



Midlands and Lancashire
Commissioning Support Unit

User Guide for Cisco IP Telephones – 7940 series

Version 6

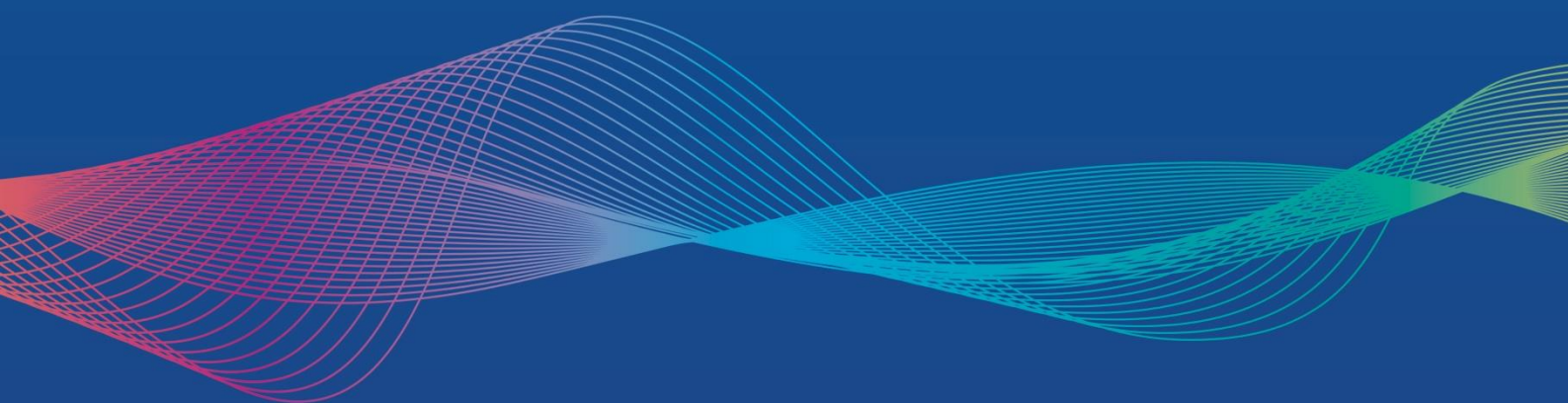


Table of Contents

Quality Assurance	3
<i>Confidentiality</i>	<i>3</i>
<i>Basic Telephone Functions.....</i>	<i>4</i>
<i>Making Calls - Instructions.....</i>	<i>4</i>
<i>To Display Caller Identity</i>	<i>5</i>
<i>Transferring Calls to an Internal Number</i>	<i>5</i>
<i>Transferring Calls to an External Number</i>	<i>5</i>
<i>Redial</i>	<i>6</i>
<i>Call Back</i>	<i>6</i>
<i>Call Forward.....</i>	<i>6</i>
<i>Removing Call Forward</i>	<i>6</i>
<i>Function Buttons.....</i>	<i>7</i>
Headset Button.....	7
Mute Button	7
Speaker Button.....	7
Directory Button.....	8
Settings Button	8
Services Button.....	8
Messages Button	8
<i>Call History.....</i>	<i>9</i>
<i>Missed Calls.....</i>	<i>9</i>
<i>Received Calls</i>	<i>9</i>
<i>Placed Calls</i>	<i>10</i>
<i>Internal Telephone Directory.....</i>	<i>10</i>
<i>Volume Control Buttons</i>	<i>11</i>
Changing Ring Tone Volume	11
Changing Ring Tone	11
<i>Voicemail (Optional Extra).....</i>	<i>12</i>
Changing Voicemail Message	12
Removing Voicemail	12
Remote Access of Voicemail	12
<i>Conference Calls</i>	<i>13</i>
<i>Group Pick-Up – Standard Settings (Optional Extra)</i>	<i>13</i>
<i>Cisco Call Manager Extension Mobility (Optional Extra)</i>	<i>14</i>
<i>To log out of Cisco Call Manager Extension Mobility</i>	<i>15</i>

Quality Assurance

Document Details	
Document Title	User Guide for Cisco IP Phones – 7940 series
Status	Final
Version	6
Prepared by	Sharon Tew
File path of document	Z:\Cheshire Training Team Only Content\BAU Courses\Cisco IP Phones\User Guide for Cisco IP Telephones 7940 series v6.docx
Purpose of document	To support staff using the IP Phones.

Confidentiality

This document and the information contained within are confidential to IT Training Team (Cheshire), Midlands and Lancashire CSU. It may not be disclosed to any third party for any purpose other than that specifically authorised in writing by the IT Training Team (Cheshire), Midlands and Lancashire CSU.

© 2018 Midlands and Lancashire CSU IT Training Team (Cheshire)
All Rights Reserved

Creation of derivative works, such as information abstracts, unless agreed to in writing by the copyright owner, is forbidden.

While every care has been taken in the preparation of these notes, they are supplied without warranty of any kind, either express or implied. The Midlands and Lancashire CSU will not be liable with respect to any liability, loss or damage caused or alleged to be caused directly or indirectly by these notes.

**Version 6
June 2018**

Basic Telephone Functions



Making Calls - Instructions

To Dial **Internally**:

- Either pick up **handset** or press **New Call** button or press **Speaker** button
- Dial the 4 digit extension
 - Include a 3 before the number for Leighton or Victoria Infirmary extensions
 - Include 14 if dialing to the 1829 Building, Chester extensions
 - Include 15 if dialing from the 1829 Building, Chester extensions
 - Include 150 if dialing to Waters Green Medical Centre, Macclesfield extensions
 - Include 151 if dialing from Waters Green Medical Centre, Macclesfield extensions

To Dial **Externally**:

- Either pick up **handset** or press **New Call** button or press **Speaker** button
- Dial 9 for an outside line
- Dial phone number you want including STD code if required

To Display Caller Identity

To display caller identity (phone number) for external calls:

- Dial 91470 followed by the phone number including STD code
- This will allow the phone number for the Switchboard (01270 275300) to be displayed or listed if the receiver dials 1471

Transferring Calls to an Internal Number

To transfer a Received Call to an **Internal** Number:

- Pick up the receiver to answer the call
- Press the **Transf...** Button, this puts the caller on hold
- Dial the 4 digit extension
 - Include a 3 before the number for Leighton or Victoria Infirmary extensions
 - Include 14 if dialing to the 1829 Building, Chester extensions
 - Include 15 if dialing from the 1829 Building, Chester extensions
 - Include 150 if dialing to Waters Green Medical Centre, Macclesfield extensions
 - Include 151 if dialing from Waters Green Medical Centre, Macclesfield extensions
- Once the person who you have dialed has answered you can then talk to them before you transfer the caller through
- To transfer the caller through press the **Transf...** button, replace handset
- If the person who you are transferring to is engaged you need to press the **EndCall** button to cancel the transfer and then the **Resume** button to talk to the caller

Transferring Calls to an External Number

To Transfer a Received Call to an **External** Number:

- Pick up the receiver to answer the call
- Press the **Transf...** Button, this puts the caller on hold
- Dial 9 then the number
- Once the person who you have dialed has answered you can then talk to them before you transfer the caller through
- To transfer the caller through press the **Transf...** button, replace handset
- If the person who you are transferring to is engaged you need to press the **EndCall** button to cancel the transfer and then the **Resume** button to talk to the caller

Redial

To redial the last number dialed:

- Either pick up **handset** or press **New Call** button or press **Speaker** button
- Press the **Redial** button
- Will redial the last dialed number
- Or press the **Redial** button which will automatically redial

Call Back

When a call is made **internally** and the number you are trying is engaged you can use **call back** so that your phone will inform you when the number you are calling is free.

- Once the number is engaged the **CallBack** button will appear, press the button
- The display on the phone will show which number the call back has been activated on
- To deactivate the call back you press the **Cancel** button
- To remove the message on the phone display screen press **Exit**
- Once the number you are calling is available your phone will make a sound and display a message informing you
- You have two options to choose when this happens; the first is the **Dial** button which will dial the number you placed the call back on. The other button you can press in the **Exit** button, this will cancel the call back

Call Forward

Call forward is used for transferring your phone line onto another phone line, whether it is an internal number or an external number.

To activate call forward:

- Press the **CfwdALL** button on the phone
- Enter in the extension number you want to forward your calls onto.
- Dial the 4 digit extension
 - Include a 3 before the number for Leighton or Victoria Infirmary extensions
 - Include 14 if dialing to the 1829 Building, Chester extensions
 - Include 15 if dialing from the 1829 Building, Chester extensions
 - Include 150 if dialing to Waters Green Medical Centre, Macclesfield extensions
 - Include 151 if dialing from Waters Green Medical Centre, Macclesfield extensions
- You can forward to an external number or mobile if you enter 9 followed by the Number
- Once the call forward has been activated a small flashing arrow will be shown in the top right hand corner of the phone display screen

Removing Call Forward

To remove call forward:

- Press the **CfwdAll** button, the small flashing arrow in the top right hand corner of the phone display screen should now disappear.

Function Buttons



Headset Button



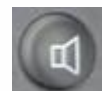
This button is only used when the phone has a headset attached (optional extra). When the phone rings if you press the **headset** button the person who is wearing the headset will be able to talk to the caller. After the conversation has finished press the **headset** button to hang-up. The button will light up green when active.

Mute Button



When this button is pressed the caller will be unable to hear what the phone operator is saying. The button will light up red when active.

Speaker Button



This button is used for when you want to use the phone hands free, this means you do not have to pick the receiver up. When the phone rings you can answer it by pressing the **speaker** button, and when the call is finished you can press the **speaker** button to hang-up. This can also be used to make a call. The speaker is situated underneath the handset. The button will light up green when active.

Directory Button



This button will give you access any **Missed Calls**, **Received Calls** and the **Corporate Directory**. Please note not all staff members are listed on the **Corporate Directory**.

Settings Button



This button will allow you to adjust the **Contrast** and **Ring Type** settings.

Services Button



This button is used to access extension mobility, to enable you to log on to the phone, this is an optional extra. Please see [Cisco Call Manager Extension Mobility \(Optional\)](#) on page 14 for more information.

Messages Button



This button is used to access Voicemail which is an optional extra. Please see the [Voicemail \(Optional Extra\)](#) on page 12 for more information.

Call History



To use the call history functions you have to press the **Directory** button, this will display a menu. Using the **Scroll** button you then choose the option you want, and then press the **Select** button.

Missed Calls

- Press the **Directory** button. From the menu press **1**.
- This will display all the calls that you have not answered with the date and time of the call.
- If the call is internal the extension and the users name will be displayed along with the number. External calls may show as a 9, the full number or unknown number.
- Use the **scroll** button to move up or down through the numbers.
- Press **Dial** to dial the number you missed by highlighting the number.
- If an external number press **EditDial** and type in 9. Press **Dial**.

Received Calls

- Press the **Directory** button. From the menu press **2**.
- This will display all the calls that you have received with the date and time of the call.
- If the call is internal then the users name will be displayed along with the number. External calls may show as a 9, the full number or unknown number.
- Use the **scroll** button to move up or down through the numbers.
- Press **Dial** to dial the number you missed by highlighting the number.
- If an external number press **EditDial** and type in 9. Press **Dial**.

Placed Calls

- Press the **Directory** button. From the menu press **3**.
- This will display all the calls that you have placed with the date and time of the call.
- If the call is internal then the users name will be displayed along with the number. External calls will show the whole number.
- Use the **scroll** button to move up or down through the numbers.
- Press **Dial** to dial the number you missed by highlighting the number.

Internal Telephone Directory

To access the internal directory on the telephone:

- Press the **Directory** button. From the menu press **5**.
- Type in part or full **First Name** using the letters displayed on the numeric buttons (you may have to press the same button multiple times to select the correct letter)
- If you make a mistake during typing press the << button to delete letters
- Press the **Search** button or
- Use the **Scroll buttons** to move down to **Last Name**
- Type in part or full **Last Name** using the letters displayed on the numeric buttons (you may have to press the same button multiple times to select the correct letter)
- Press the **Search** button
- This will display a list of names and numbers, use the **scroll buttons** to move through the list
- Press the **Dial** button/press **speaker** button or lift the **handset** to call the number.

Volume Control Buttons



Changing Ring Tone Volume

- To change the ring tone volume on your phone you press the **Volume Control** button while the handset is down.
- The phone will then play a sample ring tone so you can adjust it to the level you want.
- The **Volume Control** buttons are illustrated above. You can also use the volume control during a call to adjust the volume level of the caller's voice. Sometimes if this is set too high this may cause echoing during calls.

Changing Ring Tone

- Press the **settings** button
- Use the **scroll** button to highlight the **ring type** in the **settings** menu
- Press the **select** button to display a list of ring types
- Press the **scroll** button to highlight one of the available ring types
- Press the **play** button to hear the ring type
- Press **select** and then press the **OK** button to choose the ring type
- Press the **save** button to save your selection and return to the **main menu**

Voicemail (Optional Extra)

Please note additional features can be added to the Voicemail option depending on the requirements of the users.

To transfer your calls to the voicemail (electronic answering machine):

- Press the **CfwdALL** button on the phone and enter in the voicemail number allocated to you
Or
- Press the **CfwdALL** button on the phone and press the **Messages/Envelope** Button
- Once the call forward has been activated a small flashing arrow will be shown in the top right hand corner of the phone display screen. At the bottom of the screen will display a message to inform you voicemail is on

Changing Voicemail Message

- Press the **Messages/Envelope** button
- Enter your **PIN** and press **hash button #**
- Select option **4** for set up options
- Select option **1** to change your greeting
- This play your current greeting message
- Select option **1** to re-record the greeting. Record your message and press **hash button #** when you have finished to save the new greeting.

Removing Voicemail

To remove voicemail:

- Press the **CfwdAll** button, the small flashing arrow in the top right hand corner of the phone display screen should now disappear.

Remote Access of Voicemail

To access your Voicemail outside of the office:

- Dial the extension number from a work phone or the full number from a mobile or landline
- Press ***** to interrupt the greeting
- You will be asked to '**Enter your ID followed by hash #**'
- Type in your extension number and then press **hash #**
- You will be asked to '**Enter your password followed by hash #**'
- Type in your password and then press **hash #**. Then follow the instructions to listen to any messages.

Conference Calls

There are 2 conference call numbers that are available. These are available on a first come first served basis as there is no booking facility in place.

Arrange a suitable time with the other members and the number they need to dial

The person who is hosting the conference call:

- Lift handset
- Press the **More** button
- Press the **Meet Me** button
- Dial 5519 or 5520

The members call 5519 / 5520 or 01270 275519 / 01270 275520 to join in the conference call.

You can have a maximum of 6 people on a conference call.

If you try to host a conference call on one of the above numbers and they are in use you will hear an engaged tone.

Group Pick-Up – Standard Settings (Optional Extra)

Please note additional features can be added to the Group Pick Up option depending on the requirements of the users.

To pick up a call from another ringing phone:

- Pick up handset or press **Speaker** button
- Press the **More** button
- Press the **PickUp** button
- Press the **Answer** button

Cisco Call Manager Extension Mobility (Optional Extra)

Your system administrator might provide you with a service called Cisco Call Manager Extension Mobility. This service allows you to associate your phone number and user profile with any Cisco IP Phone. When you use your Cisco Call Manager Extension Mobility personal identification number (PIN) to log in to a Cisco IP Phone, your assigned telephone number, and the settings that you have established from the Cisco Call Manager User Options web pages, are associated with that phone.

Cisco Call Manager Extension Mobility is useful to you if you do not routinely conduct business in the same office space every day. Your system administrator will inform you whether this service is available to you.

To log in to Cisco Call Manager Extension Mobility, perform the following steps. Your system administrator will provide you with the necessary user ID and personal identification number (PIN).

Tip: *It is recommended that you log in to your phone at the beginning of the work day. This practice ensures that your user device profile gets loaded on your phone. If you make changes to your profile, the changes will apply wherever you log in.*

1. Press the **Services** button on your Cisco IP Phone.

2. Press **1** for **Extension Mobility**.

Note: *Your system administrator chooses the name for your particular extension mobility service. These options might display on the Settings menu of your phone LCD screen as “extension mobility service,” for example*

3. Enter your **User ID**.

4. Use the **Scroll** button to scroll down to the **PIN** and enter your **PIN**.

5. Press **submit**. The Cisco IP Phone to which you have logged in now adopts your user profile information, including your speed dials and established services. The phone also becomes associated with your phone number. If you login while the receiver is off hook, the changes will not take effect until you hang up. You may be prompted to select the device profile to use.

6. Press **Exit** to return to the previous screen.

To log out of Cisco Call Manager Extension Mobility

1. Press the **Services** button on your phone.
2. Press **1** for Extension Mobility.
3. The phone screen will display the message **Do you want to log out <your UserID>?**
4. Press **Yes**.
5. The phone will reset and return to the blank screen.

Printed and produced by:

IT Training Team (Cheshire), Midlands and Lancashire CSU

We welcome your feedback on this User Guide, please email: csu.ittraining@nhs.net



Get to know us or get in touch



mlcsu



Midlands and Lancashire Commissioning Support Unit



midlandsandlancashirecsu.nhs.uk