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

ⓘ **Only submit using this form if you are an administrative staff member for your area**. If you need general phone assistance, submit a [general 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:

Appalachian State University Help Center

What do you need help with?

Search

All portals

Popular ⌄

Appalachian Technology Service
Please select from our pre-configured requests below or search our knowledge-base for

AppState Public Portal
Welcome! You can raise a Trademark request from the options provided.

Recent

Internal Support Request · Appalachian Technology Service Desk
Enter a support request to an internal IT group

Adobe Creative Cloud Request · Appalachian Technology Service Desk
Request access to the Adobe Creative Cloud Software suite.

Website Support Request · Appalachian Technology Service Desk
Request Drupal website support or Google Analytics access

Computer Assistance · Appalachian Technology Service Desk
Request assistance with your university-owned computer from one of our Desktop Specialists.

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

Help Center
Appalachian Technology Service Desk

Please select from our pre-configured requests below or search our knowledge-base for self-help options.

Admin by Request | Using Admin by Request

Duo Activation on a New Phone
Please refer to these instructions to re-activate DUO on a new device. DUO Activation Instructions

What do you need help with?

| Search |

Search help

Common Requests

Students

Student Affairs

Faculty/Staff

Software

ClassTech/Meeting Spac...

Campus Services

Banner

IT Acquisitions & Projects

Jira and Confluence

IT Agents

Network & Infrastructure

Account Assistance
Can't get logged in to your account or a service? Let our Help Desk assist you.

Computer Assistance
Request assistance with your university-owned computer from one of our Desktop Specialists.

Printing Assistance
Request assistance with general printing issues, OR send a ticket to Print Services for Sharp Copier or Lab printing issues.

Duo Support Request
Request help with Duo Two-Factor Authentication.

Google Assistance Request
Request assistance with a google account, calendar or cloud product.

M: or P: Drive / uStor Access
Request changes to access to your departmental or personal drive.

AsULearn Request
Request assistance with an AsULearn course as a teacher, student, or other role.

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.

1. Press the Applications key ⚙ which opens the settings menu.
2. Select **Admin Settings**.
3. Select **Reset Settings**.
4. Select **All Settings**.
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 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.
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:
MyPhone
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 Dialing
- VoIP Phones

Search Knowledge Base

Submit a Service Request

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