

Extension Mobility User Start-up Guide

Read me first!



Welcome to your Cisco IP Phone model 7960. This start up guide will help you quickly set up the basic features of your phone and voicemail service.

Introduction to Extension Mobility

You are in a unique situation in that that you do not have to use the same phone every time you wish to receive your calls while at the college, hence the mobility in Extension Mobility. Your Cisco 7960 extension mobility account and Unity voicemail account should be installed and ready for use. Most of the phones in college are set up so that you can log into them and receive any incoming calls while you are sitting at a desk. When you are no longer at that desk you log out of the phone. While you are not logged into a phone you will continue to receive voicemail. To view advanced features for your phone visit the following web site: <http://www.algonquincollege.com/its/support/cisco7960/index.html>

How to log in and out of a phone

To log into the phone you will need your username which is your network username (e.g. smithj) and your PIN which the first time you log in is the default 12345. On the phone press the **services** button. This will display a list on the screen of the phone. Scroll down using the Up and Down arrows in the middle of the phone until you highlight Login or Logout. Now press the Select softkey. Another screen displays asking for your UserID: (username) and PIN. Spell out your username using the number keypad on your phone. Press the Submit softkey. The phone will now refresh and show your extension and any speed dials you may have configured.

When you no longer need to sit at this desk the again press the services key on the phone. Scroll down to the Login or Logout service. Press the select softkey. You are prompted to confirm the log out, press the yes softkey and the phone reverts back to the original profile of the phone. If you forget to log out do not worry, the system automatically logs you out after 12 hours.

See section #8 below – Setting Up Your Personal Settings for information on how to change your PIN

Set up your Voicemail (Unity)

Your voicemail is associated with your telephone extension number and is already operational. This quick-start guide will use the touch pad on your phone to set up your voicemail account.

Setting up your standard Greeting and Password

Once you have logged into your phone and your extension is displayed press the messages key on the phone. As the Unity voicemail system will recognize your phone number it will ask you to enter your password, which is initially set to "1 2 3 4 5 6". If this is the first time you access your Unity account, the system will prompt you to record your name, and a personal greeting. You will also be prompted to change your password. Please be ready to record your name, greeting and decide what your new password will be when requested by the system prompts.

If you are not logged into a phone you can still check your voicemail messages. From any phone dial 4000 or press the messages key. When prompted for a password press the * key. Now you are prompted for your ID which is your extension and then you are prompted for your password.

If you are away from the college and wish to check your voicemail, dial the college main number (727 4723) when the greeting plays dial 4000. You are now prompted for your ID which is your extension and then you are prompted for your password.

To listen to your voicemail messages:

If you have a new message, the red indicator light on the phone will illuminate and/or you will have an envelope symbol next to your extension.

- ☎ Log in to the Unity voicemail system as above, with your new password
- ☎ Press 1 to listen to new messages, or 3 to listen to old (saved) messages
- ☎ After or during the message, press 3 to delete or 2 to save the message you are currently listening to
- ☎ During the message, you can also press 1 to restart or # to skip the message

NOTE: Once a message is deleted it is no longer available to you. Deleted messages are not kept until you log out.

Using the Cisco 7960 IP Phone

Please reference the Quick Reference Card or the web site at <http://MyAlgonquin/phone> for information on the many features of the Cisco 7960 IP phone and the Unity voicemail system. This site also allows you to set up advanced features of your phone and voicemail services such as setting up speed dials and creating a private voicemail distribution list.

Setting up your personal settings:

To change your PIN or manually set up items such as speed dials or call forward your phone while away from the office log into the following web site: <http://speeddial/ccmuser> or <http://speeddial.algonquincollege.com/ccmuser>

- ☎ Enter your user ID (Network username) and your password which is initially set to “a b c d e”.
- ☎ Click Log On.

This will bring you to the Cisco Call Manager User Options Menu

- ☎ The first thing we recommend you do is change your password.
- ☎ Click on the Change your Password link. You are prompted for your current password and your new password. Don't forget to confirm your password.
- ☎ Click on Update.
- ☎ Click on Return to Main Menu at the bottom of the page.
- ☎ Now click on Change your PIN. You are prompted for your current PIN and your new PIN. Don't forget to confirm your new PIN.
- ☎ Click on Update.
- ☎ Click on Return to Main Menu at the bottom of the page.
- ☎ If you wish to set up your speed dials continue with the instructions below otherwise you can log out of this web site by clicking on Log Off at the bottom of the page.

What is the difference between your PIN and your Password?

- ☎ You use your PIN to log into the phone.
- ☎ You use your Password to log into the speeddial web site.

Speed dials

One of the first features of the phone you may wish to set up is speed dials. You have 99 speed dials that you can configure. Some will appear on the phone and the rest are accessed using the instructions below. Please remember that if you are setting up speed dials to outside the college numbers to precede the number with a 9 for local calls or an 8 for 1800 (866,877,888...) numbers. Don't include any spaces or “-“ in the numbers.

- ☎ To access the speed dials of your phone from the Cisco Call Manager User Options Menu select Add/Update your Speed Dials link.
- ☎ From the next page you will see the speed dials that will be visible on your phone and the speed dials that are accessible via the AbbrDial softkey button on your phone. (To dial a speed dial not visible on your phone, without picking up the hand set or pressing your line to make a call, dial the two digit speed dial reference number. On the phone you will see a softkey called AbbrDial. Press this key and your speed dial is dialed for you.)

☎ Once you have completed configuring your speed dials click Update at the bottom of the page.

Services

(Accessible via the **services** button on your phone.)

On the screen will be displayed that services must be first set up to be accessible, once the **services** button is depressed, if no services are set up for your phone. To configure or add services you will need to do this via the speed dial web site. Once logged in select the [Configure your Cisco IP Phone Services](#). Then click on the 'Available Services' drop down list, select the services you wish to add, click Continue and then click Update.

☎ An example of services would be accessing the college directory from your phone or seeing the current weather conditions for Ottawa.

Cisco 7960 User Guide

Click on the [View the User Guide](#) for your phone to view the complete Cisco 7960 user guide.

