Using Cisco IP Phones
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The Cisco IP Phone 7960

Feature Buttons
The Cisco IP Phone has four Feature buttons:

**Services**
Displays services on the phone’s LCD screen. These are services to which the user has already subscribed using the Cisco CallManager User Options web page. The system administrator determines the services that are available to the user.

**Messages**
Provides access to the voice messaging system.

**Settings**
Displays network settings on the phone’s LCD screen, plus options for adjusting the phone’s ringer sound and LCD screen contrast.

**Directories**
Displays various directories on the phone’s LCD screen, including missed, received, and placed calls. Each of these directories can be used to locate phone numbers and dial those numbers from the directories.
Expansion Module

An Expansion Module will be added to certain phones. It allows for up to 14 additional lines. This will be most helpful to administrative assistants. The Expansion Module allows the user to see if other users are on the phone or if they have voice mail.

If a line is in use the line button will glow red. A flashing yellow light indicates an incoming call to that line.

If a call is coming in on a line through the Expansion Module and the user does not want to answer that call, but wants to place a call themselves, they will need to push the button for their own line on the base of the phone first before picking up the handset or they will retrieve the call coming through on the Expansion Module.

If the security code for another user is known, their voice mail can be retrieved through the expansion module (see the Accessing Voice Mail Messages section for directions). The Expansion Module must be plugged into an electrical wall jack.
Cisco IP Phones

Placing and Receiving Calls
Phone calls on the IP phones are placed in the same manner as all other University phones.

If you need to call a 900 number, each department must sign a waiver that states acceptance of responsibility for the use of any 900 numbers.

To Place a Phone Call
- To dial a number within West Virginia University, dial the number 3 + the four digit extension.
- To access local phone numbers outside the University system, first dial 9 + the phone number.
- When dialing an 800 number, first dial 9 + 1-800 and the number, or simply dial 9 + 800 and the number.
- For TID calls, first dial 8 + the area code and number, then listen for the prompt and enter your TID.
- When trying to access Ruby Memorial Hospital from the Robert C. Byrd Health Sciences Center first dial *1, then 7, and then the four digit extension.

To Place or Answer Calls Using the Handset
1. Lift the handset from the cradle to place or answer a call.

To Place or Answer Calls Using the Speakerphone
1. To place a call using the speakerphone, press the Speaker button on the lower right corner of the phone base and dial the number.
2. To hang-up, press the Speaker button again.

-OR-
1. Press the soft key located directly below the words New Call on the LCD screen to get a dial tone.
2. To hang-up, press the Speaker button.

To Switch from Handset to Speakerphone
1. Press the Speaker button in the lower right corner of the phone.
2. Replace the Handset in the cradle.

To Place a Caller on Hold
1. When a call is active, the word Hold will appear along the bottom of the LCD Screen. Press the Hold soft key located directly below the word Hold on the LCD screen to place the caller on hold.
2. To return to that call, press the **soft key** located directly below the word **Resume** on the LCD screen.

-OR-

1. Press the line button on which that call came in to the phone.

**Headsets**

The headset used must be Plantronics H series compatible. For more information about compatible headsets, go to www.hellodirect.com.

**To Place a Call Using a Headset**

1. Plug the approved headset into the back of the phone base. The headset jack is located on the lower right side of the back of the phone, directly above the handset jack.

2. To place a call using the headset, press the **Headset** button on the lower right corner of the phone base and dial the number.

3. To hang-up, press the **Headset** button again.

**To Answer a Call Using the Headset**

1. To answer a call using the headset, press the **Headset** button on the lower right corner of the phone base.

2. To hang up, press the **Headset** button again.
Multiple Lines

On some phones, multiple phone lines may be available. Callers are automatically put on hold when a user moves from one line to another. The buttons for the different available lines are located on the right hand side of the LCD Screen. A telephone icon is displayed on the screen for each line.

To Place a Caller on Hold and Call Another Person on a Second Line

1. When a call is active, press the soft key located directly below the word Hold on the LCD screen to place the caller on hold.

-OR-

Press another open line button and dial the desired number. The first caller is automatically put on hold. To return to the original caller press the button for the line on which the caller is holding. This procedure is the same as on the old phone system.

2. Press the soft key located directly below the words New Call on the LCD screen to get a dial tone.

3. Dial the desired number.

4. To return to the first caller, press the soft key located directly below the word Hold on the LCD screen which will place the second caller on hold.

5. Now press the Up or Down Scroll Arrows, located below the LCD Screen to highlight the original caller’s ID.

6. Press the soft key located directly below the word Resume on the LCD screen to return to the original caller.
7. To end the call, press the **soft key** located directly below the words **End Call** on the LCD screen to drop the active caller.

8. Then press the **Up** or **Down Scroll Arrows**, located below the LCD Screen to highlight the remaining caller's ID.

9. Press the **soft key** located directly below the word **Resume** on the LCD screen to return to the selected caller.

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**Mute**

The Mute button allows the user to prevent the caller from hearing what the user or someone in the user’s room is saying.

The Mute functions the same way regardless of which voice receiver is being used.

**To Mute the Handset, Speakerphone, or Headset**

1. Press the **Mute** button on the lower right corner of the phone base to mute the user’s end of the conversation.
2. Press the **Mute** button again to allow the caller to hear the user’s end of the conversation.

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**Speed Dial**

To have specific numbers set on Speed Dial, contact the Computer Support Contact for your department or e-mail hsctelecom@hs.c.wvu.edu. They will be able to program your phone through an associated web application.

**To Place a Call Using Speed Dial**

1. Press the button located on the right hand side of the LCD Screen that is directly across from the desired entry. The speed dial entries are indicated by a grid of 12 dots displayed on the LCD screen, along with an associated name.
Call Parking

Parking a call allows you to “store’ the call so that you can retrieve that call from another phone. For example, if you answer a call at your desk, you could park that call and then retrieve that call (return to the caller) from a phone down the hall.

There is a limited amount of time available to retrieve a parked call. The amount of time will be determined by the system administrator.

**To Park a Call**
1. During the current call, press the **Park soft key**.
2. Write down the **call park number** displayed in the lower portion of the LCD screen.
3. Hang up the phone.
4. Go to the desired phone and dial the **park number** that call was assigned.

Call PickUp

Call PickUp allows users to redirect a call that is ringing on a co-worker’s phone to their own phone so that they can answer the call. Call PickUp is a special feature enabled by the system administrator depending on a user’s call-handling needs. For example, a user might need this feature if they share call-handling responsibilities with co-workers. They can handle calls for co-workers who are in their call pickup group. Call pickup groups are defined by the system administrator.

**To Redirect a Ringing Call to Your Phone**
1. To answer a call that is ringing on another extension within your group, press an available line button and then the **PickUp soft key**. The call will now ring on your phone.
2. To answer a call that is ringing on another extension outside of your group, press an available line button and then the **PickUp soft key**. Then enter the **call group pickup code** provided by the system administrator. The call will now ring on your phone.
Conference Calls

Standard conference calls can only have up to eight participants. See the Meet-Me Conference Calls for directions on having more than eight participants.

To Place a Conference Call
1. Place the initial call.
2. Press the soft key located directly below the word more until Confren is visible. The caller is automatically on hold and a new line is opened.
3. Dial the new party.
4. After that call is answered, press the Confren soft key again. This will add the second party to the call.
5. Repeat steps 2-4 to add more participants to a conference call.
6. Be aware of important notes about conference calls.
   - When the initiator of the conference call disconnects, the entire call is terminated.
   - If the Hold button is used by the initiator of the conference call, the other parties cannot talk to each other.
   - Use the Mute button in order to avoid disrupting the other callers.

Dropping the Last Caller

While on a conference call the user can drop the last person who had been added to the conference call.

To Drop the Last Caller from a Conference Call
1. First, press the more soft key.
2. Then choose the RmLstC (Remove Last Caller) soft key. The last person is dropped from the call.
Transferring Calls

You can transfer a call from your phone to the anyone else’s phone.

To Transfer a Call
1. To transfer an active call, press the soft key located directly below Transf. on the LCD screen.
2. Dial the number to which the call is to be transferred.
3. Once the line begins to ring, push the Transf. key again or wait until the party answers, announce the call, and then press the Transf. key.
4. Hang-up to end involvement in the call. This procedure is the same as on the old phone system.

Joining Two Calls

Join and Direct Transfer allows a user to connect two calls that have come in to a single phone line to create an impromptu conference call. In order for these features to work, you must have a single call appearance (only one button associated with that phone number) for the phone number that is being used.

Join is used to create a conference call with two other current callers. Direct Transfer is used to connect the two other callers and remove yourself from the call. Join can be used for this as well. Simply hang up once the two other callers are connected.

To Join Calls
1. As a call comes in on Line 1, for example, answer it.
2. When the second call comes in on Line 1, press the Answer softkey.
3. Choose the More softkey twice and then choose Select to select the current phone call. A check mark will be placed next to the call on the LCD screen.
4. Press the **UP** or **Down Scroll** button on the phone (the blue buttons with the white arrows) to highlight the other call.

5. Choose the **More** softkey and then choose **Select** to select the other phone call.

6. Press the **Join** softkey.

7. There should now be 3 people on the line: you and the two callers. You may stay on the line or hang-up to allow the two callers to speak to each other privately. When you hang up your involvement in the call is complete. You cannot return to the call.
Direct Transfer
Using the Join feature is a better and faster way to do this because you can confirm that the calls have been connected to each other before ending your involvement.

To Connect Two Callers Using Direct Transfer
1. As a call comes in on Line 1, for example, answer it.
2. When the second call comes in on Line 1, press the Answer softkey.
3. Choose the More softkey twice and then choose Select to select the current phone call. A check mark will be placed next to the call on the LCD screen.
4. Press the UP or Down Scroll button on the phone (the blue buttons with the white arrows) to highlight the other call.
5. Choose the More softkey and then choose Select to select the other phone call.
6. Press the More softkey.

7. Press the DirTrfr softkey.
8. The two callers are now joined in their own call. Your involvement in the call is ended.

**To Redial the Most Recently Dialed Number**
1. Lift the Handset (or press the Speaker or Headset button).
2. Press the soft key for Redial.
Personal Address Book

A personal address (phone) book can be created through the services button on your Cisco IP phone. The entries can be for any name and phone number you wish to save. Your TID number cannot be saved with long distance numbers. If a 9 is entered before a local number in the address book the phone number can be dialed automatically when selected.

To Add an Entry in the Personal Address Book
1. Press the Services button on the front of the phone.
2. Press the number 2 on the number pad to select Personal Address Book.
3. Choose the Submit softkey.
4. Press the New softkey.
5. Use the number pad to type in a person’s Last Name. For example, if the person’s name was Ann, the user would press 2 once because the letter A is the first letter on the 2 button. Pause for a second. Then the user would press 6 twice because the letter N is the second letter on the 6 button. Pause for a second. Press the 6 twice for the second N.
   NOTE: If a mistake is made, press the << soft key to backspace.
6. Press the scroll down arrow to move to the First Name field.
7. Follow the same procedure as in step 3.
8. Repeat steps 4-5 to add a Nickname.
9. Choose the Submit softkey.
10. Enter the Home phone number using the number pad.
    NOTE: Remember to type a 9 before any non-University phone number in order to get an outside line when this number is dialed directly from the Personal Address Book.
11. Press the scroll down arrow to move to the Work phone number field.
12. Enter the Work phone number using the number pad.
13. Press the scroll down arrow to move to the Mobile phone number field.
14. Enter the Mobile phone number using the number pad.
15. Press the Submit softkey.
16. Press the OK softkey.
17. Choose the Exit softkey twice to exit the Personal Address Book.

To Dial a Number from the Personal Address Book
1. Press the Services button on the front of the phone.
2. Press the number 2 on the number pad to select Personal Address Book.
3. Use the number pad to type in a person’s Last Name. For example, if the person’s name was Ann, the user would press 2 once because the letter A is the first letter on the 2 button. Pause for a second. Then the user would press 6 twice because the letter N is the second letter on the 6 button. Pause for a second. Press the 6 twice for the second N.
   NOTE: If a mistake is made, press the << soft key to backspace.
4. It is not necessary to enter the First Name or Nickname in order to search for an entry.
5. Choose the Submit softkey.
6. Using the number keypad, press the number next to the desired entry.
7. Using the number keypad, press the number next to the desired phone number.
8. Choose the Dial softkey.
Customizing the Phone Settings

Adjusting the Volume Level
The volume level can be adjusted for whichever voice receiver (Handset, Speakerphone, or Headset) is currently active.

To Adjust the Handset Volume
1. Lift the Handset from the cradle.
2. Press the Up or Down Volume Arrows located on the lower right side of the phone base.
3. Press the soft key located directly below the word Save on the LCD screen to save the changes.
4. Hang up the Handset.

To Adjust the Speakerphone Volume
1. Press the Speaker button.
2. Press the Up or Down Volume Arrows located on the lower right side of the phone base.
3. Press the soft key located directly below the word Save on the LCD screen to save the changes.
4. Press the Speaker button to hang-up.

To Adjust the Headset Volume
1. Press the Headset button.
2. Press the Up or Down Volume Arrows located on the lower right side of the phone base.
3. Press the soft key located directly below the word Save on the LCD screen to save the changes.
4. Press the Headset button to hang-up.

To Adjust the Ringer Volume
1. Press the Up or Down Volume Arrows located on the lower right side of the phone base.
2. The ringer will automatically play. Continue pressing the Up or Down Volume Arrows until the desired ringer level is reached.
Changing the Ringer
With an IP Phone there are 25 different ringer sounds to choose from.

To Change the Ringer
1. Press the settings feature button located on the right side of the phone base.

2. Press the number 2 on the number pad to select the Ring Type option.

3. The Ring Type menu list is displayed. To select a ring type, press the Up or Down Scroll Arrows, located below the LCD Screen to highlight the desired ring type.
   -OR-
   Using the number pad, press the number that corresponds to the desired sound to select that ring type.
4. Press the soft key located directly below the word Play on the LCD screen to hear the selected ring type.
5. Repeat steps 3-4 until the desired ring type is found.
6. Press the soft key located directly below the word Select on the LCD screen, in order to choose the highlighted ring type.
7. Press the soft key located directly below the word Ok on the LCD screen.
8. To finish press the soft key located directly below the word Save on the LCD screen to save the changes.

Changing the LCD Contrast

The color contrast can be adjusted on the LCD screen to improve the readability of the display.

To Adjust the LCD Contrast
1. Press the settings feature button located on the right side of the phone base.
2. Press the number 1 on the number pad to select the Contrast option. If the phone does not have an expansion module, continue to step 4.
3. If the phone has the Expansion Module, the contrast can also be changed on it. Press 1 on the number pad to change the contrast on the Base Phone or press 2 on the number pad to select the Expansion Module option.
4. Press the soft key located directly below the words Down or Up on the LCD screen to change the contrast.
   NOTE: The Volume Up or Down buttons may also be used to change to contrast in this step.
5. Once the desired level of contrast is achieved, press the soft key located directly below the word Ok on the LCD screen.
6. Press the soft key located directly below the word Save on the LCD screen to save the changes.
Cisco Messaging/Voicemail

To Set Up Voice Mail
1. Press the messages feature button located on the right side of the phone base.
2. Enter the password.
3. Continue following the voice instructions. See the table below for a list of voice mail options.
4. After recording the name and/or a new greeting, press the pound key (#) to stop recording.

To Access the Cisco Unity Messaging System Remotely
1. Dial 293-5000.
2. Press *.
3. Enter the appropriate extension (i.e. 36128).
4. Press #.
5. Enter the appropriate voicemail password.
6. Press #.
7. Continue following the voicemail prompts.
## Cisco Unity Messaging Options

<table>
<thead>
<tr>
<th>Press 1</th>
<th><strong>Listen to New Messages</strong></th>
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<tbody>
<tr>
<td></td>
<td>1 To repeat message</td>
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<tr>
<td></td>
<td>2 Save message</td>
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<td></td>
<td>3 Delete message</td>
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<tr>
<td></td>
<td>4 Reply to the message if it was received from a fellow subscriber</td>
</tr>
<tr>
<td></td>
<td>5 Forward the message to another subscriber</td>
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<td></td>
<td>6 Mark the message as new again</td>
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<td></td>
<td>7 Move backward in the message</td>
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<tr>
<td></td>
<td>9 What number the call was made from and when it was made</td>
</tr>
<tr>
<td></td>
<td># Skip message</td>
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<tr>
<td></td>
<td>* Exit</td>
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<tr>
<th>Press 2</th>
<th><strong>Send a Message to another Subscriber</strong></th>
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<tbody>
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<td></td>
<td>## Toggle from letters to numbers on the keypad</td>
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<tr>
<th>Press 3</th>
<th><strong>Listen to Old Messages</strong></th>
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</thead>
<tbody>
<tr>
<td></td>
<td>1 To listen to saved messages</td>
</tr>
<tr>
<td></td>
<td>2 To permanently delete messages in deleted items folder</td>
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<table>
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<tr>
<th>Press 4</th>
<th><strong>Set up Voice Mail</strong></th>
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<tbody>
<tr>
<td></td>
<td>1 Greetings and transfers</td>
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<tr>
<td></td>
<td>2 Message settings</td>
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<tr>
<td></td>
<td>1 Message notification</td>
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<td></td>
<td>3 Message playback</td>
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<td></td>
<td>4 Private lists</td>
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<td></td>
<td>0 Help</td>
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<td></td>
<td>* Exit</td>
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<tr>
<td></td>
<td>3 Personal settings</td>
</tr>
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<td></td>
<td>1 Change password</td>
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<td></td>
<td>2 Change recorded name</td>
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<td></td>
<td>3 Change directory listing</td>
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<td></td>
<td>0 Help</td>
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<td></td>
<td>* Exit</td>
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<tr>
<th>Press 0</th>
<th><strong>More Options</strong></th>
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<tr>
<th>Press *</th>
<th><strong>Exit</strong></th>
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</table>
Forwarding Calls to Voice Mail
If a call is not answered after 4 rings, the call will automatically be forwarded to voice mail. Follow the directions below to forward all calls to the voice mail system.

To Forward Calls to Voice Mail
1. Press the CFwdALL soft key.

2. Press the messages feature button. After a brief pause the phone line will automatically turn on the voicemail system. A notice will appear at the bottom of the LCD screen stating that calls have been forwarded to voicemail.

To Turn Off Voice Mail
1. Press the CFwdALL soft key.

Accessing Voice Mail Messages
The red light on the phone’s handset lights up when there is a voice mail message. The LCD screen displays the number of messages that have been received.

To Access Your Voice Mail
1. Press the messages feature button and follow the voice instructions. Refer to the table on the preceding page for a list of options.
Accessing Voice Mail Messages through the Expansion Module

It may be necessary for administrative assistants to retrieve the voice mail messages for other users in their department. If a user’s line is accessible on the Expansion Module and the security code is known, the messages can be retrieved.

Beside the list of names on the Expansion Module, when an envelope appears next to the name of a person, this indicates that there is a voice mail message. A notice stating that, “You Have Voice Mail” will also appear at the bottom of the LCD screen. First select the appropriate line, before pressing the messages feature button.

To Access the Voice Mail of Others through the Expansion Module
1. Press the line button that corresponds to the person whose voice mail is to be retrieved.
2. Press the messages feature button.
3. Enter the appropriate security code and follow the voice instructions. Refer to the table on the preceding pages for a list of options.

To Forward Calls to another Number
1. Press the CFwdALL soft key.
2. Dial the number to which calls should be forwarded.
3. After a brief pause a notice will appear on the bottom of the LCD screen stating that calls have been forwarded to that number.

To Turn Off Voice Mail
1. Press the CFwdALL soft key.
Making Calls from the Corporate Directory

1. Press the directories feature button.

2. Press 4 on the number pad or use the down scroll button to highlight Corporate Directory and then press the Select soft key.

3. The Directory Search screen appears. Use the number pad to type in a person’s first name if desired. For example, if the person’s name was Ann Smith, the user would press 2 once because the letter A is the first letter on the 2 button. Pause for a second. Then the user would press 6 twice because the letter N is the second letter on the 6 button. Pause for a second. Press the 6 twice for the second N.

   NOTE: If a mistake is made, press the << soft key to backspace.

4. Press the scroll down arrow to move to the Last Name field.

5. Follow the same procedure as in step 3. It is not necessary to enter a person’s entire name in order to query the directory. Users may enter the first few letters of a person’s first or last name for their query.
6. Press the **Search soft key**.

7. The number is displayed on the LCD screen. Lift the **Handset** (or press the **Speaker** or **Headset button**) and the number is automatically dialed.

8. If there are multiple listings returned in the search, use the **scroll down arrow** to highlight the desired entry before lifting the receiver.

### Using the Call History

Through the directory services users can see a list of missed, received, or recently placed calls.

**To View a List of Missed Calls**

1. Press the **directories** feature button.

2. Press the number **1** on the number pad to select the Missed Calls option.
3. A list of recently missed calls displays. When a call is selected from the list, the date and time of the missed call is displayed along the bottom of the LCD screen.

4. To select a different missed call, use the **scroll down button** to highlight the desired listing.

5. To return a missed call, select the call from the list and press the **Dial soft key** to dial the highlighted record.

6. If the user does not wish to dial the number, press the **directories** feature button again to exit the directory.
To View a List of Received Calls

1. Press the directories feature button.

2. Press the number 2 on the number pad to select the Received Calls option.

3. A list of recently received calls displays. When a call is selected from the list, the date and time the call was received is displayed along the bottom of the LCD screen.

4. To select a different received call, use the scroll down button to highlight the desired listing.
5. Press the **Dial soft key** to dial the highlighted record.
6. If the user does not wish to dial the number, press the **directories** button to exit the directory.

**To View a List of Recently Placed Calls**

1. Press the **directories** feature button.

2. Press the number **3** on the number pad to select the Recently Placed Calls option.
3. A list of recently placed calls displays. When a call is selected from the list, the date and time the call was placed is displayed along the bottom of the LCD screen.
4. To select a different placed call, use the **scroll down button** to highlight the desired listing.

5. To call the number again, press the **Dial soft key** to dial the highlighted record.

6. If the user does not wish to dial the number, press the **directories** button to exit the directory.

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**Care Instructions for IP Phones**

To clean the phone, use a soft cloth. Do not use any liquids or powders on the phone for cleaning or any other purpose. Using anything other than a soft cloth can damage your phone's components and cause failures.
**Trouble Shooting**

Help is readily available for your Cisco IP Phone. You can access information on the web, or have questions answered via e-mail or over the phone.

For immediate assistance over the phone: Robert C. Byrd Health Sciences Center users: contact the HSC Help Desk at 293-3631.

To ask a question via e-mail contact: Robert C. Byrd Health Sciences Center users: E-mail your question to hsc_helpdesk@hsc.wvu.edu

For copies of this documentation go to: http://www.hsc.wvu.edu/its/NetworkTelecom/Training.aspx
**Voice IP FAQ**

**Q:** What is the default password for voicemail?
**A:** 26506

**Q:** How do I know if my phone is working properly?
**A:** To determine if the signal on your phone is working correctly, press the Speaker button. If you can hear a dial tone, and can answer an incoming call, then the signal is working properly.

**Q:** Can I download a custom ringer tone for my IP phone unit?
**A:** At the present time, that feature is not available.

**Q:** There is too much glare on the LCD screen. How can I fix this?
**A:** Readjusting the footstand for the phone can correct the glare issue. Simply press the footstand adjustment button and move the phone position until the optimum screen clarity is reached.

**Q:** My phone acts like it is off the hook. What causes this?
**A:** First, check to see if the handset is resting properly on the cradle. If you are still encountering this situation, look to see if the phone is in the most vertical position, which may cause the handset to not sit properly on the cradle. This can also create a false off-hook condition. Simply readjust the phone one notch back from the present position to correct this situation.

If you have tried these two solutions and are still encountering a problem, check to see that the cable is properly connected to the phone. Occasionally the cable may cause the phone to tilt forward and force handset off the phone cradle.

**Q:** How do I enter characters on my phone?
**A:** If you need to enter characters (letters or numbers) on the LCD screen, use the number pad. Press the key one or more times to display a letter or number. For example, press the 2 key one time for “a”, twice for “b”, and three times for “c.” After you pause, the cursor automatically advances to allow the next letter to be entered. If you accidentally make a mistake, look on the LCD screen and press the << soft key.