



# *-Centrex*

**DCA** The DCA Net logo, consisting of the letters 'DCA' in a bold, outlined font, followed by the word 'Net' in a stylized, red, pixelated font.

**More than you would  
expect from a phone!**

# *Introduction to*



***Robert C. Douglas Ph.D.***

# Your First Login

- **Enter Your Phone's number**  
*(your extension XXXX is you Temp Password)*
- **Then enter your Temp password = XXXX**  
*Pick your own new four digit password ????*
- **Enter new password = ????**
- **Reenter new password=????**

# Making Calls

## 1. For Internal Calls

**Dial the 4 digit extension**

## 2. For Outside Calls

**dial 9 then the number**

# Answer your phone

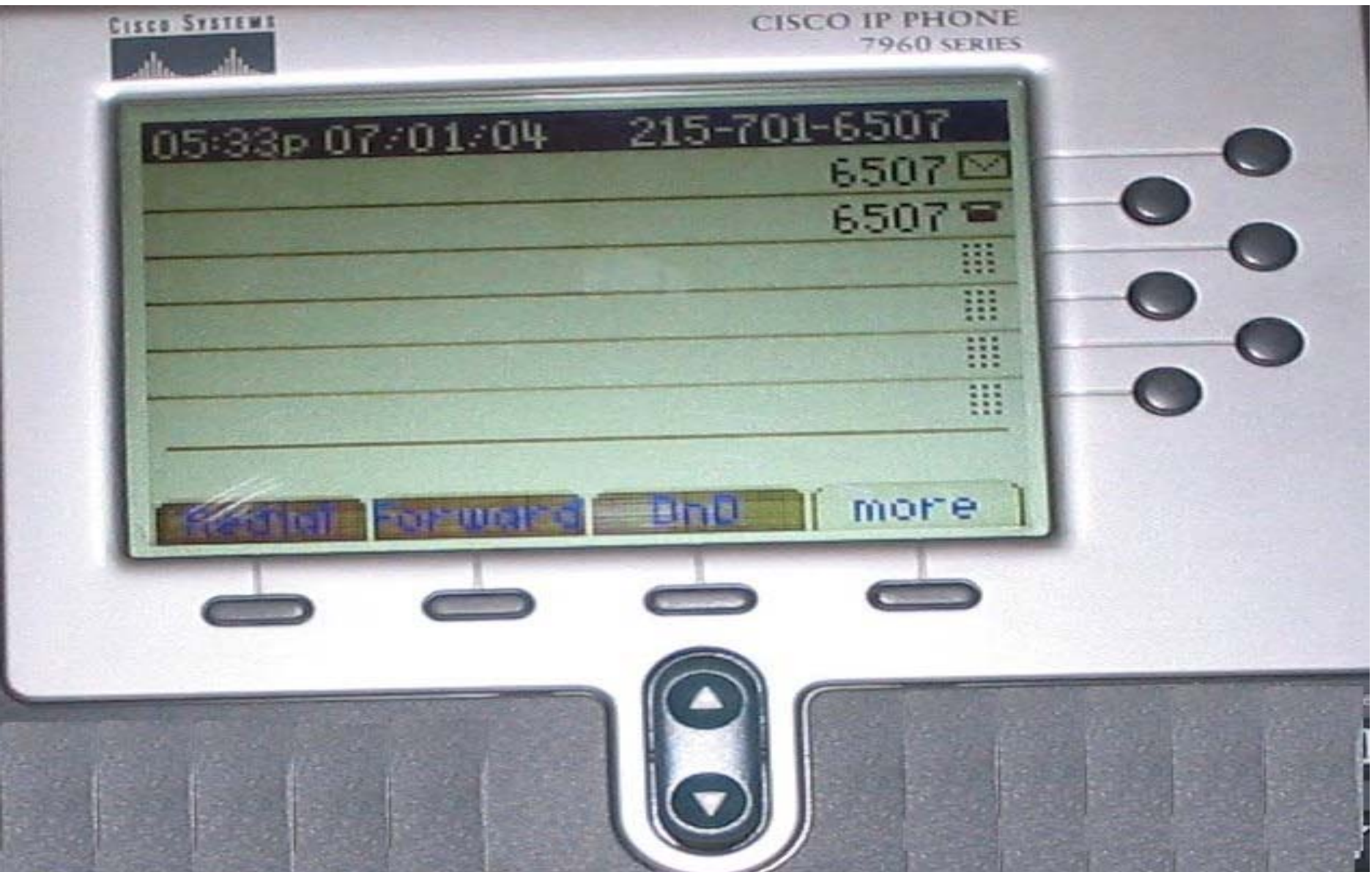
## OPTIONS

- **Pick up handset , or**
- **Press answer & use speaker phone, or**
- **Use headset**

# Dialing 911

- **In an emergency**
- **Dial 911 on your phone**
- **911 operators will see the office location \***
  - **\*Where the Telephone Number was assigned.**
- **Emergency vehicles will be dispatched to that location.**

# LCD screen , Soft Keys & Arrow



# Transferring calls

## Direct Transfer

During a call, Press *more* (soft key) then *transfer* (soft key),

enter extension of person, & then *Hang up*

## Announced transfer

During a call, Press *more* (soft key) then *transfer* (soft key). *Wait till person answers.*

- if party accepts call, then Hang Up
- If Party refuses call, then press **resume** (soft key) .*





# Transferring calls directly to voice mail

- **During a call, Press *more* (soft key)**
- **then *transfer* (soft key)**
- **Enter *577***
- **enter extension of person**
- **Then Hang Up**

# Ad hoc Conference calls

- During a call, Press **more** (soft key)
  - then **confrn** (soft key)
  - enter extension of person
  - Then press **confrn** (soft key).

## Announced conference.

Wait till person answers. if party accepts call.

Then press **confrn** (soft key) ,

**If Party refuses** conference, press **resume**.

# Forwarding all your calls

- Press ***forward*** (soft key) then
  - For an internal number **enter extension**
  - For an external number enter ***9 1 – then the number***
- Screen will show Forwarded to XXXX
- Then press **end call** (soft key) or **speaker phone** (button) to execute

## **To end forwarding,**

**press *forward*** (soft key)

**Then press *end call*** (soft key)

# Setting Speed Dials

## •Dial 544

- Press the speed dial button you wish to program
- Enter the telephone number for this button
  - Remember to include 9 with outside numbers
- Then press the pound key # when you are finished.



- Messages
- Directories
- Services
- Help
- Settings
- Volume
- Headset
- Mute
- Speaker

# Buttons on 7960 phones



# Message Button

- **Press Messages**

**FIRST TIME Enter voice your extension as your password**

**Then you will have the following options:**

1. play voice mail
2. Play saved messages
3. Change your voice mail password (careful it can get out of synch)
4. Play back your personal greetings
5. **Record your personal greetings**
6. Access your personal distribution list.
7. Compose a message
8. Change your operator assistance number
9. Press \* to exit voice mail

**Press 5 to record your personal greetings.**

# **To Record** your phone **Press Messages (button)** **Then Press 5**

## **1. No Answer :**

- *Your Name* **I am away from my desk. Please leave a message or press 0 to reach the operator.**

## **2. Busy**

- *Your Name* **I am on the phone. Please leave a message or press 0 to reach the operator.**

# Voice Mail options

- **While listening to voice mail, press**
  - Voice mail options
    - 2- reply by voice mail      3- to dial caller
    - 4- to delete message      5- to save
    - 6- to forward      7- to replay
    - 8- to continue      9- to Fast Forward
    - To Skip section, press # <pound key>
  
- **To exit Voice mail,**
  - press *end call* (soft key)
  - Or press \* (star key)
  - Or hang up



# Checking Your Voice Mail when out of office

- **Call operator ask to be transferred to 555**
  - You will be asked to enter your extension.
- **Call auto- attendant and just enter 555**
  - You will be asked to enter your extension.

**Note:** *DOES NOT works if you enter 1 when the auto attendant says you to enter 1, if you know your party's extension.*

# Directories (Button)

- **1. Missed Calls**
- **2- Received Calls**
- **3- Placed Calls**

# Settings (Button)

- 1. Contrast**
- 2- Ring Type**
- 3- Network Configuration (technician)**
- 4- Model Information (technician)**
- 5- Status (technician)**

**Select Setting...**

# Web Portal

***<http://dcadb.vdi.dca.net/webportal/>***

**Enter your phone number and  
password= your extension**

A screenshot of the VocalData login web portal. The page has a blue header with the 'VocalData' logo and the word 'Login'. Below the header, there are three input fields: 'Phone Number' with the value '2152952397', 'Password' with four black dots, and 'Click to Call' with a checked checkbox. A blue 'OK' button is centered below the fields. At the bottom right, it says 'powered by VocalData' with the logo.

**VocalData**

Login

Phone Number

Password

Click to Call

**OK**

powered by **VocalData**

# Web Portal

First Time current = extension  
Change your password  
to your voice mail password



## Password Expired

- Password expired. Please change your password

Current Password

New Password

Confirm New Password

Click to Call

OK

Cancel

# Directory

Directory

Conferencing

Call Management

Options

Library Patron1 - (302)295-2397

Personal






































Corporate

[Call Control](#)

Search by

Last Name

Go

Last Name	First Name	Title	Phone Numbers	Functions
Bristow	Annette		 <a href="#">2382</a>	  
Chichirichi	Ed		 <a href="#">2387</a>	  
ConferenceRm	Ferris		 <a href="#">2396</a>	 
Cooper	Connie		 <a href="#">2385</a>	  
CreditCard	Museum		 <a href="#">2403</a>	 
Education	Museum		 <a href="#">2402</a>	 
Fax	Library		 <a href="#">2398</a>	 
GiftShop	Museum		 <a href="#">2400</a>	  
Gomez	Andrea		 <a href="#">2388</a>	  
Green	Kara		 <a href="#">2391</a>	  
Hoge	Joan		 <a href="#">2384</a>	  

# Personal Directory

## You can enter your own outlook directory



[Logout](#)  
[Help](#)

Directory

Conferencing

Call Management

Options

Library Patron1 - (302)295-2397

Personal

Corporate

[Call Control](#)

Search by Last Name

Go

Last Name

First Name

Company

Phone Numbers

Functions

Select

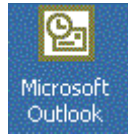
No Records Found

[First](#) [Previous](#) Page 1 of 1 [Next](#) [Last](#)

Add Import Delete

powered by  VocalData

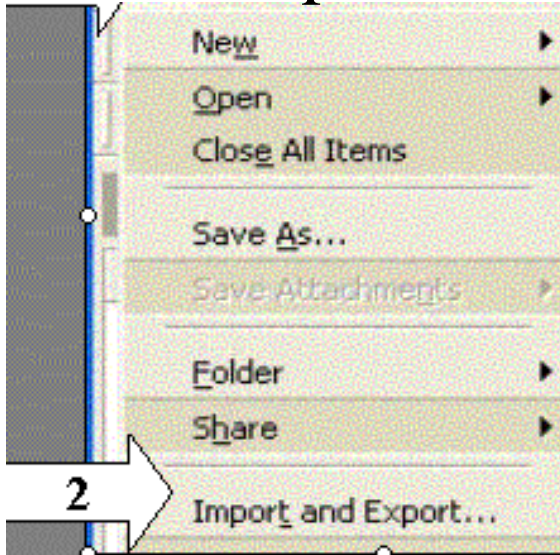
# *OPEN Outlook by tapping on its icon*



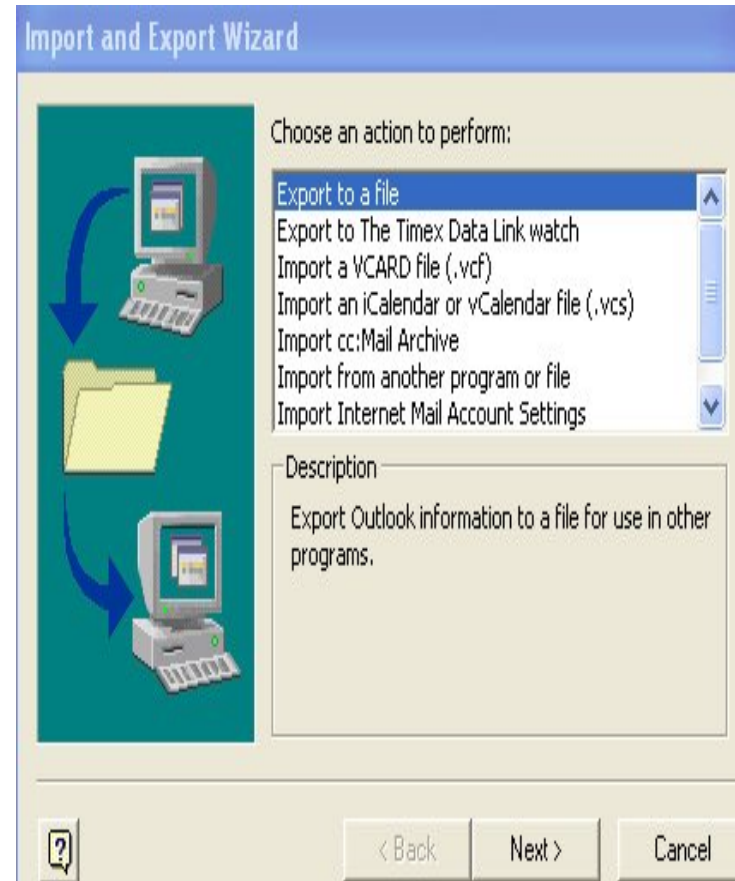
1. Select **File**



2. Select Import and Export



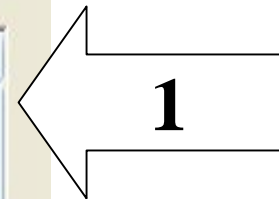
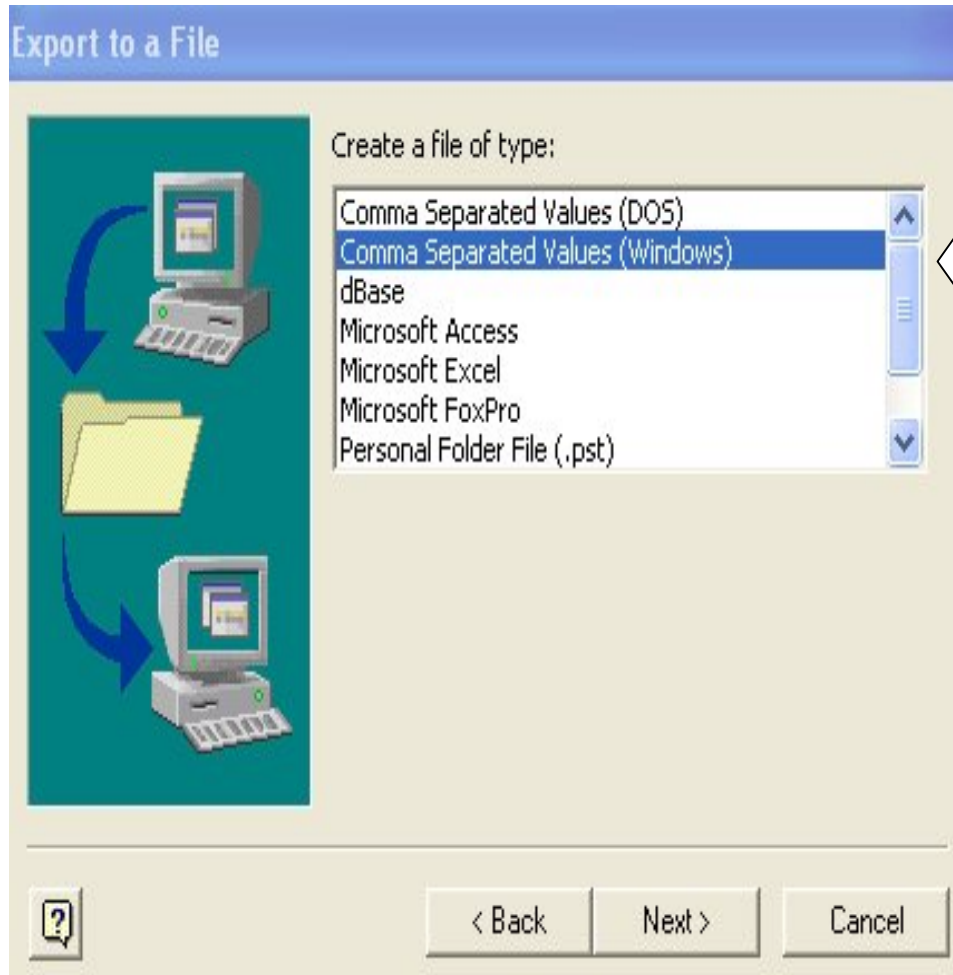
*While in Import and Export Wizard*  
3. Select **EXPORT** to a file





# While in Create a file of type

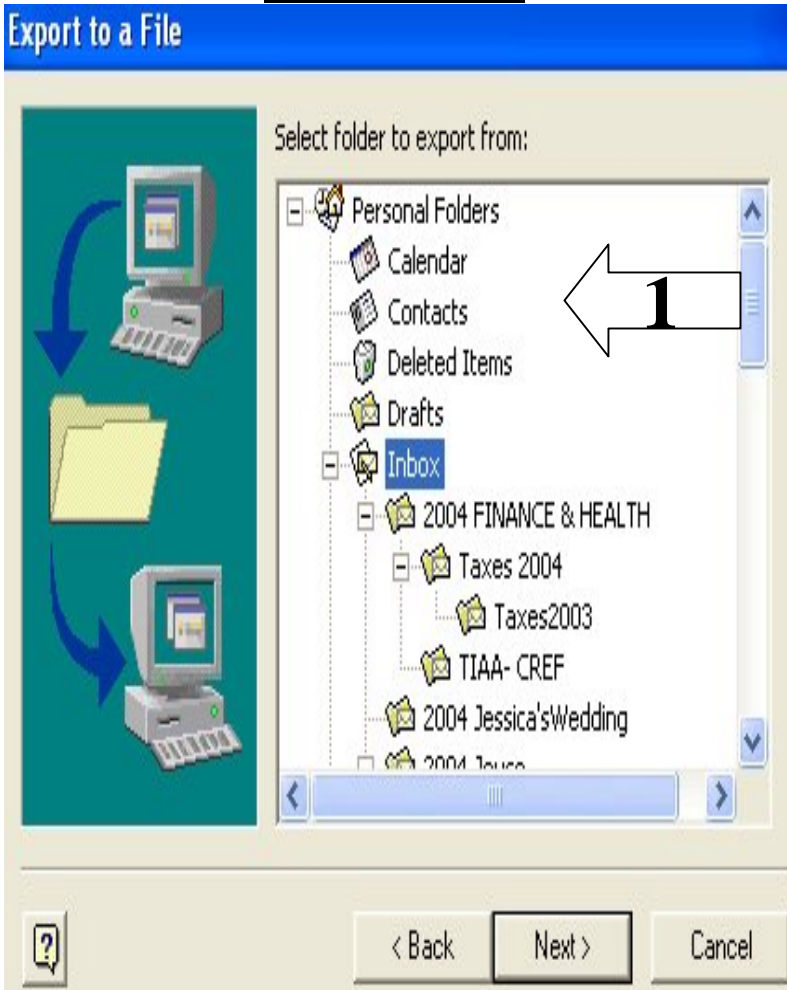
1. Select: Comma Separated Values (Windows)



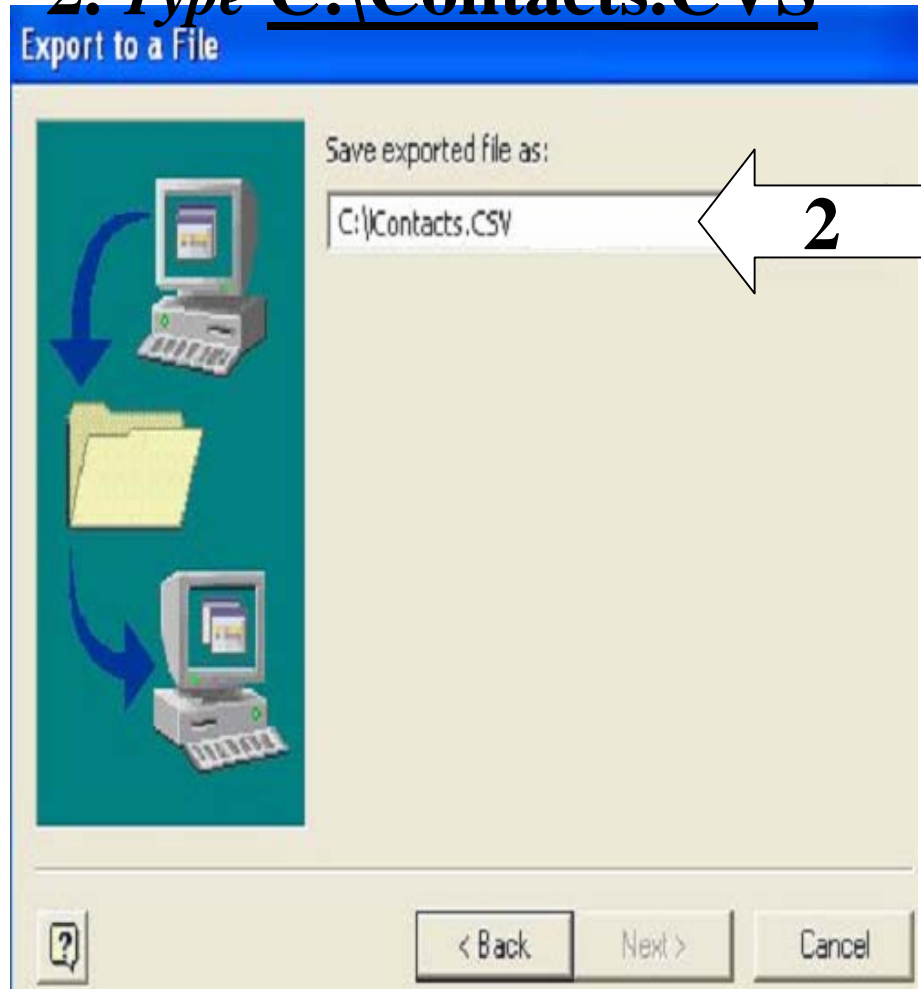
# While in Select Folder to export from Export

While in **Save exported file as:**

## 1. Select Contacts



## 2. Type C:\Contacts.CVS



# Personal Directory

## Return to the Vocal Data Web Portal

1. Select **Directory**
2. Select **import**
2. Select **Append, Ignore Duplicates**
3. Enter **C:\Contacts.CSV**



Directory

Voice Mail

Conferencing

Call Management

Options

Don Ames - (302)295-1143

Import

[Call Control](#)

### Import Personal Directory

Select the type of import you would like to use, then choose a comma separated file to upload.

Example: directory exported from Outlook

Entries must have a first name, last name, or company name. Email addresses must be in the form name@company.com. Rejected entries will contain the CSV line number of the error and the error type.

Import Type:

Append

Append, Ignore Duplicates

Overwrite

CSV File

C:\Contacts.CSV

1

2

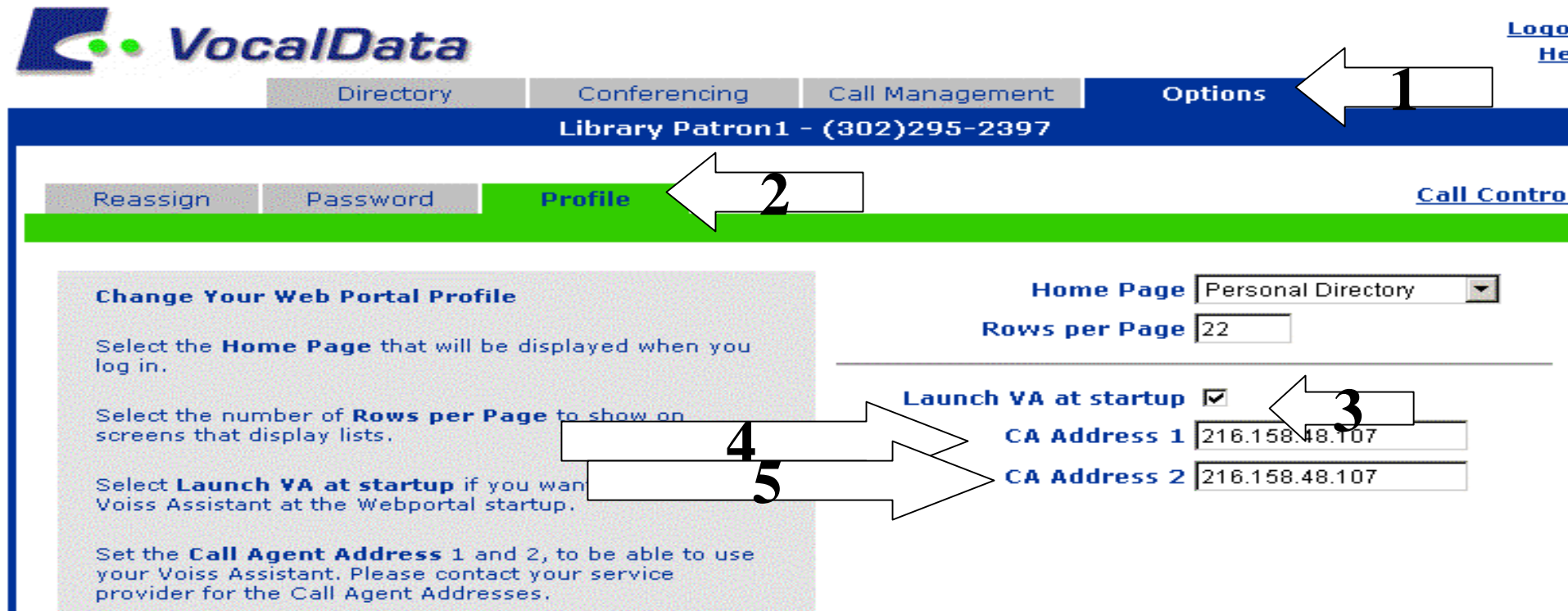
3

Import

Cancel

# Call Agent Address

- 1. Press options
- 2. Then press Profile
- 3. Check Launch VA at startup
- 4. Enter 216.158.48.107 for C.A. Address 1
- 5. Enter 216.158.48.107 for C.A. 2



**VocalData**

Directory Conferencing Call Management **Options** ← 1

Library Patron1 - (302)295-2397

Reassign Password **Profile** ← 2

**Change Your Web Portal Profile**

Select the **Home Page** that will be displayed when you log in.

Select the number of **Rows per Page** to show on screens that display lists.

Select **Launch VA at startup** if you want Voiss Assistant at the Webportal startup. ← 3

Set the **Call Agent Address** 1 and 2, to be able to use your Voiss Assistant. Please contact your service provider for the Call Agent Addresses.

Home Page: Personal Directory

Rows per Page: 22

Launch VA at startup:

CA Address 1: 216.158.48.107 ← 4

CA Address 2: 216.158.48.107 ← 5

# Supplemental Commands

- **To join a Meet Me Conference Dial 522**
- **To set Speed Dials Dial 544**
- **To check your voice mail Dial 555**
- **To Transfer Calls to Voice Mail Dial 577**
- **To Reassign phone Dial 588**
- **To log out of phone Dial 589**

# Support

## *If you have a Problem*

**1. Check help on our Web Portal**

*<http://dcadb.vdi.dca.net/webportal/>*

**2. Email us at [voice@dca.net](mailto:voice@dca.net)**

# THE END