



## **CLOUD VOICE S Service**

### **Cisco IP Phone 7942G User Guide**

(Version 5.0)

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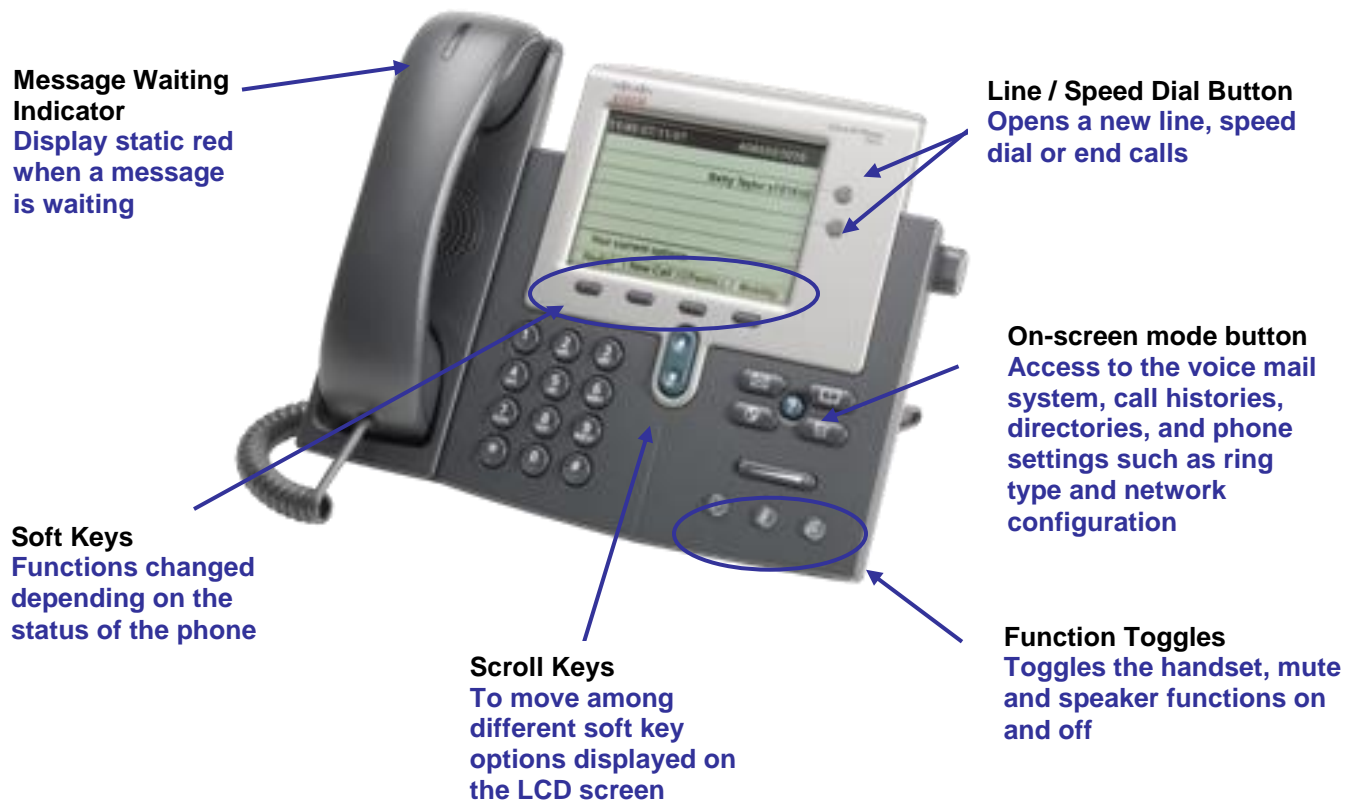
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## CLOUD VOICE S Service – Cisco IP Phone 7942G

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CLOUD VOICE S service enabled by Cisco Unified IP Phone 7942G addresses the communication needs of a transaction type worker. It provides two programmable lines and feature keys, plus a high quality speakerphone. It has four dynamic soft keys that guide users through call features and functions. Built-in headset port and integrated Ethernet Switch come with the IP Phone 7942G. It also includes audio controls for full duplex speakerphone, handset and headset. A large, pixel-based LCD display provides features such as date and time, calling party name, calling party number, and digits dial.

### 1. Phone Set Features and Functions





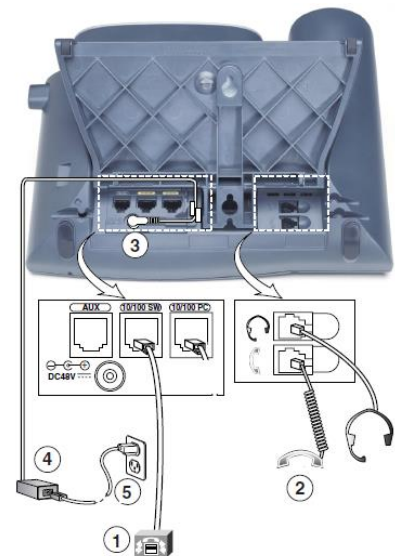
**Icon Button**

Icon	Features
	<p><b>Message</b> - Direct access to VoiceMail messages.</p>
	<p><b>Directories</b> - The IP Phone 7942G identifies incoming messages and categorises them for users on the screen. This allows users to quickly and effectively return calls using direct dial-back capability.</p>
	<p><b>Settings</b> - Allows the user to adjust display contrast and select from a large number of unique ringer sounds, volume settings for all audio such as ringer, handset, headset, and speaker.</p>
	<p><b>Speaker / Mute</b> - An easy-to-use speaker on/off button and microphone mute buttons.</p>

**1.1 Operation for IP Phone 7942G**

Installing the IP Phone and Connecting to the Network

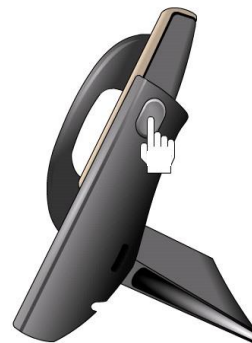
1. Connect the Ethernet cable to the **Network port**.
2. Connect the handset to its respective port.
3. Connect the power plug to the DC48V **AC Adapter** port.
4. Lastly, plug in the AC Adaptor to the power outlet.



*Notes: IP Phone 7942G cannot function properly when there is a failure in power supply.*

## **1.2 Adjusting the Height of the Footstand**

1. Push in the footstand adjustment knob on the right-hand side of the phone.
2. With the button depressed, adjust the footstand to the desired height.
3. Depress the footstand adjustment knob.



### 2. Preference Setup

#### 2.1 Changing the Ringer Type

1. Press the **Settings** button.
2. Use the **Scroll** keys to highlight **Ring Type** in the **Settings** menu.
3. Press the **Select** soft key to display a list of Ring Types.
4. Press the **Scroll** key to highlight one of the available Ring Types.
5. Press the **Play** soft key to hear a Ring Type.
6. Press the **Select** and then press the **OK** soft key to choose the Ring Type.
7. Press the **Save** soft key to save your selection and exit to the main menu.



#### 2.2 Adjusting the Ringer Volume

1. While the phone is not in use, press the **Up** or **Down** Volume keys to adjust volume to the desired level.
2. When the phone is ringing, press the **Up** or **Down** Volume keys to adjust volume to the desired level.
3. To save the volume setting, press the **Settings** button and then press the **Save** soft key.

#### 2.3 Adjusting the Handset, Speakerphone, and Headset Volume

1. During a call, press the **Volume** key to increase or decrease the volume of your **Handset, Speakerphone** or **Headset**.
2. To save the volume setting, press the **Settings** button and then press the **Save** soft key.

*Note: The volume setting will only be changed while the respective feature is in use.*

#### 2.4 Changing the LCD Contrast

1. Press the **Settings** button.
2. Use the **Scroll** button to highlight Contrast in the Setting menu.
3. Press the **Select** soft key to select the Contrast option.
4. Press the **Up** or **Down** soft key to set LCD contrast.
5. Press the **OK** soft key to accept the changes.
6. Press the **Save** soft key to save the new contrast setting and exit the **Settings** menu.

## 3. Basic Features

### 3.1 Placing a Call

There are 4 options for placing a new call:

1. Lift up the **Handset** and dial the number.
2. Place a call by pressing the **Line** button.
3. Press the **Speaker** button and dial the number.
4. Press the **NewCall** soft key and dial the number.



### 3.2 Answering a Call

There are 3 options for answering a call:

1. Lift up the **Handset**.
2. Press the **Answer** soft key.
3. Press the **Speaker** button.

### 3.3. Ending a Call

There are 3 options for ending a call:

1. Hang up the **Handset**.
2. Press the **EndCall** soft key.
3. Press the **Speaker** button, when having handsfree conversation.

### 3.4 Muting a Call

1. Press the **Mute** button.
2. To disengage mute, press **Mute** again.

*Note: If you are using mute along with the speakerphone, lifting the handset will disengage the mute function*

### 4. Call Management Features

#### 4.1 Placing a Call on Hold

When you put a call on hold, the call remains active even though you and the other party cannot hear each other. You can answer or place another call while a call is being on hold.

1. During a call, press the **Hold** soft key.
2. To return to the call, press the **Resume** soft key.

#### 4.2 Using Call Waiting

If you are enabled with call waiting for your phone, you will hear a call waiting tone and the caller ID information will be shown on the phone's LCD screen if a new call comes in when you are on the phone.

1. To answer the new call, press the **Answer** soft key. When you do so, the original call will be put on hold.
2. To return to the original call, press the **Hold** button.
3. If the second call is still active, the call will be put on hold when you return to the original call.
4. You can continue to use the **Hold** button to switch between the calls.

#### 4.3 Transferring a Call

1. To transfer a call to another phone, press the **Transfer** soft key.
2. Dial the number to which you are transferring the call.
3. When you hear the ringing tone, press **Transfer** again or, when the party answers, announce the call and press **Transfer**.
4. Hang up to end your participation in the call.



#### 4.4 Redialing the Most Recently Dialed Number

1. Lift up the **Handset** and press the **Redial** soft key.

*Note: You can also press the **Redial** soft key to place the call via **Speakerphone***



### 4.5 Forwarding all Calls

#### 4.5.1 Setting up Call Forwarding from your IP Phone

1. Press the **CFwdALL** soft key.
2. Dial the destination number to which you want to forward all calls.
3. To cancel forwarding all calls, press the **CFwdALL** soft key.

*Note: Please remember to add '9' before the 8-digit telephone number if the destination number is a mobile phone/ an external destination number.*

#### 4.5.2 Setting up Remote Call Forwarding from your Mobile

1. Dial **2112 1113** to access Remote Call Forwarding hotline.
2. Follow the voice prompts and select the language by pressing '1' for Cantonese/ '2' for English.
3. Enter your Cloud Voice Number followed by "#"
4. Enter your Cloud Voice Password followed by "#"
5. Enter the destination number to which you want to forward all of your calls (e.g. your mobile).
6. To cancel call forwarding, please dial **2112 1113** to deactivate the call forwarding setting accordingly.

*Note: Starter Cloud Voice Password is your Cloud Voice Number. For security reason, please change your Cloud Voice Password on a regular basis.*

#### 4.5.3 Setting up Remote Call Forwarding via Internet

1. Visit <https://adp.cloudvoice.hkbnes.net>.
2. Click **Cloud Voice User Portal** button.
3. Enter your Cloud Voice Number and Cloud Voice Password to log onto Cloud Voice User Portal.
4. Click **Call Management** to activate the Call Forwarding function.
7. Enter the destination number to which you want to forward all of your calls (e.g. your mobile).
5. Similarly, to cancel all call forwarding, please login to **Cloud Voice User Portal** again to deactivate the call forwarding accordingly.

*Note: Starter Cloud Voice Password is your Cloud Voice Number. For security reason, please change your Cloud Voice Password on a regular basis.*

### 4.6 Placing a Conference Call

1. During a call, press the **more** soft key and then the **Confrn** soft key. This opens a new line while placing other party(ies) on hold.
2. Place a call to another party.
3. When the call connects, press **Confrn** again to add this party to the call.
4. Repeat the first three steps to add another call party.

### 4.7 Call Pickup

#### 4.7.1 Call Pickup within your Group

When the phone of your pickup group member rings, you can use your own phone to pick up and answer the call directly.

1. Press the **PickUp** button to transfer a ringing call within your pickup group to your phone.
2. When your phone rings, press the **Answer** softkey to pickup and connect to the call.

#### 4.7.2 Directed Call Pickup (Specific Group Member)

1. Press **GPickup**.
2. Enter the extension number of the phone line with the call that you want to pick up.  
(For example, if the call is ringing on line extension number '2345', please enter '2345'.)
3. When your phone rings, press the **Answer** softkey to pickup and connect to the call.

### 4.8 Sim-Ring

The simultaneous ringing feature allows you to bring any incoming call to your Cloud Voice Number to both your desk IP phone and mobile.

#### 4.8.1 Enable/ Disable Sim-Ring

1. Press the **Mobility** softkey to display the current status (**Enable Mobile Connect/ Disable Mobile Connect**)
2. Press **Select** softkey to toggle the status.
3. Press the **Exit** softkey once you confirm the Sim-Ring status.

*Note:*

1. *Please remember to submit your mobile phone number to HKBNES before you can enjoy Sim-Ring.*
2. *If the call is not answered on your desk IP Phone and you have enabled Mobile Connect, the incoming call will be diverted to your mobile phone after 4 seconds.*

### 4.8.2 Switching Phone Conversation to Mobile

When you are talking to your business partner on your IP phone and wish to leave your desk, you can continue the phone conversation by using switching call to your mobile.

1. During the phone conversation, press the **Mobility** softkey.
2. Select **Send call to Mobile Phone**.
3. The call will be in 'Hold' status and transferred to your mobile within a few seconds.
4. Pickup the call on your mobile and you can continue the phone conversation on your mobile.

### 4.8.3 Switching Phone Conversation from Mobile back to IP Phone


If you pickup the call dialed at your Cloud Voice Number on your mobile, you can switch the call back to your IP phone.

1. During the phone conversation, hang up the call on your mobile phone to disconnect the call from your mobile phone.
2. The call will be in 'Hold' status.
3. Within few seconds, the **Resume** softkey will be displayed on your IP phone.
4. Press the **Resume** softkey on your IP phone.
5. The call will be transferred to your IP phone and you can continue the phone conversation.

### 5. VoiceMail Service (iVoiceMail Plus)

#### 5.1 *Activating VoiceMail*

##### 5.1.1 **Activating VoiceMail on your IP Phone**


1. Press the **Message** button  on your IP Phone
2. Enter your VoiceMail PIN followed by “#”
3. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service.

##### 5.1.2 **Remote Activation of VoiceMail**

1. Dial the access number **2112-2345**. [Please dial **(852) 2112-2345** when you are accessing VoiceMail service from overseas.]
2. A welcome greeting message will be announced and please select the language by pressing ‘1’ for Cantonese and ‘2’ for English.
3. Enter your User ID (your Cloud Voice Number) followed by “#”
4. Enter your VoiceMail PIN followed by “#”
5. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

#### 5.2 *Accessing VoiceMail*

1. The red light on your Handset will light up when you have a voicemail message.
2. To access the voice messaging system, press the **Message** button  and follow the voice instructions.

### 5.3 Remote Access to VoiceMail

1. Dial the access number **2112-2345**. [Please dial **(852) 2112-2345** when you are accessing VoiceMail service from overseas.]
2. A welcome greeting message will be announced and please select the language by pressing '1' for Cantonese and '2' for English.
3. Enter your User ID (your Cloud Voice Number) followed by "#"
4. Enter your VoiceMail PIN followed by "#"
5. Follow the voice instructions for voice mail service.

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

### 5.4 Retrieval of VoiceMail via Outlook 2000/ 2003/ 2007/ 2010/ 2013

1. Open your Microsoft Outlook.
2. Click **Tools**.
3. Select **Accounts**.
4. Click **New**.
5. Select **Microsoft Exchange, POP3, IMAP, or HTTP** and click **Next**.
6. Enter Account Information \* and click **Next**.
7. Select **Internet E-mail** and click **Next**.
8. **Enter** Server Information \*\* and click **Next**.
9. Click **Finish**.

\* **When entering the Account Information, please input the following**

- **Your Name:** Name wish to be displayed in email
- **E-mail Address:** [3xxxxxx@cloudvideo.com.hk](mailto:3xxxxxx@cloudvideo.com.hk); '3xxxxxx' is your Cloud Voice Number
- **Username:** Your Cloud Voice Number (e.g. 3xxxxxx)
- **Password:** Your Cloud Voice Password

\*\* **When entering Server Information, please input the following:**


- **Account Type:** IMAP
- **Incoming mail server:** [imaps12.cloudvoice.hkbnes.net](mailto:imaps12.cloudvoice.hkbnes.net);
- **Outgoing mail server:** (Your ISP smtp or Google smtp)

Note: Starter Cloud Voice PIN is your Cloud Voice Number. For security reason, please change your Cloud Voice Password regularly.

### 6. VoiceMail Service (eVoiceMail)

#### 6.1 *Activating VoiceMail*

##### 6.1.1 **Activating VoiceMail on your IP Phone**


1. Press the **Message** button  on your IP Phone
2. Enter your VoiceMail PIN followed by “#”
3. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service.

##### 6.1.2 **Remote Activation of VoiceMail**

1. Dial the access number **2112-1288**. [Please dial **(852) 2112-1288** when you are accessing VoiceMail service from overseas.]
2. A welcome greeting message will be announced.
3. Enter your User ID (your Cloud Voice Number) followed by “#”
4. Enter your VoiceMail PIN followed by “#”
5. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

#### 6.2 *Accessing VoiceMail*

1. The red light on your Handset will light up when you have a voicemail message.
2. To access the voice messaging system, press the **Message** button  and follow the voice instructions.

### 6.3 Accessing VoiceMail

#### 7. Using Call History

1. Press the **Directories** button to display the directory menu.
2. Use the **Scroll** keys to highlight the desired call history option: Missed Calls, Received Calls, or Placed Calls.
3. Press the **Select** soft key to display the desired call history.

For example:

- a. **Missed Call** is highlighted.
  - b. Press the Select soft key to display the **Missed Call** options.
  - c. Dial the last missed caller by pressing the **Dial** soft key.
4. To speed dial a number, use the **Scroll** key to highlight the desired number and press the **Dial** soft key. (If you do not want to make call, press the **Exit** soft key twice to exit the **Directories** menu.)



**Directories  
Button**

### 8. Extension Mobility

The Extension Mobility feature allows you to associate your phone number and user profile with any IP Phone. When you use your Extension Mobility Personal Identification Number (PIN) to log into an IP Phone, your assigned telephone number and the settings that you have established will be associated with that phone.

Extension Mobility is useful particularly for those who do not routinely conduct business in the same office. However, you can only log into one phone at a time. If you want to use another phone, you must log out of the first phone.

#### 8.1 Logging into Extension Mobility

The login service is accessed through the **Services** button on IP Phone 7942G. The user enters login information in the form of a UserID and a Personal Identification Number (PIN). By completing the verification process, the phone will reconfigure automatically with the individual user's device profile information.

1. Press the **Services** button on your IP Phone.
2. From the Services menu, use the **Navigation** button to select the login option for extension mobility. Then press the **Select** soft key.
3. Enter your UserID (your Cloud Voice Number).
4. Use the **Navigation** button to scroll down to the PIN prompt and enter your PIN.
5. Press the **Submit** soft key.
6. The IP Phone to which you have logged in will adopt your user profile information; including your speed dials and those established services. You will be prompted to select the device profile. Use the **Navigation** button to scroll to the device and click the **Select** soft key.
7. Press the **Exit** soft key to return to the previous screen.

*Note: Default IP Phone PIN is your Cloud Voice Number. For security reason, please change your PIN regularly.*

#### 8.2 Logging out of Extension Mobility

1. Press the **Services** button on your IP Phone.
2. Use the **Navigation** button to select the **logout** option for Extension Mobility
3. Press the **Select** soft key.
4. The phone will display “**Do you want to log out <your UserID>?**”.
5. Select **Yes**.
6. Press the **Exit** soft key to return to the previous screen.