CBV Support 312-416-5142

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Your current options

SpDial   PickUp

Chicago
Business
VoIP

CBV Telephone
User Guide

For Cisco
7900 Series
IP Phones

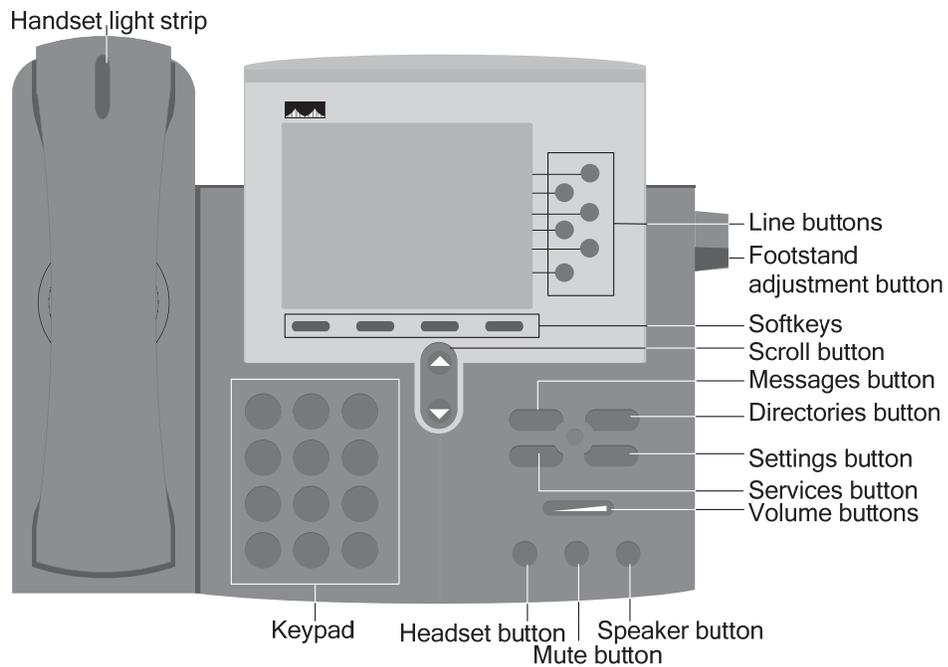# Chicago Business VoIP

Contents

Introducing your CBV Phone

Getting to Know Your Phone

Your CBV phone provides voice communication over a network. The phone functions much like a traditional phone, allowing you to place and receive calls. It also supports features such as call forwarding, redialing, speed dialing, transferring, conferencing, and accessing voicemail. Your IP phone has several key components, illustrated below:

Handset light strip

Line buttons
Footstand adjustment button
Softkeys
Scroll button
Messages button
Directories button
Settings button
Services button
Volume buttons

Keypad   Headset button   Speaker button
                    Mute button

The 7960 and 7961 have six line buttons;
the 7940 and 7941 each have two.

Line buttons

Element	Function
Handset light strip	Flashes when the phone rings; remains lit when there is a new voice message in your personal mailbox.
Phone display	Displays time, date, phone number, call details, phone status, and alerts.
Line buttons	Each button gives access to a line.
Softkeys	Correspond to the tabs shown along the bottom of your phone display. Softkeys change depending on the status of your phone.
Footstand adjustment button	Adjusts the angle of the phone.
Directories button	Provides access to: ▪ Missed Calls ▪ Received Calls ▪ Placed Calls ▪ Personal Phonebook ▪ Employee Directory ▪ Company Phonebook ▪ Advanced Call History
Settings button	Provides access to phone display, ringer, and network settings.
Speaker button	Toggles the speakerphone on and off.
Mute button	Toggles muting on and off.
Headset button	Toggles the headset on and off.
Volume button	Increases or decreases the volume for the handset, headset, or speakerphone.
Services button	Provides access to: ▪ Log-out function ▪ Optional features
Scroll button	Allows you to scroll through menu options.
Messages button	Provides access to the voicemail system.

Using Softkeys

Softkeys correspond to the actions displayed on the tabs along the bottom of your phone display. Softkey functions change depending on the status of your phone. For example, options such as hold, transfer, and conference will only appear while you are on a call. If you use a mobile phone, you will find the softkeys here similarly intuitive.

Navigating Menus

You can choose menu items that appear on the phone display by:
- Pressing the **scroll button**'s up and down arrows to highlight a menu item, then pressing **Select**, or
- Pressing the number on the phone's keypad that corresponds to the item number shown on the display.

Entering Text or Special Characters

Some menus allow you to enter text or symbols. Pressing a key on the keypad brings up a list of characters accessible from that key. Pressing the same key repeatedly cycles through those options. For example, press 2 once for "a", twice quickly for "b". When you press a different key or pause, the highlighted character is automatically inserted and the cursor advances to allow you to enter the next character.

Line Button Lights

A helpful feature of the 7941 and 7961 phones are the illuminated line buttons. Different colors appear depending on the status of each line.

The table below illustrates the possible lighted line buttons states:

Button	Status
◯ Green, steady	Active call
◯ Green, flashing	Held call
◯ Amber, flashing	Incoming call
◖ Off	Idle

Note: Only the 7941 and 7961 have lighted line buttons.

Getting Started

Adjusting the Phone Angle
- Push in the foot-stand adjustment button on the right side of the phone.
- Adjust the foot-stand to the desired angle and release the button.

Adjusting the Volume
- Press **volume** 🔘 to adjust the loudness. When the phone is on-hook, the ringer volume will be adjusted; when off-hook, the activated current output (handset, headset, or speakerphone) will be adjusted. A horizontal scale will display the volume level.
- For the handset, headset, or speakerphone, press **Save**; the ringer volume is saved automatically.

Adjusting the Display Contrast
- Press **settings** 🔘.
- On a 7941 or 7961, select "User Preferences".
- Select "Contrast".
- Press **Up** and **Down** or **volume** 🔘 to reach the desired contrast.
- Press **Save** to approve the changes.

Adjusting the Default Ring Type
- Press **settings** 🔘
- On a 7941 or 7961, select "User Preferences".
- Select "Rings", then "Default Ring" to view a list of ring types. You can only modify the default ring type.
- Press **Play** to hear the ring type.
- Press **Select** to choose the option.
- Press **Save** or **OK** to retain the changes.

Messages

Setting Up Voicemail Greetings
- Your voicemail greetings can be set up either through the messages button (described below) or through the User Preferences menu (under **services** 🔘 , see the "Services" section of this guide).
- Press **messages** ✉
- If you have multiple voice mailboxes, select the voice mailbox you wish to configure by using the scroll button and **Select**, or the keypad.
- Enter the default password for the mailbox provided by your administrator, then press #.
- Press 4 and follow the voice prompts to create the two personalized recordings used by the voicemail system:

- Your personal greeting, which can be used instead of the standard system greeting to inform callers when you are unavailable; and
- Your name, played to callers who look up an extension by name from your organization's automated attendant (called a "Dial-by-name" directory).

The same instructions apply to recording a greeting and mailbox name for departmental or general mailboxes.

Accessing Personal Voicemail

Accessing Voicemail From Your CBV Phone

- Press **messages** ⊠ .
- If you have access to multiple voice mailboxes, select the mailbox you wish to access from the menu.
- Enter the mailbox's password followed by #, if required.
- The voicemail system will prompt you with instructions; use the keypad to make selections.

Accessing Voicemail From any Touchtone Phone

- Ensure that your phone is not forwarded (refer to the 'Call Forwarding' section in this user guide).
- Dial your phone number and wait for your voicemail greeting to begin.
- Press ***** during your greeting message.
- Enter your password followed by #.

A red light on the handset indicates message(s) in your personal mailbox.

When there is a message in a general mailbox, an onscreen alert will appear.

1 Go to previous message Rewind (during playback)	2 Reply to an CBV voice mailbox	3 Call back sender
4 Replay message	5 Hear envelope (day, date, time) information Pause (during playback)	6 Forward message to an CBV voice mailbox
7 Delete message	8 Go to next message Fast-forward (during playback)	9 Save message
* Access voice mail (during greeting) Go up one menu (in the voicemail system)	0 Go to an operator or the main number's automated attendant (during greeting)	# Skip envelope information (during playback) Access options (after recording)

Accessing Voicemail Using a Voicemail Access Number

Allows you to remotely retrieve voice messages from any of your voice mailboxes. This is useful for remotely accessing shared voice mailboxes that can't be dialed directly, or for accessing your personal voicemail without ringing your line.

- Dial the access number provided by your administrator.
- When prompted, enter the 10-digit phone number or mailbox ID.
- Press #.
- Enter the mailbox's password.
- Press #.

> A Voicemail Access Number is an optional feature that may not be implemented by your organization.

Managing Voicemail Passwords

To change a voicemail password:
- Access your voicemail (refer above), select "change your password" (option 3) in the main menu, and follow the audio prompts; or
- From the **services** menu (see "Change Your Password" in the "Services" section of this guide).

To turn enable or disable voicemail password protection when accessing your mailbox from your CBV phone:
- Access your voicemail (see above).
- Select "additional options" (option 5).
- Select "set password protection rules" (option 3).

> Passwords must be a minimum of three digits and cannot be the same as your extension.

Calling Features

Placing Calls

Placing Internal, Local, and Domestic Calls
- Dial the extension or dial 9, the area code, and external number.
- Place the call by:
  - Lifting the handset, pressing **Dial**, **speaker**, or **headset**; or
  - Pressing an inactive line button.

  > You may also first activate a line, and then dial the number when you hear a dial tone.

  > Placing external calls requires that you dial your Outbound Dial Digit followed by the number. The default value, 9, is used in this guide. However, some systems use a digit other than 9. Your administrator will let you know if yours is different.

Placing International Calls
- If the country uses the North American Numbering Plan (country code 1 followed by a 3-digit area code), dial the number as you would a domestic call (see above).
- If the country uses another country code, dial 9, then 011, the country code, city/area code, and number.
- Place the call by:
  - Lifting the handset, pressing **Dial**, pressing **speaker** 🔊, or pressing **headset** 🎧; or
  - Pressing an inactive line button ⚪.

  International calling may be disabled for your organization. Your administrator will let you know if you can place an international call.

Answering Calls

Answering a Single Call
- Lift the handset, press **Answer**, **speaker** 🔊, or **headset** 🎧; or press the ringing line button ⚪.

  If you do not answer an incoming call, it will go to your "no answer" condition, usually voice mail.

Answering Multiple Calls (Call Waiting)
To immediately answer a call while on another call:
- Press **Answer**. Your initial call will be placed on hold automatically; or
- Press the ringing line button ⚪ to view call details, then press the line button again or the **Answer** softkey to answer the call.

Switching Between Multiple Calls
To place a call on hold and resume another:
- Press the line button ⚪ for the call you wish to resume. The call details are shown on the display.
- Press **Resume** or press the call's line button ⚪ a second time.

  You do not have to place a call on hold to act on another; just perform the action you wish on the other call, and the active call will be placed on hold.

Answering Calls in Your Pickup Group
Pickup allows you to answer any ringing phone in your organization.
- Press **PickUp**. A list of incoming calls for members of your Pickup Group is shown, identified by the ringing phone's number.
- Highlight the call you wish to answer using the scroll button, then press **Select**. The caller ID of the calling party is shown.
- Press **PickUp** to answer the call.

  By default, any of your organization's CBV phones can be answered using Pickup. However, your administrator may decide to exclude certain phones from accessing this feature, or to create multiple Pickup Groups within the office.

Holding and Resuming Calls

- During a conversation, press **Hold**.
- To resume the conversation:
    - Press the call's line button ◎; or
    - press the **Resume** softkey.

    > When a call has been placed on hold, your phone will chirp periodically (usually set at 60 seconds) to remind you that the call is still on hold.

Parking and Retrieving Calls

Allows you to place a call on a park line, which is similar to placing it on hold, except your line is freed and the call can be retrieved from other phones in your organization.

Parking a Call

- During a call, press **more**.
- Press **Park**.
- Choose the "Park current call" menu option by using the scroll button and **Select**, or the keypad. The call is parked and your line is freed.

    > When a call has been parked, your phone will chirp periodically (usually set at 60 seconds) to remind you that the call is still parked .

Retrieving a Parked Call

- Press **more** and then **Park**.
- A list of parked calls and the extensions that parked them is shown. Use the **PageDn** and **PageUp** softkeys to view additional parked calls.
- Highlight the desired parked call by using the scroll button and press **Select**. Call details for the parked call are displayed.
- Press **PickUp**.

Transferring Calls

- While on a call, press **Transfer**. The call is placed on hold, and you hear a dial tone.
- Enter the extension, or 9 and the area code and phone number.
- A call is placed to the transfer destination number so that you may inform the party of the transfer. Then:
    - If the called party wishes to accept the transfer, press **Connect**; the call is connected.
    - If the called party does not accept, or you reach voicemail, press **Cancel** to return to the initial call.

    > You can transfer without announcing the transfer by pressing **Connect** before the called party picks up. If the party does not pick up, the call will be routed to the called party's no answer destination, usually voicemail.

Transferring to Voice Mail

- While on a call, press **Transfer**. The caller is placed on hold, and you hear a dial tone.
- Press **ToVMail**, then dial the mailbox number you wish to transfer the call to.

Conferencing

Creating a Conference Call

When you are connected to more than one caller on separate lines:
- Press **more**.
- Press the Conference All (**ConfAll**) softkey. All the calls on your phone are joined in a conference call.

Dialing out to add Conference Participants

- While on a conference call, press **Add**. You will hear a dial tone.
- Dial the party you wish to add.
- Press **Join** when you are ready to add the party to the conference
- Press **EndCall** if you do not wish to add the new party.

> Conference participants remain connected and can carry on a conversation as you add additional parties.

Moderating Conference Calls

Conference moderators (indicated on the conference listing by an 'M' before the participant's name) have special control over other participants: moderators can hang up on, mute, give moderator status to, and take away moderator status from participants – all directly from their CBV phone. Participants not using CBV phones can be assigned moderator status manually:

- Press **more**.
- Press **List**.
- Choose the desired conference participant by using the scroll button and **Select**, or the keypad, then perform the desired action:
    - Press **HangUp** or **Mute** to hang up on or mute a participant
    - Press **RoleUp** to grant moderator status or **RoleDn** to revoke moderator status for a participant not using an CBV phone.

> By default, all CBV phones are automatically given moderator status. Additionally, conference calls will continue even after all moderators hang up. Both of these settings can be changed by request.

Call Forwarding

Turning On Call Forwarding

Enables you to forward all incoming calls to another number such as a co-worker's extension or your cell phone.

- Press **more**.
- Press the Call Forward (**CallFwd**) softkey.
- Input the 10 digit number or extension you wish to forward your calls to.
- Press **Accept**. A note appears at the bottom of the phone display indicating the phone is forwarding to the number you entered.

> When using Call Forwarding, calls will not ring on your phone, and you will not receive alerts regarding missed calls on your phone display.

Turning Off Call Forwarding

- Press **more**.
- Press the Call Forward (**CallFwd**) softkey.
- Press the Forward Off (**FwdOff**) softkey.

Using Advanced Call Forwarding Features

- Press **more**.
- Press the Call Forward (**CallFwd**) softkey.
- Press the Advanced (**Advncd**) softkey.
- Choose one of the following menu options by using **Modify**:
  - **"Always".** This can be set to "On" (allowing you to enter an extension or external number), "Off", or "VMail". When activated, calls will not ring on your phone, and you will not be alerted of missed calls.
  - **"Out of Service".** Applies when your phone is disconnected due to a power or network outage, or if all available lines on your phone are in use. This can be set to "On" (allowing you to enter a an extension or external number) or "VMail".
  - **"No Answer".** Applies when you do not answer a call, you press **Ignore** as a call is ringing in, or DnD is active. This can be set to "On" (allowing you to enter an extension or external number), "Off", or "VMail".
- **Reset** returns advanced call forwarding features to system defaults: "Always" is set to "Off", and both "Out of Service" and "No Answer" are set to "VMail".

Mute

Mute allows you to hear a phone call while the other party cannot hear you.

- Press **mute** to toggle muting on and off.

Do Not Disturb

Do not disturb prevents your phone from ringing and sends all calls to your "No Answer" condition (typically voicemail).

▪ Press **DnD** to toggle Do not disturb mode on and off.

Services

The services button provides access to CBV-managed options and custom features.

Accessing Services

▪ Press **services** .
▪ Select the option you wish to access by navigating the menu.

Intercom

Intercom allows users to place a two-way call that is automatically answered by the recipient's phone.

▪ To initiate an Intercom call, select the "Intercom" menu option from **services** . You will hear a dial tone.
▪ Dial the extension you wish to intercom. The call is connected; when finished, you may end it as you would any other call.

> Intercom will not work if the called party is not using an CBV phone, if they are on another call, if Intercom is disabled for that user, or if the phone is out of service. In these cases, a caller attempting to place an intercom call will hear a busy signal and a see a message indicating the dialed number is unreachable.

Paging Groups

Paging groups, if configured, allow users to place one-way calls ("pages") to a small group of phones.

▪ To initiate a page, select the "Paging groups" menu option from **services** .
▪ Select the group you wish to page by using the scroll button and **Select**, or the keypad. A page is initiated; when finished, you may end it as you would any other call.

> Pages will only be broadcast on phones that are not on a call.

> Paging groups are an optional feature that may not be implemented by your organization.

Barge

Barge is a feature that allows authorized users to view call information for, silently monitor, or join calls in progress on other users' phones, as well as whisper to a party who is on a call in progress.

- Select the "Barge" menu option from services ⬤ . A list active calls that can be barged from this phone are displayed.
- Select the active call you wish to barge by using the scroll button and **Select**, or the keypad. The call details are displayed.
- Select **Listen** to listen to the call (participants will not be aware that you are listening), or **Conf** to create a conference call giving you moderator control (participants using CBV phones will see that the call is now a conference).

While listening to a call, you may:
- Press **Conf** to create a conference. Both parties will hear a brief tone, and both will be able to hear you speak.
- Press **Whisper** to speak to the party you are barging without the other party hearing you. The party you are whispering to will hear a brief tone to indicate you are on the call.

Logout

Allows you to remove your phone number and configuration from a particular phone. You can do this to prevent someone from using your phone in your absence, or to allow another colleague to log in and use it with his or her own settings. When you log out, your phone calls will be routed to your Call Forwarding – Out of Service destination, usually your voicemail (see "Advanced Call Forwarding").

To log out your phone on a 7961 or 7941:
- Press **services** ⬤ .
- Select "Logout".
- Select "Logout This Phone".
- Press **OK** to confirm.

"Logout My Other Phones" refers to a feature not currently supported.

User Preferences

Allows users to modify certain CBV-managed settings, including enabling/disabling intercom, voice mail greetings or passwords.

To access User Preferences:
- Press **services** .
- Select "Settings".
- Select "User Preferences".

Once in the User Preference menu, you can modify settings using the instructions below.

Enabling and Disabling Intercom

To block or unblock intercom calls from the User Preferences menu:
- Access the User Preferences menu (see above).
- Highlight "Receive Intercom" and press **Select** to toggle the setting on or off.

> When intercom calls are placed to your phone and "Receive Intercom" is set to "Off", the caller will hear a busy signal and a see a message indicating your phone is unreachable.

Changing Your Greeting

Allows you to choose whether the personal greeting, system greeting, or recorded name is used as the greeting for your voice mail. It is also possible to record a personal greeting and name from this menu instead of through the voice mail system.

To change the greeting from the User Preferences menu:
- Access the User Preferences menu (see above).
- Select "Change Greeting".
- Highlight "VM Greeting" and press **Select** to toggle the setting.

Change Your Password

Changing a phone's password can be done using an on-screen menu as well as through the voicemail system.

To change a password from the User Preferences menu:
- Access the User Preferences menu (see above).
- Select "Change Password" .
- Enter your current password, then press **Accept**.
- Enter your new password, then press **Accept**.
- Re-enter your new password, then press **Accept**.

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Directories

Accessing Directories
- Press **directories** 📖.
- Select the directory you wish to access by navigating the menu.
- Highlight a listing and press **Select** or use the keypad to view details
- Press **Dial** to dial the number, or press **EditDial** if you need to append digits or change the number.

> Missed Calls, Placed calls and Received Calls are erased when a phone loses power. See the Advanced Call History for more information.

Missed Calls
The "Missed Calls" option on the directories menu shows unanswered inbound call history and allows you to call back your recent missed calls.

Placed Calls
The "Placed Calls" option on the directories menu shows outbound call history and allows you to redial your recently placed calls.

Received Calls
The "Received Calls" option on the directories menu shows inbound call history and allows you to call back your recently received calls.

Personal Phonebook
The Personal Phonebook can be created through the phone (see below) or through Web Portal (see the Web Portal section). It functions much like a cellular phone's list of contacts, allowing you to dial people on your list and displaying a known caller's name on screen for inbound calls.

Managing Your Personal Phonebook

To add an entry:
- Press **directories** 📖.
- Select "Personal Phonebook".
- Select "Manage Phonebook".
- Select "Add New Entry".
- Enter a name using your keypad and press **Accept**.
- Enter the number as you would dial it from your phone, and press **Accept**.
- Enter an optional note using your keypad and press **Accept**.
- Press OK to complete the process.

To update or remove an entry:
- Press **directories** 📖.
- Select "Personal Phonebook".
- Select "Manage Phonebook".
- Select "Update Entry".
- Select the entry you wish to update or remove, and press **Details**.
- Select **Edit** to update the entry, pressing **Accept** after editing the Name, Number, and Note as when creating a new entry, or press **Delete** to remove the entry.
- Press **OK** to complete the process.

Employee Directory

The Employee Directory is a list of names and extensions at your company. Calls may be placed directly from the Directory.

Company Phonebook

The Company Phonebook is a list of external contacts for your company, maintained by your administrator. Calls may be placed directly from the Phonebook.

Advanced Call History

The Advanced Call History provides access to the same Missed, Received, and Placed call histories, however these are server-based and maintained by CBV. They are retained even if your phone loses power or you log into a different phone.

The CBV WebPortal

The CBV WebPortal is powered by ShoreTel Sky and enables you to monitor, manage, and control your phone service using a web-based graphical user interface. It consists of two components:

- the main Web Portal website, which allows you to manage many elements of your phone's configuration
- the Phone Assistant application, which lets you monitor the status of other phones in your organization, place calls from your phone using your computer.

Accessing the CBV WebPortal (powered by ShoreTel Sky)

▪ Enter the URL: https://portal.shoretelsky.com into your browser.

▪ Enter your 10-digit phone number and password.

Services Available through the WebPortal

▪ **Phone Assistant** – Use your computer to:
  - ◆ Make your phone dial a number
  - ◆ Monitor presence in your office
  - ◆ Transfer, Conference and more
▪ **Call Forwarding and Screening –** Set number of rings, screen specific callers, and create Find Me lists.
▪ **Employee Directory –** View and act upon entries.
▪ **Personal Phonebook** – View, edit, import, and act upon entries.
▪ **Company Phonebook –** View and act upon entries.
▪ **Voicemail** – Play and manage messages, manage remote notification or email forwarding.
▪ **Call Logs** – View and act on your call history.

NOTES

CBV Client Referral Program

Give colleagues an inside tip and earn cash and cool prizes
with CBV's Client Referral Program!

WHEN SHOULD I THINK OF REFERRING CBV?
We suggest you think of CBV if you have a business colleague who is
seeking a new phone system, moving or complains about their current
phone system.

WHAT ARE THE PROGRAM'S BENEFTS, AND HOW DO I MAKE A REFERRAL?
To show our appreciation for sharing your confidence in us, you will
receive up to $700 dollars each time one of your referrals becomes
a client. For details and up-to-date information, please visit :
http://www.chicagobusinessvoip.com/pages/contact_us/11.php

This program applies to new business referrals only. New client must
remain with CBV for a minimum of 3 months. Limitations do apply, and
CBV reserves the right to change or terminate this program at anytime.

Important E911 Notice

E911 may not be available through CBV Networks:
• During a power outage
• During a network outage or other technical problems

IN CASE OF EMERGENCY, CHECK FOR DIAL TONE.
If there is dial tone, get an outside line and dial 9-1-1.

If there is no dial tone, or if emergency personnel do not answer when
dialing 9-1-1 from an outside line, DO NOT try to dial 9-1-1 from any
phone connected to CBV. Use an alternative service.

E911 WILL NOT WORK PROPERLY OR AT ALL IF YOU ATTEMPT TO MOVE YOUR PHONE FROM THE INSTALLED SERVICE ADDRESS.

If you wish to move your phone to a different service address,
visit http://www.chicagobusinessvoip.com/pages/support/10.php to
process the change.
For more information about 911 Services and Limitations, please
visit http://www.chicagobusinessvoip.com/pages/support/10.php

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