VoIP QUICK START

Cisco IP Phone 7911
Cisco IP Phone 7945
Cisco IP Phone 7965
Cisco IP Phone 7975
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Introduction
This guide explains how to use your VoIP telephone at Illinois State University. Voice over Internet Protocol (VoIP) is a communications technology that allows telephone calls to be placed using a broadband network instead of a regular, analog phone line. If you have any questions about your VoIP phone beyond the scope of this document, please consult the website for Telecommunications and Networking at http://www.telecom.ilstu.edu or contact the university operators for assistance.

Getting Started
Your department’s local technical support staff will install your VoIP phone for you.

Four models of desktop VoIP phones are available for use on campus.

- Cisco IP Phone 7911 – A basic VoIP phone with a small screen
- Cisco IP Phone 7945 – Standard office VoIP phone on campus
- Cisco IP Phone 7965 – This VoIP phone has two programmable buttons and can accept two additional side cars, each with 14 additional buttons
- Cisco IP Phone 7975 – Same as 7965, except it also has a touch screen

This guide covers setup and usage of the 7945, 7965, and 7975 models. Some features and options described in this guide may not be available on the 7911 model.

This guide does not include instructions for setting up programmable buttons on the 7965 and 7975 models. For assistance with programmable buttons on the 7965 and 7975 models, contact Telecommunications & Networking.

Reporting problems
Report problems with your VoIP phone to your department’s local technical support staff. If you do not know who to contact, you can find out who provides your department with technical support by contacting the University Computer Help Desk at 309-438-HELP(4357). Your technical support staff will work with Telecommunications & Networking to resolve the issue.
How to Use Your VoIP Phone

Your VoIP phone works much like a regular phone.

Caller ID
When you receive a call from a campus phone, the caller’s five-digit phone number is displayed along with the associated name or department.

When you receive a call from an off-campus or cellular phone, the caller’s ten-digit phone number is displayed.

When you place a call to an off-campus phone number, the recipient’s caller ID (if available) will display either 309-438-4300 or 309-438-4444. These numbers do not correspond to any campus phone. Any caller trying to dial them will receive a recording indicating they are not in service.

Access your voice mail
You can access the campus voice mail system using your VoIP phone. Standard digital phones and VoIP phones access the same voice mail system. To access your voice mail, do the following:

1. Press the Voice Mail button.
2. Follow the audible instructions to access your voice mail.

How to make a call
There are several ways to make a phone call with your VoIP phone. To make a call, do the following:

- Pick up the handset, and enter a phone number.
- Press the New Call button, and enter a phone number.
- Press the Speaker button, and enter a phone number.

Tip: As you enter a phone number, your phone suggests numbers based on your call history.

Tip: If you make a mistake while entering a phone number, press the ◄ button to backspace.
• Enter a phone number. Pick up the handset to begin dialing.
• Enter a phone number. Press the **Dial** button to begin dialing.
• Enter a phone number. Press the **Speaker** button to begin dialing.

**Redial the last call**
To redial the last phone number entered on your phone, do the following:

1. Press the **Redial** button to call the last phone number dialed.
2. Dialing begins immediately.

**Redial from call history**
To redial a phone number found in your call history, do the following:

1. Press up or down on the arrow pad to access your call history.
2. Use the arrow pad to highlight the phone number you want to redial.
3. Do one of the following:
   • Pick up the handset to begin dialing.
   • Press the **Dial** button to begin dialing.
   • Press the **Speaker** button to begin dialing.

**Call the university operator**
The university operator can provide you with on-campus phone numbers. To call the university operator, do the following:

1. Pick up the handset.
2. Do one of the following:
   • From on campus, dial **0** to reach the operator. For TTY service, dial **8-2941**.
   • From off campus, dial **309-438-2111** to reach the operator.
3. When you are done, hang up.
**Make an on-campus call**
To make an on-campus call, do the following:

1. Pick up the handset.
2. Do one of the following:
   - To call an office phone number, dial 8 followed by the four-digit phone number.
   - To call a residence hall phone number, dial 6 followed by the four-digit phone number.
3. When you are done, hang up.

**Make an off-campus call**
To make an off-campus call, do the following:

1. Pick up the handset.
2. Dial 9 followed by the seven-digit phone number.
3. When you are done, hang up.

**Make a toll-free call**
You can call 800, 877, and 888 phone numbers toll free. To make a toll-free call, do the following:

1. Pick up the handset.
2. Dial 9 + 1 + the ten-digit toll free phone number.
3. When you are done, hang up.

**Make a long distance call**
Long distance calls require a long distance calling code. To make a long distance call, do the following:

1. Pick up the handset.
2. Dial 9 + 1 + the ten-digit phone number.
3. When you hear the long distance tone, enter your six-digit long distance calling code.

4. When you are done, hang up.

**Put a call on hold**

To place a call on hold, do the following:

1. While you are on a call, press the **Hold** button.
2. To take a call off hold, press the **Resume** button.

**Make a second call**

While you have a call on hold, you can make a second call without hanging up. To make a second call, do the following:

1. While you are on a call, press the **Hold** button. This places the first call on hold.
2. Press the **New Call** button.
3. Enter the phone number for the second call.
4. To switch back to the first call, press up on the arrow pad to select the first call.
5. Press the **Resume** button. This places the second call on hold.
6. To end an active call, press the **End Call** button. If a call is on hold, you must resume it before you can end it.

**Accept a second call**

While you are on a call, you can answer a second call. If you don’t answer the second call, it is sent to your voice mail. To accept a second call, do the following:

1. If you are on a call when receive a second call, you will hear a beep and the second caller’s phone number will appear on your phone display.
2. To accept the second call, press the **Answer** button. This places the first call on hold.
3. To switch back to the first call, press up on the arrow pad to select the first call.
4. Press the **Resume** button. This places the second call on hold.
5. To end an active call, press the **End Call** button. If a call is on hold, you must
Transfer a call

To transfer a call to another phone number, do the following:

1. When you want to transfer a call to third party, press the **Transfer** button. This places the call on hold.
2. Enter the third party’s phone number.
3. To transfer the call, press the **Transfer** button.
4. After transferring the call, hang up.

**Tip:** It is good practice to announce a call before transferring it. Wait until the third party has answered. Then explain who you will be transferring and the nature of the call. When you are ready to transfer the call, press the **Transfer** button.

Answer your VoIP phone with your cell phone

You can answer your VoIP phone with your cell phone using your VoIP phone’s mobility feature.

To use your VoIP phone’s mobility feature, you must configure your mobility settings through the Cisco Unified CM User Options website. Refer to section, *Configure mobility settings with your cell phone number*.

To answer your VoIP phone with your cell phone, do the following:

1. When a call is placed to your VoIP phone, your VoIP phone will ring first. After a moment, your cell phone will begin ringing too.
2. Your cell phone will display 309-438-4300 or 309-438-4444 rather than your caller’s actual phone number. This indicates that the call is coming from Illinois State University (i.e. from your VoIP phone), even if the original caller is calling from a non-university phone number.
3. When you answer the call using your cell phone, your VoIP phone will stop ringing.
4. When you are done, hang up your cell phone. The person on the other end of the call may hear the University’s hold music for a moment before your VoIP phone ends the call.
Send a call to your cell phone
While you are on a call, you can send the call to your cell phone using your VoIP phone’s mobility feature.

To use your VoIP phone’s mobility feature, you must configure your mobility settings through the Cisco Unified CM User Options website. Refer to section, Configure mobility settings with your cell phone number.

To send a call to your cell phone, do the following:

1. While you are on a call and you want to send the call to your cell phone, press the more button, and then press the Mobility button.
2. With Send call to Mobile Phone highlighted, press the Select button.
3. When your cell phone rings, answer the call. Your cell phone will display 309-438-4300 or 309-438-4444. This indicates that the call is coming from Illinois State University (i.e. from your VoIP phone).
4. When you are done, hang up your cell phone. The person on the other end of the call may hear the University’s hold music for a moment before your VoIP phone ends the call.

Make a conference call
You can make a conference call with up to eight people (including you). To make a conference call, do the following:

1. Call the first person you want to invite to the conference call.
2. Press the more button.
3. Press the Confrn button. This starts the conference call.
4. Enter a new phone number to invite.
5. Press the Confrn button. This adds the person to the conference call.
6. Repeat steps 2 through 5 to add additional people to the conference call.
7. If you initiate a conference call using long distance services, you need to be the
last person to hang up. If you hang up before others and they continue talking, you are still paying for the call.

**Remove a party from a conference call**
If you are the conference initiator, you can remove a party from an established conference call. To remove a party from a conference call, do the following:

1. While on a conference call, press the **more** button.
2. Press the **ConfList** button.
3. Use the arrow pad to highlight the phone number you want to remove from the conference.
4. Press the **Remove** button.

**Turn on call forwarding**
You can set up call forwarding to send your calls to another on-campus phone number. To turn on call forwarding for your phone, do the following:

1. Press the **CFwdAll** button.
2. Enter the on-campus phone number to which you would like your calls forwarded.
   - Enter only the last five digits of the phone number.
   - You cannot forward your phone to a non-university phone number.
3. After entering a phone number, your phone returns to the main screen. An icon of a phone with a flashing arrow appears in the upper-right corner of your display to indicate that call forwarding is turned on.

**Turn off call forwarding**
To turn off call forwarding for your phone, do the following:

1. Press the **CFwdAll** button.
2. Your phone will flash to the call forwarding screen and then return to the main screen. Call forwarding is now turned off.
View a list of missed calls, received calls, or placed calls
To view a list of missed calls, received calls, or placed calls, do the following:

1. Press the Directories button.
2. Use the arrow pad to highlight Missed Calls, Received Calls, or Placed Calls.
3. Press the Select button.
4. A list of calls is displayed.
   - On-campus calls may display the name or department along with the phone number.
   - Off-campus and cell phone calls display the phone number.
5. Use the arrow pad to scroll through the list of calls.

Tip: While on the main screen, press up or down on the arrow pad to see a list of your placed calls.

Dial a phone number in the list of missed calls, received calls, or placed calls
To call one of the phone numbers in the list of missed calls, received calls, or placed calls, do the following:

1. Press the Directories button.
2. Use the arrow pad to highlight Missed Calls, Received Calls, or Placed Calls.
3. Press the Select button.
4. Select the desired phone number from the list of calls.
5. Press the Dial button.

Edit and dial a phone number in the list of missed calls, received calls, or placed calls
To call a phone number similar to one in the list of missed calls, received calls, or placed calls, do the following:

1. Press the Directories button.
2. Use the arrow pad to highlight Missed Calls, Received Calls, or Placed Calls.
3. Press the Select button.
4. Select the desired phone number from the list of calls.
5. Press the **EditDial** button.
6. Use the ▶▶ button to move the cursor to the right.
7. Use the ◀◀ button to backspace and delete a portion of the phone number.
8. Enter new digits using the number pad.
9. Press the **Dial** button.

**Delete a phone number from the list of missed calls, received calls, or placed calls**
To delete a phone number from the list of missed calls, received calls, or placed calls, do the following:

1. Press the **Directories** □□ button.
2. Use the arrow pad to highlight Missed Calls, Received Calls, or Placed Calls.
3. Press the **Select** button.
4. Select the desired phone number from the list of missed calls.
5. Press the **more** button.
6. Press the **Delete** button.

**Clear all phone numbers from the list of missed calls, received calls, or placed calls**
To delete all of the phone numbers in the list of missed calls, received calls, or placed calls, do the following:

1. Press the **Directories** □□ button.
2. Use the arrow pad to highlight Missed Calls, Received Calls, or Placed Calls.
3. Press the **Select** button.
4. Within the list of missed calls, press the **more** button.
5. Press the **Clear** button.
**Speed dial a phone number using abbreviated dialing**

Your VoIP phone allows you to use speed dial phone numbers. This feature is called abbreviated dialing. Each speed dial phone number you set up is associated with a one- or two-digit number.

To use abbreviated dialing, you must set up speed dial phone numbers through the Cisco Unified CM User Options website. Refer to section, *Add a speed dial phone number*.

To dial a speed dial phone number using abbreviated dialing, do the following:

1. Press the one- or two-digit number associated with the speed dial phone number you want to call.
2. Press the AbbrDial button.

**Tip:** We recommend using abbreviated dialing for all of your speed dial needs. Your VoIP phone also offers a feature called fast dialing. Despite its name, fast dialing is rather difficult to use and is not very fast.

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**Log in to your personal directory**

Log in to your personal directory to access your personal address book. Your personal directory also contains a feature called personal fast dials. Personal fast dials are not described in this guide; we recommend using abbreviated dialing for your speed dial needs.

To log in to your personal directory, do the following:

1. Press the Directories button.
2. Use the arrow pad to highlight **Personal Directory**.
3. Press the Select button.
4. Do one of the following:
   - If you are not logged in, proceed with step 5.
   - If you are already logged in, skip to step 8.
5. Enter your ULID in the **UserID** field.
   - Press the number pad key that corresponds to the first letter of your ULID.
This brings up a mini-menu that contains each letter on the key you pressed. Quickly press the key again to select a different letter.

You only need to enter your ULID once. After you log in successfully, your VoIP phone will store your ULID so you do not have to type it again in the future.

6. Enter your VoIP PIN in the **PIN**: field.
   - Use the arrow pad to highlight the **PIN**: field.
   - By default, your VoIP PIN is **0000**.
   - You can change your VoIP PIN through the Cisco Unified CM User Options website.

7. Press the **Submit** button.

8. You are now logged in to your personal directory. You can now access your personal address book.

**Log out of your personal directory**
When you are done using your personal directory, you should log out. If you do not log out, anyone who uses your phone can view and edit your personal address book.

To log out of your personal directory, do the following:

1. While you are in the personal address book, press the **Exit** button until you see **Log Out** as an option.
2. Use the arrow pad to highlight **Log Out**.
3. Press the **Select** button.
4. Press the **OK** button to log out.

**Search your personal address book**
Search your personal address book to view its contents. You can add entries to your address book through the Cisco Unified CM User Options website. Refer to the section, *Add a personal address book entry*. To search your personal address book, do the following:

1. Log in to your personal directory.
2. Use the arrow pad to highlight **Personal Address Book**.

3. Press the **Select** button.

4. Either leave all fields blank or enter a first name, last name, or nickname in the appropriate fields.
   - If you leave all fields blank, all entries in your personal address book will be returned when you search.
   - Press the number pad key that corresponds to the first letter of the name.
   - This brings up a mini-menu that contains each letter on the key you pressed. Quickly press the key again to select a different letter.
   - Pausing causes your phone to accept the selected letter.
   - Press the << button to backspace if you make a mistake.
   - You can search for partial names, as well as complete names.

5. Press the **Submit** button.

6. The results of your search are displayed. If your search returned many entries, use the **Previous** and **Next** buttons to see additional pages of search results.

7. Use the arrow pad to highlight an address book entry.

8. Press the **Select** button to view the highlighted address book entry.

9. Use the arrow pad to view the entry’s details.

**Dial a number using your personal address book**

To dial a phone number from your personal address book, do the following:

1. Search your personal address book using your **VoIP** phone, and select an address book entry.

2. Press the **Dial** button.

3. Use the arrow pad to highlight the desired phone number to dial.

4. Press the **OK** button.

5. Press the **OK** button to begin dialing.
Search the corporate directory

The corporate directory is a directory of all students, faculty, staff, and retirees at Illinois State University. It contains only local phone numbers.

Faculty and staff records usually contain on-campus 438 phone numbers. Students records may contain 436 phone numbers.

Some people do not have a local phone on record, so their entries do not contain any phone numbers.

Some people, especially students, may have off-campus or long-distance “local” phone numbers.

To search the corporate directory, do the following:

1. Press the **Directories** button.
2. Use the arrow pad to highlight **Corporate Directory**.
3. Press the **Select** button.
4. Use the arrow pad to highlight **First Name:** or **Last Name:**.
5. Enter a first name or last name (or both) in the appropriate fields.
   - Press the number pad key that corresponds to the first letter of the name.
   - This brings up a mini-menu that contains each letter on the key you pressed. Quickly press the key again to select a different letter.
   - Pausing causes your phone to accept the selected letter.
   - Press the < < button to backspace if you make a mistake.
   - You can search for partial names, as well as complete names.
6. Press the **Search** button.

Corporate Directory Search Tips:

- Names are case insensitive.
- Use both first and last names to narrow your search results.
- To view the next page of search results, press the **more** button and then press the **Next** button.
- To refine your search, press the **more** button and then press the **Search** button. This brings you back to your original search.
Searching returns a list of names that match the partial or complete name you entered. If the person has a phone number on record, it is displayed underneath the person’s name.

When you are done, press the Exit button.

How to Customize Your VoIP Phone

Customize your VoIP phone’s settings, such as volume, display contrast, and ringer sounds. Log in to the Cisco Unified CM User Options website to configure your VoIP phone.

Call Volume
Call volume indicates the loudness of your callers’ voices. To adjust your phone’s call volume, do the following:

1. While dialing or on a call, press the -/+ button.
2. You will hear the loudness of your caller’s voice.
3. Press the Save button to save your volume adjustment.

Ringer Volume
Ringer volume indicates the loudness of your phone’s ringer. To adjust your phone’s ringer volume, do the following:

1. While your phone is idle or when your phone rings, press the -/+ button.
2. You will hear the loudness of your ringer volume.
3. Your ringer volume adjustment is automatically saved.

Ring Tone
To change the ring tone your VoIP phone uses when you receive a call, do the following:

1. Press the Settings button.
2. With User Preferences highlighted, press the Select button.
3. With Rings highlighted, press the Select button.
4. Use the arrow pad to highlight **Default Ring** or your phone number.
5. Press the **Select** button.
6. A list of ring tones is displayed.
7. Using the arrow pad, highlight a ring tone.
8. Press the **Play** button to hear the ring tone.
9. Highlight the ring tone you want to assign to your phone.
10. Press the **Select** button.
11. Press the **Save** button.
12. Your phone will now use the new ring tone.

**Background Images**

To set a background image for your VoIP phone’s display, do the following:

1. Press the **Settings** button.
2. With **User Preferences** highlighted, press the **Select** button.
3. Use the arrow pad to highlight **Background Images**.
4. Press the **Select** button.
5. Use the arrow pad to highlight one of the available images.
6. With the desired image highlighted, press the **Select** button.
7. To preview the background image, press the **Preview** button. When you are done previewing the image, press the **Exit** button.
8. To save the highlighted image as your background image, press the **Save** button.

**Enable Wideband Headset**

To enable the use of a wideband headset with your VoIP phone, do the following:

1. Press the **Settings** button.
2. With **User Preferences** highlighted, press the **Select** button.
3. Use the arrow pad to highlight **Audio Preferences**.
4. With **Wideband Headset** highlighted, press the **Select** button.
5. With **Enabled** highlighted, press the **Select** button.
6. Press the **Save** button.

### Disable Wideband Headset
To disable the use of a wideband headset with your VoIP phone, do the following:

1. Press the **Settings** button.
2. With **User Preferences** highlighted, press the **Select** button.
3. Use the arrow pad to highlight **Audio Preferences**.
4. With **Wideband Headset** highlighted, press the **Select** button.
5. Use the arrow pad to highlight **Disabled**.
6. Press the **Select** button.
7. Press the **Save** button.

### Brightness
To adjust the brightness on your VoIP phone so it is easier to read, do the following:

1. Press the **Settings** button.
2. With **User Preferences** highlighted, press the **Select** button.
3. Use the arrow pad to highlight **Brightness**.
4. Press the **Select** button.
5. Do one or more of the following:
   - Repeatedly press the **Down** button to turn down the brightness, which makes the display darker.
   - Repeatedly press the **Up** button to turn up the brightness, which makes the display lighter.
   - The gradient boxes are there to help you adjust your phone’s brightness.
When you are done adjusting the brightness, you should still be able to make out each gradient box.

6. When you are done adjusting the brightness, press the **Save** button.

**Change your VoIP PIN**

To change your VoIP PIN through the Cisco Unified CM User Options website, do the following:

1. Log into the Cisco Unified CM User Options website.
2. Click the **User Options** menu in the upper-left corner and select **User Settings**.
3. Enter your current VoIP PIN in the **Current PIN** box. By default, your VoIP PIN is **0000**.
4. Enter your new VoIP PIN in both the **New PIN** and **Confirm PIN** boxes.
5. Click the **Save** button.

**Configure mobility settings with your cell phone number**

You can configure your VoIP phone’s mobility settings so that calls placed to your VoIP phone number ring on your cell phone too. This feature allows you to receive calls placed to your VoIP phone when you are away from your desk.

To configure your VoIP phone’s mobility settings, do the following:

1. Log into the Cisco Unified CM User Options website.
2. Click the **User Options** menu in the upper-left corner, select **Mobility Settings**, and then select **Remote Destinations**.

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**Cisco Unified CM User Options Website**

You can use the Cisco Unified CM User Options website to:

- Change your VoIP PIN.
- Add, remove, and edit personal address book entries.
- Add, remove, and edit speed dial phone numbers used with abbreviated dialing.
- Search the directory and dial phone numbers using the WebDialer.

**Log in to the website**

To log in, do the following:

- On a computer with an Internet connection, visit [http://voip.ilstu.edu/](http://voip.ilstu.edu/)
- Log in using your ULID and password.
3. If this is your first time configuring your VoIP phone’s mobility settings, click the **Add New** button. Otherwise, click the **Find** button, and then click the link under the **Name** column to edit your existing settings.

4. Enter a short description of the remote phone number in the **Name** field.

5. Dial **9** followed by a seven-digit remote phone number, such as a cell phone number, in the **Destination Number** field.
   
   - The remote phone number must be a local, seven-digit phone number.
   - Be sure to dial **9** before the seven-digit phone number.

6. The next three fields, **Answer Too Soon Timer (ms)**, **Answer Too Late Timer (ms)**, and **Delay Before Ringing Timer (ms)**, can be used to adjust the relationship between your VoIP phone and your cell phone. We recommend using the default values to begin with; then adjust the values if you encounter problems with the delay between your VoIP phone and cell phone.
   
   - **Answer Too Soon Timer (ms)** – This value indicates the minimum amount of time that must pass before you can answer your cell phone. Increase this value to lengthen the minimum time; decrease the value to shorten the minimum time. (Default=1500; Min=0; Max=10000)
   
   - **Answer Too Late Timer (ms)** – This value indicates the maximum amount of time that can pass before you can answer your cell phone. Increase this value to lengthen the maximum time; decrease this value to shorten the maximum time. (Default=19000; Min=10000; Max=300000)
   
   - **Delay Before Ringing Timer (ms)** – This value indicates the time delay before your cell phone rings when a call is placed to your VoIP phone. Increase this value to lengthen the delay; decrease this value to shorten the delay. (Default=4000; Min=0; Max=30000)

7. Click the **Remote Destination Profile** drop-down menu and select your profile. Your profile is named **RDP_ulid** where **ulid** is your personal ULID.

8. Put a check mark next to **Mobile Phone**.

9. Make sure a check mark is next to **Enable Mobile Connect**.

10. Click the **Save** button.
11. A new section named **Association Information** appears on the left side of the window.

12. Put a check mark below **Line Association**.

13. Click the **Save** button.

Your VoIP phone’s mobility settings are now configured with your cell phone number. When your VoIP phone rings, your cell phone will ring too.

### Add a speed dial phone number

Set up speed dial phone numbers for use with abbreviated dialing through the Cisco Unified CM User Options website. To add a speed dial phone number, do the following:

1. Log in to the Cisco Unified CM User Options website.
2. Click the **User Options** menu in the upper-left corner and select **Device**.
3. Click the **Speed Dials** button.
4. Enter a phone number in the **Number** column.
5. Enter a short description of the phone number in the **Label** column. This text is automatically entered into the **ASCII Label** column too.
6. Click the **Save** button.
7. The website displays the message, “Update successful.” After a moment, your VoIP phone will be updated too; you may notice your phone’s display flash briefly as this happens.

### Remove a speed dial phone number

Remove speed dial phone numbers through the Cisco Unified CM User Options website. To remove a speed dial phone number, do the following:

1. Log in to the Cisco Unified CM User Options website.
2. Click the **User Options** menu in the upper-left corner and select **Device**.
3. Click the **Speed Dials** button.
4. Delete the phone number you want to remove from the appropriate box. It is not necessary to delete the corresponding **Label** or **ASCII Label**.
5. Click the **Save** button.

6. The website displays the message, “Update successful.” After a moment, your VoIP phone will be updated too; you may notice your phone’s display flash briefly as this happens.

**Add a personal address book entry**
Add new entries to your personal address book through the Cisco Unified CM User Options website. To add a personal address book entry, do the following:

1. Log in to the Cisco Unified CM User Options website.
2. Click the **User Options** menu in the upper-left corner and select **Personal Address Book**.
3. Click the **Add New** button.
4. Fill out as many fields as you’d like. The only required field is **Nick Name**.
5. When you are done, click the **Save** button.
6. You will see a message that says, “Add successful.”
7. To add another entry, click the **Add New** button.

**Remove a personal address book entry**
Remove personal address book entries through the Cisco Unified CM User Options website, do the following:

1. Log in to the Cisco Unified CM User Options website.
2. Click the **User Options** menu in the upper-left corner and select **Fast Dials**.
3. Click the **Find** button to see a list of phone numbers. This list shows a mixture of fast dial phone numbers and personal address book entries.
   - Personal address book entries have nicknames associated with them.
   - Fast dials are labeled **Raw** under **Phone Type**.
4. Click the check box next to each entry you want to remove.
5. Click the **Delete Selected** button.
6. A message appears warning you that this action cannot be undone. Click the **OK** button.
View all entries in your personal address book
You can view a list of entries in your personal address book using the Cisco Unified CM User Options website. To view a list of personal address book entries, do the following:

1. Log in to the Cisco Unified CM User Options website.
2. Click the User Options menu in the upper-left corner and select **Personal Address Book**.
3. Click the Find button.
4. All entries in your address book are displayed.

Search your personal address book
You can search your personal address book using the Cisco Unified CM User Options website. To search your personal address book, do the following:

1. Log in to the Cisco Unified CM User Options website.
2. Click the User Options menu in the upper-left corner and select **Personal Address Book**.
3. Click the drop-down menu where you see Nick Name or begins with, and select an appropriate option.
   - The first menu (where you see Nick Name) allows you to choose which field to search.
   - The second menu (where you see begins with) allows you to choose the criteria for your search.
4. Type appropriate text in the search box.
5. To further refine your search, click the plus sign (+) button. This creates another

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**Address Book Search Tips:**
- Names are case insensitive.
- Read the drop-down menus and the search box altogether. For example, **First Name is exactly Reggie** will return a list of entries that contain the first name, “Reggie.”
- Multiple search lines are joined together with an implicit AND operator. For example, by clicking the plus sign (+) to add a second search line, you can search for **First Name is exactly Reggie AND Last Name is exactly Redbird.**
set of menus and another search box.

6. When you are done defining the search, click the Find button.

**Search the directory**
The directory on the Cisco Unified CM User Options website is a directory of students, faculty, staff, and retirees at Illinois State University.

Like the corporate directory accessible through your VoIP phone, the directory on the Cisco Unified CM User Options website contains only local phone numbers.

For faculty and staff records, this is usually an on-campus 438 phone number; for students living in the residence halls, this is usually a 436 phone number.

Some people do not have a local phone on record, so their entries do not contain phone numbers. Some people, especially students, have off-campus or long-distance “local” phone numbers.

To search the directory, do the following:

1. Log in to the Cisco Unified CM User Options website.
2. Click the User Options menu in the upper-left corner and select Directory.
3. Click the drop-down menu where you see Last Name or begins with, and select an appropriate option.
4. The first menu (where you see Last Name) allows you to choose which field to search.

**Directory Search Tips:**

- Names are case insensitive.
- Select User ID from the first drop-down menu to search by U Lid.
- The Ext column displays phone numbers for people who have a VoIP phone.
- The LDAP Ext column displays phone numbers for people who have a regular, digital phone.
- Read the drop-down menus and the search box altogether. For example, First Name is exactly Reggie will return a list of entries that contain the first name, “Reggie.”
- Multiple search lines are joined together with an implicit AND operator. For example, by clicking the plus sign (+) to add a second search line, you can search for First Name is exactly Reggie AND Last Name is exactly Redbird.
5. The second menu (where you see **begins with**) allows you to choose the criteria for your search.

6. Type appropriate text in the search box.

7. To further refine your search, click the **plus sign (+)** button. This creates another set of menus and another search box.

8. When you are done defining the search, click the **Find** button.