


INFORMATION on the new VoIP phone system

Cypress Fairbanks ISD is converting to a new Voice Over Internet Protocol (VoIP) phone system. Running over the district's network, the unified phone system is designed to connect you with colleagues across the CFISD district and local communities around your campus. This new robust platform has many new features and includes enhanced functionality. As a result of the changes and to accommodate the new features, dialing plans have changed. (See below for additional information)

DIALING

- Dial 911 OR 9-911 for Emergencies requiring Fire, Police or Ambulance
- Dial 2373 from any (new) Cisco phone to reach the Cypress Fairbanks ISD Police Department.
- Internal Campus – dial the 4-digit extension (chair to chair). If you wish to dial someone at your campus just dial their 4 digit extension
- Campus to Campus – dial the 10-digit number. Calling other campuses requires dialing 10 digits.
- Local Calling – dial 9+10 Digit Number
- Long Distance – dial 9+1+10 Digit (long distance dialing limited to office phones). As a reminder, depending on campus location, some 713, 281 or 832 numbers require dialing 9+1.
- International – dial 9+011+Country Code+10 Digit (Limited to a small group of administrators)
- Voicemail Service – If the light on your handset is RED, you have a voicemail. To check, press the  key on your phone to access voicemail. If this is your first time using voicemail you will need to configure your voicemail box. You will be prompted to change the password, make it something memorable. For security purposes, you will need to enter the password each time you access your voicemail box. **The Default Passcode is 159357 (an "X" on the dial pad).** The system will then prompt you to continue the setup, follow the prompts until complete.
- Faxing Service – dial 9+1+10 Digit Number

FUNCTIONALITY

Below is Cisco's generic quick reference guide that explains how to use many features on your new phone. A more custom quick reference guide is in the works. Also included below is a reference picture to explain the buttons on the phone.

TROUBLE REPORTING








If you have a technical or functional issue with your phone such as:

- Incorrect extension on the display
- Errors such as "Phone Registering"
- Unable to make/receive calls
- Voicemail issues
- Fax Send/Receive issues
- Phone missed during new system conversion

Please create an iSupport service request via mySupport, emailing iSupport@cfisd.net or calling the Customer Care Center at 281-897-4357. Your phone issue will be addressed as soon as possible.

*****NOTE – Cordless phones are not standard issue equipment. Due to reduced functionality levels, many cordless phones were not replaced as part of this project. If a cordless phone is required, please open a iSupport service request as described above.*****

Common Phone Tasks

Place a call	Go off-hook before or after dialing a number.
Redial a number	Press Redial .
Switch to handset during a call	Pick up the handset.
Switch to speaker or headset during a call	Press  or  , then hang up the handset.
Mute and un-mute a call	Press  .
View call history	Press  > Call History .
Hold and resume a call	Press  , to hold a call and press it again to resume the held call.
Transfer a call to new number	Press  , enter the number, then press it again.
Place an intercom call	Press the Intercom button, then enter a number if necessary. Speak after you hear the tone.
Start a standard conference call	Press  , dial the participant, then press it again.
Silence the ring for an incoming call	Press the Volume button down once.



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OL-20187-01



QUICK REFERENCE



Cisco IP Phone 7821, 7841, and 7861 for Cisco Unified Communications Manager 10.0 (SIP)

Softkeys



Phone Screen Icons

Buttons









Common Phone Tasks

Softkeys

All Calls	Lists all missed, placed, and received calls.
Answer	Answer a call.
Apply	Confirm a ringtone selection.
Call	Initiate a call.
Callback	Receive notification when a busy extension becomes available.
Cancel	Cancel an action or exit a screen without applying changes.
Clear	Clear all values.
Delete	Delete an entry from Call History.
Del Call	Delete a call from Call History.
Details	Opens the Details for a multiparty call in the Missed, Placed, and Received Call records.
Dial	Dial a selected number.
Divert	Send or redirect a call to voicemail or to a predetermined phone number.
Edit	Modify a name or email address.
EditDial	Modify a number.
Exit	Return to the previous screen.
Fwd All/Fwd OFF	Setup/cancel call forwarding.
GPickup	Answer a call that is ringing in another group or on another line.
Log Out	Sign out of Personal Directory.
Meet Me	Host a Meet Me conference call.
Missed	Open the record of missed calls.
More	Display additional softkeys.








New Call	Make a new call.
OK	Confirm a selection.
OPickup	Answer a call that is ringing in an associated group.
Park	Store a call.
Play	Play ringtone.
PickUp	Answer a call that is ringing on another phone in your group.
Redial	Redial the most recently dialed number.
Remove	Remove a conference participant or an entry.
Save	Save the chosen settings.
Search	Search for a directory listing.
Select	Select the highlighted option.
Set	Set a ringtone.
Submit	Enter user information.
Swap	Toggle between two existing calls.
Update	Update an entry in Personal Directory.
>>	Move through entered characters.
	Backspace to delete characters.
	Back.

Phone Screen Icons


	Off-hook
	On-hook
	Connected call
	Incoming call
	Missed call
	Received call
	Placed call
	Call on hold/resume call

Feature Icons

(If available on your phone)

	Message waiting
	Shared line in use
	Speed dial line
	Line Status indicator-monitored line is in-use
	Line Status indicator-monitored line is idle
	Line Status indicator-monitored line is ringing
	Line Status indicator-monitored line is in do not disturb (DND)

Buttons

	Applications
	Contacts
	Messages
	Transfer
	Hold/Resume
	Conference
	Volume
	Speakerphone
	Mute
	Headset
	Select button

For the *Cisco IP Phone Quick Start Guides*, go to this URL:

http://www.cisco.com/en/US/products/ps13220/products_user_guide_list.html

Handset with
Message Waiting
Indicator

Display

Line Buttons

Soft Keys

Navigation Pad

Call Options

Audio Options

Messages
Settings
Contacts

Volume

Dial Pad

Your Cisco 7841 IP Phone