

Basic Instructions - CISCO 7960 Phones - Voice over Internet Protocol (VoIP)

How to make a call:

- It is not necessary to first dial 9 using this system, but you must dial all 7 digits, even within the University.

How does my phone work?

- Comprehensive user guide for the Cisco 7960 phones: <http://ipphonehelp.louisville.edu/>. The sections "Models 7960G/7961 & 7940G/7941" and "Cisco Unity Voice Mail" are most relevant.

How do I set up and check my Voice Mail?

- From your desk press the MESSAGES key to access voice mail. If you are calling from anywhere else, you must dial 852-3434 then press the * key and enter your mailbox number (your 7-digit telephone number).
- Your temporary password is 12345. You will need to change it once you have logged on for the first time.
- Follow the prompts to set up your new password and greeting.
- The number to access your voice mail from any location is 852-3434. Add 502 area code if necessary.
- When using VoIP services along with Unity Voice Mail, you may only forward voice mail messages to someone who is also using VoIP services. You will not be able to forward voice mail messages to anyone still using BellSouth Memory Call.
- If your voice mail needs to be reset at any time, the temporary password will be 123212.

How do I program my speed-dial keys?

- To set up speed-dial numbers on your phone you will need to:
- Open Internet Explorer web browser
- Enter <http://ipphone.louisville.edu/ccmuser> on the address bar, press enter. A login screen will appear.
- Enter your userid, the same as you use for GroupWise (first initial, middle initial, and first 4 digits of your last name followed by 01, 02, 03), for example, vgtham01.
- The first time you log on, your password will be your 7-digit telephone number (852xxxx). After a successful login you will be at the welcome page, then select "change password" and follow prompts.
- Then click on "Add/Update your Speed Dials" and follow prompts.

How do I use my speed-dial keys?

- Without lifting the handset, press the number assigned to the telephone number you wish to call.
- Then press the AbbrDial softkey, which activates the call. Then lift the handset.

Link to documentation of the CISCO Voice Mail (Unity 4.01):

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/ug/ug401/ex/index.htm

Meet Me Conferencing Bridge Option for the VoIP Phone System

Meet Me Conference Bridges (852-3431, 852-3432, 852-3433)

- Feature allows up to 30 conferees to participate
- At least two members of the conference must be on a UofL line and remain on line for the duration of the conference.
- The first member will need to lift the handset, press the MORE button, then press the MEET ME button and dial one of the bridge numbers. Then the second UofL person will need to dial into whichever bridge number that is being used. All other participants will then need to dial in using this number.
- When a conferee disconnects from the conference bridge, a confirmation tone is sent to the remaining conferees to advise them of the change in the number of conferees.
- The Meet Me conference feature uses two confirmation tones:
 - an audible ring for a new conferee confirmation
 - dial tone for a conferee disconnect.