

# HSIS

## VoIP TELEPHONE

### USER GUIDE















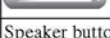










# Understanding the Cisco Unified IP Phone 7965G

Figure 1-1 shows the main components of the Cisco Unified IP Phone 7965G.

Figure 1-1 Cisco Unified IP Phone 7965G

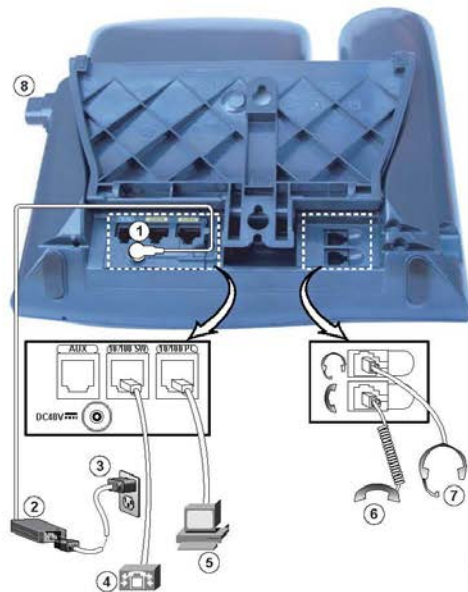


1	Programmable buttons 	Depending on configuration, programmable buttons provide access to: <ul style="list-style-type: none"> <li>• Phone lines (line buttons)</li> <li>• Speed-dial numbers (speed-dial buttons, including the BLF speed-dial feature)</li> <li>• Web-based services (for example, a Personal Address Book button)</li> <li>• Phone features (for example, a Privacy button)</li> </ul> Buttons illuminate to indicate status: <ul style="list-style-type: none"> <li> Green, steady—Active call or two-way intercom call</li> <li> Green, flashing—Held call</li> <li> Amber, steady—Privacy in use, one-way intercom call, DND active, or logged into Hunt Group</li> <li> Amber, flashing—Incoming call or reverting call</li> <li> Red, steady—Remote line in use (shared line or BLF status)</li> </ul>
2	Footstand adjustment button	Allows you to adjust the angle of the phone base.
3	Display button 	Awakens the phone screen from sleep mode. <ul style="list-style-type: none"> <li> No color—Ready for input</li> <li> Green steady—Sleep mode</li> </ul>
4	Messages button 	Auto-dials your voice message service (varies by service).
5	Directories button 	Opens/closes the Directories menu. Use it to access call logs and directories.
6	Help button 	Activates the Help menu.
7	Settings button 	Opens/closes the Settings menu. Use it to change phone screen and ring settings.
8	Services button 	Opens/closes the Services menu.
9	Volume button 	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).
10	Speaker button 	Toggles the speakerphone on or off.
11	Mute button 	Toggles the Mute feature on or off.
12	Headset button 	Toggles the headset on or off.

13	4-way navigation pad and Select button (center) 	Allows you to scroll through menus and highlight items. Use the Select button to select an item that is highlighted on the screen. Navigation button <ul style="list-style-type: none"> <li>• Scroll up and down to see menus and highlight items.</li> <li>• Scroll right and left to scroll horizontally in multi-column displays.</li> </ul> Select button—scroll to highlight a line using the Navigation button, and then: <ul style="list-style-type: none"> <li>• Press  to open a menu.</li> <li>• Press  to play a ringer item.</li> <li>• Press  to access other features as described on the screen.</li> </ul> <b>Note</b> The Select button does not take action on all menu items.
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.
17	Phone screen	Shows phone features.

## Connecting Your Phone

This section shows and describes the connectors on your Cisco Unified IP phone.



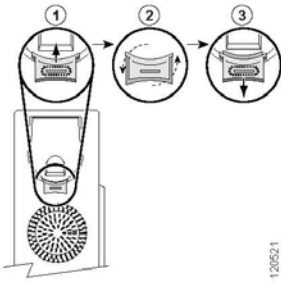
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1	DC adapter port (DC48V) for phones not provided with inline power
2	AC-to-DC power supply
3	AC power cord
4	Network port (10/100 SW) for connecting to the network
5	Access port (10/100 PC) for connecting your phone to your computer
6	Handset port
7	Headset port
8	Footstand button

### Adjusting the Handset Rest

When you connect your phone, you can adjust the handset rest so that the receiver does not slip out of the cradle. To adjust the handset:

1. Set the handset aside and pull the square plastic tab from the handset rest.
2. Rotate the tab halfway.
3. Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.



<b>UAB Dialing Plan .....</b>	<b>1</b>
<b><i>IMPORTANT NUMBERS .....</i></b>	<b><i>1</i></b>
<b><i>REPORTING TELEPHONE TROUBLE.....</i></b>	<b><i>1</i></b>
<b>Basic Operation .....</b>	<b>2</b>
<b><i>PLACING CALLS:.....</i></b>	<b><i>2</i></b>
<b><i>ANSWERING CALLS: .....</i></b>	<b><i>2</i></b>
<b><i>HOLD:.....</i></b>	<b><i>2</i></b>
<b><i>TRANSFER A CALL (“Blind”Transfer):.....</i></b>	<b><i>2</i></b>
<b><i>TRANSFER A CALL (“Consultative” Transfer): .....</i></b>	<b><i>3</i></b>
<b><i>RESUME CALL:.....</i></b>	<b><i>3</i></b>
<b><i>CONFERENCE CALL SETUP:.....</i></b>	<b><i>3</i></b>
<b><i>CONFERENCE CALL TERMINATION: .....</i></b>	<b><i>3</i></b>
<b><i>CALL FORWARD ALL CALLS: .....</i></b>	<b><i>4</i></b>
<b><i>CALL PARK: .....</i></b>	<b><i>4</i></b>
<b><i>ENDING CALLS: .....</i></b>	<b><i>5</i></b>
<b><i>JOIN:.....</i></b>	<b><i>5</i></b>
<b><i>JOIN ACROSS LINES: .....</i></b>	<b><i>5</i></b>
<b>Call History .....</b>	<b>6</b>
<b><i>View Call History .....</i></b>	<b><i>6</i></b>
<b><i>Place a Call from Call History.....</i></b>	<b><i>6</i></b>
<b><i>Clear Call History .....</i></b>	<b><i>6</i></b>
<b>Authorization Code .....</b>	<b>7</b>
<b><i>Authorization Code - First.....</i></b>	<b><i>7</i></b>
<b><i>Authorization Code - During transfer or conference call .....</i></b>	<b><i>7</i></b>

## **UAB Dialing Plan**

UAB Operator	0
UAB Extensions	4-XXXX 5-XXXX 6-XXXX
Voice Mail (On-Campus) (Off-Campus)	5-4000 975-4000
Local Calls	9 + 7 DIGIT NUMBER
Long Distance	
In State (ATTnet)	8 + 1 + 205 + 7 DIGIT NUMBER 8 + 1 + 251 + 7 DIGIT NUMBER 8 + 1 + 256 + 7 DIGIT NUMBER 8 + 1 + 334 + 7 DIGIT NUMBER 8 + 1 + 938 + 7 DIGIT NUMBER
Out of State	9 + 1 + AREA CODE + 7 DIGIT NUMBER
VA Hospital	12 + 4 DIGIT NUMBER
Kirklin Clinic/ Health Service Foundation	1 + 4 DIGIT NUMBER
Children's Hospital	9 + 7 DIGIT NUMBER

### ***IMPORTANT NUMBERS***

Police/Fire/Medical	911
HSIS Help Desk	4-8888

### ***REPORTING TELEPHONE TROUBLE***

HSIS Help Desk	4-8888
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## Basic Operation

### *PLACING CALLS:*

Any of the following can be used to start a call, as appropriate

- Lift the Handset, dial the number
- Dial the number, then lift the Handset
- Press a **LINE** Button, dial the number, and then lift the Handset.
- Press **NEWCALL** soft key, dial then, then lift the handset
- Press a programmed **SPEED DIAL** button, then lift the Handset
- Select a Directory entry, press the **DIAL** soft key, and then lift the Handset.
- 5-digit Dialing within most sites and systems (i.e. – UAB, WIF, TKC, JNW, etc)

### *ANSWERING CALLS:*

Any of the following can be used to answer an incoming call

- Lift the Handset
- Press the **HEADSET** button if you are using a Headset
- Press the **SPEAKER** button to answer on the Speakerphone
- Press the **ANSWER** soft key to answer on the Speakerphone

### *HOLD:*

Use either, as appropriate

To place a call on hold while on a call:

- Press the **HOLD** soft key
- Answer any new call (automatically puts current call on Hold)

To retrieve a held call:

- Press the **Resume** soft key
  - If multiple calls are on hold, use the **Navigation** button to select the desired call before you press **Resume**
  - If multiple calls on multiple lines are on hold, press the line button for the line that you want to pick up. The active call on the other line is automatically put on hold

### *TRANSFER A CALL (“Blind”Transfer):*

Do the following

- Press the **TRNSFR** soft Key
- Dial the new 5-digit extension (for internal calls)
- Press **TRNSFR** soft key or hang up.
- The party you transferred to will receive the call, “unannounced”.

### *TRANSFER A CALL (“Consultative” Transfer):*

Do the following as appropriate

- Press **TRNSFR** soft Key
- Dial 5-digit extension (for internal calls)
- Wait for the answer, then announce the caller
- If the new party will accept the call, press the **TRNSFR** soft key, then hang up
- If the new party rejects the call, press **RESUME** soft key to reconnect to caller
- To abort an attempted transfer before it is answered
  - Press the **ENDCALL** soft key to stop the transfer
  - Press the **RESUME** soft key, to return to the original caller

### *RESUME CALL:*

Do the following as appropriate

- Press **RESUME** soft key
- Use **NAVIGATION** button to select from multiple calls, then press **Resume** Key
- Press the **LINE** Button for the call you want to retrieve

### *CONFERENCE CALL SETUP:*

- During call, press **MORE** soft key (if **CONFNRN** soft key not visible)
- Press **CONFNRN** soft key to place original call on hold and start a new call
- When second call connects, press **CONFNRN** soft key again
- Repeat process to add additional parties to the Conference Call
- To Conference 2 callers that are both on your phone already:
  - One of the 2 calls is already on HOLD on a Line Button, one of the calls is Active
  - Press the **CONFNRN** soft key
  - Press the Line button that is on HOLD to set up the 3-party conference.

### *CONFERENCE CALL TERMINATION:*

- Press the **ENDCALL** soft key to terminate a conference call
- To keep the call active, but terminate individuals on the call;
  - Press **MORE** soft key
  - Press **CONFLIST** soft key and Highlight the individual
  - Press **REMOVE** soft key

### CALL FORWARD ALL CALLS:

- To Voice Mail, press **CFwdALL** soft key, then press the Messages key on your telephone
- To another extension, press **CFwdALL** soft key, dial the extension that should receive your calls
- To a LOCAL outside number, press **CFwdALL** soft key, dial 9 + 7 digit number.
- To CANCEL Call forward, press **CFwdALL** soft key

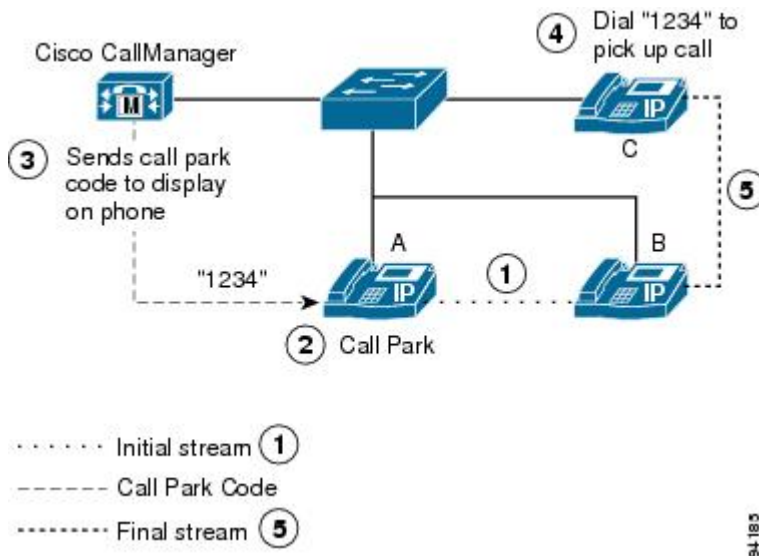
### CALL PARK:

The following information describes how to use the Join feature:

Figure 9-1 illustrates the call park process.

1. User on phone A calls phone B.
2. User on phone A wants to take the call in a conference room for privacy. Phone A user presses the Park softkey.
3. The Cisco CallManager server to which phone A is registered sends the first available call park directory, 1234, which is displayed on phone A. The user on phone A watches the display for the call park directory number (so he can dial that directory number on phone C).
4. The user on phone A leaves the office and walks to an available conference room. The phone in the conference room is designated as phone C. The user goes off-hook on phone C and dials 1234 to retrieve the parked call.
5. The system establishes call between phones C and B.

Figure 9-1 Call Park Process



### *ENDING CALLS:*

Any of the following can be used to end a call, as appropriate.

- Hang up the Handset
- Press **HEADSET** Button or **ENDCALL** soft key if you are using a Headset
- Press **SPEAKER** Button or **ENDCALL** soft key if you are using the Speakerphone

### *JOIN:*

The following information describes how to use the Join feature:

From a connected call (not on hold), press **More > Join**, navigate to the line you want to join, then press **More > Join** again to begin the conference.

**Note:** **Join** allows you to create a standard (ad hoc) conference by combining existing calls.

**Note:** If more than one call in the join is a conference call, conference chaining will occur.

**Note:** Be aware that Private and Hidden calls are not recognized for Join.

### *JOIN ACROSS LINES:*

The Join Across Lines feature allows a user to join calls that are on multiple lines – either on different directory numbers, or on the same directory number but on different partitions. To implement Join by using the Join Across Lines feature, press the **Join** softkey from an active call; then, press the line button for the call(s) that you want to include in the conference. If more than one call exists on the selected line, a window opens on the phone screen to prompt the user to select the call(s) to be joined. Select the call(s) and press **Join** to complete the action.

The call that initiates the Join automatically gets included, even if it is not selected. The active call gets included even if not selected. If all the calls in the join represent a basic call, the call that initiated the join represents the primary call. If any call in the join is a conference call (that is, it was in a conference before being joined), that call represents the primary call.

The selected status of the final call after the join depends on the selected status of the primary call before the join. If the primary call was selected, the final call remains selected after the join. This means that if that call is put on hold, shared lines cannot retrieve the call because the call is still selected. If the primary call was not selected, the final call remains unselected after the call.

**Note:** If more than one call in the join is a conference call, conference chaining will occur.

## Call History

### *View Call History*

To view recent missed, received, or placed calls:

1. Press the **Directories** button.
2. Use the **Navigation** button to scroll and select the desired call list. Press the **Select** soft key, or:
  - Press **1** on the keypad for Missed Calls.
  - Press **2** on the keypad for Received Calls.
  - Press **3** on the keypad for Placed Calls.
3. Press the **Exit** softkey to return to the previous directory menu.

### *Place a Call from Call History*

To place a call to a number in the call history list:

1. Use the **Navigation** button to scroll through the call history list.
2. Use the **Select** softkey to select a phone number. The digits appear on the phone display.
3. To dial the number as it appears on the phone display:
  - Press the **Dial** softkey.

To edit the number on the phone display before dialing:

1. Press the **EditDial** softkey to place the cursor at the beginning of the number on the phone display.
2. Use the keypad to edit the digits as needed. Use the backspace (<<) softkey to erase digits that you enter incorrectly.
3. Press the **Dial** softkey to place the call.

### *Clear Call History*

To clear all numbers in the directories histories:

- Press the **Clear** softkey.

# Authorization Code

**Feature Activation:  
code 3**

## *Authorization Code - First*

1. Press the line key.  
Response: The line indicator comes on.
2. Dial 3.  
Response: Confirmation Tone is delivered.
3. Enter the authorization code number.  
Response: Dial tone is delivered.
4. Dial the telephone number. (See note below for various methods)

## *Authorization Code - During transfer or conference call*

1. Press the Transfer or Conference key.  
Response: The Transfer or Conference indicator comes on.
2. Dial 3.  
Response: Confirmation Tone is delivered.
3. Enter the authorization code.  
Response: Dial tone is delivered.
4. Dial the telephone number. (See note below for various methods)
5. Press the Transfer or Conference key.

**Note:** Local Calls 9 + 7 digit number  
Long Distance  
    In State (ATTNET) 8 + 1 + 205 + 7 digits  
                          8 + 1 + 251 + 7 digits  
                          8 + 1 + 256 + 7 digits  
                          8 + 1 + 334 + 7 digits  
                          8 + 1 + 938 + 7 digits  
  
Out of State 9 + 1 + area code + 7 digits  
  
International  
              9 + 011 + Country Code + City Code + Number