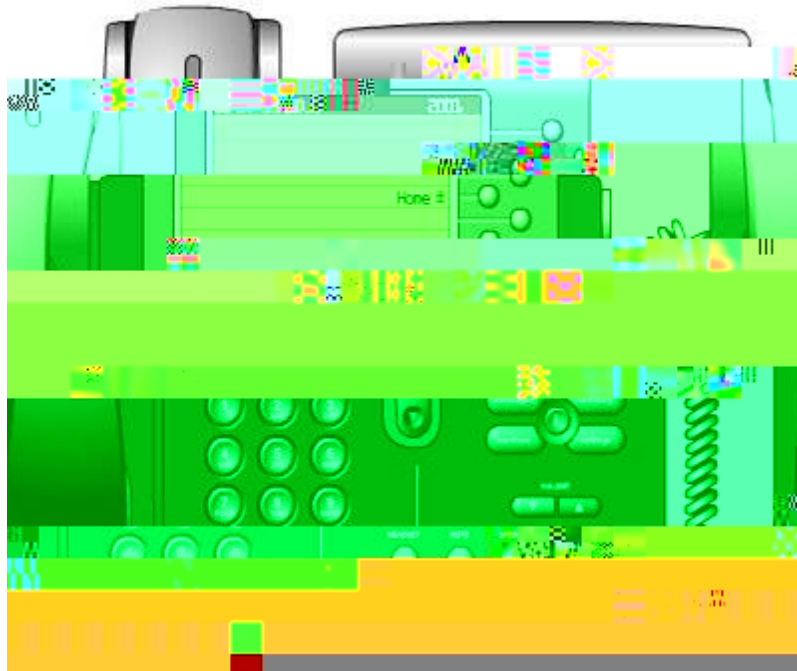




FreePBX/Sangoma Basic Features Cicso 7900 Series Phone Durham, NC

This guide will review all the basic settings and some very useful features on the new FreePBX/Sangoma IP telephone. First of all, your phone will look similar to the illustration below. Most users will have the 7941 model.

Model 7960





eLearning Tutorial

We will go over the basic and most useful features in this document. There is also a quick reference guide available [RQWKH,QRUPDWLRQHFKRORJ6HUYLFHVÆESDJH](#)

First Things First

What is an IP Phone? An IP phone is a digital phone that transmits and receives voice as data packets on the computer network. This phone system can talk with PC's and get data from other computers. It can even send and receive data from the Internet. You'll notice a limited number of buttons on this phone. This is because the buttons (referred to as soft-keys) change according to the function being performed. For example: You will not see the transfer soft-key until you are on an actual call.

Is there anything I need to know when making a call?

The FreePBX phone system with the Cisco 79 series, is just like any other phone. You can get dial tone by lifting the handset, pushing the line button or press the speaker button.

No longer will you need to dial a "9" to get off campus. Just dial the area code and the number and you will connect.

Forced Authorization Code or otherwise known as a **Long distance code**, is no longer being given out or needed. If you want to make an international call, please call the help desk (x6111) and put in a ticket. These will be done on a limited case by case situation.

How do I transfer a call?

A **Blind Transfer** is when you transfer a caller to an extension without letting them know first. While on a call, select the transfer soft-key, dial the extension, and press transfer again.

An **Assisted Transfer** is when you speak with the party to let them know that they have a call before actually transferring the caller. While on a call, select the transfer soft-key, dial the extension, when the person answers, let them know that they have a call you need to transfer them to them. When they say OK, you simply press transfer again. If they do not want to take the call press EndCall to cancel.

NOTE: If you are not seeing the transfer button, push the central up or down arrow key to select the transfer call. Then the Transfer soft key will appear.

How do I conference?

At this time all conference call will need to be done through the Durham Tech Business Office (919-536-7201). This will change in the future and information will be sent out at that time.

On-Line Corporate Directory

Voice mail in your email inbox

You will now have the options to get voicemail messages sent to your work email inbox. These emails will look similar to the example below. Your PC will chose what software will play the audio file.

If you do want a voice mail audio file going to you inbox, contact the ITS Help Desk at

Privacy & Confidentiality Notice

On a case by case basis, voicemail is now available in multiple formats, and can be stored and read in multiple locations. All users must be aware of the following policy for the protection of voicemail contents: