



# User Guide

## SIP Third-Party Endpoints





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FINDING YOUR WAY

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# Finding Your Way

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## WELCOME

It's time to get connected with the future using Session Initiation Protocol (SIP) Server! This guide will help you get started using your Cisco 7960 SIP phone and Microsoft's Windows Messenger soft client as endpoints to Inter-Tel's SIP Server product. Refer to "About SIP" on page 4 for an explanation of endpoints and SIP.

## ABOUT THIS GUIDE

This guide contains instructions for using the following endpoints with the SIP Server product on the Inter-Tel phone and voice mail systems.

- Cisco® 7960 SIP phone
- Windows® Messenger (a Microsoft® Windows XP soft client)

To help you find information quickly, this guide is divided into four separate sections, as indicated by the tabs.

These sections include the following:

- **Finding Your Way:** This section includes general information designed to help you find what you need.
- **Getting Started:** This section not only includes basic phone and voice mail information, it provides instructions on how to perform everyday tasks, such as answering calls, making calls, accessing messages, etc. This chapter begins on [page 9](#).
- **Moving On:** In this section, you will learn how to access other helpful features. This chapter begins on [page 21](#).
- **Learning More:** With a Frequently Asked Question (FAQ) section and additional information about the phone and voice mail systems, you can perform basic troubleshooting and learn more about the system. This chapter begins on [page 35](#).

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**NOTE:** Because the telephone system is very flexible and programmable, the procedures for using the features might vary slightly from the descriptions in this guide. If so, your trainer or system administrator can tell you how your system differs and how to use the features.

**ALSO:** This guide covers only those phone features that are available through the SIP Server product. For all other information regarding the Cisco 7960 SIP Phone, refer to the documentation that came with your phone.

**AND:** For information on Inter-Tel SIP phone models, refer to the documentation for the respected phone. Inter-Tel SIP models available: 8690, 8662, 8620, and 8600.

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## ABOUT YOUR PHONE

The buttons on your phone are called “keys,” which is why the phone is sometimes called a “**Key**set.” However, throughout this guide “phone” is used instead of the term “keyset.”

**NOTE:** Your keys may have been programmed differently. If you are uncertain about the configuration, ask your system administrator. Also, refer to the documentation that came with your phone for descriptions and procedures regarding the keys on your phone.

The following table lists features that the Cisco 7960 SIP phone supports when used with SIP Server on the phone system. It also lists features that are not supported, along with any relevant notes.

Feature/Function	Supported	Not Supported	Notes
Hold	X		
Transfer	X		
Recall	X		
Mute	X		
Conference	X		
Call ID	X		
Calling party name	X		
Phone System Feature Codes	X		<ul style="list-style-type: none"> <li>The outgoing feature code (8) and the paging feature code (7) are supported. (The Cisco SIP phone can send a page, but it cannot receive a page.)</li> <li>Other phone system feature codes are not supported when dialed from the Cisco SIP phone.</li> </ul>
Instant Messaging (IM)		X	<ul style="list-style-type: none"> <li>On the Cisco phone, only voice conversations are supported.</li> <li>You cannot receive an IM on the Cisco phone.</li> </ul>
Handsfree mode		X	Incoming calls are not supported in handsfree mode. Check with your system administrator to disable this feature in programming.
Transferred voice conversations	X		Transferred conversations are dropped if on a Windows Messenger call. You cannot transfer an Instant Message.
Do-Not-Disturb (DND) status	X		DND messages are not displayed on the Cisco phone, and they are not received or displayed in Windows Messenger or other Inter-Tel display phones. DND status on a Cisco phone (Services button > Do Not Disturb) will not reflect a .NET Passport account MSN® status change.
Paging	X		Only outgoing paging is supported. The Cisco SIP phone cannot receive a page.

## ABOUT SIP

Session Initiation Protocol (SIP) is a text-based, standards protocol, similar to Hyper Text Transfer Protocol (HTTP) and Simple Mail Transfer Protocol (SMTP). SIP is used for initiating interactive communication sessions between users (for example, establishing, maintaining, and terminating calls between two or more endpoints). The following description is from the Internet Engineering Task Force:

“The Session Initiation Protocol (SIP) works in concert with these protocols [HTTP and SMTP] by enabling Internet endpoints (called user agents) to discover one another and to agree on a characterization of a session they would like to share. For locating prospective session participants, and for other functions, SIP enables the creation of an infrastructure of network hosts (called proxy servers) to which user agents can send registrations, invitations to sessions, and other requests. SIP is an agile, general-purpose tool for creating, modifying, and terminating sessions that works independently of underlying transport protocols and without dependency on the type of session that is being established.”<sup>1</sup>

For additional SIP information, refer to the Internet Engineering Task Force (IETF) web site at <http://www.ietf.org/html.charters/sip-charter.html> and the SIP Center web site at <http://www.sipcenter.com/aboutsip/whatissip.html>.

For administrative and enduser information on the Cisco 7960 IP phone, refer to the Cisco web site ([www.cisco.com](http://www.cisco.com)).

1. Rosenberg, et. al.; Standards Track; RFC 3261; SIP: Session Initiation Protocol; June 2002.

## ABOUT SIP SERVER

Inter-Tel SIP (Session Initiation Protocol) Server is a standards-based, SIP proxy server that allows SIP-enabled devices and applications to communicate with the Inter-Tel phone system. In this initial release, SIP Server supports the following SIP-enabled devices and applications:

### NOTICE

At the time of this publication, Microsoft® has disabled connectivity to the MSN® network for third-party products in preparation for a licensing model which has not yet been disclosed. When Inter-Tel is able to determine licensing requirements (if any), and how that will affect the future functionality of this product, documentation will be updated accordingly.

Features affected in the Unified Communicator® and SIP Server products (either directly or indirectly) are as follows:

- .NET Connectivity
  - Voice conversation with .NET contacts
  - Receiving instant messages (IM) on display phones from .NET contacts
- MSN status change notification to .NET contacts based on DND

- Cisco 7960 SIP phones
- Cisco SIP gateways (voice-enabled routers, 3600 series)
- Microsoft Windows XP SIP-enabled client applications (Windows Messenger)
- Microsoft .NET Passport and .NET Messenger Services

SIP Server also supports a variety of Inter-Tel SIP phones. Using SIP Server as a communications service with a .NET Passport and logging in using a phone extension, users can make internal (IC) calls, including conference calls. Microsoft Network (MSN®) Messenger users also retain their ability to log in using their e-mail address and make external (CO) calls and send instant messages (including messages to any Inter-Tel six-line digital display phone including the IP phones).

### NOTICE

A Cisco maintenance agreement, or similar contract with Cisco, is required if you want support for the Cisco 7960 SIP phone. This allows you to download SIP phone configuration template files and the latest SIP firmware for your phone. Contact your Cisco representative for details.

## ABOUT VOICE MAIL

Voice mail is an application that is part of the Inter-Tel Voice Processor. With the voice mail application, you and other callers can send and receive recorded messages from any station, touchtone telephone, SIP phone, or other device. To use this and other features, each user (you included) is assigned a “voice mailbox,” which usually corresponds to a valid extension number. You can, however, have an “unassociated” mailbox that does not correspond to an extension. Unassociated mailboxes are typically used for agents or other personnel who do not have a permanent office.

With your voice mailbox, you can use personal or system greetings to let callers know if you are out of town, on a call, etc. (see [page 22](#)). If a caller reaches your voice mailbox, they can leave a message, hang up, or access an attendant.

In addition, the voice mail administrator can program “group lists” of mailboxes. With these lists, you can send a message to a group of people by entering one number instead of everyone’s individual mailbox number.


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**NOTE:** You cannot delete messages that are sent using group lists (see [page 19](#)).

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## WHAT YOU SEE AND HEAR

Your SIP phone and phone system come equipped with many features. To help you understand what everything means, it is recommended that you read the following information *before* you use your phone:

- Read the documentation that came with your Cisco SIP phone. It covers significantly more material than is covered in this User Guide with regard to operating and configuring the Cisco 7960 SIP phone. Online documents are available at the Cisco web site ([www.cisco.com](http://www.cisco.com)).
- Many features “time out” if you wait too long before performing the next step. If this happens, hang up and start again.
- If you hear four fast tones or repeating fast tones, you have pressed an invalid key combination, tried to select a restricted line, dialed a restricted or invalid number, dialed too slowly between digits, or waited too long before performing the next step. Hang up and try again.
- A red lamp on the handset indicates a call is ringing, holding, or active on your phone.
- “Off-hook” means that either the handset is lifted or the speakerphone is on (Speaker key  is lit). “On-hook” indicates that the handset is in the cradle or the speakerphone is off. For example, you must first go “off-hook” to make a call, but you must go “on-hook” to end a call.

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- .NET Connectivity
  - Voice conversation with .NET contacts
  - Receiving instant messages (IM) on display phones from .NET contacts
- MSN status change notification to .NET contacts based on DND

Your Cisco 7960 SIP phone is compatible with phone system versions 8.1 and later, the Inter-Tel SIP Server product (v1.1), and a Microsoft .NET Passport and Windows Messenger (v4.6 and later for Windows XP).

**NOTE:** Before you can use your Cisco 7960 SIP phone to communicate with a Microsoft Messenger user, you must first create a .NET Passport account. You need Windows Messenger 4.6 or later (included with Windows XP).

**ALSO:** The Messenger user must be using the voice capabilities in Messenger to communicate with an Inter-Tel or Cisco SIP phone. Communicating through text messaging is not supported; however, all Inter-Tel six-line display phones can receive text messages.



# Getting Started

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# INTRODUCTION

In this section, you will learn how to make and receive calls, transfer calls, retrieve voice mail messages, and much more.

## INITIALIZING YOUR MAILBOX

One of the first things you should do is initialize your mailbox. This allows you to:

- Change the default password number to a personal password.
- Record a name to identify yourself in the company directory.
- Listen to the voice mail introduction.

### To initialize your mailbox:

1. Dial the voice mail extension number. (You hear the main menu.)

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**NOTE:** If you do not know your voice mail extension number, ask your system administrator.

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2. Press **\*** to identify yourself as a subscriber.
3. Enter your mailbox number and default password.

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**NOTE:** Your mailbox number is your default password.

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4. *If you want a password*, enter a new password using digits 0-9 (up to 12 digits). Then press **#**. Voice mail plays back your password.

*If you do not want to use a password*, just press **#**.

5. Press **#** to accept the entry or press **3** to re-enter your password. The system prompts you to record your directory name.
6. After the tone, record your first and last name. When finished, press **#**.
7. Do one of the following:
  - Press **#** again to accept the name.
  - Press **1** to replay the name you just recorded.
  - Press **2** to add to your name.
  - Press **3** to erase and re-record your name.

The system then plays a prompt that introduces you to the basic voice mail features. You can skip this introduction by pressing **#**, if desired.

For additional voice mail features, refer to “Using Voice Mail” on [page 16](#) and “Voice Mail Options” on [page 22](#).

## MAKING AND RECEIVING CALLS

Making and receiving calls is the basic purpose of any phone. With your Cisco SIP phone, you can make/receive intercom and outside calls and make emergency calls.

### Placing Intercom Calls

Your extension number allows other people to place intercom calls to you, without dialing any extra codes. Because every phone in your phone system is assigned an extension number, you can call other people in your system quickly and easily.

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**NOTE:** Ask your system administrator for a list of extensions.

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**To place an intercom call:**

*With handset lifted*, dial an extension number.

*With handset in the cradle*, press **New Call** and dial an extension number

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**NOTE:** You cannot receive calls when your Cisco phone is configured for handsfree mode.

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**If the phone is busy when you place an intercom call, you can do any of the following:**

Stay on the line and wait for the phone to become available.

### Receiving Intercom Calls

**To receive a ringing (non-handsfree) intercom call:**

Lift the handset.

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**NOTE:** You must lift the handset if the caller has the Ring Intercom Always feature enabled on their Inter-Tel phone.

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### Placing Outside Calls

With outside calls, you can talk to people who are not members of your phone system. When you make an outside call, however, you must dial any area codes or long distance digits that your telephone company requires.

**To place an outside call:**

1. With the handset lifted, press the **8** key.
2. Dial the desired number.

## Receiving Outside Calls

### To receive an outside call:

Lift the handset.

## Emergency Calls

With the phone system, you do not need to access an outside line to dial an emergency number.

### To make an emergency call:

Dial **9 1 1**. A call is automatically placed to the preset emergency number.

## Call Waiting

If currently on a call, and another call comes in, the caller gets put on hold automatically, unless they hang up. On the Cisco phone, the display shows the current call status and the call waiting in the queue.

### To respond to a waiting call:

- *To end the current call:* Hang up. The waiting call rings in.
- *To place the current call on hold:* Press the **Hold** key. Then press the corresponding key for the waiting call to answer the waiting call.
- Conference the calls.

## PLACING CALLS ON HOLD

When you put a call on hold, the call remains active even though you and the calling party cannot hear one another. You can answer other calls while a call is on hold. When a call is on hold, two arrows point to each other on the LCD screen as opposed to a voice conversation taking place, where the two arrows are animated.

### To put a call on hold:

Press the **Hold** soft key.

- *To return to the call,* press the **Resume** soft key.
- *If multiple calls are on hold,* use the **Navigation** button to select the desired call before you press **Resume**.
- *If multiple calls on multiple lines are on hold,* use the **Navigation** button to select the desired call. When the call is highlighted, press **Resume**.
- *If you cannot use the Navigation button because only one line displays on your phone's LCD screen,* press the **line** button next to the call that you want to resume. If your phone opens a new line at this point, press the **EndCall** soft key to return to the desired call.

## PLACING CONFERENCE CALLS

With the Conference feature, you can establish a conference call with up to four intercom and/or outside parties (three, including you). While on a conference call, consider the following tips:

- To end a conference call, all but one party must hang up.
- Once the conference call initiator disconnects, no additional parties can be added.
- To mute a conference call, press the **Mute** button. Conference party members cannot hear you, but you can hear other conference members.
- To put a conference call on hold, press the **Hold** soft key. Only the conference member that pressed the Hold soft key is put on hold. Other conference members can hear each other.
- To place a conference call on the speakerphone, press the **Speaker** button. Press the **Mute** button to mute the speakerphone. The conference party members cannot hear you, but you can hear them.
- Press the **Transfer** soft key to transfer a conference call to another person. Dial the number to which you want to transfer the call and then press **Transfer** again. All parties are transferred.

### To place a conference call:

1. During a call, press the **Confrn** soft key. This automatically activates a new line and puts the first caller on hold.
2. Place a call to another number or extension.
3. When the call connects, press **Confrn** again to add the new caller to the conference call.
4. Repeat these steps to add parties to the conference call.

# TRANSFERRING CALLS

Transferring calls is considered a basic function of a phone. With your phone, you can transfer to another extension, voice mail, or an outside line.

## To Another Extension

**To transfer calls to another extension:**

1. Press the **more** soft key, then press the **Trnsfer** soft key to place the call on hold.
2. Dial the desired extension number to which you want to transfer the call.
3. When it rings on the other end, press **Trnsfer** again, or when the party answers, announce the call and press **Trnsfer**.
4. Hang up if the party accepts the call. *If the transfer is refused*, end the call to the transferred extension then press the **Resume** soft key to return to the original call.

## Without Answering the Call

In an unannounced transfer, you transfer the caller to another number without talking to the party who will receive the call. The caller is transferred to the new party without verifying that the new party is there or willing to receive the call.

**To make an unannounced transfer:**

1. Press the **more** soft key, then press the **BlndXfr** soft key. This places the call on hold.
2. Dial the number to which you want to transfer the call.
3. Hang up.

## To Voice Mail

**To transfer to voice mail:**

1. Press the **more** softkey, then press the **BlndXfr** soft key.
2. Dial the voice mail extension number.
3. *EITHER*, Dial the desired mailbox number and hang up.  
*OR*, Hang up to send the call to the voice mail menu (so that the caller can select the mailbox number).

## To an Outside Number

**To transfer to an outside number:**

1. Press the **Trnsfer** soft key.
2. Select an outgoing line and dial the desired telephone number.
3. Wait for an answer, announce the call, and then hang up.

*If the number is busy, there is no answer, or the transfer is refused*, press the flashing key to return to the caller.

## REDIALING A NUMBER

### To redial the last number dialed:

With or without the handset lifted, press the **Redial** soft key. Alternatively, you can press **Redial** to activate the speakerphone or headset.

## ACCESSING YOUR MAILBOX

If you have a message waiting in your mailbox, you must access your voice mailbox to retrieve it.

---

**TIP:** Generally speaking, pressing **#** during any voice mail operation will advance you to the next step. For example, when leaving a voice mail message for another voice mail user, you can press **#** to skip the person's introductory message and proceed directly to the recording phase. Similarly, while listening to messages, you can press **#** to skip the system-generated voice prompts and proceed directly to the playback phase. You can also press **\*** to cancel or return to the previous menu at any menu level.

---

When you access your mailbox, the system may play one of the following messages:

- **Mailbox almost full or full:** If your mailbox is full, no new messages can be received until you delete waiting or saved messages.
- **Message count:** The system tells you how many messages are waiting to be heard, if any, and how many are priority messages.
- **Remote Messaging:** The system will indicate whether primary or alternate Remote Messaging is selected when the Remote Messaging feature is enabled (see [page 26](#)). It will also alert you if a programming error has been detected and/or if it encountered busy system resources when attempting to place a Remote Messaging call.

### To access your mailbox:

1. Dial the voice mail extension number. (You hear the main menu.)
2. During or after the greeting, press **\*** to identify yourself as a subscriber.
3. Enter your mailbox number and your personal password (if programmed). Then press **#**.

---

**NOTE:** If you do not have a password, just press **#**. See [page 23](#) for information on programming passwords.

---

# USING VOICE MAIL

Once you have accessed your mailbox, the system will tell you how many new and saved messages you have. You can then listen to messages, delete messages, save messages, etc.

## Listening to Messages

**To listen to messages:**

1. Access your mailbox as described on [page 15](#).
2. *EITHER*, Press **1** to listen to your new messages.  
*OR*, Press **3** to listen to your saved messages.
3. While you are listening to a message, you can use the following options:
  - Press **#** to skip to the end of the recording.
  - Press **1** to back up.
  - Press **2** to pause. Then press any key to continue.
  - Press **3** to skip ahead.
  - Press **4** to lower the volume.
  - Press **5** to play the message envelope.
  - Press **6** to raise the volume.
  - Press **7** to save the new message in your mailbox.
  - Press **9** to delete the message from your mailbox.
4. When the message has finished playing, you have the following options:
  - Press **1** to replay the message from the beginning.
  - Press **2** to reply to the message.
  - Press **3** to forward a copy of the message to another subscriber. If you want to include an introduction, press **1**. If not, press **#** to forward the message without additional comments.
  - Press **4** to listen to the previous message.
  - Press **5** to play the introductory message envelope (see [page 24](#) for information on envelope options).
  - Press **6** to listen to the next message.
  - Press **7** to save the new message in your mailbox.
  - Press **9** to delete the message from your mailbox.
5. Hang up.

## Undeleting Messages

If you accidentally delete a voice mail message, you can retrieve it within a specific time frame (programmed by your system administrator). Any retrieved messages are then restored to your saved-message queue. Messages that are not undeleted within the programmed time (up to 24 hours) are automatically erased.

### To recover deleted messages:

1. Access your mailbox as described on [page 15](#).
2. Press **5** for Message Options.
3. Press **2** to access undelete options. Your options are:
  - Press **1** to listen to your deleted messages and choose which ones to delete or recover. After each message you can:
    - Press **1** to replay the message.
    - Press **2** to reply to the message.
    - Press **3** to forward the message to another mailbox.
    - Press **4** to listen to the previous message.
    - Press **5** to play the message envelope.
    - Press **6** to listen to the next message.
    - Press **7** to recover the message.
    - Press **9** to purge the message from your mailbox.
  - Press **2** to recover all of your deleted messages and store them as saved messages.
  - Press **3** to erase all of your deleted messages.
4. Hang up.

## Sending Messages

### To send a message:

1. Access your mailbox as described on [page 15](#).
2. Press **2**.
3. Dial the desired mailbox number or group list number.
4. Press **#** to accept the subscriber's name.
5. Record your message after the tone. While recording, you have the following options:
  - Press **2** to pause while recording. Then press any key to continue.
  - Press **3** to erase and re-record your message.
6. When finished recording, hang up or press **#** to access the following options:
  - Press **#** to send the message and return to the voice mail options.
  - Press **1** to replay your message.
  - Press **2** to add to your message.
  - Press **3** to erase and re-record your message.
  - Press **9** to use the special delivery options. You can then use *one or more* of the following options:
    - Press **1** to mark the message “private.” (This prevents the recipient from forwarding it to other subscribers.)
    - Press **2** to mark the message “certified.” (When the recipient listens to the message, you will receive a receipt notice.)
    - Press **3** to mark the message “priority.” (This places your message ahead of all other waiting messages in the receiving mailbox.)
    - Press **\*** to cancel delivery options.
    - Press **#** to deliver the message. (If you want to mark the message certified, private, and/or priority, you must do so before completing this step.) You may choose either of the following options:
      - Press **#** and enter another mailbox number to send the message to another destination.
      - Press **\*** to exit and return to voice mail options.
7. Hang up.

## Canceling Unheard Messages

You can cancel unretrieved messages that you have sent to individuals, but not messages that you sent to group lists.

### To cancel unheard messages:

1. Access your mailbox as described on [page 15](#).
2. Press **5** for Message Options.
3. Press **1**.
4. When prompted, enter the number of the mailbox containing the unheard message.
5. Press **#** to confirm the mailbox you are selecting. Voice mail tells you how many messages you have waiting at the mailbox and plays them for you. After each message, you can:
  - Press **1** to replay the message.
  - Press **2** to add to the message.
  - Press **3** to forward the message to another mailbox.
  - Press **4** to listen to the previous message.
  - Press **5** to play the message envelope.
  - Press **6** to listen to the next message.
  - Press **7** to save the message in your mailbox.
  - Press **9** to delete the message.
6. Hang up.

## USING DO-NOT-DISTURB MODE

If you are away from your desk, or if you do not want to be disturbed, you can use the DND feature. This halts all calls to your phone, except queue callbacks, recalls, and direct ring-in calls. When other users call your phone, they hear a busy signal.

### To enable or disable DND:

1. Press the **services** button.
2. Select **Do Not Disturb** from the Services menu.
3. *To turn the Do Not Disturb feature on*, press the **Yes** soft key.  
*To turn the feature off*, press the **No** soft key.
4. Press the **Exit** soft key to save your selection and exit the Services menu.



# Moving On

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## INTRODUCTION

Now that you have mastered the basics, it is time to move on to the advanced features. In this section, you will learn how to access your voice mailbox remotely and perform various other functions.

## VOICE MAIL OPTIONS

Your voice mailbox contains personal options that allow you to customize your personal greetings, directory name, password, etc.

---

**NOTE:** You cannot change your personal options until you have initialized your mailbox (see [page 10](#)).

---

### Recording Your Personal Greetings

You can store two different personal greetings in your voice mailbox: a primary and an alternate. You can then select which greeting you want played when a caller reaches your voice mailbox. Because the purpose of this greeting is to tell callers why they have reached your voice mailbox, you should include the following information:

- Whether or not you are in the office and where you can be reached
- When you will be returning calls
- For callers who do not wish to leave a message, how to exit voice mail (press **0** to return to the operator)

The following are some sample greetings to help you plan your message:

- **Primary Greeting:** Hello, this is \_\_\_\_\_. I am either on another line or away from my desk and cannot take your call at this time. If you need to speak to someone immediately, please dial zero now. Otherwise, please leave a detailed message, and I will return your call as soon as possible. Thank you.
- **Alternate Greeting:** Hello, this is \_\_\_\_\_. I will be away from the office from *day/date* until *day/date*. If you need to speak to someone immediately, please dial zero now. Otherwise, please leave a detailed message, and I will return your call when I return. Thank you.

#### To change your personal greeting:

1. Access your mailbox as described on [page 15](#).
2. Press **4** to select the Personal Options Menu.
3. Press **1**.
4. Do one of the following:
  - Press **1** to record and/or enable your primary greeting.
  - Press **2** to record and/or enable your alternate greeting.
  - Press **3** to enable the system default mailbox greeting.
5. *If you pressed **3***, continue to the next step.

If you pressed **1** or **2**, the current greeting is played (if one exists). You can then do one of the following:

- Press **#** to accept the greeting.
- Press **1** to replay the greeting.
- Press **2** to add to the greeting.
- Press **3** to erase and re-record the greeting.
- Press **\*** to exit without changing your greeting.

6. Hang up.

## Recording Your Voice Mail Directory Name

Your recorded name is used to identify you in the voice mail directory and to verify your mailbox number when messages are addressed to you.

**To change your directory name:**

1. Access your mailbox as described on [page 15](#).
2. Press **4** to select the Personal Options Menu.
3. Press **2** to play your current name. (Press **1** to replay your recorded name.)
4. Press **3** to erase and re-record your name.
5. When you hear a tone, record your first and last name, then press **#**.
6. Do one of the following:
  - Press **#** again to accept your recorded name.
  - Press **1** to replay your recorded name.
  - Press **2** to add to your name.
  - Press **3** to erase and re-record your name.
7. Hang up.

## Changing Your Mailbox Password

Your password prevents unauthorized access to your mailbox.

**To change your password:**

1. Access your mailbox as described on [page 15](#).
2. Press **4** to select the Personal Options Menu.
3. Press **3**.
4. *If you want to have a password*, enter a new password, using up to 12 digits.  
*If you do not want to use a password*, skip this step.
5. Press **#**. Voice mail plays back your password if you entered one.
6. Press **#** to accept the password as entered or press **3** to erase and re-enter your password.
7. Hang up.

## Changing the Voice Mail Message Envelope

When you receive a voice mail message, the voice mail system first plays an “envelope” that can include the time and date the message was left, the source of the message, and/or the message length. By default, the envelope contains all of this information, but you can change your envelope, as described below.

### To change your message envelope:

1. Access your mailbox as described on [page 15](#).
2. Press **4** to select the Personal Options Menu.
3. Press **4** to select the Message Envelope Options Menu. You can then do any of the following:
  - Press **1** to enable or disable the time/date option.
  - Press **2** to enable or disable the message source option.
  - Press **3** to enable or disable the message length option.
  - Press **4** to enable all options and return to the Personal Options Menu.
  - Press **5** to disable the entire envelope and return to the Personal Options Menu.
  - Press **#** or **\*** to return to the Personal Options Menu.
4. Hang up.

## Changing the Call Screening Transfer Method

**NOTE:** The Call Screening feature is available only if it is enabled for your mailbox (ask your system administrator).

Depending on the transfer method you select, transferred calls from voice mail may be unannounced (as usual), or one of the following may occur:

- **“Announce-Only” Calls:** Before voice mail transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear, *“You have a call from (caller’s name).”*
- **“Screened” Calls:** Before voice mail transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear, *“You have a call from (caller’s name).”* You can choose whether or not to accept the call (see [page 25](#)).

### To change your transfer method (if allowed):

1. Access your mailbox as described on [page 15](#).
2. Press **4** to select the Personal Options Menu.
3. Press **9** for More Options.

4. Press **5** and the system tells you what your current transfer method is. You can then select the desired transfer method, as follows:
  - Press **1** to select unannounced transfers.
  - Press **2** to select screened transfers.
  - Press **3** to select announce-only transfers.
  - Press **\*** to return to the Personal Options Menu without making changes.
5. Hang up.

## Screening Calls

---

**NOTE:** This feature is available only if your telephone system is equipped with a phone system Voice Processor (voice mail).

---

If your voice mailbox is programmed correctly, you can screen calls that are transferred from voice mail. This allows you to accept and/or refuse specific calls. Depending on the transfer method you use, calls from voice mail may be unannounced, announce-only, or screened calls (see [page 24](#) for details).

If your voice mailbox is programmed for screened calls, you have the following options when you receive a transfer:

- Press **#** to accept the call.
- Press **1** to replay the announcement.
- Press **2** to send the call to voice mail.
- Press **3** and then enter the extension number to forward the call to another extension.
- Press **\*** to refuse the call.

## Programming a Fax Destination

With the Inter-Tel Voice Processor, callers can use your mailbox to send you a fax. To use this feature, you must specify the destination fax number.

### To change your Fax Destination Number:

1. Access your mailbox as described on [page 15](#).
2. Press **4** to select the Personal Options Menu.
3. Press **9** for More Options.
4. Press **1**.
5. Enter the number of your fax destination, followed by **#**.
6. *EITHER*, Press **#** to accept the number.  
*OR*, Press **3** to erase and re-enter the number.
7. Hang up.

## Changing the Message Search Order

When more than one message is left in your voice mailbox, you can change the order in which you retrieve your messages, based on the date and time they were received.

### To change the listening order of your messages:

1. Access your mailbox as described on [page 15](#).
2. Press **4** to select the Personal Options Menu.
3. Press **9** for more options.
4. Press **2** for the Message Search Order.
5. Press **1** to change the search order for new messages or press **2** to change the search order for saved messages. You have the following options:
  - Press **1** to retrieve the earliest-received messages first (First In/First Out).
  - Press **2** to retrieve the latest-received messages first (Last In/First Out).
  - Press **\*** to return to the Personal Options Menu without making changes.
6. Hang up.

## Programming Remote Messaging

---

**NOTE:** Your installer or system administrator must enable this feature on your voice mailbox.

---

With Remote Messaging, you can program the Voice Processor (voice mail) to call you when your mailbox receives new messages. Using a “cascade” (a series of up to nine telephone numbers), voice mail will call each number until it successfully connects to a device (for example, pager, answering machine, etc.).

Because your mailbox can have a primary and an alternate cascade of numbers, you can program a cascade to be used during specific days and times. For example, if you want to be paged when you receive a message from 5-10 PM on weekdays, you can set up a primary cascade. If you also want to receive pages for messages marked “priority” on the weekends, you could set your alternate cascade for all day on Saturdays and Sundays.

---

**NOTE:** If for some reason voice mail is not able to use your remote notification, your mailbox will receive a message stating that notification could not be completed.

---

### To set up remote messaging:

1. Access your mailbox as described on [page 15](#).
2. Press **4** to select the Personal Options Menu.
3. Press **5**.

---

**NOTE:** This option is not available if you do not have Remote Messaging enabled.

---

4. Press **1** to set up a primary cascade or press **2** to set up an alternate cascade.
5. Do one of the following.

- **To program a cascade level:** Press **1** and enter the number of the level you wish to program (1-9). You then have the following options:
  - *To enable or disable the cascade level:* Press **1**. (You cannot enable the level until a notification number is programmed.)
  - *To set up or change an **extension or telephone** number:* Press **2**. Then press **1** for an extension number or press **2** for an outside number. Then enter the number.
  - *To set up or change a **pager** number:* Press **3**. Then enter the number.
- **To set up time of day for notification:** Press **2**. Then enter the time you want the message notification to start and stop. Enter the times with two digits for the hour and two digits for the minutes (for example, 0900 = 9:00). If entering the time in 12-hour format, you are prompted to press **1** for AM or press **2** for PM.

---

**NOTE:** For 24-hour notification, program the starting and ending times to be the same.

---

- **To set up the days of the week for notification:** Press **3**. Then select one of the following:
    - Press **1** for Monday-Friday.
    - Press **2** for all days.
    - Press **3** to select individual days. You are prompted to press digits 1-7 which correspond to the days Sunday through Saturday.
  - **To select all or priority-only message notification:** Press **4**. Then press **1** for all messages or **2** for priority messages only.
6. Either select another option, as described above, or press **#** to save the settings and exit.

# USING SIP SERVER WITH WINDOWS MESSENGER AND A .NET PASSPORT

## NOTICE

At the time of this publication, Microsoft® has disabled connectivity to the MSN® network for third-party products in preparation for a licensing model which has not yet been disclosed. When Inter-Tel is able to determine licensing requirements (if any), and how that will affect the future functionality of this product, documentation will be updated accordingly.

Features affected in the Unified Communicator® and SIP Server products (either directly or indirectly) are as follows:

- .NET Connectivity
  - Voice conversation with .NET contacts
  - Receiving instant messages (IM) on display phones from .NET contacts
- MSN status change notification to .NET contacts based on DND

SIP Server can handle calls made from any Windows Messenger session provided your system administrator has configured a mapping between your SIP Server account name and device to your .NET Passport account information. You must also indicate through the SIP Server Web Client that you want SIP Server to handle calls to your .NET Passport account.

**NOTE:** Your computer must have voice capabilities (sound card, speakers, and headset or microphone) to support voice conversations.

**ALSO:** When in a voice conversation between Windows Messenger and a phone, sending video, files, or photos is not supported. Sending video, files, or photos in a standard .NET Messenger Services IM to IM session should function as designed in Messenger. When sending an IM to an Inter-Tel six-line display phone, emoticons appear as characters on the phone and may not accurately represent the actual emoticon in Messenger.

**AND:** Using a Messenger version that does not support a communications service will result in not being able to use that Messenger version as a soft client for SIP Server. MSN Messenger does not provide setup for a communications service; you must use Windows Messenger 4.6 or later. Windows Messenger is included with Windows XP. SIP Server does not support Windows Messenger on any Windows 2000 operating system (you must use Windows XP). Windows Messenger and MSN Messenger can run together on the same computer.

## SIP Server Soft Client Setup

Windows Messenger Version 4.6 or later is SIP-enabled. For future reference, this section details setting up a .NET Passport account as a communications service. This allows you to make and receive SIP-based phone calls using a phone extension login.

Using SIP Server with a Windows Messenger client, you can send instant messages to any Inter-Tel six-line display phone. You can also log in using your e-mail address and make external (CO) calls. Using SIP Server with a .NET Passport and logging in using your Cisco 7960 SIP phone extension, you can make internal (IC) calls. You can also send instant messages and make calls as before, in conjunction with using your .NET Passport as a communications service.

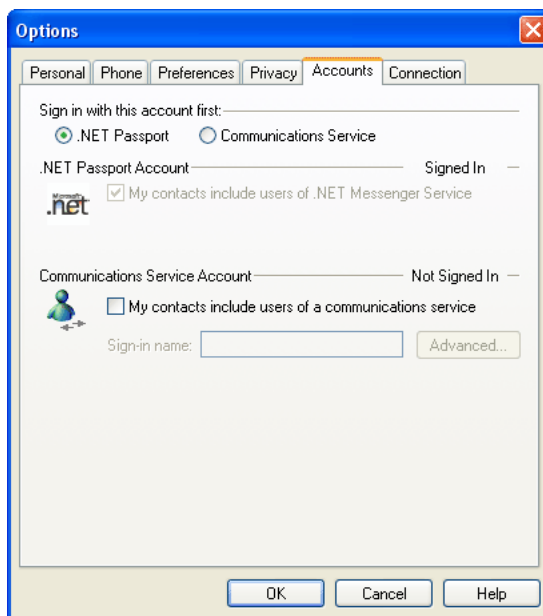
### NOTICE

Before using the SIP Server Web Client, you must have a .NET Passport. If you do not have a .NET Passport, navigate to <http://www.microsoft.com/net/services/passport/> and set up a .NET Passport. As a guideline, set up your .NET Passport using your company e-mail address as the passport ID. For example, end-user@company\_name.com. Your system administrator will configure your .NET Passport information in SIP Server, then you can set up Windows Messenger to use the .NET Passport as a communications service (see [page 29](#)).

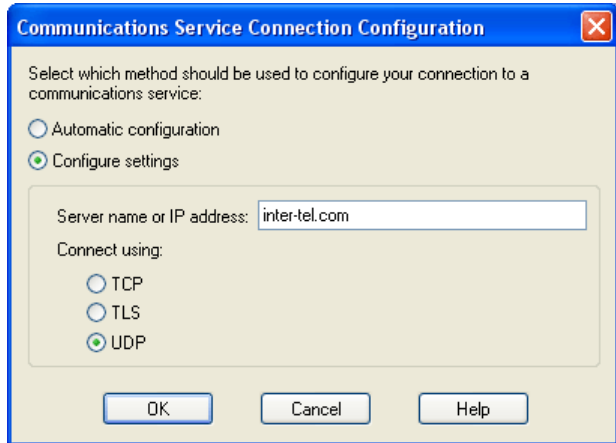
### To set up Windows Messenger as a soft client to work with SIP Server:

1. Start Messenger and do not log in. If logged in, log out to the main login screen. From the login screen, select Tools – **Options**.
2. Click the **Accounts** tab, and set following options. Supply the appropriate login and password information for each type. An example is shown at right.
  - Select **Communications Service**.

This account type is used with SIP Server. It allows users to make SIP-enabled internal (IC) type calls. Instant Messages cannot be sent using this account type, but calls can be placed and received from other extensions.



- Enter your Sign-in name as a phone extension in the format: <phone extension>@company.com. Your Administrator has set up this number in SIP Sever and will provide this number to you.
- Check **My contacts include users of a communications service** to indicate whether or not you want to include other communication service users in your contact list.
- Click the Communications Service Account **Advanced** button, and enter the following information. An example is shown at right.
  - Click **Configure settings**.
  - Enter the **Server name or IP address** provided to you by your system administrator.



- Select **UDP** as the connection transport mode, then click **OK**.
3. Click **OK**. You may need to log out and log back in to use the account type you selected above.

## SIP Server Web Client

### NOTICE

At the time of this publication, Microsoft® has disabled connectivity to the MSN® network for third-party products in preparation for a licensing model which has not yet been disclosed. When Inter-Tel is able to determine licensing requirements (if any), and how that will affect the future functionality of this product, documentation will be updated accordingly.

Features affected in the Unified Communicator® and SIP Server products (either directly or indirectly) are as follows:

- .NET Connectivity
  - Voice conversation with .NET contacts
  - Receiving instant messages (IM) on display phones from .NET contacts
- MSN status change notification to .NET contacts based on DND

The SIP Server Web client is a Web interface you use to configure a SIP Server account with .NET Passport credentials. You navigate to a specified Web page using a standard, supported Web browser (Internet Explorer 5.01 and later). You can then use the client interface through your Web browser. The SIP Server Web client is entirely Web-based. Nothing is installed on your computer.

### NOTICE

Before using the SIP Server Web Client, you must have a .NET Passport. If you do not have a .NET Passport, navigate to <http://www.microsoft.com/net/services/passport/> and set up a .NET Passport. As a guideline, set up your .NET Passport using your company e-mail address as the passport ID. For example, end-user@company\_name.com. Your system administrator will configure your .NET Passport information in SIP Server, then you can set up Windows Messenger to use the .NET Passport as a communications service (see [page 29](#)).

## Starting the SIP Server Web Client

**NOTE:** Using a Messenger version that does not support a communications service will result in not being able to use that Messenger version as a soft client for SIP Server. MSN Messenger does not provide setup for a communications service; you must use Windows Messenger 4.6 or later. Windows Messenger is included with Windows XP. SIP Server does not support Windows Messenger on any Windows 2000 operating system (you must use Windows XP). Windows Messenger and MSN Messenger can run together on the same computer.

### To start the SIP Server Web Client:

1. Read the above notice. If you already have a .NET Passport, continue to step 2.
2. Open one of the supported Web browsers (Internet Explorer 5.5 and later), and navigate to a specified location provided to you by your system administrator.

The logon screen appears.

3. Enter the username and password your system administrator has given you. Click **Log On**.

The client interface appears (see [page 33](#)). The client interface consists of a few options that allow you to specify a Microsoft .NET Passport associated with your account. You can also change your logon password. This interface is discussed on [page 33](#).



## Specifying a .NET Passport

### To specify a Microsoft .NET Passport associated with your account:

1. Start the SIP Server Web Client and log in (see [page 32](#)).
2. Enter your .NET Passport ID and .NET Passport password.
3. Enable or disable **Handle my passport calls** to indicate whether or not you want SIP Server to handle calls that are made to your .NET Passport.

If **Handle my passport calls** is checked, SIP Server logs in to MSN using your .NET Passport and handles any incoming SIP calls from other Microsoft SIP clients.

4. Click **Apply Changes**.

Microsoft® .NET Passport

Please use your Microsoft .NET Passport Sign-In information below.

E-mail Address  
enduser@hotmail.com

Password  
XXXXXXXXXX

Handle my passport calls

Apply Changes

Change Logon Password

Note: The passport you use above must first be created at the [Microsoft .NET Passport web site](#)

[Show Help](#)

## Changing the Logon Password

### To change your logon and password:

1. Start the SIP Server Web Client and log in (see [page 32](#)).
2. Click **Change Logon Password**.
3. When prompted, enter a new password, then enter the password again to confirm.
4. Click **Save**.

## Exiting the SIP Server Web Client

### To exit the SIP Server Web Client, take either of the following actions:

- Close the browser window.
- Navigate to a different Web page.
- Select the Refresh option from the browser tool bar.

## Using Messenger to Make Calls and Send Messages

Using the voice capabilities in Windows Messenger and your .NET Passport set up as a communications service, Windows Messenger is the SIP soft client you use to initiate calls.

You can also contact Inter-Tel users, with six-line display phones, by sending either Instant Messages (IMs) or calls (using the voice capabilities in Windows Messenger). You cannot respond (from your Inter-Tel phone) to the IM sent from Windows Messenger. Cisco phones cannot receive instant messages. Refer to the online Microsoft Messenger help for details on using the Windows Messenger client.

SIP Server manages all calls to your .NET Passport account if configured (see [page 33](#)). You can also see the status of other .NET Passport accounts in your Messenger contact list and initiate calls to list members (provided they have SIP Server configured to handle calls to their .NET Passport accounts).

---

**NOTE:** When in a voice conversation between Windows Messenger and a phone, sending video, files, or photos is not supported. Sending video, files, or photos in a standard .NET Messenger Services IM to IM session should function as designed in MSN Messenger. When sending an IM to an Inter-Tel six-line display phone, emoticons appear as characters on the phone and may not accurately represent the actual emoticon in Messenger.

---

The following procedure describes how to place a call in Windows Messenger (when set up as a communications service).

### To place a communications service Windows Messenger call:

1. Start Windows Messenger and log in. If prompted for a username and password, and you do not know what to enter, notify your system administrator for the authentication username and password.
2. From your list of online contacts, right-click on a contact and select either:
  - Start a Voice Conversation. If you select this option, *and* you checked the option **My contacts include users of .NET Messenger Service** (see [page 30](#)), indicate whether this voice conversation will be made using Communications Service or .NET Messenger Service.
  - Send an Instant Message.
3. To end a voice or instant message conversation, close the window.

# Learning More

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## INTRODUCTION

If you want to know more about your phone and voice mail system, this is the section for you. With additional information and an FAQ, you should be able to find answers to most of your questions.

## WHAT THE ADMINISTRATORS CAN DO FOR YOU

The administrators are the people to whom you should turn if you have any problems with your phone and/or voice mail. They have access to advanced programming features and can reset certain settings associated with your phone.

The types of administrators that can help you with your phone/voice mail are as follows:

- **System Administrator:** Performs certain telephone system functions, including:
  - Setting up the phone and registering it with a SIP Server IP address
  - Making database changes, such as programming user names, toll restriction, DND messages, and extension numbers.
- **Voice Mail Administrator:** Performs tasks associated with the voice mail system, including:
  - Recording a broadcast message that is sent to all mailboxes at once
  - Performing mailbox maintenance (such as changing your password)
  - Customizing voice mail prompts

---

**NOTE:** Because the telephone system is very flexible and programmable, the procedures for using the features might vary slightly from the descriptions in this guide. If so, your trainer or system administrator can tell you how your system differs and how to use the features, if available on your phone.

---

## FREQUENTLY ASKED QUESTIONS (FAQ)

This section includes some of the most frequently asked questions. If you have problems with your phone or voice mailbox, refer to this section before you contact your system administrator or Inter-Tel, or refer to the documentation that came with your Cisco SIP phone.

- Q1.** *How can I retrieve messages if I do not know the password for my voice mail?*
- A1.** Try using your extension number, which is your default password. Or, maybe you do not have a password, in which case pressing **#** is all you need to do. If these options don't work, contact your system administrator, who can change or erase the password for you. You can then retrieve your messages and reset the password, if desired (see [page 23](#)).
- Q2.** *Why can't I retrieve deleted messages?*
- A2.** Voice mail may have erased your message. After a programmed amount of time has lapsed, up to 24 hours, voice mail automatically erases all deleted messages (see [page 17](#)). If you attempted to undelete a voice mail within this time frame, however, your telephone system may not have the latest software (the “undelete” feature was a recent addition). Or, your voice mail system may not have sufficient space programmed to store deleted messages. Contact your system administrator to determine if this feature is available.
- Q3.** *How can I set the number of rings that are allowed before the call is sent to voice mail?*
- A3.** Only your system administrator can change the number of rings.
- Q4.** *Why can't I program a Station Speed-Dial number to the key I want?*
- A4.** Your system administrator has programmed that key as a non-programmable key. Because you cannot override system programming from your phone, you must choose another key.
- Q5.** *Why can't I use the feature codes on this phone like I can on Inter-Tel phones?*
- A5.** Inter-Tel phone system feature codes are not available for the Cisco 7960 SIP Phone used with the Inter-Tel SIP Server product. Also, see [page 3](#) for additional information.

**Q6.** *Why can't I use one of the features described in this guide?*

**A6.** There are a few reasons why you might not be able to access the feature. Some possible reasons include:

- Only a limited number of Cisco SIP Phone (7960) features are supported through the Inter-Tel SIP Server product. Some additional features are supported if implemented through the Inter-Tel Unified Communicator product, such as detailed DND messages, call forwarding, etc. See [page 3](#) for additional information.
- Your system administrator may not have enabled the feature for your phone.
- Your system administrator may have programmed your phone to block the feature.

**Q7** *As a Help Agent, why am I not put into forced mute mode on my Cisco SIP phone?*

**A7** During a normal Agent Help request, when the Help Agent answers the request call, they are in forced mute mode. SIP Server cannot control the mute function on a Cisco phone; therefore, the forced mute will not work for a Help Agent using a Cisco phone. Either use a standard IP or digital phone for the Supervisor station or press the **Mute** key on the Cisco SIP phone immediately on connecting with the caller.

**Q8.** *If I need further assistance, how do I get technical support?*

**A8.** First, contact your system administrator if you have a question that is not covered in this user guide. If you need further assistance, contact your local authorized Inter-Tel dealer. All Inter-Tel sales, service, and support is handled at the local level.

**Q9.** *Why can't I sign in to the Windows Messenger client?*

**A9.** Check that the domain name in the SIP Server configuration matches the domain name assigned in Messenger.

**Q10.** *Why doesn't the Cisco phone display show status or updates?*

- A10.**
- The Cisco phone display will not be consistent with the display on other Inter-Tel phones. The Cisco phone display is not updated but the call control functionality is still operational.
  - You cannot enter forced feature codes on the Cisco SIP phone.
  - The To: and From: fields on the Cisco phone display should be ignored as the display cannot accurately represent call control status.
  - You cannot enter phone system feature codes on the Cisco SIP phone.

**Q11.** *Why can't I receive an incoming page on my Cisco phone?*

**A11.** The Cisco SIP phone cannot receive an incoming page. It can, however, send an outgoing page.

- Q12.** *Why can't I see the Cisco phone DND status from other phones or Attendant Console?*
- A12.** Enabling DND on the SIP phone (from the SIP phone) will not be seen on the phone system or Attendant Console.
- Q13.** *Why can't I see message indication on the Cisco SIP phone?*
- A13.** Message indication on the Cisco SIP phone is currently not supported. Periodically, dial in to the phone system to retrieve messages (see [page 16](#)).
- Q14.** *Why can't I hear the phone ringing when I call?*
- A14.** If a call is made from a SIP phone to an extension, wait for the called party to begin talking or wait for a voice prompt or a voice messaging system.
- Q15.** *Why can't I switch from a voice conversation to Instant Messaging?*
- A15.** Voice conversations have priority over IM sessions. If an IM session is currently in progress, then a voice conversation can be initiated; going back to an IM session from a voice conversation is not supported.
- Q16.** *Why does the call ring and drop after sending an Instant Message to the Inter-Tel phone?*
- A16.** Calls will ring then drop if the Inter-Tel six-line display phone is not in handsfree mode. Only Inter-Tel six-line display phones support instant text messages.
- Q17.** *Why is the Instant Message garbled when the call is put on hold?*
- A17.** You cannot put an Instant Message session on hold if another call comes in. The session will be dropped.
- Q18.** *Why does the Instant Message session end if a person drops out of the call?*
- A18.** If a participant in an IM session (with two or more people) drops out of the call, the session ends until the session originator sends an instant message to other parties remaining in the IM session.
- Q19.** *Why does the Cisco SIP phone ring once then hang up?*
- A19.** The Cisco SIP phone was set up with a .NET Passport for the account and it is now trying to send an Instant Message using that account. The Cisco phone cannot receive instant messages.
- Q20.** *Why can't I receive an Instant Message while a voice conversation is connecting?*
- A20.** Voice conversations have priority over IM sessions. If an IM session is currently in progress, then a voice conversation can be initiated; going back to an IM session from a voice conversation is not supported.
- Q21.** *Why is my Instant Message sent to a forwarded extension not forwarded?*
- A21.** If an extension is forwarded to another extension, an IM sent to that extension is not forward. IM calls to a forwarded extension is not supported. The user will see the following error message:

```
I am unavailable right now. Please Close this session and try back later.
```

**Q22.** *Why do coworkers say Windows Messenger is blocking their calls?*

**A22.** Check that Windows Messenger is running. Windows Messenger sessions left running will timeout after about five minutes of inactivity. The session initiator will see the following error message in their client window:

Session inactive for 5 minutes. Terminating the session.

**Q23.** *Why does my Windows Messenger calls fail on dial-up connections?*

**A23.** There is not enough bandwidth on a 56Kbps dial-up connection to support the G.711 vocoder.

## NOTES

## NOTES

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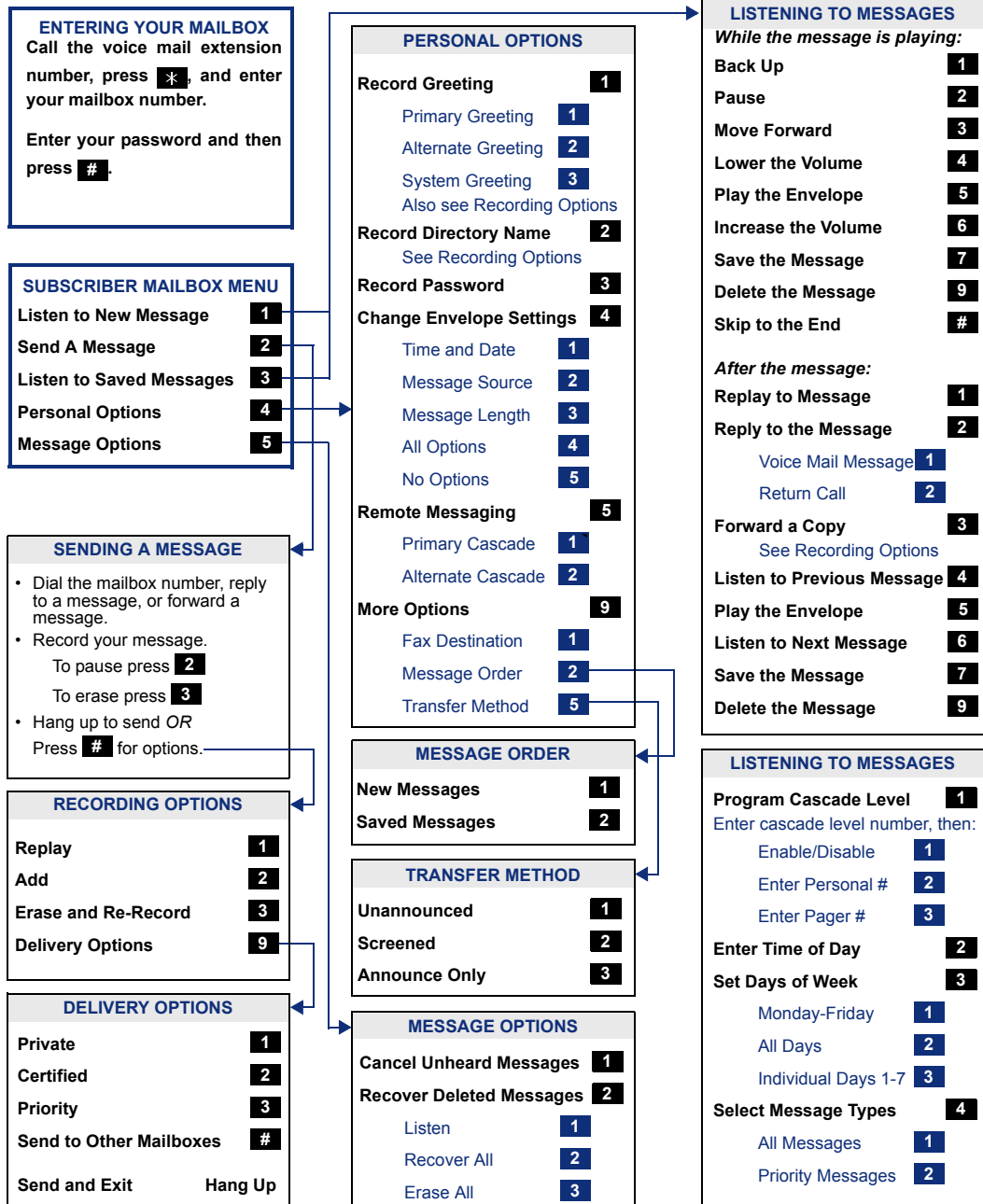
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# VOICE MAIL FLOW CHART

**NOTE:** At any menu level, you can press **\***  to cancel or return to the previous menu or press **#**  to accept.



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