



Changes to Your Phone Service

UBC IT is upgrading the phones in your building to VoIP. This guide contains important information about the upgrade process, and how your new phone service will work.

The installation of your new Cisco 7945 handset is only the first part of the upgrade process. **Your new VoIP phone will not be functional until your department is cutover to VoIP.** In the meantime, continue to use your Nortel phone.

Your Departmental Voice Administrator (DVA) will advise you of your building's service cutover date. On the day of the service cutover, the following will occur:

- Calls will start arriving on your new VoIP phone. At this point, you can start using your VoIP phone for all calls.
- Your voicemail will be connected to your VoIP phone. **When this occurs, you will receive your unique PIN via email or from your DVA. Please take the time to change your password following the instructions below:**
 1. Call your voicemail
 2. Enter the temporary pin, it will tell you that it has **expired**.
 3. Enter a new PIN of your own choice.

Following the cutover, UBC IT will coordinate the collection of legacy Nortel phones from your department.

Your New Cisco 7945

The Cisco 7945 features enhanced phone set functionality – such as a large call display, hi-fi audio, and multi-line capabilities. The Cisco 7945 has a built-in 1Gbps switch, ensuring fast transfer speeds to computers connected to the phone.

The Cisco 7945 at a Glance



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|-------------------------|---------------------------|
| 1. Programmable buttons | 10. Speakerphone button |
| 2. Phone screen | 11. Mute button |
| 3. Footstand button | 12. Headset button |
| 4. Messages button | 13. Navigation button |
| 5. Directories button | 14. Keypad |
| 6. Help button | 15. Softkey buttons |
| 7. Settings button | 16. Message Waiting Light |
| 8. Services button | |
| 9. Volume button | |

Getting Started

Placing a Call

- Lift the handset, or press the Speakerphone button, and dial the phone number
- Or, dial the phone number, and then lift the handset or press the Speakerphone button

Forwarding Calls

- To start forwarding, press the CFwdAll softkey at the bottom of the phone's screen, and enter the target phone number (such as 2.2010 if you want to forward to voicemail)
- To stop forwarding, press the CFwdAll softkey again



Transferring Calls

- Press the Transfer softkey on your phone, and dial the number that you want to transfer to
- Press the Transfer softkey again to complete the call transfer

Accessing your Voicemail

- Press the Messages button on your phone; you will then be prompted to enter your voicemail PIN

Creating a Conference Call

- While you are on the phone, press the ConFrn softkey and dial the participant's phone number
- After the participant has picked-up, press the ConFrn softkey again to add them to the call

Placing a Call on Hold

- While you are on the line, press the Hold softkey

To Retrieve a Call that Was Placed on Hold

- Press the Resume softkey.
- **If multiple calls are on hold:** Use the Navigation Button to select the desired call before you press the Resume softkey.
- **If multiple calls on multiple lines are on hold:** Press the Line softkey and select the line that you would like to pick up. The active call on the other line will be automatically put on hold.

Missed Calls

- Press the Directories button on your phone, and then select the Missed Calls option
- To call a number on the list, use the navigation keys to scroll to the desired number, and then lift-up the handset or press the Speakerphone button to dial

More Information

Looking to dive more deeply into the new features made available by your upgraded phone and voicemail? Additional guides, tutorials and FAQs relating to Cisco phones and Unified Messaging can be found on the UBC IT website:

www.it.ubc.ca/phones

Further Assistance

If you require assistance with your phone or Unified Messaging, you can reach UBC IT by dialing 611 or submitting a support request via the UBC IT Contact Form:

www.it.ubc.ca/itsc