

DC-Net Cisco Phone User Guide

For Cisco Unified IP Phone Models:

- 7941G/7942G
- 7945G
- 7961G/7962G
- 7965G



7945G



7962G



7942G



7965G

Phone Buttons

1	Programmable buttons	<p>Depending on configuration programmable buttons provide access to:</p> <ul style="list-style-type: none"> • 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) <p>The buttons illuminate to indicate status:</p> <ul style="list-style-type: none"> • 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 7941/42 G and 7945G



Cisco 7961/62G and 7965G

Setting Up Voicemail

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. If you are a teacher, enter your user ID.
4. Enter the password: **147852**
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

Non Unified Messaging Users

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



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 #.

Unity Users

1. Dial: **202-715-7731**.
2. Enter your PIN and press #.

To reset your PIN:

- For MS Office 2007 users, Open **Outlook** and click **Tools > Options > Voice Mail Tab > Reset PIN**.
- For Non– MS Office 2007 users, open **Internet Explorer** and navigate to **mail.dc.gov**. Then on the Office Outlook taskbar, click **Options > Voice Mail > Reset Voice Mail PIN**.

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.

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

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, complete the transfer by hanging up.

Forwarding Calls

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.

Calling Long Distance

To call long distance, a FAC access code must be assigned to your phone.

1. Dial 9 1 and the 10 digit long distance number.
2. At the tonal prompt, enter the FAC access code.

If you do not have long distance privileges but need them to do your job, please contact your Telecommunications Coordinator.

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

Setting up Speed Dial and Abbreviated Dial Numbers

For information about setting up speed and abbreviated dial numbers for your Cisco IP phone, see the DC-Net website:

<http://dcnet.dc.gov/DC/DCNET/Support/Voicemail+Access+and+Other+Phone+Feature+Options>

Calling Speed Dial and Abbreviated Dial Numbers

For Speed Dial numbers:

- To the right of the phone screen, press the button associated with the speed dial number and label you set up.

For Abbreviated Dial numbers:

1. On the keypad, enter the one or two digit abbreviated dial number you assigned to the contact.
2. Press the **AbbrDial** button at the lower part of the screen.

Where to Get Help

202-715-3733 Trouble Tickets

- Remedy/Trouble Tickets
- Voicemail Password Resets
- Caller ID Name Changes
- Ticket Status

202-715-3801 Customer Care

- RTS Order Processing
- Pricing
- Service Verification
- Expedites/Escalations
- Assistance Issuing RTS Orders

For online tutorials and other information, visit our website:

<http://dcnet.dc.gov/DC/DCNET/Support/User+Guides+and+Tutorials>