
The ISS Demo Guide

Contents

Capabilities Guide	2
Extension Dialing / Divert	3
Shared Lines / Barge	4
Hold/Resume & MOH	5
Extension Mobility	5
Consultative Transfer	6
Direct Transfer	6
Hunt Groups.....	6
Voice Mail	7
Auto Attendant	7
Call Pickup.....	7
Call Park	7
Do Not Disturb	8
Forward All.....	8
Speed Dial	8
Conference.....	8
Phone Features for End Users.....	9
User Preferences Interface	9
Call Handling / Mobility	10
Web Dialer	11
Speed Dials.....	12

Capabilities Guide

Below is a summary of the key features and settings of the phones used in the ISS demo system:

Name: Setting:	ISS-4-MD	ISS-4-MM	ISS-4-SD	ISS-1
Target Model	8941	8941	6941	3905
Target User(s)	Lu P	Tao L	Suresh R	Anna T
Extensions	5100/6100	5400/6400	5300/6300	5200/6200
Description	Mobility + Do Not Disturb	Mobility + Meet Me	Speed Dial	Single Line
Calls Allowed	International	International	International	Long Distance
Emergency Calls	Allow	Allow	Allow	Allow
Barge	No	No	Allow	No
Park	Allow	Allow	Allow	No
Pick Up	Allow	Allow	Allow	Allow
Reach Me	Allow	Allow	No	No
Extension Mobility	Allow/Allow	Allow/Allow	No/No	No/No
Voice Mail / Divert	Allow	Allow	Allow	No
CFB/CFNA	VM	VM	VM	5042
Hold Audio	Sample	Audio Jack	Sample	Sample
Button Template	Line Line Mobility DND	Line Line Mobility Meet Me	Line Line Line Speed Dial	Line
Mobility	Button 3	Button 3	N	N
Meet Me	N	Button 4	N	N
DND	Button 4	N	N	N
Speed Dial	N	N	CiscoHQ - 914085264000	N

Extension Dialing / Divert

Demonstrate line-to-line calling using assigned extensions by calling from any phone to any other phone (dialing from 5200 to 5100 is the best choice to start). You should hear and see a visual indicator that the second phone is ringing and be able to answer the phone by picking up the handset or pressing the Answer soft key (be careful of feedback when using speakerphones in the same room).

While a phone call is in progress, dial one of the participating phones from a third phone and notice that the phone indicates that a second call is inbound (dialing from 5300 to 5100 is the best choice). You can answer this call by pressing the line button on the ringing phone and it will place the original call on hold and answer the new incoming call.

NOTE The 3905 model does not have line buttons and is operated slightly differently by using the navigation buttons and LCD screen. To answer a second incoming call on the 3905, you must place the first call on hold. The second call will be answered automatically. To switch back to the call that is on hold, use the navigation button to highlight the call on hold and press the hold button again. This will switch between the two calls. (You can observe this by dialing from 5100 and 5300 to 5200.)

Each phone has a secondary number as well (6100, 6200, 6300, 6400). Place a call from one phone to another using a secondary extension by pressing the line button next to the secondary extension before dialing the digits. (Press the 6300 line button on Suresh's phone and dial 6100.) You should hear and see a visual indicator that the second phone is ringing and that the call is coming from a number in the 6000 range. Answer the phone by picking up the handset or pressing the Answer soft key.

The secondary extension is often used by companies to allow employees to easily distinguish between calls from outside the company phone system (i.e. from customers) from calls originated by other employees. Employees would be instructed to use the 6000 range extensions to call each other. And users could customize their phones to have different ring tones for each line.

On Lu's phone at 5100, press the settings key, then navigate down to Preferences and select it. Select the Ringtone option then navigate down to the 6100 entry and select it. Navigate down to Ring 7 and select it. Press the Set soft key and then the Exit soft key until you are back at the main phone display. From Suresh's phone, select the 6300 line and dial 6100. The ring tone for internal calls is now different than that of external callers. (For consistency, you may want to set up all of the phones with a similar ring tone behavior.)

You can also divert an incoming call directly to voice mail should you choose. From the phone at extension 5200, call 5300. From the 5300 phone, press the divert soft key – the call will be forwarded directly to voice mail. Leave a message and notice that the message waiting light on the 5300 is now lit.

Finally, from one of the 8941 model phones call another 8941 phone – make sure that the video privacy slider is off (to the right). In our demo setup, you would use the 5400 phone to call the 5100 phone. Answer the phones and notice that live video immediately begins. You can adjust the angle of the camera on top of each phone for the best picture. Each phone has two video images – the smaller image

is of the local user side, and the larger image is of the remote user side. You can press the swap button to switch the video images (your local side would now be the larger image).

You can press the video location button to switch the display of the small local image between all four corners or to turn the local image display off.

You can press the minimize button to return to the main phone interface and the Show Video button from the main interface to return back to the video screen.

End the call.

Shared Lines / Barge

From the 5100 phone call 5400. Notice that the 5300 phone rings also. This is because we set up line 3 on the 5300 phone as a shared line with 5400. Let the line ring through to voicemail and notice that we reach the mailbox for 5400. Leave a message and hang up.

Notice that the message waiting light on the 5400 is now lit and on the 5300 phone, notice that the line button for 5400 now has an envelope next to it.

Pick up the handset on the 5400 phone and on the 5300 phone, notice that the line 3 button goes red and the LCD indicates that the phone is off hook. Place the 5400 phone back in its handset and the light and LCD indicator return to normal.

There is also a barge feature that determines whether the phone that shares your line can forcefully join the conversation. We are sharing a line between the 5400 and 5300 phones. We allow barge on the 5300 but not the 5400. A typical scenario would be that the 5300 phone is on an assistant's desk and the 5400 phone is on a manager's desk.

To demonstrate how the manager can barge in on the assistant, perform the following:

Dial 5400 from the 5100 phone and answer from the 5300 phone by simply picking up the handset. Notice that the light and LCD indicator on the 5400 phone indicate that the call has been picked up. On the 5400 phone, press the red line button for the active call and you will create an automatic ad hoc conference – all three phones will now be able to talk together. The callers already on the line will hear a short tone as this happens so that they are alerted to a new party joining the call. Hang up the call.

To demonstrate how the assistant cannot barge in on the manager, perform the following:

Dial 5400 from the 5100 phone and answer from the 5400 phone by simply picking up the handset. Notice that the light and LCD indicator on the 5300 phone indicate that the call has been picked up. On the 5300 phone, press the red line button for the active call and notice that nothing happens. You cannot barge into the call because barge permissions are not granted on the 5400 phone. Hang up the call.

Hold/Resume & MOH

Demonstrate the Music on Hold (MoH) feature for calls placed on hold. From the 5400 phone, dial 5100. Answer the 5100 phone and place the call on hold. Use this button to place a call on hold:



You will hear a simple song that is the default MoH file. Hang up.

Notice that if you use the 8941 model phones for this test that the video screen will go blank on both sides when a call is placed on hold.

If you followed the optional instructions for enabling the audio jack as the source for MoH for the ISS-4-MM profile you can also demonstrate both the impact of profiles on behavior and the use of an external MoH source. (Tao uses this profile.)

If you have a portable music player device that can serve as a source of audio, use an audio jack and plug it into the MoH port on the back panel of the BE 3000. Begin playing a file on the audio device.

Call from any phone to Tao at 5400. From Tao's phone, place the call on hold. You should now hear the music player audio file playing. Resume the call and now from the other phone place the call on hold, you should hear the system MoH audio file.

Extension Mobility

Demonstrate the ability of a user to log on to another phone so that the second phone assumes their familiar extension number and settings. Go to Tao's phone (extension 5400) and press the settings key, it looks like this:



Scroll down through the menu to "Cisco Extension Mobility" and press the select button. Using the numeric keys, login as user LuP (the user id is not case sensitive) with a PIN of 12345. Press the Submit soft key and the phone will reset and come back up with Luciana's extension of 5100.

From a third phone, dial 5100. Notice that both Luciana's original phone and Tao's phones, in which she is logged in, are ringing. Answer Tao's phone. Notice that the corresponding line button on the Lu's phone goes red.

While on the call, go to Lu's phone and press the line button with the red light. A three-way conference will automatically be initiated. End the call.

Note that Lu's original phone can barge into calls on the secondary phone, but not the other way around. If someone were to discover Lu's PIN number and log into their local phone as Lu, they would still not be able to barge into conversations that Lu is having.

To demonstrate this, call 5100 from the 5200 phone and answer on Lu's original phone. From the phone that Lu has also logged in on (the 5400 phone) you can see that the red led light is on next to the line, indicating a call is in progress. Press this line button and note that nothing happens – you cannot barge the call on the original phone from a phone that is logged in as Lu.

Press the Setup button on Tao's phone, navigate to Cisco Extension Mobility and log out as LuP.

Consultative Transfer

Demonstrate consultative transfer by calling from the 5100 phone to the 5200 phone. Pick up the call on the 5200 phone. Press the Transfer key and then dial the 5400 phone and wait for the ring tone. The transfer key looks like this:



Pick up the 5400 phone. You will be able to talk between the 5400 and 5200 phones. Now press the Transfer soft key on the 5200 phone a second time. The 5100 and 5400 are now connected directly and can talk to each other and the second phone is released from the call. Notice that if you are using 8941 models for the 5100 and 5400 phones that the video cameras will be automatically activated.

Direct Transfer

Demonstrate direct transfer by calling one phone from another. When you pick up the call on the second phone, you can press the Transfer key and then dial the extension of a third phone and wait for the ring tone. Press Transfer key immediately a second time. The call has been transferred and the third phone will continue ringing and can be picked up to answer the first caller or ignored and the first caller will go to voice mail on the third phone.

Hunt Groups

- Demonstrate the function of your broadcast hunt group by dialing 5041 from any phone but 5400. Notice that all phones will begin to ring. Allow the phones to continue ringing; notice that all of the phones except 5400 stop ringing. Allow phone 5400 to continue ringing; notice that you go to voice mail for 5400. Leave a message indicating that you were calling the broadcast group.
- Demonstrate the function of your top-down hunt group by dialing 5042 from the phone at extension 5200. Notice that phone 5100 will ring, then 5300, then 5400. Allow the phones to continue ringing. Notice that you go to voice mail on 5400. Leave a message indicating you were calling the top-down group.

Voice Mail

- On phone 5400, press the voice mail button.
- Enter your PIN number: 12345 and then #
- If this is the first time you have accessed voice mail on this phone, follow the prompts to finish enrollment.
- Review the voice messages that have been left on this line. Notice that the most recent message is played first.
- Delete each message after listening.
- Notice that you can also dial extension 5000 from any phone that has voice mail to directly access the voice mail system.

Auto Attendant

- We specifically did not permit voice mail for the phone at extension at 5200. As a result, we will hear the auto attendant when we dial 5000 instead of the voice mail prompts.
- From phone 5200, dial 5000.
- The auto attendant message that you hear will depend on the day and time of your demo; either the open or closed message will play. If you have access to the BE 3000 administrative menu you can log in and change the time under the System Settings -> Date/Time menu option.
- The auto attendant for open hours enables full functionality:
 - demonstrate dialing an extension number directly (at the AA prompt press: 5300)
 - demonstrate using a single digit to select a menu option (press 1 for 5100)
 - demonstrate the use of both hunt groups (press 5 for broadcast, 6 for top-down)
 - demonstrate the ability to log into the voice mail system using 5100, 5300, or 5400 as your extension (press * then follow login prompts)
- Optional – change the time on the BE 3000 system so that a different auto attendant message and options are played.

Call Pickup

Dial from any phone to 5200. From a second phone, press the More soft key and then the GPickup button. Type 5200 and the call will now begin ringing on the second phone. Press the Answer soft key to answer the call.

Call Park

From 5200 dial 5100 and answer the call. From the 5100 phone, press the transfer button. Dial 3000. Press the transfer button a second time to park the call. Notice the display indicates the call was parked. Hang up the 5100 phone. Go to a third phone and dial *3000 to retrieve the parked call and continue the conversation.

Notice that if you do not retrieve the parked call within a few minutes that the call will be returned back to the 5100 phone (which initiated the park). This ensures that callers are not forgotten.

Do Not Disturb

From the phone at extension 5100, press the Do Not Disturb line button to enable it. From a second phone, call extension 5100. Notice that on the phone at extension 5100 the line 1 light will blink and the phone display indicates an incoming call, but the phone will beep gently only once and then remain silent. If the phone is not answered, the caller will be sent to voicemail if it is enabled.

Press the Do Not Disturb button again to disable this feature.

Forward All

From any phone, press the Forward All soft key and forward all calls to a second phone. From a third phone, call the extension of the first phone and notice that only the second phone rings.

Press the Forward Off button to disable this feature.

Speed Dial

On the 5300 phone, you will see a speed dial button for Cisco HQ. Press the button. The call will time out since we don't have PSTN connection.

Conference

- Ad hoc – From one phone, call another and answer it. From the second phone, press the conference button. This will place the conference attendees on hold. The conference button looks like this:



Dial a third extension and answer it. You can talk privately to the third extension while the other conference attendees are on hold. Press the Conf soft key on the first phone a second time. All callers are now conferenced together.

- Meet Me – From the 5400 phone, press the Meet Me button and dial 3400. You will create and then join a Meet Me conference. From a second phone, dial 3400. This phone will join the conference. You can join from additional phones if you wish.

Phone Features for End Users

The Cisco IP phones allow access to a variety of sophisticated details and troubleshooting information for administrators, but also provide information that an end user may be interested in. Explore some of the end user features from the 5100 phone (CP-8941). Press the Setup button:

- Call History: Select Call History -> All Lines to see a list of placed, received and missed calls on this phone. Using the soft buttons, you can toggle back and forth between viewing all calls or just missed ones. For any call that was successfully placed or received, you can press the More soft button and then the Details soft button to see the duration of that call. Exit Call History.
- Preferences: Select Preferences -> Ringtone and then a line number to set the ringtone. Notice that you can set different ringtones for different lines. This can be very handy. Change the ringtone of the secondary line and test it by calling from another phone.
- Camera Settings: Select Preferences -> Camera Settings. Notice that Auto Transmit Video is On. You can configure this to be off. You can also control the brightness of the video image so that it presents the best possible picture. Adjust the brightness now.

User Preferences Interface

The Cisco User Preferences Interface is a web based application that end users can access from any browser to control certain features of their phone like call handling and speed dials. The interface can be accessed at the following URL: <https://192.168.1.250:8443/cucmuser>.



The screenshot shows the login interface for the Cisco Unified CM Business Edition 3000. On the left, there is the Cisco logo and the text "Cisco Unified CM Business Edition 3000" and "User Options Interface". On the right, there are two input fields labeled "Username:" and "Password:", and a "Log In" button below them.

Log in as Tao:

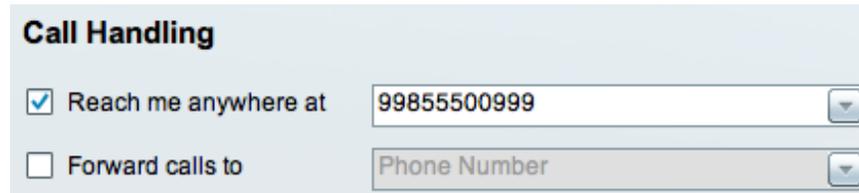
User: TaL (note that this is not case sensitive)

Password: be3000 (note this is case sensitive)

Call Handling / Mobility

Reach Me Anywhere will simultaneously ring a user's desktop phone and an external phone (for example, a cell phone) when callers dial the primary extension of their phone.

Select the check box next to Reach me anywhere and type in the number: 99855500999. This is a fictional number and Reach Me Anywhere will not be functional – we are simply showing that the feature is available, not actually using it. Click the Save button.



Call Handling

Reach me anywhere at 99855500999

Forward calls to Phone Number

Go to Tao's phone at 5400 and press the Mobility button. Notice that Mobility (Reach Me Anywhere) is active.

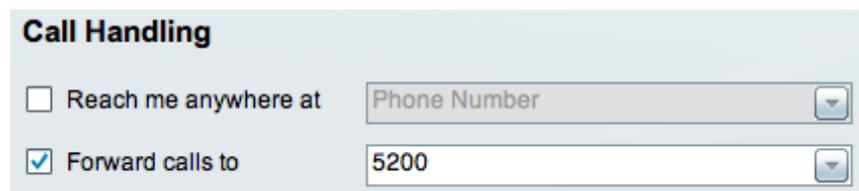
The use of Reach Me Anywhere can be easily controlled from the user's phone if they will have a Mobility button programmed as part of the usage profile they belong to. The user simply presses the Mobility key and the select button to toggle Mobility on and off.

We can't test this aspect of Mobility in a demo environment because we are not connected to an outside phone system.

If instead a user wishes to bypass their desktop phone and ring only an alternative number, they can use the forward calls feature. Users can specify either an internal or external number to which all calls to their primary number are forwarded.

All calls will be immediately forwarded and the desktop phone will not ring. This can be used in a situation where an employee is going on vacation or leave and forwards all calls to another internal employee who will handle their calls on their behalf.

Reach me anywhere takes precedence over Forward calls if both are enabled. We will de-select Reach me anywhere and select Forward calls to, and type 5200 as the target phone number.



Call Handling

Reach me anywhere at Phone Number

Forward calls to 5200

Click Save.

Test this by going to a third phone and dialing 5400, the phone at 5200 should ring instead.

Notice that the LCD display on Tao's phone will indicate that calls are forwarded.

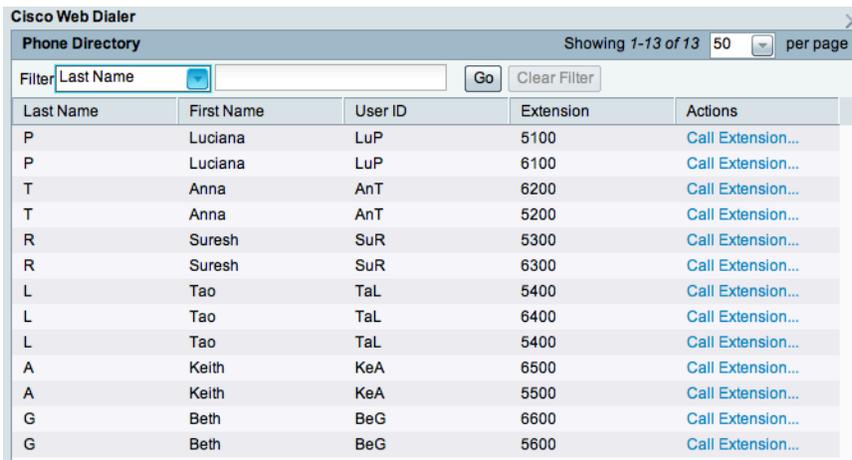
Deselect Forward calls to and click Save to return the system to its previous state.

Web Dialer

Web Dialer allows users to control their phone via the web interface and place calls using the corporate directory. Click the Search directory and place call link.



The Web Dialer phone directory will appear and you can click any link to dial that extension.



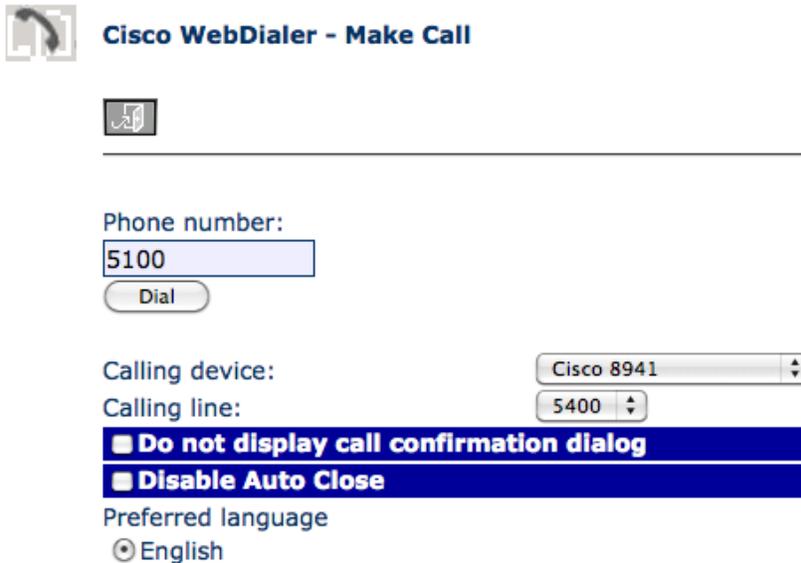
Cisco Web Dialer Phone Directory

Showing 1-13 of 13 50 per page

Filter Last Name Go Clear Filter

Last Name	First Name	User ID	Extension	Actions
P	Luciana	LuP	5100	Call Extension...
P	Luciana	LuP	6100	Call Extension...
T	Anna	AnT	6200	Call Extension...
T	Anna	AnT	5200	Call Extension...
R	Suresh	SuR	5300	Call Extension...
R	Suresh	SuR	6300	Call Extension...
L	Tao	TaL	5400	Call Extension...
L	Tao	TaL	6400	Call Extension...
L	Tao	TaL	5400	Call Extension...
A	Keith	KeA	6500	Call Extension...
A	Keith	KeA	5500	Call Extension...
G	Beth	BeG	6600	Call Extension...
G	Beth	BeG	5600	Call Extension...

Click an extension to dial and then click the Dial button:



Cisco WebDialer - Make Call

Phone number:

Calling device:

Calling line:

Do not display call confirmation dialog

Disable Auto Close

Preferred language
 English

Notice that you can control which line the call appears to come from. The system will display a pop-up window as the call is in progress.



When the call is dialed, the speakerphone on the phone you are controlling will be activated and you will be able to talk hands-free once the call is answered or goes to voice mail.

Speed Dials

Speed Dials allow for up to 12 entries that can be used to quickly call user-specific numbers. Different users can have different speed dials.

If there are more speed dials than available buttons, then the system will use as many speed dials as it can, starting from the 1st position. (If you have the optional expansion module for the 8941, the speed dials could be configured to display on the expansion module.)

Add a speed dial to Cisco Partner Relationship at 918005536387, a second speed dial to the internal ISS Fast Response Team at 5999 and a third to a catering company at 99985500111:

Speed Dials	
Phone Label	Phone Number
1 Cisco Partner Relationship	918005536387
2 ISS Fast Response Team	5999
3 Catering	99985500111

Click Save.

Users can also manage their own password and PIN numbers. The Password is used to access the web-based user preferences interface, the PIN is used to access phone-based settings. We will not change either but simply wanted to point out where to change them.

Passwords

Password:	<input type="text"/>	<input checked="" type="checkbox"/> Change Password
Re-enter Password:	<input type="text"/>	
Phone PIN:	<input type="text"/>	<input checked="" type="checkbox"/> Change Phone PIN
Re-enter Phone PIN:	<input type="text"/>	

There are many additional features that you can demonstrate: voice mail settings, phone system settings, personal and corporate directories, etc. Work with your customer to understand the features they care about and be prepared to demonstrate these additional features.