671-2399.
2. At the prompt, enter the 10-digit phone number, then press #.
3. At the prompt, enter the password and press #.

Transferring Calls

To transfer a call without talking to the transfer recipient:

1. From an active call, press the **Transfer** softkey.
2. Enter the target number.
3. Press **Transfer** again to complete the transfer or EndCall to cancel.

To talk to the transfer recipient before transferring a call (consult transfer):

1. From an active call, press **Transfer**.
2. Enter the target number.
3. Wait for the transfer recipient to answer.
4. Press **Transfer** again to complete the transfer or EndCall to cancel.

Note: If your phone has on-hook transfer enabled, hang up to complete the transfer.

Forwarding Calls

Before forwarding you must first log in to the phone. To forward all calls to another telephone number:

1. Press the **CFwdAll** softkey.
2. Enter the telephone number to which you want to forward calls.

To remove call forwarding, press **CFwdAll** again.

Setting up a Personal Address Book

You can access the Personal Address Book after logging in with your user ID and password.

To add names to your personal address book:

1. Click the **Directories** button and then click **Personal Directory**.
2. Select **Personal Address Book**. The search screen appears.
3. Click **Submit** to view all entries in your address book.
4. Click **New** to add a new entry.

Conferencing

To create a conference.

1. From a connected call, press the **more** softkey and then **Confrn**.
2. Enter the participant's phone number.
3. Wait for the call to connect.
4. Press **Confrn** again to add the participant to your call.
5. Repeat steps 1-4 to add participants.

To view the participants on a conference call, click **more** and then **Conf List**. To remove a participant, select the participant and click **Remove**.

Your system administrator determines whether non-initiators of a conference can add or remove participants.

Changing Ring Tone and Volume

To change the ring tone per line:

1. Choose **Settings button** > **User Preferences** volume button rings.
2. Choose a phone line or the default ring setting.
3. Choose a ring tone to play a sample.
4. Press **Select** and **Save** to set the ring tone.

To adjust volume for the phone ringer, press while the handset is in the cradle and headset and speakerphone buttons are off. The new ringer volume is saved.

Getting Help

202-715-3733 Trouble Tickets

- Remedy/Trouble Tickets
- Voicemail Password Resets
- Caller ID Name Changes
- Ticket Status
- RTS Order Processing
- Pricing
- Service Verification
- Expedites/Escalations
- Assistance Issuing RTS Orders