VoIP Phone FAQs

- **Softkeys** are displayed on your LCD screen rather than physical buttons. Based on context, softkeys adapt to perform different functions on your phone.
- **PoE (Power over Ethernet) port** powers your VoIP phone and transfers data using a single network cable.

Appalachian State University utilizes two models of CISCO VoIP phones.

- The CISCO 7841 is the primary, all-purpose VoIP phone being deployed across campus.
- The CISCO 7962G is designed for call hubs such as central offices or switchboards and comes equipped with a sidecar (CISCO 7915) to accommodate up to 12 additional lines.

| CISCO 7841 | CISCO 7962G with CISCO 7915 Sidecar |

To inform our networking team of any changes you need to make to VoIP phones in your area:

1. Navigate to [https://jira.appstate.edu/servicedesk/customer/portals](https://jira.appstate.edu/servicedesk/customer/portals)
2. Choose the Appalachian Technology Service Desk portal:
3. Under the common requests menu, choose "Network & Infrastructure".
4. Then select "VoIP Change" to fill out the VoIP change request form: 

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ℹ️ Please only submit using this form if you are an administrative staff member for your area. If you need general phone assistance, please submit a general IT support request.
Reset a CISCO 7841 Phone

A phone reset may be needed if the Cisco 7841 phone is continually showing the message unregistered or network unavailable on the phone screen.

1. Press the Applications key which opens the settings menu.
2. Select "Admin Settings" (option 5).
3. Select "Reset Settings" (option 5).
4. Select "All Settings" (option 1).
5. Press Reset.

Change a ringtone

1. Press the Applications key .
2. Use the navigation ring to scroll and select "Preferences".
3. Select "Ringtone".
4. The currently selected ringtone name will be highlighted and checked.
5. Use the navigation key to scroll through the list of ringtones.
6. Press the "Play" softkey to hear a sample of the selected ring type.
7. When you find the desired ring press the "Set" softkey.
8. Then press the "Apply" softkey. Your selection will be checked.
9. Press the back arrow to return to the preferences screen and then press exit.

Change LCD contrast

1. By default, the contrast on your LCD screen is set to 50%.
2. To adjust the contrast press the applications key .
3. Use the navigation key to scroll and select "Preferences".
4. Select "Contrast".
5. Press the navigation key up to increase contrast or down to decrease the contrast.
6. Press the "Save" softkey to finalize your selection.

Transfer a call

1. Press the Transfer key (this places the call on hold).
2. Dial the number you would like to reach and wait for the line to ring.
3. Press the Transfer key again to finalize the transfer.
4. If you need to speak to the transfer recipient before hanging up simply stay on the line. You can announce the call, then press the Transfer key again to finalize the transfer. (This process will not allow all three participants to be on the line at the same time. If you need this functionality, use the "conference call" key.)

Connect multiple callers in a conference call

1. While on a call press the Conference key.
2. Enter a participant's phone number.
3. After the phone begins to ring press the Conference key again to connect the parties.
4. Repeat the step to add more participants. (Note: placing a conference call on hold will play music for all participants so use the mute key instead if you need to step away.)
5. To manually remove a conference participant during a conference, press the "Details" softkey, highlight the number, and select the "Remove" softkey.

Forward calls to another number (soft-key instructions)

1. Press the "Fwd All" softkey on your phone.
2. Enter the forwarding phone number precisely as you would dial it from your phone.
3. You will see the phone icon change to the forward phone icon on your display screen. (Note: this is not Single Number Reach).
4. To cancel call forwarding press the “Fwd Off” softkey.

**Forward calls to another number (web portal instructions)**

1. Login to: myphone.appstate.edu from a campus network (If off-campus you will need to connect to Ivanti Secure Access.
2. Select the picture of your company phone.
3. Select Call Forwarding on the left panel.
4. Place a check in the box to “Forward all calls to:”
5. Select “Add a new number” from the drop-down box and type the forwarding phone number precisely as you would dial it from your campus phone (phone number must lead with a 9).
6. Configure advanced call forwarding rules if desired and save changes.

**Check VoiceMail**

Every voicemail you receive will automatically be sent to your App State email. The Voicemail light on your handset will show red when there is a message. Voicemail will only remain on your phone for 10 days to ensure Voicemail boxes don't fill up.

**To access voicemail from your campus phone:**

1. Dial 2142 or press the Voicemail key
2. Enter your PIN and press the # key.

**To access voicemail from another campus phone:**

1. Dial 2142 and press *.
2. Enter your ID (the last four digits of your phone number) and press #.
3. Enter your PIN and press #.

**To access voicemail from off-campus:**

1. Dial (828)262-2142 and press *.
2. Enter your ID (the last four digits of your phone number) and press #.
3. Enter your PIN and press #.

**Reset the PIN for VoiceMail**

1. On your computer, go to voicemail.appstate.edu and log in with your App State username and password.
2. Click on the blue "Settings" tab.
3. Then click on the "Passwords" tab, then Change PIN.

**Personalize a voicemail message**

To change your voicemail greeting, follow the instructions provided in this CISCO help document.

**Block a phone number on VoIP**

Blocking a phone number is a global process and should not be trivialized. ITS will not block a number as a matter of routine recourse as it takes additional resources and management to maintain this list. Exceptions to this will be considered if requested from the University Police Department as part of an official complaint of harassment by the caller/number. The request must originate from the university police as part of their investigation.

Cisco Call Manager:
MyPhone
Voicemail

**Wireless Headset Systems**

For more information on selecting a headset, see our VoIP Quick Start Guide.

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