

Navigation

Line Buttons: Located on the left side of the phone screen.

Session Buttons: Located on the right side of the phone screen.

Softkeys: Four softkey buttons are located below the phone screen.

Navigating a List or Menu: Press up or down on the select bar .

Selecting an Item in a List or Menu: With the item highlighted, press **select**.

Exiting a Menu: Press **exit** or go back on a level in a menu, press **back** .

Settings

Volume:  adjusts volume for the handset, headset, speakerphone, and ringer.

Ringtone:

1. Press **applications** .
2. Select **preferences** > **ringtone**.
3. Select a line.
4. Scroll through the list and press **play** to hear a sample.
5. Press **set** and **apply** to save selection.

Screen Contrast:

1. Press **applications** .
2. Select **preferences** > **contrast**.
3. Press the navigation bar up or down to alter the contrast and press **save**.

Setting up Speed Dials:

To set up speed dials and customize other features and settings, go to:

<https://ucmprodpubvoip01.houstonisd.org/ucmuser/>
Use your HISD login and password.

Tips

Keeping Track of Multiple Calls:

1. Ringing call: flashing amber
2. Connected call: solid green
3. Held call: flashing green
4. Shared line in use remotely: solid red
5. Shared line on hold remotely: flashing red

Best Practices in Using a Headset:

If you use a headset to dial or answer a call, your headset is the primary audio path and a headset icon displays in the right corner of the header bar. Press **answer** to automatically answer a call using the headset.

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Information Technology

TRANSFORMING EDUCATION THROUGH TECHNOLOGY

Cisco 7821/7841 VOIP Quick Start Guide



Houston ISD Helpdesk
Phone: 713-892-SERV (7378)
<https://servicedesk.houstonisd.org>

Dialing

1. Dial 9 for an outside line.
2. Enter your desired number.
3. Lift the handset or press either a line button, the **Call** softkey, the headset , the speakerphone , or the round **Select** button in the navigation bar.
4. For speed dial enter the item number and press the **SpeedDial** softkey. Or press the down arrow on the Navigation bar when the phone is idle, then scroll to a speed-dial item and press the **Select** button in the navigation bar. You may also have speed dials assigned to some buttons along the right side of your phone.

Answering

New Call Indicators:

1. A flashing amber line button.
2. An animated  and caller ID.
3. Flashing red light on the handset.

To answer the call, lift the handset. Or press the flashing amber **Session** button, answer, the unlit headset button, or the **Speakerphone** button.

Answering Multiple Lines: If you are talking on the phone when you get another call, a message appears on the phone screen. Press the flashing amber line button to switch lines and press the **Session** button to answer the second call. The first call goes on hold automatically.

Directories

1. Press **contacts** .
2. Scroll and select a directory.
3. Use your keypad to input search criteria.
4. Press **Submit**.
5. To dial, scroll to a listing and press **Dial**.

Conference

1. From an active call press .
2. Make a new call.
3. Press  again. The phone displays “Conference”.
4. Repeat steps to add more participants.

Join Calls: you can conference the active call with the held calls either on the same line or across lines.

1. From an active call, press **conference** .
2. Press **active calls** to select the held call, and press  again to create the conference.

View and Remove Participants: during a conference, press **show details**. To remove a participant, scroll to the participant and press **remove**.

Voicemail

New Message Indicators:

1. Solid red light on your handset.
2. “New Voicemail” message on the screen.

Listen to Messages: Press **messages**  and follow the voice prompts. To check messages for a specific line, press the **line** button first.

Setting up Voicemail:

1. Press **messages**.
2. Enter passcode 135246#.
3. Record your name.
4. Record your greeting (optional).
5. Replace the 135246# password with your own.
6. Follow the prompts until the system indicates you have completed the process.

Mute

1. While on a call, press **mute** .
2. Press  again to turn off the mute.

Call History

View Call History:

1. Press applications .
2. Scroll and select **call history**.
3. Select a line to view. The phone displays the last 150 calls.
4. To view details on a call, press **more**, then **details**.

View Missed Calls Only:

1. View your call history.
2. Press **missed**.

Forward All

1. To forward calls received on your primary line to another number, press **Fwd all**.
2. To forward all calls to a voicemail, press the  button.
3. Look for confirmation on your phone screen.
4. To cancel call forwarding, press **Fwd off**.
To set up forwarding remotely or on a secondary line, access your User Options web pages.

Hold

1. Press the **hold**  button. The hold icon appears and the line button flashes green.
2. To resume a call, press the flashing green line button, **resume**, or **hold**.

Transfer

1. From an active call, press **transfer** .
2. Enter the transfer number.
3. Press **transfer** again.