

### **Web Access on your Computer**

- ☰ Access Internet Explorer
- ☰ Enter the URL –  
https://41.188.192.155/ccmuser
- ☰ Enter User ID (10 digit extension number)
- ☰ Password (12345)
- ☰ Press Submit

### **What you can do on the web site**

- ☰ Change web Password (website)
- ☰ Create Speed Dials and abbreviated dials
- ☰ Create Personal Directory

### **Change Password**

- ☰ Select *USER OPTIONS*
- ☰ Select *USER SETTINGS*
- ☰ Input current Password(12345)
- ☰ Input new Password (5 – 20 digits, numbers only)
- ☰ Confirm new Password
- ☰ Select *SAVE*

### **Speed Dials**

- ☰ Select *USER OPTIONS*
- ☰ Select Device
- ☰ Select Speed Dials
- ☰ Enter details
- ☰ Click on Save

### **Using Speed Dial**

- ☰ The first four entries are saved on phone.
- ☰ Press up on down button to access
- ☰ Press the speed dial number (e.g. 5) and Speed dial(Soft key)

### **Add entries into Personal Directory**

- ☰ Select User Options
- ☰ Select Personal Directory
- ☰ Click on Add New
- ☰ Enter details
- ☰ Click on Save

### **Personal Directory – Using**

- ☰ Press the Directories button
- ☰ Select Personal Directory
- ☰ Enter required name or
- ☰ Enter required Address (company)
- ☰ Press Submit (soft key)
- ☰ Press Dial soft key to dial the number

### **Changing Phone PIN on Phone**

- ☰ While logged onto phone
- ☰ Press Application menu Button
- ☰ Select Login / Logout
- ☰ Select SET PIN – press soft key
- ☰ Enter Current PIN
- ☰ Scroll Down
- ☰ Enter New PIN
- ☰ Scroll Down
- ☰ Confirm New PIN
- ☰ Scroll Down
- ☰ Select Change soft key button

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# **IP Telephony 6921**

## **Quick Reference Guide for Users**



### Logging in for the first time

- ☰ Press Application Menu Button
- ☰ Select Login / Logout
- ☰ Select Enter (middle button on Scroll Bar)
- ☰ Enter UserID (10 digits extension number)
- ☰ Scroll down
- ☰ Enter PIN (12345)
- ☰ Select Submit soft key
- ☰ Enter Current PIN (12345)
- ☰ Scroll down
- ☰ Enter New PIN
- ☰ Scroll down
- ☰ Confirm New PIN
- ☰ Select Change soft key button
- ☰ Extension number will be displayed
- ☰ Scroll down
- ☰ Enter new PIN
- ☰ Press Submit

### Daily Log On

- ☰ Press Application Menu button
- ☰ Select Login-Logout
- ☰ Enter User ID (10 digits extension number)
- ☰ Scroll down
- ☰ Enter PIN number
- ☰ Press Submit



### Log off

- ☰ Press Menu button
  - ☰ Select Login/Logout
  - ☰ Select Yes
- Extensions can still be dialed



### Making a Call (No 0 for outside line)

- Lift handset
- ☰ Dial required number
- OR
- Leave handset down
- ☰ Press New Call button
- ☰ Dial required number
- OR
- ☰ Dial required number
- ☰ Press Call button
- OR
- ☰ Press the speaker button then dial the number

### Redial Recently Dialed Number

- ☰ Press Redial button

### Call Hold

- ☰ Press Hold button



### Take Call off Hold

- ☰ Press flashing green line button



### Transfer Calls

- ☰ Press Transfer button
- ☰ Enter required extension number
- ☰ Wait for person to respond if you wish
- ☰ Press Transfer button or soft key



### Get Transferred Call Back – Before pressing Transfer the second time

- ☰ Press Cancel button (soft key)
- ☰ Press flashing green line button

### Using Corporate Directory

- ☰ Press the Directory button
  - ☰ Select Corporate Directory
  - ☰ Enter required name
  - ☰ Press Search (soft key)
  - ☰ Press dial (soft key)
- To see the extension number press Editdial (soft key)



### Conference Calls

- ☰ While active on a call
- ☰ Press Conference button
- ☰ Enter required number
- ☰ Press Conference button
- ☰ Maximum of 8 calls (internal or external)

### Remove call from Conference

#### While on an active call

- ☰ Press Details(soft key)
- ☰ Scroll down to call to be removed
- ☰ Press Remove (soft key)

### Call Forwarding

- ☰ Press the FwdAll (soft key)
- ☰ Enter required Extension number or external number – (Forwarded t number will show on the screen)

### Cancel Call Forward

- ☰ Press Fwd OFF (soft key)

### Call Back – (Only for Internal calls)

- ☰ Select Call Back
- ☰ Message will confirm call back active
- ☰ Press Exit to clear screen
- ☰ Press redial when notification received

### Call Pickup

- ☰ Lift Hand set
- ☰ Press More (soft key)
- ☰ Select PickUp (soft key)
- ☰ Select Answer (soft keys)

### Call Park

- ☰ While on an active call
- ☰ Press the more button
- ☰ Press the Park button
- ☰ Take note of the Park number
- ☰ At another phone dial the park number

### Voicemail



### Set Up for the first time

- ☰ Press Messages button on handset
- ☰ Enter the default password 12345
- ☰ Change Password as per prompts (5 characters or more)
- ☰ Record Greeting as per prompts

### Message Retrieval via Phone (logged In)

- ☰ Press Messages button on handset
- ☰ Enter your Password followed by #
- ☰ To listen to new message – 1
- ☰ Listen to saved or Archived messages – 3-1

### Message Retrieval from External Phone

- ☰ Dial your full telephone number
- ☰ When the voicemail begins press \*
- ☰ Enter your Extension number followed by #
- ☰ Enter your Password followed by #
- ☰ Continue with message handling as per phone retrieval