General Information

Useful Phone system information

Dial 9 for an outside line
Dial 911 or 9911 for emergencies
Current 5 digit extensions and DID’s (Direct Dial Number’s) apply – 5-XXXX
Long Distance Code is only needed for International Long-distance calling.

Useful Voice Mail information

Before you can receive calls on your phone, you will need to setup you voice mail first thing.
- Press the message button on the phone and follow the prompts (see page 3 for overview of phone button reference).
- **Initial VM phone password** = **333 for first time login** - the system will prompt you to record your name and setup a new password. Remember this new password, as it is unique to you.
- **If your voicemail has been locked** contact the OIT Helpdesk and request it to be reset.
  OIT-ServiceDesk: oit-servicedesk@ucdenver.edu
  Service Desk: (303) 724-4357
  Live Chat with Service Desk: https://oitsupport.ucdenver.edu/

To remotely access your voicemail box remotely dial 303-315-6245.
- Once you hear the greeting start playing, hit the * key. You will be asked to enter your ID which is your extension 5-XXXX, followed by #, and your pin, followed by #.

If you are setup for Unified Messaging you will get a copy of your VM in your email in the form of a wav file.

Note: If you are set up for Unified Messaging you may need to check your Junk folder to ensure your voicemails are not getting marked as Junk. If you do get them you can add to you safe sender list so future voicemails are routed to your Inbox.
## An Overview of Your Phone

### Cisco IP Phone 7841

<table>
<thead>
<tr>
<th>Port</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DC adaptor port (DC48V).</td>
</tr>
<tr>
<td>2</td>
<td>AC-to-DC power supply (optional).</td>
</tr>
<tr>
<td>3</td>
<td>AC power wall plug (optional).</td>
</tr>
<tr>
<td>4</td>
<td>Network port (10/100/1000 SW) connection.</td>
</tr>
<tr>
<td>5</td>
<td>Access port (10/100/1000 PC) connection.</td>
</tr>
<tr>
<td>6</td>
<td>Auxiliary port.</td>
</tr>
<tr>
<td>7</td>
<td>Handset connection.</td>
</tr>
<tr>
<td>8</td>
<td>Analog headset connection (optional).</td>
</tr>
</tbody>
</table>
An Overview of Your Phone

1. Handset light strip
2. Phone screen
3. Programmable feature buttons
4. Softkey buttons
5. Navigation and Select button
6. Hold/Resume button
7. Conference button
8. Transfer button
9. Speakerphone button
10. Headset button
11. Mute button
12. Keypad
13. Volume button
14. Contacts button
15. Applications button
16. Messages button
17. Handset
Phone Screen Features

Color LEDs reflect the call state. LEDs can flash (blink on and off rapidly), pulse (alternately dim and brighten), or appear solid (glow without interruption).

- Flashting amber : Ringing call. Press this button to answer the call.
- Solid green : May be a connected call or an outgoing call that is not yet connected. If the call is connected, press this button to display the call details or the participants of a conference call. If the call is not yet connected, press this button to end the call.
- Pulsing green : Held call. Press this button to resume the held call.
- Solid red : Shared line in use remotely. Press this button to barge into the call (if Barge is enabled).
- Pulsing red : Shared line call put on hold remotely. Press this button to resume the held call.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Header</td>
</tr>
<tr>
<td>2</td>
<td>Line text label with icon</td>
</tr>
<tr>
<td>3</td>
<td>Primary line details and other phone information</td>
</tr>
<tr>
<td>4</td>
<td>Secondary line details and other phone information</td>
</tr>
<tr>
<td>5</td>
<td>Softkey labels</td>
</tr>
</tbody>
</table>

Note: More information on icons and Softkey Definitions can be found in the Quick start guide
Make Calls

Place Call Using Headset

Procedure

Step 1  Press New Call.
Step 2  Ensure the headset button is lit. If the headset button is not lit, press Headset (0).
Step 3  Enter a number.

Place Call Using Speakerphone

Procedure

Step 1  Press Speakerphone (4).
Step 2  Enter a number.

Redial Number

Redial allows you to call the most recently dialed phone number.

Procedure

Step 1  To place a call from any phone line, press Redial.
Step 2  To place the call on a specific phone line, select the line to obtain dial tone and press Redial.
Make Calls

Predial Number

You can dial a number while your phone is on-hook (without hearing dial tone); this dialing action is called predial.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Step 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter a number using the keypad.</td>
<td>Go off-hook using one of the following actions:</td>
</tr>
<tr>
<td></td>
<td>• Lift the handset.</td>
</tr>
<tr>
<td></td>
<td>• Press Dial.</td>
</tr>
<tr>
<td></td>
<td>• Press Handset 📞.</td>
</tr>
<tr>
<td></td>
<td>• Press Speakerphone 🎤.</td>
</tr>
</tbody>
</table>

Answer Calls

To answer a ringing call 📞, lift the handset. Or:

• Press the flashing amber session button 🔄 (right side).
• Press the Answer softkey.
• Press the (unlit) headset button 🎧 or speakerphone button 🎤.
Answer Call Using PickUp

Procedure

Step 1 Perform one of the following actions:

- Press PickUp to transfer a ringing call within your pickup group to your phone.
- If you have multiple lines and want to pick up the call on a nonprimary line, first press the desired line button, then press PickUp.

Step 2 If the call rings, press Answer to connect to the call.

Respond to Call Waiting Notification

Procedure

Step 1 Perform one of the following actions to answer a waiting call:

- Press the line button to answer an incoming call (in case of one incoming call) or to list all incoming calls (in case of more than one incoming call).
- Scroll to display the sessions if the call is on the same line but not visible.
- Press the feature button (if available).

Step 2 Press the flashing amber line button.
Your phone puts the original call on hold automatically and connects the ringing call.

Put Call on Hold by Answering New Call

If you are already on a call and receive a new call, answering the new call puts the first call on hold automatically.

Procedure

Step 1 Press the flashing amber Line button.
Step 2 Navigate to the new call using the Navigation pad and either press Answer or Select.
Manage Calls

Divert Call

Procedure

Step 1  To redirect an incoming (ringing) call while on another call, use the Navigation pad to highlight the incoming call, then press Divert. Otherwise, press Divert to redirect the current, active call.
Step 2  To redirect an incoming call while not on a call, press Divert.
Step 3  To redirect a held call, first resume the call and then press Divert.

Forward All Calls

Procedure

Step 1  Press Forward All on a primary line from which you want to forward your calls.
Step 2  Enter a phone number or select an entry from the Call History list.
Step 3  Press Messages to forward all calls to voicemail.
  Note  If call forward is active, a Forward All icon is displayed in the line label or the forwarding information is present in the header.
Step 4  Press Forward Off to cancel call forwarding.
  Note  You can set up conditional call forwarding in the Self Care Portal.

Hold Calls

Hold allows you to put an active call into a held state. Your phone allows one active call at a time; other calls are put on hold. Hold works with your phone handset as well as with USB headsets.

Procedure

You can put a call on hold by pressing Hold.
Manage Calls

Transfer Call to Another Number

Transfer allows you to redirect a connected call from your phone to another number.

- You can redirect a single call to another number that you specify.
- You can connect two calls to each other (without remaining on the line yourself).

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Verify that you are on an active call (not on hold).</td>
</tr>
<tr>
<td>2</td>
<td>Press Transfer.</td>
</tr>
<tr>
<td>3</td>
<td>Enter the transfer recipient’s phone number or press a speed-dial button.</td>
</tr>
<tr>
<td>4</td>
<td>Wait for the recipient to answer or skip to Step 5 while the call is ringing.</td>
</tr>
<tr>
<td>5</td>
<td>Press Transfer again.</td>
</tr>
</tbody>
</table>

Swap Between Calls

Transfer allows you to redirect a connected call from your phone to another number:

- You can redirect a single call to another number that you specify.
- You can also connect two calls on one line or two different lines to each other (without remaining on

Before completing a transfer procedure, you can press Cancel to cancel the transfer or you can press Swap to toggle between calls, which allows you to speak privately with each party.

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>While on a call, connect to the transfer recipient.</td>
</tr>
<tr>
<td>2</td>
<td>To return to the original call, press Swap. You can consult privately with each person before you complete the transfer.</td>
</tr>
</tbody>
</table>

Note: To transfer a caller directly to someone’s Voice mail precede the users extension with a # example #49803
Manage Calls

Call Back

Call Back allows you to receive an audio and a visual notification on your phone when a busy or unavailable party becomes available.

Callback may appear on your phone as a feature button or a softkey. For more information, contact your system administrator.

Set Up Call Back Notification

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Press <strong>Callback</strong> while listening to the busy tone or ring sound. A confirmation screen displays on the phone.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Press <strong>Exit</strong> to exit the confirmation screen. Your phone alerts you when the line is free.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Press <strong>Dial</strong> to place the call again.</td>
</tr>
</tbody>
</table>
Manage Calls

Conference

Conference allows you to talk simultaneously with multiple parties.
When you are on a call, you can use Conference to dial another party and add the party to the call. Alternately, if you have multiple phone lines, you can use Conference to combine calls across two lines.

Add Third Party to Conference

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Verify that you are on an active call (not on hold).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Press Conference.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Enter the phone number for the party that you want to add or press a speed dial button.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Wait for the party to answer, or skip to step 5 while the call is ringing.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Press Conference again.</td>
</tr>
<tr>
<td></td>
<td>The conference begins.</td>
</tr>
<tr>
<td>Step 6</td>
<td>(Optional) Repeat these steps to add more parties, if desired.</td>
</tr>
</tbody>
</table>

Combine Calls to Create Conference

Before You Begin
You require multiple phone lines to perform this task.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Verify that you have two connected calls and that one of the calls is active (not on hold).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Press Conference.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Press the line button for the other (held) call.</td>
</tr>
<tr>
<td></td>
<td>The conference begins. The conference is established on the line with the active call.</td>
</tr>
</tbody>
</table>
Manage Calls

View Conference Participants

You can view the details of the last 16 participants who joined the conference.

Procedure

While in a conference, press Show Details to view a list of participants.

Note When you place a call to another party and the person that you called creates a conference with a third phone, the Show Details softkey displays only for the person who created the conference.

Remove Conference Participant

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>While you are in a conference, press Details to view a list of participants.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Highlight the participant that you want to remove, then press Remove.</td>
</tr>
</tbody>
</table>
Call History Overview

Call History allows you to view information about the last 50 calls on your phone, listed under the following categories:

- Missed: lists the last 50 missed calls
- Received: lists the last 50 received calls
- Placed: lists the last 50 placed calls
- All: lists the last 150 calls, including Missed, Received, and Placed

View Call History

Procedure

Step 1  Press Applications.
Step 2  Select Call History.
Step 3  Scroll and select a call record or call group.
Step 4  Press Exit to return to the Applications screen.

View Call Record Details

Procedure

Step 1  If you are on a connected call, press Show Details to show the Call Details screen. This screen displays single call information and call duration and updates each second.
Step 2  If you are not on a connected call, follow the steps below.
   a) Press Applications and select Call History.
   b) Select a call record or group and press Details.
      Note: When you are on a call record, you can keep the Navigation pad highlighted to display the call details.
   c) Press Return to return to the Call History screen.
   d) Press Exit to return to the Applications screen.
Call History

Dial From Call History

If the phone is in idle state, press the down arrow on the Navigation pad to display the On-Hook Dialing screen.

If the phone is not in idle state, perform the following steps.

Procedure

Step 1  Press Applications and select Call History.

Step 2  Select the call record that you want to dial and perform one of the following:

- Press Call.
- Pick up the handset.
- Press Details.
- Press Speakerphone or Headset.

Step 3  When phone is in idle, you can press the down arrow on the Navigation pad to display the On-Hook Dialing screen.

Edit Phone Number

Procedure

Step 1  Press Applications and select Call History.

Step 2  Press All Lines or the required line.

Step 3  Select the call you want to edit and press Edit.Dial.

Note  Press >> to move the cursor to the right and press <<< to move the cursor to the left.

Step 4  Press Edit to edit the number.

Step 5  Press Return to return to the Call History list.
Contacts

Corporate Directory

The Corporate Directory menu contains corporate contacts that you can access on your phone. Your system administrator sets up and maintains the directory.

Dial Contact from Search

Procedure

Step 1  Press Contacts

Step 2  Select Corporate Directory.

Step 3  Select one of the following options:
  * First Name
  * Last Name
  * Number

Step 4  Enter the search criteria information, press Submit, and select a contact.

Step 5  Perform one of the following actions:
  * Press Dial.
  * Press Details to check the user details.
  * Press the contact label number.
  * Press a line button.
  * Press Speakerphone
  * Press Headset
  * Pick up the handset.
Line Status

Line Status indicators allow you to view the state of a phone line that is associated with a speed-dial button. Your system administrator sets up Line Status indicators on your phone.

Line Status Indicators

Line Status indicators show the state of a line.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Image]</td>
<td>Line is in use.</td>
</tr>
<tr>
<td>![Image]</td>
<td>Line is idle.</td>
</tr>
<tr>
<td>![Image]</td>
<td>Line is ringing. (Only for Call Pickup.)</td>
</tr>
<tr>
<td>![Image]</td>
<td>Line is in a Do Not Disturb (DND) state.</td>
</tr>
</tbody>
</table>
Messages

Personalize Voicemail

Procedure

Step 1 Press Messages.
Step 2 Follow the voice prompts.

Check for Voice Messages

Procedure

Step 1 Look for the following visual indications:
  - A solid red light on your handset. Set up the visual message waiting lamp using the Self Care Portal.
  - Message icon on a line. If you have more than 99 new voice messages, a 99+ sign replaces the message count.

Step 2 Listen for the stutter tone (if available) from your handset, headset, or speakerphone when you place a call. The stutter tone is line-specific and you hear it only when using the line that has new voice messages. You can set up audible message waiting tones using the Self Care Portal.

Listen to Voice Messages

Procedure

Step 1 To listen to voice messages, do one of the following:
  - Press Messages.
  - Select a line with a Message icon.
  - Press the line button and then, Voicemail.

Step 2 Follow the prompts to listen to your voice message.
UCD Voicemail system Quick reference

Voicemail Web site https://amccuc01.ucdenver.pvt/ciscopca

To Access voicemail form outside dial 303-315-6245.
When you hear the greeting start playing, hit the * key. You will be asked to enter your ID and password.

Main Subscriber Menu

5 Next New Message
191 All New Messages
192 Saved Messages

Listening to Messages

14 Call Message Sender
13 Forward Message
17 Reply to Message
2 Backup 5 seconds
22 Return to beginning
3 Delete Message
4 Forward 5 Seconds
5 Skip to next Message
7 Save Message
8 Hear Message Information

Recording a Message

# Send Now
1 Mark Urgent
2 Request Return Receipt
3 Mark Private
91 Add Name
93 Mark Message Secure
4 Set Future Delivery
5 Review Recording
6 Rerecord
7 Add to the Message

Setup Options

47 or 462 Change/Enable Out of Office
461 Change/Enable Standard Greeting
4634 Change Busy Greeting
432 Change Recorded Name
431 Change PIN
421 Message Notification

Message settings

1 Setup Notification

Personal Options

1 Change PIN
2 Change Recorded Name

Change Greetings

6 Change Greetings
7 Alternate/Out of Office
3 Other Greetings
Unified Messaging

Checking Voice Messages in Outlook 2013, 2010 and 2007

You can forward and reply to voice messages from other users but not to those from outside callers.

Note: For user with Unified Messaging a plugin will be available that will allow you to play voicemails directly in Outlook without launching an external application such as Windows media player or iTunes. If you do not have the plugin you may still play the voicemail in your preferred media player application.
Composing Voice Messages in Outlook 2013, 2010 and 2007

In Outlook, select the New icon, or select Voice Message in the New list. Or press Ctrl-Shift-M.

1. Make the mail message a voice message, showing audio controls and the ViewMail tab.
2. Message type label.
3. Record a voice message.
4. Play back your voice message recording.
5. Progress and length of message recording during playback.
6. Select the Volume icon, then slide indicator to increase or decrease playback volume during playback.
7. Select the Speed arrows to increase or decrease playback speed during playback.
8. Enter recipient names, as applicable.
9. Enter text to accompany the voice message, as applicable. Note that text and attachments are supported only with non-secure messages.
10. The ViewMail tab provides additional message options.
User Options web pages

Your Cisco Unified IP Phone is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to sign in to your Cisco Unified CM User Options web pages, where you can control features, settings, and services for your Cisco Unified IP Phone. For example, you can set up speed-dial buttons from your User Options web pages.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Obtain the portal URL, user ID, and default password from your system administrator. Typically, the portal URL is http://&lt;ip_address_or_hostname&gt;/ucmuser.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Open a web browser on your computer and enter the URL.</td>
</tr>
<tr>
<td>Step 3</td>
<td>If prompted to accept security settings, select Yes or Install Certificate.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Enter your user ID in the Username field.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Enter your password in the Password field.</td>
</tr>
<tr>
<td>Step 6</td>
<td>Select Login.</td>
</tr>
<tr>
<td>Step 7</td>
<td>To sign out, select Logout.</td>
</tr>
</tbody>
</table>

UCD User options URL https://amcpub01.ucdenver.pvt/ucmuser

User ID and Password is your Network login
Speed Dial Setup in User Options

Depending on how your phone has been set up, you can use speed-dial buttons and speed-dial codes, which you can set up on your User Options web pages.

Set Up Speed-Dial Buttons

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>On your User Options web page, select User Options &gt; Device.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Select a phone from the Name drop-down menu.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Select Speed Dials.</td>
</tr>
<tr>
<td>Step 4</td>
<td>In the Speed Dial Settings area, enter a number and label for a speed-dial button on your phone.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Select Save.</td>
</tr>
</tbody>
</table>

Set Up Speed-Dial Codes

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>On your User Options web page, select User Options &gt; Device.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select a phone from the Name drop-down menu.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Select Speed Dials.</td>
</tr>
<tr>
<td>Step 4</td>
<td>In the Abbreviated Dial Settings area, enter a number and label for a speed-dial code.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Select Save.</td>
</tr>
</tbody>
</table>
Preferences

Change Ringtone

You can customize how your phone indicates an incoming call. You can also adjust the ringer volume for your phone.

Procedure

Step 1  Press Applications.
Step 2  Select Preferences.
Step 3  Select Ringtone.
Step 4  Select the required ringtone.
Step 5  Press Play to play the ringtone.
Step 6  Press Set to select the ringtone.
Step 7  Press Apply to confirm your selection, or press Cancel to go back to the Ringtone screen.
Step 8  Press Return to the Preferences screen.

Adjust Brightness

Procedure

Step 1  Press Applications.
Step 2  Select Preferences.
Step 3  Select Brightness.
Step 4  Use the left and right arrows on the Navigation pad to adjust the brightness.
Step 5  Press Save to set the brightness, or press Cancel to exit.
Call Park

Call Park allows you to use your phone to park (temporarily store) a call, which you can then retrieve from another phone (such as a phone at a coworker’s desk or in a conference room).

Park and Retrieve Call Using Park

Procedure

Step 1  During a call, press Park, then hang up.
Your phone displays the number where the system parked the call. The parked call is put on hold, and you can press Resume to resume the call on your phone.

Step 2  From any other Cisco Unified IP Phone in your network, enter the number where the call is parked to retrieve the call.

Step 3  If you do not retrieve the call within a certain amount of time (set by your system administrator) you receive an alert tone, at which time you can:

- Press Answer to answer the call on your phone.
- Retrieve the call from another phone.

If you fail to retrieve or answer the call within a specified amount of time, the call is redirected to another destination (set up by your system administrator), such as voicemail. If the call gets redirected, it can no longer be retrieved by using Call Park.