Desktop Phone – Cisco 9971

Frequently Asked Questions (FAQ's)

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What is VoIP?

The phone system at NASA Headquarters uses an advanced technology called Voice over Internet Protocol (VoIP). VoIP utilizes a broadband Internet connection instead of a regular (analog or ISDN) phone line to transfer data between two parties, allowing HQ to realize cost savings and system efficiencies while offering advanced features to users.

What kind of desktop phone do I have?

Your desktop phone operates like any other phone, but it is more sophisticated, and it is connected to the HQ computer network. You can access the advanced features in two ways: directly from your desktop phone or by visiting the Cisco Unified Communications Manager (CM) Web site.

What do I need to start using my desktop phone?

To make full use of the functionality of your desktop phone, ensure that you have the following: Voice mail password, CallManager password, and desktop phone PIN. See also, I have two passwords and a PIN, too?

I have *two* passwords and a PIN, too?

Yes, that's right. The VoIP system allows you to access advanced features in two ways: directly from the desktop phone itself *and* from the Cisco Call Manager Web site. Some security precautions are necessary in both cases.

- **Voice mail Password**: The password you will undoubtedly use the most is your voice mail password, which you dial directly into your phone when prompted to do so.
- **CallManager Password**: A separate password is required to use the Cisco Call Manager Web site to access and manage advanced functions online.
- **Desktop Phone PIN**: You also have a PIN which is part of the login sequence required to access advanced features directly from your desktop phone. (See also, How do I access advanced features?)

How do I dial a number?

Just as you would with an ordinary phone, begin by either picking up the headset or pressing the "speaker" button in the bottom left corner of your phone. To call someone inside HQ, dial the extension (i.e., the last four digits: 1234) or the full seven digits of the phone number (i.e., 358-1234). To call someone outside of Headquarters: dial 9, the area code (if required), and then the phone number.

Does "0" reach operator assistance?

No. Operator assistance is not available.

Does "411" reach "Information"?

Yes, but you must dial 9 to get an outside line and then dial 411.

How do I reach emergency services?

You can reach emergency assistance by dialing 911 or by dialing 9 and then 911. Calls go directly to the local Public Safety Answering Point (PSAP) and advertise the street address of the building in which you are located.

After you call 911, if you are physically capable, call HQ Emergency Services at extension 1616. Notify them of your situation, and confirm your location within the building. The HQ emergency number is pre-programmed into your phone and made obvious by a red label affixed to your phone.

What if I call 911 by mistake?

Do not hang up! Let them know you dialed by mistake. Otherwise, a "hang-up" is interpreted as a distress call, and Headquarters Security is alerted. Security then calls HQ IT Operations to determine the extension from which the call was placed and investigates further.

How do I access voicemail?

If accessing from:	Steps:
Your desktop phone	Press the envelope icon button | When prompted, enter your password.
Another desktop phone	Press the envelope icon button | When prompted to enter your password, press the * key | When prompted to enter your ID, enter the last four digits of your phone number and press the # key | When prompted, enter your password.
A phone within the 202 area code	Dial 358-4786 (358-HQVM) | When prompted to enter your password, press the * key | When prompted to enter your ID, enter the last four digits of your phone number and press the # key | When prompted, enter your password.
A metropolitan DC phone outside the 202 area code	Dial 202-358-4786 (202-358-HQVM) | When the automated voice answers, press the * key | When prompted to enter your ID, enter the last four digits of your phone number and press the # key | When prompted, enter your password.
A phone outside the metropolitan DC area	Dial 1-866-358-4786 (1-866-358-HQVM) | When the automated voice answers, press the * key | When prompted to enter your ID, enter the last four digits of your phone number and press the # key | When prompted, enter your password.

How do I know what my voicemail password is?

As a new VoIP phone user, you should have received several handouts with instructions on how to set up your voice mail and a generic, one-time use, initial password. You are required to change your password upon the initial login. If you have forgotten your voice mail password, call the Enterprise Service Desk (ESD). You must contact ESD by phone so they can verify your identity. For more information on voice mail, visit the Voicemail Frequently Asked Questions.

How do I forward calls to another number?

There are two ways you can forward incoming calls:

- Directly from your desktop phone: Press **Forward All** and enter a destination phone number. When calls are successfully forwarded, at the top of the screen, under your desktop phone number, you will see the forwarding number you just entered. To end call forwarding from your desktop phone, press **Forward Off**.
- Using the Cisco CallManager Web site: You can initiate call forwarding when you are out of the office by logging in to the Cisco Call Manager Web site. See also, What is Cisco Call Manager?

Regardless of the method you use, or where you are when you set up call forwarding, enter the destination phone number as if you were dialing from within Headquarters. Do not enter dashes, parentheses, or spaces:

Outside number	**You must enter 9** and then the number.
Long distance	**You must enter 91** followed by the area code and number.
Location within HQ	Enter only the 4-digit extension.

Why can't I find someone's name/number in the directory?

Only users who have a desktop phone appear in the directory.

Can I prevent the people I call from seeing my phone number?

Caller ID/extension information is sent to inside extensions and this cannot be disabled. Currently, the full 10-digit number is displayed on Caller ID.

Can I change the background on my phone?

Yes. There is a collection of backgrounds from which you can choose. Press the Applications button | Press **Preferences** | Press **Wallpaper** | Use the arrows to make your selection | Press **Set**.

Can I have a blank screen as a background?

Yes. If you wish, you can select a "blank" background along with several other single color screens as your display background rather than any of the stock graphics. These options will continually be added and updated.

Can I import my graphic file to use as the background on the phone's display?

No, not at this time. However, this will be available in the future as part of the enhancements provided by the upgrade of the operating system.

Can I change the ring tones?

Yes. Press the Applications button | Press **Preferences** | Press **Ringtone** | Use the arrows to make your selection | Press **Play** to listen | When you find a ring tone you like, press **Set**.

You can set a default ring tone for all numbers on the phone and an individual ring tone for each line on the phone. (Most phones have only a single line.)

Why am I seeing a spinning wheel and the text “Updating CTL” or “Registering”?

These messages are sometimes displayed while your phone is being reset. It does not indicate a problem, and you do not need to do anything in response. Your phone is a computer and some configuration changes require it to be reset. This process usually takes a few seconds and should not happen frequently. If this does occur frequently, you should call the Enterprise Service Desk (ESD).

What happens if my computer crashes or if I take my laptop on travel?

Your desktop phone will continue to function normally, as it is independent of your desktop computer and/or laptop.

If data servers have an outage, will phone service be interrupted?

The VoIP phone servers are independent of the data file servers. To provide uninterrupted service, they have their own set of multiple redundant servers. In the event of a power outage, the servers at Headquarters are on the building’s Uninterruptable Power Supply (UPS) system.

Are the desktop phones affected by heavy traffic?

No. The VoIP network has its own dedicated bandwidth, and does not share any throughput resources with the data network. The VoIP servers have nothing to do with the data servers.

How do I clean the display on my phone?

To disable the touchscreen for 60 seconds so you can clean it, press and hold the Select button in the center of the Navigation pad until you see the following message appear: Touchscreen disabled. Will enable in 60 seconds.

Then, use a dry, non-abrasive cloth to wipe the display. To re-enable the display, press the Select button.

You should NOT use any liquid cleaning solution on your phone screen. If a dry non-abrasive cloth will not remove the fingerprints or grime on the screen, call the Enterprise Service Desk (ESD). and request a phone technician come to your desk. The technician will clean your phone with special chemicals that will not harm the display screen.

What happens to my phone when I have an office move?

Your desktop phone will move with you to your new office.

How do I access advanced features?

The VoIP system allows you to access advanced features, such as Personal Address Book and Personal Fast Dials, in two ways:

- **Directly from your desktop phone**, you can access Call History, Preferences, or Accessories.

  Press the Applications button | Use the navigation keys to highlight your selection | Press either the the Select button in the center of the navigation pad, or press **Open**.

- **Using the Cisco CallManager Web site**, you can access advanced features such as Device, User Settings, Personal Address Book, Fast Dials, and Mobility Settings.

  Log in to the Cisco Call Manager Web site | From the menu, select **User Options**. See also, What is Cisco Call Manager?

What is Cisco Call Manager?

Cisco CallManager is a VoIP phone customization Web site that allows you to access advanced features, forward your calls to another location, or access your VoIP phone user guide.

How do I know what my Cisco CallManager password is?

You should have received several handouts with instructions on how to access the Cisco CallManager Web site to customize your desktop phone. This included a generic, one-time use, initial password. You are required to change your password upon your initial login. If you have forgotten your Cisco CallManager password, call the Enterprise Service Desk (ESD). You must contact ESD by phone so they can verify your identity.

What if I forget one of my passwords or my PIN?

Call the Enterprise Service Desk (ESD). You must contact ESD by phone so they can verify your identity.

What is a Personal Address Book?

The Personal Address Book is an advanced feature that you can access from the Applications button . It allows you to enter personal contacts not found in your desktop phone's contact directory . This feature is not standard. To request it, contact the Enterprise Service Desk (ESD).

Is there a way to listen to a voice mail message as it is being left?

This feature is not available at this time.

Is there a Message Monitor feature?

This feature is not available at this time.

Can I scan voice mail messages on the phone's display?

This feature is not available at this time.

If interrupted, can I resume listening to my voice mail messages where I left off?

Yes. If you get disconnected while you are retrieving messages and you quickly dial into voicemail again, your messages will not repeat from the beginning. Instead, they will begin playing from the precise moment when your call was dropped. This is particularly handy if you use a cell phone that often drops calls. By default, this setting allows you a 5 minute "grace period," but this can be adjusted to up to 30 minutes upon request. To request an adjustment, call the Enterprise Service Desk (ESD).

Can I monitor another person's phone calls?

No. However, the Busy Lamp Feature (BLF) allows support personnel or others to determine if a designated phone extension is busy or idle. See What is the Busy Lamp Feature?

What is the Busy Lamp Feature?

The Busy Lamp Feature (BLF) allows support personnel or others to determine if a designated phone extension is busy or idle. The BLF feature does *not* make it possible to answer another person's phone or monitor calls on their line. If this feature is activated, pressing the BLF button also dials that specific extension. You can do a "supervised transfer" by staying on the phone and announcing the call to the second user; or you can do a "blind transfer" by pressing the BLF button and then hanging up. In either case, as soon as you hang up your phone, the call is automatically transferred to the second user.

This advanced feature is not standard. You must request it by contacting the Enterprise Service Desk (ESD). It requires ITPOC approval.

How do I choose a different language for my phone's display?

Call the Enterprise Service Desk (ESD) to request a language other than English. Your phone's display can be configured to use any of the following languages: Arabic, Bulgarian, Catalan, Chinese, Croatian, Czech, Danish, Dutch, Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, Thai, and Turkish.

Is training available?

Yes. VoIP classroom training is available upon request. Individual desk-side assistance is also

available by appointment. Contact the Computer Training Center at ctc@hq.nasa.gov or call 202-358-1111 to make arrangements.

What should I do if something is not working correctly?

Contact the Enterprise Service Desk (ESD).

Where can I go to learn more?

A wide variety of documentation about your desktop phone and the voice mail system is posted on the Telephone Services Web page.

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at:
http://itcd.hq.nasa.gov/instructions.html