

Cisco VoIP Phone User Guide

Questions? Call the Durham Tech Helpdesk Ext. 6111

Soft Features

PARKING A CALL

Park a call when you want to store a call and retrieve the call from another phone.

While on an active call: Press the **more** soft key until you see the **Park** tab. Press **Park**. The phone operator will **announce** the special call park number at which the call

CONFERENCE CALLING

At this time all conference calls will need to be made through the Durham Tech Business Office. Call Yolanda Moore-Jones 919-536-7200, ext. 1004.

Hints and Ideas:

- You may want to give an offsite caller your department number and extension. This way, when they call back, they know they have the right department.
- Keep in mind that when you place a call on **Hold**, there is hold music. If they are going to be on hold for a considerable amount of time, you may want to hit **Resume** and let them know you haven't forgotten about them.
- When using the speaker option, to avoid disrupting the other callers, consider muting the call so they don't hear background noise.
- If your handset stops working, and you can only use your **Speaker** option, please call the help desk and notify them that the hook switch has gone bad. A ticket will be written.
- In the future, smaller scaled conference calls will be a possibility. Keep an eye out for future announcements on this topic.

Other Featurr

Information Features

FreePBX is our VoIP phone system back bone. This guide has been created to help answer most of your questions.

SANGOMA PHONES

As replacements are added, we will be trading out the Cisco 7900 series for a different brand that are made for the FreePBX phone system. The brand is **Sangoma**.

The college will be purchasing the 400s series because of the gigabyte network connectivity.

Note: If you would like more detail on these phone: <https://www.sangoma.com/products/phones/>

CALL HISTORY

Call History gives you a list of missed calls, received calls or placed calls from your phone.

Press the **Directories** button to display the Directory menu.

Use the scroll bar to highlight the desired call history option: Missed Calls, Received Calls, or Placed Calls.

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