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

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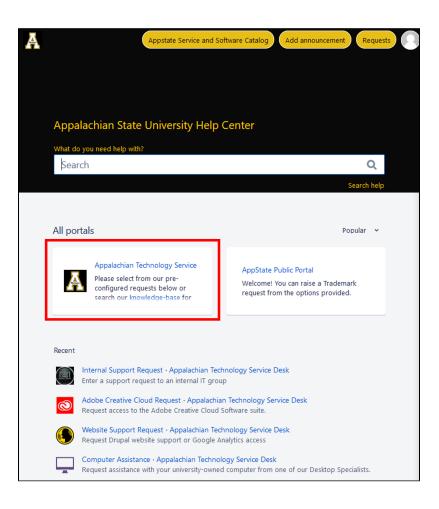
CISCO 7962G with CISCO 7915 Sidecar

Only submit using this form if you are an administrative staff member for your area. If you need general phone assistance, submit a gener al IT support request.

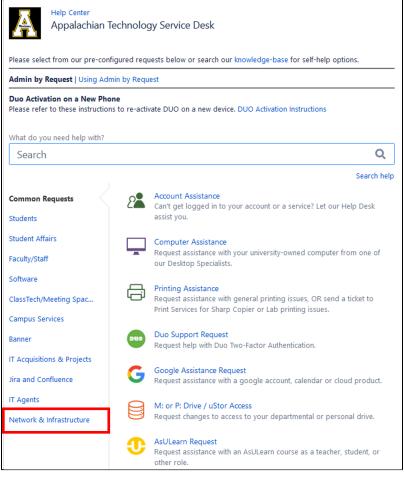
To inform our networking team of any changes you need to make to VoIP phones in your area:

1. Navigate to https://jira.appstate.edu/servicedesk/customer/portals

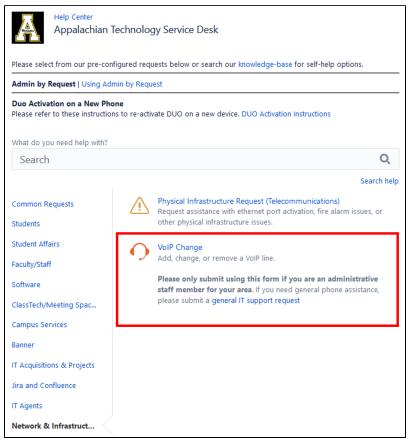
2. Choose the Appalachian Technology Service Desk portal:



3. Under the common requests menu, choose "Network & Infrastructure".



4. Then select "VoIP Change" to fill out the VoIP change request form:



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.

which opens the settings menu.

- 1. Press the Applications key
- 2. Select Admin Settings.
- 3. Select Reset Settings.
- 4. Select All Settings.
- 5. Press Reset.

Change a ringtone

1. Press the Applications key

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2. Use the navigation ring

on ring \checkmark to scroll and select **Preferences**.

- Select Ringtone.
 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 VV 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

- (this places the call on hold). 1. Press the Transfer key
- 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 kev)

Connect multiple callers in a conference call



- 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 press 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 use Accessing your VoIP phone off-campus with Cisco Jabber guide.
- 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. Press the Voicemail key
- OR
- 2. Dial x22142 if in Boone or x72142 if in Hickory.

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3. 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:** <u>MyPhone</u>

Voicemail

Wireless Headset Systems

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

Related Articles

- VoIP Quick Start Guide
- VoIP
- Campus DialingVoIP Phones

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