This guide covers the features that are available with the VoIP wireless telephone system.

IT Services supports the following Cisco VoIP Wireless models: 7921 and 7925. This user guide provides step-by-step instructions for both wireless models. Your model number can be found on the lower right hand corner of your VoIP wireless handset. IT Services Client Support answers questions about VoIP services and features and can respond to any technical difficulties you might have.

VoIP Tutorial, Quick Reference and User Guides
<http://www.it.ucla.edu>

VoIP Self-Provisioning
<http://voip.cts.ucla.edu>

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Table of Contents

GETTING STARTED
Buttons and Keys ................................................................. 3
Visual Indicators ................................................................. 4
Install Battery ................................................................. 5
Power On ................................................................. 5
Lock/Unlock Keypad ......................................................... 5
Toggle Between Ring and Vibrate ......................................... 6
Volume (Active Speaker) .................................................... 6

DIALING INSTRUCTIONS
Dialing UCLA Campus and Non-Campus Numbers ................. 7
Emergency Services ......................................................... 8
Operator Assistance ......................................................... 8
Outbound Caller ID .......................................................... 8

ANSWERING AND PLACING CALLS
Answering Calls ............................................................... 9
Placing Calls ................................................................. 9
End Calls ................................................................. 9
Hold and Resume ............................................................ 9
Toggle Between Calls ........................................................ 10

TELEPHONE FEATURES
Call Transfer ............................................................... 10
Direct Transfer .............................................................. 10
Call Forward ............................................................... 10
Call Conference ............................................................ 11
Call Join ................................................................. 11
Call Park ................................................................. 11
Barge ................................................................. 11

TELEPHONE SETTINGS
Ring Type ................................................................. 12
Ring Method ............................................................... 12
Volume (Pre-set Volume) .................................................. 12
Screen Brightness .......................................................... 12

SPEED DIALING
Speed Dial ............................................................... 13
Call Log ................................................................. 13
Online Directory .......................................................... 13
Personal Dialing Directory ............................................... 14
Last Number Redial ....................................................... 14
Message Waiting Indicator ............................................... 14

ACCEPTABLE USE STATEMENTS
Call Harassment ............................................................ 15
Fraud ................................................................. 15
Compliance with Policies, Laws, and Regulations .................. 15
Buttons and Keys

INDICATOR LIGHT (LED)
Provides these indications:
- Solid red—Phone is connected to AC power source, and battery is charging
- Solid green—Phone is connected to AC power source, and battery is fully charged
- Fast blinking red—Incoming call (phone can be charging or fully charged)
- Slow blinking red—Voice message (when phone is connected to AC power source, red light blinks longer than when using only the battery)
- Slow blinking green—Phone is using only battery power. Phone is registered with the wireless network and is within service coverage area

HEADSET PORT
Port for plugging in a headset or ear bud

SPEAKER BUTTON
Toggles the speaker mode on or off

RIGHT SOFTKEY BUTTON
Activates the Options menu for access to the list of softkeys (sometimes displays a softkey label)

NAVIGATION BUTTON
Accesses these menus and lists from the main screen
- Up: Directory
- Right: Line View
- Down: Settings
- Left: Services
Allows you to scroll up and down menus to highlight options and to move left and right through phone numbers and text entries

SELECT BUTTON
Activates the Help menu from the main screen. Allows you to select a menu item, a softkey, a call, or an action

POWER/END BUTTON (RED)
Turns the phone on or off, diverts a ringing call to your voice messaging system, or terminates a call. If there is no voice messaging system, then it silences the ring. When using menus, acts as a shortcut to return to the main screen

ASTERISK (*) KEY
Toggles between Ring and Vibrate mode

KEYPAD
Allows you to dial numbers, enter letters, and choose menu items by number

ONE (1) KEY
Enters “1” when dialing a number. Allows you to access the voice messaging system

ANSWER/SEND BUTTON (GREEN)
Allows you to answer a ringing call, or, after dialing a number, to place the call

LEFT SOFTKEY BUTTON
Activates the softkey option displayed on the screen

MUTE BUTTON
Toggles the mute feature on or off

VOLUME BUTTON
When the phone is idle, controls the ring volume, vibrate option, or turns off the ring. During a call, controls the speaker volume for the handset, headset, and speaker mode

APPLICATIONS BUTTON
Used with XML applications, such as Push to Talk or Directory Services
Visual Indicators

**BATTERY ICON**
Shows the level of charge in battery

**SIGNAL ICON**
Shows the degree of signal strength

**KEY LOCK ICON**
Indicates the keypad is locked

**SPEAKER ICON**
Indicates speaker mode is active

**MUTE ICON**
Indicates mute is active

**HEADSET ICON**
Indicates headset is plugged into phone

**RINGER OFF ICON**
Indicates the phone’s ring alert is silent

**VIBRATE ICON**
Indicates the phone alert is vibrate only

**VIBRATE AND RING ICON**
Indicates the phone alert is ring and vibrate

**DESK TOP CHARGER ICON**
Indicates the phone is docked in the charger

**VOICE MESSAGE ICON**
Indicates you have a voice message

**APPLICATION ICON**
Indicates the application (such as Push to Talk) is active

**PRIMARY PHONE LINE**
Displays the phone number for your primary phone line

**DATE AND TIME LINE**
Displays time and date information

**SOFTKEY LABELS**
Displays softkey options and provides access to the Options list of softkey features

**DISPLAY**
Main phone screen displays four menu icons and Help that correspond to the action that will be performed if the navigation button is pressed

**ON-HOOK LINE**
No call activity on this line

**OFF-HOOK LINE**
Line in use, but not connected to a call

**CONNECTED CALL**
You are connected to the other party

**INCOMING CALL**
A call is ringing on one of your lines

**REMOTE LINE IN USE**
A shared line is in use remotely

**CALL ON HOLD**
You have put this call on hold

**CALL FORWARD ENABLED**
You have forwarded your primary line
Install Battery

Before you can use your phone, you must install the battery and charge it. Depending on the type of battery you have, the fully charged battery provides these hours of service:

- The standard battery provides up to 10 hours of talk time or up to 80 hours of standby time.
- The extended battery provides up to 12 hours of talk time or up to 100 hours of standby time.

Charging times when using the AC Power Supply connected to phone:

- **Standard battery** - 2 hours
- **Extended battery** - 3 hours

The indicator light located on the top of the telephone indicates the charging status:

- **Red** - Battery charging in process
- **Green** - Battery charging complete

**INSTALL THE BATTERY (ALL MODELS)**
1. Insert the battery until it catches in the slots at the bottom of the phone. Ensure metal contacts on the battery and the phone face each other
2. Press the battery to the phone until it locks into place

**REMOVE THE BATTERY (ALL MODELS)**
1. Press up on the locking catch with one hand
2. With the other hand, hold the battery at the edges and pull out to remove

Powering On the Phone

After charging the battery, you must power on the phone to place and receive calls.

**POWER ON**
1. Press and hold the red button until the phone powers on
2. The phone displays the main screen and is ready to place or receive calls

**CHECK SIGNAL STRENGTH**
The Signal Strength icon indicates the strength of the signal between the wireless access point and your phone. Your phone must have at least one bar to place or receive calls. When you move the phone out of signal range, you lose connection with the wireless Local Area Network. The status line displays, “Leaving service area.”

Lock and Unlock Keypad

You may lock the keypad to prevent accidental dialing.

**LOCK KEYPAD**
- Press and hold the Pound key (3 seconds). The screen displays “Keypad Locked!”, and the icon displays at the top of the Main screen

**UNLOCK KEYPAD**
1. Press any key, and the screen displays, “Unlock Keypad?”
2. Press Yes softkey, the icon disappears and the screen displays, “Keypad Unlocked!”
Telephone Administration

Toggle Between Ringing and Vibrating Mode

Quickly change the ring setting to vibrate or audible ringing.

TOGGLE BETWEEN VIBRATE AND RINGER
- Press and hold the Star Key ( * )

Adjust Volume

Adjust the volume of the active speaker.

ADJUST VOLUME
- During a call, or when receiving a call, press the up arrow to increase volume or the down arrow to decrease the active speaker volume
Dialing Instructions

Dialing UCLA Campus and Non-Campus Numbers

IT Services telephone service provides station-to-station campus dialing for the UCLA community. A campus telephone number is identified by the last five digits of its seven-digit telephone number. UCLA telephone service that extends to UCLA facilities off campus is called Extended Campus Service (ECS). It too is part of the five-digit campus dialing plan and offers most UCLA telephone features.

UCLA telephone numbers are located within the 310 area code and encompass one of the following prefixes:

206 267 312 319 794 825 983

To identify the full seven-digit UCLA telephone number, match the last digit of the prefix to the first digit of the five-digit number.

IT Services provides campus-dialing service to Santa Monica-UCLA Medical Center. Santa Monica – UCLA Medical Center maintains some lines that cannot be dialed directly from off-campus numbers using the entire 7-digits. These numbers can only be dialed from another UCLA campus number or via Santa Monica-UCLA Medical Center Hospital Communications using their five-digit extension.

Access to non-UCLA campus numbers requires dialing 8 first. The allowable calling area is based on the telephone line’s class of service.

UCLA CAMPUS CALLS

Dial five-digit campus number

LOCAL DIRECT DIAL CALLS (WITHIN 310 AREA CODE)

Dial 8 + seven-digit number

TOLL AND LONG DISTANCE DIRECT DIAL CALLS

Dial 8 +1 + area code + seven-digit number

CALLING CARD AND COLLECT CALLS

1. Dial 8 +0 + area code + seven-digit number
2. Enter calling card number at tone or wait for telephone operator to answer

PERSON-TO-PERSON CALLS

1. Dial 8 +0 + area code + seven-digit number
2. Follow voice prompt instructions or wait for telephone operator to answer

INTERNATIONAL DIRECT DIAL CALLS

Dial 8 +011 + country code (+ city code if necessary) + number

INTERNATIONAL COLLECT AND CREDIT CARD CALLS

1. Dial 8 +0 +0 +01 + country code (+ city code if necessary) + number
2. Wait for telephone operator to answer, then provide the necessary billing information

INTERNATIONAL PERSON-TO-PERSON CALLS

1. Dial 8 +01 + country code (+ city code if necessary) + number
2. Wait for telephone operator to answer, then provide necessary billing information
Emergency Services

UCAL CAMPUS EMERGENCY - UCPD
1. Dial 911 from an on-campus telephone
2. Provide your name, location, and telephone number to dispatcher
3. Do not hang up until instructed to do so

UCAL EMERGENCY INFORMATION LINE
Dial 800-900-UCLA

UCAL EMERGENCY RADIO
Dial AM 1630

Operator Assistance

UCAL CAMPUS INFORMATION OPERATOR
Dial 0

UCAL MEDICAL CENTER PAGE OPERATOR
Dial 56301

UCAL MEDICAL CENTER PAGING SYSTEM
Dial 68477

LOCAL AREA OPERATOR (VERIZON)
Dial 8 + 0

LONG DISTANCE OPERATOR
Dial 8 + 0 + 0

OPERATOR ASSISTED CALLS
1. Dial 8 + 0 + area code + seven-digit number
2. Wait for telephone operator to answer

MEET-ME CONFERENCE
1. Dial 53333 to obtain Meet-Me Conference reservation and number
2. Follow representative’s instructions

Outbound Caller ID

Outbound Calling Party Number Identification, also known as Outbound Caller ID, sends the digits of a caller’s telephone number to the recipient. The recipient is able to view the caller’s telephone number when his/her telephone is equipped with a display or display unit. You may choose to block your outbound digits on a per call basis by using the Caller ID Block code *67.

Business and residential telephone numbers can automatically reject incoming calls that have blocked the receipt of Outbound Caller ID. Outbound Caller ID blocking does not apply to toll-free numbers or to emergency 911 calls.

BLOCK CALLER ID

Press *67, then dial number (include 8 if dialing a non-campus number)
Answering & Placing Calls

**Answering Calls**

Incoming calls can be answered using a variety of methods. When managing multiple lines, the ringing line will automatically be answered.

**ANSWER**

- Press green button

**ANSWER CALL WAITING**

- Pressing green button answers the new call and automatically puts the first call on hold

**Placing Calls**

You can place outbound calls by applying any of the following methods while adhering to UCLA dialing instructions. The first line appearing (at top) on your telephone set will be selected to place your call.

**PLACE A CALL USING THE HANDSET**

1. Dial the phone number
2. Press green button

**PLACE A CALL USING THE SPEAKER PHONE**

1. Press Speaker button to activate the speaker
2. Dial the phone number
3. Press green button

**PLACE A CALL WHILE ANOTHER CALL IS ACTIVE (USING THE SAME LINE)**

1. Press Hold
2. Press Options > NewCall
3. Dial

**PLACE A CALL WHILE ANOTHER CALL IS ACTIVE (USING A DIFFERENT LINE)**

1. Press Hold
2. Press Right arrow (Line View)
3. Scroll to another line and press
4. Dial telephone number
5. Press green button to place the call

**End Call**

Terminates or disconnects a call.

**END CALL (ALL MODELS)**

- Press red button

**DISCONNECT ONE CALL AND PRESERVE OTHER CALLS**

- Press EndCall, or Options > EndCall (active call will terminate)

**Hold and Resume**

When you place a call on hold or the phone automatically places a call on hold, the Hold icon appears next to the call ID in the call view. To return to the call ID, you must resume the call.

**PUT A CALL ON HOLD**

1. Navigate to the call ID you want to put on hold
2. Press Hold

**Remove a Call from Hold on the Current Line**

1. Navigate to the call you want to resume
2. Press Resume

**Remove a Call from Hold on a Different Line**

1. Press Right arrow (Line View) and navigate to the line the caller is holding on
2. Press Resume
### Telephone Features

#### Toggling Between Separate Calls

If you have multiple calls on the same line or calls on different lines, you can toggle between all calls.

**SWITCH BETWEEN CONNECTED CALLS ON THE SAME LINE**
1. Navigate to the call that you want to resume
2. Press Resume. Any active call is placed on hold, and the selected call is resumed

**SWITCH BETWEEN CONNECTED CALLS ON DIFFERENT LINES**
1. Press Right arrow (Line View) to change to another line
2. If a single call is holding on the line, the call automatically resumes. If another call is holding, navigate to the appropriate call and press Resume

#### Direct Transfer

Direct Transfer connects two parties who are already connected on the same line and terminates you from the other two callers, leaving them connected. Use this feature when the two parties who wish to be transferred to each other are already connected to you. If you wish to stay on the line with the callers, use the Call Join feature instead.

**DIRECT TRANSFER**
1. Navigate to highlight a call on the same line
2. Press Options > Select
3. Navigate to highlight the other call on the same line
4. Press Options > DirTrfr. The two calls connect to each other and drop you from the call

*Note: If you want to stay on the line with the callers, use Call Join instead.*

#### Call Transfer

Allows you to transfer calls to campus or non-campus numbers. If transferring a call to a non-campus number, toll charges will be billed to the originating number (transferring telephone). Non-campus calls cannot be transferred to non-campus numbers.

**TRANSFER CALL**
1. From an active call, press Options > Transf
2. Dial the target number
3. Wait for the transfer recipient to answer
4. Press Options > Transf again to complete the transfer

#### Call Forward

Redirects all incoming calls to another telephone number for your first line appearance (top line on display). Calls can be forwarded to any number your telephone’s calling area allows. When the feature is activated, Call Forward icon appears next to the forwarded line. You are still able to place outgoing calls after feature activation.

**ACTIVATE CALL FORWARD**
1. Press Options > CFwdAll
2. Enter a target phone number

**DEACTIVATE CALL FORWARD**
- Press Options > CFwdAll
**Telephone Features**

**Call Conference**

Allows you to establish a multi-party conference call with up to a total of six campus or non-campus numbers. The destination to which you may place the conference call is based on your telephone line’s class of service. Toll charges will be billed to the originating campus number. For conference calls that exceed six parties, call Meet-Me Conference Services at 310-825-3333.

**PLACE CONFERENCE CALL**

1. From a connected call, press **Options > Confrn**
2. Enter the participant’s phone number
3. Wait for the call to connect
4. Press **Options > Confrn** again to add the participant to your call
5. Repeat to add additional participants

**View a List of Participants**

1. Press `Right arrow (Line View)`
2. Press **Options > ConfList**
   - Participants are listed in the order in which they join the conference, with the most recent additions at the top.

**REMOVE A CONFERENCE PARTICIPANT (7921)**

1. Navigate to an active conference
2. Press **Options > ConfList**
3. Navigate to the participant’s name
4. Press **Options > Remove**
   - You can remove participants only if you initiated the conference call

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**Call Park**

Allows you to hold a call to another number and retrieve the call from another VoIP telephone. While the call is parked, the caller will hear music. If the parked call is not retrieved after 60 seconds, it will ring at the originating campus number.

**CALL PARK (7921)**

1. During a call, Press **Options > Park**
2. Note the call park number that displays on your phone screen
3. Press the red button

**RETREIVE A PARKED CALL**

- Enter the call park number from any Cisco VoIP Phone in your network to connect to the call

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**Barge**

Barge is used to join a conversation that is taking place on a shared line. A shared line is one number that appears on multiple VoIP telephone sets. When the feature is activated, a beep tone is heard to warn that a new caller has joined the conversation. When a party leaves the conversation, a double-beep tone is heard. The Barge feature must be activated by IT Services. Contact your IT department to request the Barge feature.

**ACTIVATE BARGE**

4. Navigate to a remote-in-use call. You may need to use Line View (right arrow) first
5. Press **Options > Barge**. Other parties hear a beep tone announcing your presence
Ring Type

Allows you to personalize the telephone ringer to help differentiate between your telephone and another ringing phone nearby, or to differentiate between different lines appearing on your phone.

**SET DEFAULT RING TYPE**
1. Press Down arrow (Settings)
2. Navigate to and press **Phone Settings > Sound Settings**
3. Navigate to and select **Ring Tone > Current Settings**
4. Press **Change** to see the current line settings
5. Navigate to a line then press the **Change** softkey
6. Scroll to a ring tone in the list and press **Play** to hear a sample of the ring
7. Press **Select** button to choose ring
8. Press **Options > Save**

Volume

Allows you to change the volume of the ringer, keypad, speaker, and headset.

**VOLUME**
1. Press Down arrow (Settings)
2. Navigate to and press **Phone Settings > Sound Settings > Volume**
3. Navigate to and select either **Ring, Speaker, Handset, Headset, Docking Speaker**, or **Docking Ring** to identify which speaker volume to change
4. Press Up arrow to increase volume or Down arrow to decrease volume and hear a preview
5. Press **Save**

Screen Brightness

Allows you to set the brightness level of your telephone screen to improve readability.

**BRIGHTNESS**
1. Navigate to and press Right arrow (Settings) > **Phone Settings > Display Settings > Display Brightness**
2. Press Up arrow to increase brightness or Down arrow to decrease brightness and to preview brightness display
3. Press **Save**
Speed Dialing

Speed Dial

Each speed dial button allows one-touch memory dialing for a campus or non-campus number. Programming information appears on the screen to the left of the speed dial button. Speed dialing is programmed by IT Services. Send email requests to clientsupport@it.ucla.edu, or you can use the self-provisioning system at <http://voip.cts.ucla.edu>.

USE SPEED DIAL
1. Press Right arrow (Line View)
2. Navigate to a speed-dial number
3. Press Green button

Note: The Line View displays your directory numbers, followed by your speed-dial numbers

Call Log

Your VoIP telephone will record incoming and outgoing call history in three directories: Received Calls, Placed Calls, or Missed Calls. You can view call records to place calls using any of the call log directory options. There is a storage limit of 32 call records per directory. When this limit is reached, the newest record replaces the oldest record. If you choose to delete call records, all three directories will be cleared.

PLACE CALL USING LOG
1. Press Up arrow (Directory)
2. Navigate to and select Missed Calls, Received Calls, or Placed Calls
3. Scroll to a phone number
4. Press Dial

CLEAR CALL LOGS
1. Press Up arrow (Directory) to display call logs
2. Press Clear. All call logs are erased

Online Directory

You are able to access the UCLA online campus directory from your VoIP telephone to reference campus numbers and place outbound campus calls. Use the dial pad to enter the name of the person you are searching for. For example, press 2 one time for “a”, twice for “b”, and three times for “c”.

PLACE CALL USING UCLA DIRECTORY (7921)
2. Use your keypad to enter search criteria, such as a name
3. Press Select button to submit
4. Scroll to a listing
5. Press Dial
Personal Dialing Directory

Allows you to store up to 99 telephone numbers that can be dialed from your personal directory listing.

ADD A NEW ADDRESS BOOK ENTRY
1. Press Left arrow (Services) > Personal Address Book Service (exact name may vary)
2. From the Search page, press Options > Submit. (You do not need to input search information)
3. Press Options > New
4. Use the keypad to enter a name
5. Press Phones and use the keypad to enter phone numbers. (Be sure to follow UCLA dialing instructions)
6. Press Submit to add the entry

DIAL FROM THE ADDRESS BOOK ENTRY
1. Press Left arrow (Services) > Personal Address Book Service (exact name may vary)
2. From the Search page press Options > Submit to get all addresses, or enter search criteria and press submit to minimize scrolling (You do not need to input search information)
3. Scroll to a listing and press Select
4. Press Dial
5. Scroll to the number that you want to dial and press OK
6. Press OK again to dial the number

DELETE AN ADDRESS BOOK ENTRY
1. Press Left arrow (Services) > Personal Address Book Service (exact name may vary)
2. From the Search page press Options > Submit to get all addresses, or enter search criteria and press submit to minimize scrolling (You do not need to input search information)
3. Scroll to a listing and press Select
4. Press Options > Delete
5. Press OK to confirm the deletion

Last Number Redial

Allows you to redial the last number called from your telephone set, regardless of the campus number used to place the call. Last Number Redial will not redial authorization codes or calling card numbers. It will redial Speed Dialing numbers.

REDIAL NUMBER
- Press Green button twice

Message Waiting Indicator

The red light on your handset is on and ✉️ displays next to the associated line button that has new voicemail messages waiting. For voicemail commands, follow the instructions in your Voicemail User Guide, available online at http://www.it.ucla.edu/

ACCESS VOICENET (ALL MODELS)
1. Press Message, or press and hold the 1 key
2. Follow voicemail prompts. Indicator goes off when all new messages have been played
Acceptable Use Statements

Call Harassment

Annoying or threatening telephone calls are illegal under Section 653m of the California Penal Code. As a victim, you have the right to file a formal complaint. The UCLA Police Department (UCPD), which can be contacted at 310-825-1491, will investigate complaints regarding any calls that are in violation of the law.

Fraud

The UCLA telephone system tracks all outgoing calls. Tampering with telephone equipment, the false use of IT Services Authorization Codes, or misuse of telephone services is strictly prohibited. IT Services will investigate any fraudulent calls that may be reported. Upon completion of a fraud investigation, a Fraud Investigation/Rebilling fee, as well as the rebilling of unauthorized calls, will be charged to the actual caller.

Compliance with Policies, Laws, and Regulations

As a user of UCLA’s telephone services, you are required to comply with all applicable state and federal laws and regulations as well as applicable University policy. The misuse of telephone services and equipment provided by UCLA Information Technology Services (IT Services) is strictly prohibited.