Imperial College London

Guide to using your CISCO IP 7945 phone at Imperial College

Cisco IP Phone 7945

To make an External business call	Dial **9** followed by the full telephone number you require including the dialling code
To make a personal calls	Dial **7** followed by the full telephone number you require including the dialling code

Please note: Extensions within the college have different classes of service (CoS) which restricts the types of calls you can make. To find out what the class of service is on an extension, please log a query via http://www3.imperial.ac.uk/ict/services/telephones/classofservicequery . A list of the different CoS can be found on the same web link above. To change the CoS, please contact your telecoms rep.

To make internal calls	Dial the 5 digit extension you require.
To make cross campus internal Calls / Global Short Codes	Dial the relevant campus prefix followed by the 5 digit extension you require. See the **Internal Call Matrix** on www.imperial.ac.uk/ict/services/telephones/telephoneuserguides
To make a call to a College Mobile/ BlackBerry via its Mobex number	Dial the 5 digit mobex number you require.

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To transfer a call

Announce to the caller you are going to transfer their call
1. Press the *Transfer* button. The call will go on hold.
2. Dial the extension you wish to transfer to
3. Announce the call. (To return to the caller, if there is no answer, or the extension you require is busy. Press *End Call* and then press *Resume* button).
4. Press the *Transfer* button
5. Replace the receiver

To make an inquiry call

Whilst you are having a telephone conversation
1. Press *Hold* button. The 1st person you were talking to will be put on hold.
2. Press *Transfer* button
3. Dial the required extension number and speak to your colleague
4. To return to the caller once your colleague has answered your inquiry, or if there is no answer, or the extension you require is busy. If your colleague does not hang up, press *End Call* and then press *Resume* button.

To put a call on hold

Announce to the caller you are going to them on hold
1. Press *Hold* button
2. To retrieve the call press the *Resume* button

To Pick Up a call

1. Lift the receiver
2. Press *PickUp* button

How to use/ pick up a Monitor/ Pick Up button

On a Cisco IP 7945 Phone you can have the spare feature button (round button to the left of the screen) programmed up as a Monitor/ Pick Up button which illuminates (and rings if requested). To request a Monitor/ Pick Up button please contact your Telecoms Rep. who will need to place an order for a software change.

To answer a Monitor/ Pick Up call
When the feature button is flashing amber (and ringing if set up to ring)
1. Lift the receiver
2. Press the feature button which represents your colleague

To transfer a call
Announce to the caller you are going to transfer their call
1. Press the *Transfer* button. The call will go on hold.
2. Press the feature button which represents your colleague. If the button is lit up red it means your colleague is on the phone, so if you transfer the call it will go to their voicemail if they have voicemail.
3. Announce the call. (To return to the caller, if there is no answer, or the extension you require is busy. Press *End Call* and then press *Resume* button).
4. Press the *Transfer* button
5. Replace the receiver

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Directories [📖]

1. Press 📖
2. Use up and down navigation buttons to highlight *Missed Calls*, *Received Calls* or *Placed Calls* and then press *Select* or the ✓
3. Use up and down navigation buttons to highlight the relevant call and the press *Dial* or *EditDial*
4. Press *Exit* until the screen returns to the default screen

Please note: For *Missed Calls* and *Received Calls* you must prefix the external call entry you chose to dial (by pressing EditDial) with a 9 or 7 otherwise the first digit the system will dial is 0 which will take you to Voice Activated Assistant (VAA) and then the Imperial College operator. Also, it is not possible to ring telephone numbers which start 44 as these are incoming calls across campuses.

Redial [Redial]

Press *Redial* to redial the last telephone number you dialed.

Call Forward All [CFwdALL]

To **Activate** a temporary Call Forward
1. Press *CFwdALL*
2. Dial the extension number or full external number (including the '9' as a prefix).
3. Replace receiver

To **Deactivate** a temporary Call Forward
1. Press *CFwdALL*
2. Replace receiver

Please note:
- The destination to which you can Call Forward to is limited by the class of service the extension has.
- External Call Forwarding is only available if this feature has been activated on the extension. To request external call forwarding please contact your Telecoms Rep. who will need to place an order for a software change.

Do Not Disturb [DND]

To **Activate** the Do Not Disturb (i.e. stop the phone ringing)
Press *DND*
Screen will change and display Do Not Disturb is active

To **Deactivate** the Do Not Disturb (i.e. allow the phone to ring)
Press *DND*
Screen will change and display "Your current options"

Hunt Group Log in/ out [HLog]

If you are part of a HUNT GROUP you can opt to log out if you are going to be aware from your desk for a long duration or if when you are closed you expect an out of hours message is to play.

1. Press *More*
2. Press *HLog*

When the display says "Your current options" it means you logged into the Hunt Group. If your screen says you "Logged out of Hunt Group" you are not going to receive Hunt Group calls.

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Messages [✉]

If you do not have Unified Messaging when you press ✉, nothing will happen. To request Unified Messaging please contact your Telecoms Rep.

To access Unified Messenger
1. Press ✉
2. The system will then say "You are connect to Microsoft Exchange, "Name" (if you have already set up your voicemail box) please enter your pin then press the # key"
3. Enter your pin and press the # key
4. The system will then say "You have X new voice message and X new email message. Main menu to listen to your voicemail messages say voicemail ..." you just then follow the prompts.

See the **Unified Messaging Guides** on the following web link for more detailed instructions
www.imperial.ac.uk/ict/services/telephones/telephoneuserguides

See the guide called **How to reset your voicemail pin if using Microsoft Unified Messaging** if you want to reset your voicemail pin, which is available on the following webpage:
www.imperial.ac.uk/ict/services/telephones/telephoneuserguides

To Make a Conference Call

1. Lift receiver/ press the *Speaker* button if you want the call to be on two way loud speaker.
2. Dial the first conference delegate. If it is an external call remember to prefix your call with a '9'.
3. Press *More*
4. Press *Confrn* and the first call will go on hold.
5. Dial the second delegate and let them answer.
6. Press *Confrn* and all calls will be connected
7. Repeat steps 3 to 6 until you have all the delegates in the call

Please note:
- The destination to which you can conference in is limited by the class of service the extension has.
- The max number is 8

How to change your ring tone

1. Press *settings* ⊡
2. Press *Select* or ✓ now the *User Preferences* option is highlighted
3. Press *Select* or ✓ now the *Rings* option is highlighted
4. Press *Select* or ✓ now the *Default Ring* is highlighted
5. Scroll up and down the Select Ringer List using the up and down/ left and right navigation buttons which are surrounding ✓. Press ✓ or *Play* to hear the ringer tune
6. Press *Select*
7. Press *Save*
8. Press *Exit* until you are back at the default screen

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How to change you the volume of the handset, headset or ringer

To adjust the handset/ headset volume
1. Lift the receiver
2. Use the Volume + and - button until the volume is at an acceptable level
3. Press *Save*

To adjust the ringer volume
Use the black up and down buttons nearest to where you put the handset receiver until the volume is at an acceptable level

For the Imperial College Switchboard

Dial **0 (Externally (020)7 589 5111)**
All internal calls for the Imperial College switchboard (by dialing **0**) will be answered by the Interactive Voice Response (IVR) system. To get to the operator when the IVR answers, press 0 again or say Operator

To log a fault

Dial **49049 (Externally (020)7 59 49049)**
Please have the following details ready:
- Extension which has fault
- Socket Reference
- Location of the faulty Extension (i.e. room number, building and campus)
- Alternative Contact number

Alternatively, you can log a fault by completing a fault form on:
www.imperial.ac.uk/ict/services/telephones/reportingtelephonefaults

To place a telecom works/ mobile/ Blackberry/ Billing change order

Please contact your telecom rep. Your tel. rep can be found on
www.imperial.ac.uk/ict/services/telephones/reportingtelephonefaults
and 'click on' *Departmental Telephone Reps* under College Contacts.