

# Highlighted Cisco Phone Features & Tools



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(Click the red links for more information about each feature)

## Productivity Features

### **1. Visual Voicemail** (Every user should already have feature on supported phones)

The Visual Voicemail application is a Cisco Unified Communications tool that delivers rich messaging experience on Cisco Unified IP Phones. Users can view, listen and respond to voicemail messages right from the Cisco IP Phone display without having to dial into your corporate voicemail box. Essentially users can see all voicemails and choose the one they would like to listen to first.

### **2. Mobility** (Ticket required for initial setup)

Cisco Unified Mobility, commonly known as Single Number Reach, gives users the ability to redirect incoming IP calls from the Cisco Unified Communications Manager to up to four different designated client devices such as cellular phones or IP phones.

For example, Cisco Unified Mobility associates a user's cell phone number with the user's business IP phone number. It then directs incoming calls to ring on a user's cell phone as well as the business phone, providing a single number for callers to reach the user. Calls that go unanswered on all the designated devices are redirected to the user's Cisco Unity messaging system.

### **3. Shared Lines** (Ticket required for initial setup)

In a shared-line appearance, for example, you can set up a shared line, so a directory number appears on line 1 of a manager phone and also on line 2 of an assistant phone. Another example of a shared line involves a single incoming 800 number that is set up to appear as line 2 on every sales representative phone in an office. You can also choose to update a directory number and have the updates apply to all devices that share the directory number.

### **4. DND (Do Not Disturb)** (Ticket required for initial setup)

The DND feature provides the following options:

a. Call reject-this option specifies that no incoming call information gets presented to the user. Depending on how you configure the DND Incom-

ing Call Alert parameter, the phone may play a beep or display a flash notification of the call.

b. Ringer Off-This option turns off the ringer, but incoming call information gets presented to the device, so that the user can accept the call.

### **5. BLF (Busy Lamp Fields)/Speed dial**

(Ticket required for setup and changing Busy Lamp Fields)

Allows a user to monitor the call state of a directory number associated with a speed-dial button, call log, or directory listing on the phone.

### **6. Message Monitor** (User configurable)

When a call comes into a user's phone and goes to voicemail, the phone plays a tone and gives the user an option to monitor the voicemail being left, take the call back from voicemail, or to ask the caller if they would still like to talk to the person. To configure, log into voicemail (not visual voicemail) and select option 4,3,6,1 and it should be activated

### **7. Extension Mobility** (Ticket required for initial setup)

Allows a user temporarily to apply a phone number and user profile settings to a shared Cisco Unified IP Phone by logging into the Extension Mobility service on that phone. Extension Mobility can be useful if users work from a variety of locations on Liberty's campus or if they share a workspace with coworkers.

### **8. Meet-Me** (Ticket required for initial setup)

Allows a user to host a Meet-Me conference in which other participants call a predetermined number at a scheduled time. (Non-Secure)

### **9. Call Pickup** (Ticket required for initial setup)

The Call Pickup features allow users to answer calls that come in on a directory number other than their own.

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## **10. Conferencing (MeetingPlace/WebEx)**

Allows a user to log into a web site, <https://meetingplace.liberty.edu>, and setup a meeting using audio, video, and presentation materials.

## **11. View Mail for Outlook** (Already configured on each machine build)

Utility that allows a user another option to listen to their voicemail messages. By default voicemail messages go to the users Outlook mailbox. The user then has the option to listen to the voicemail via the telephone itself, or through Outlook if you have speakers on your system.

## **Personalization / Management Features**

### **1. UCM User** (Unified Communications Manager)

Web page to manage user phone options like PIN number for extension mobility, speed dials, personal address book, call forward settings, and remote destinations and time of day if using Mobility. There is also a user guide for the phone accessible from the page as well.

(Accessible through <http://www.liberty.edu/phones>)

### **2. Cisco PCA** (Personal Communications Assistant)

A web page to manage voicemail greetings and settings. Allows the user to configure and set alternate greetings and reset voicemail password.

(Accessible through <http://www.liberty.edu/phones>)

### **3. Phone Designer**

A utility that can be installed on a user's workstation that allows customization of the user's phone. The phone types supported are any Cisco phone that is a 7945 or 79X1 designation. The 79X0 phones are not supported. This utility allows personal pictures to be set as the phone background as well as converting personal music files to ring tones.

### **4. Personal Directory** (Accessible through phone directory and [liberty.edu/phones](http://liberty.edu/phones))

Configured through the UCM User web page, the personal directory gives the user the ability to enter up to 3 numbers for a contact. Those numbers are labeled home, work, and mobile. You can access the personal directory from your phone and call any of the numbers for the given contact.

### **5. Fast Dials** (Accessible through phone directory and [liberty.edu/phones](http://liberty.edu/phones))

Allows a user to enter a Fast Dial code to place a call. Fast Dial codes can be assigned to phone numbers or Personal Address Book entries.

### **6. Speed Dials** (Accessible through phone directory and [liberty.edu/phones](http://liberty.edu/phones))

Dials a specified number that has been previously stored. Managed through the UCM User web page.

### **7. Abbreviated Dials** (Accessible through phone directory and [liberty.edu/phones](http://liberty.edu/phones))

Allows users to speed dial a phone number by entering an assigned index code (1-99) on the phone keypad and pressing the "AbbrDial" button that appears on the phone.

### **8. Immediate Divert** (Ticket Required)

Allows a user to transfer a ringing, connected, or held call directly to a voice-messaging system. When a call is diverted, the line becomes available to make or receive new calls.