

USER GUIDE FOR IP PHONE DEVICES

Grandstream GXP1625

Cisco 7911

Cisco 7961

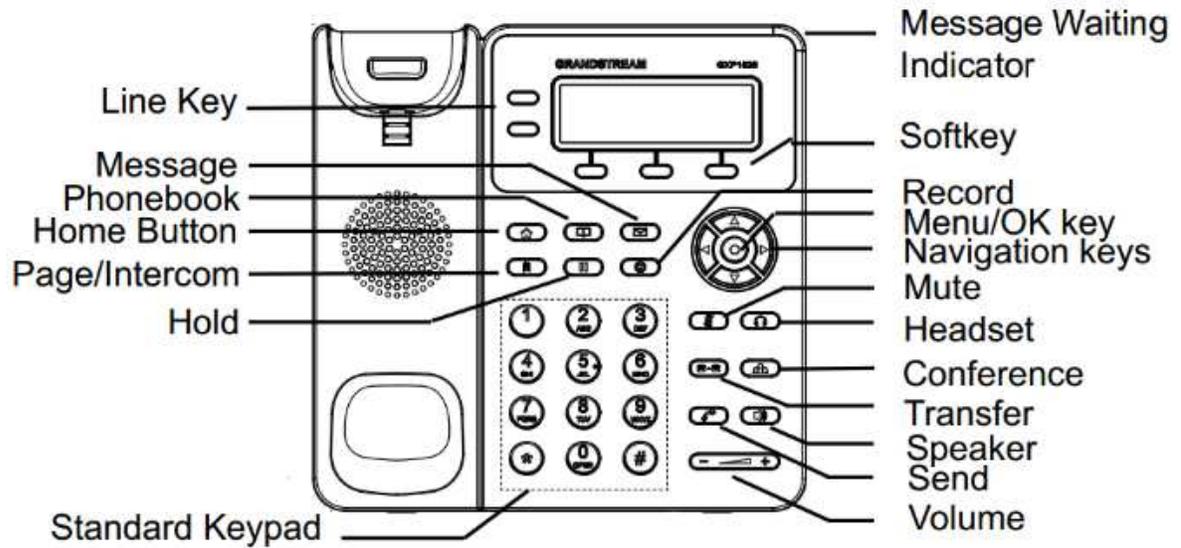
Dept. of Information & Telecommunication Systems & Services ©, August 2016



Grandstream GXP1625 User Manual



Key Map



1. Placing Calls

IHU calls

In order to call an IHU 3-digit number, simply dial-in the number using the keypad and either i) pickup the handset or ii) press the green button with the handset. 

Outside calls

In order to place a call outside IHU, simply dial-in the number using the keypad and either i) pickup the handset or ii) press the green button with the handset. 

2. Answering calls

In order to answer a call, simply lift the handset.

3. Transferring calls

In order to transfer a call to an IHU or outside number, press the Transfer button  and dial-in the number to which you wish to transfer the call to.

Beware that, if the number you are transferring to, fails to answer their phone, the line will not return to your device and will be dropped.

If you want to make sure that the transferred call will reach its destination, you may choose an alternative way for transferring your call.

- a) Place the first line on hold by pressing the bottom “Line Key” button .
- b) Dial-in the number you wish to transfer the call to. When this line responds and you have ensured that the incoming call can be routed to its final destination, press the transfer button  and then press the blinking “Line Key” button. This will transfer your incoming call to its final destination.

4. Conference calls

If you wish to host a conference call with three participants (including yourself) do the following:

- a) First, establish a call with the first participant. You should notice the top “Line Key” light green:



- b) Press the bottom “Line Key”. You should see the top “Line Key” blink. This means that the call with the first participant is placed on Hold. Whilst the bottom “Line Key” remains green, dial-in the other participant’s number. When the line is answered, press the “Conference” button . In order to initiate the conference, press the top “Line Key”. **Now both Line Keys should be Green.**

5. Pickup call within group

You may pickup an incoming call which is destined for a colleague, but the colleague cannot answer (i.e. because they are not at their desk). A number of pickup groups has been implemented, based on the employees’ desk locations (a list of the pickup groups can be found in the Appendix) in order to enable picking up calls within a group.

If you wish to pickup a call, pick up the handset and press *8. The call shall be routed to your device within ~3 seconds.

6. Call forwarding

To forward your calls to another internal or external number, press the “More” soft key, then the “FwdAll” soft key. Next, type in the number you wish your forward your calls to, press the “More” soft key and then the “OK” soft key.

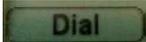
To cancel forwarding, press the “More” soft key and then the “CnclFw” soft key.

Cisco 7911 User Manual

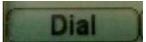


1. Placing Calls

IHU calls

In order to call an IHU 3-digit number, simply dial-in the number using the keypad and either i) pickup the handset or ii) press the “Dial” soft button 

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In order to place a call outside IHU, simply dial-in the number using the keypad and either i) pickup the handset or ii) press the “Dial” soft button 

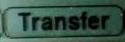
2. Answering calls

In order to answer a call, simply lift the handset.

3. Transferring calls

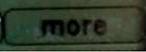
In order to transfer a call, press the “Transfer” soft button . This will place the incoming line on hold. You will notice the “Hold button” light red:



Whilst the incoming line remains on hold, dial-in the number to which you wish to transfer the call to. When the other line responds, you may transfer the line to the final destination by pressing the “Transfer” soft button .

4. Conference calls

If you wish to host a conference call with three participants (including yourself) do the following:

- c) First, establish a call with the first participant.
- d) Press the soft key “more”  and then the soft key “Confm” .
- e) Dial-in the other participant’s number. When the other side responds, the conference call will be established.

5. Pickup call within group

You may pickup an incoming call which is destined for a colleague, but the colleague cannot answer (i.e. because they are not at their desk). A number of pickup groups has been implemented, based on the employees’ desk locations (a list of the pickup groups can be found in the Appendix) in order to enable picking up calls within a group.

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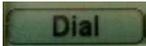
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Cisco 7961 User Manual

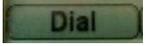


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In order to place a call outside IHU, simply dial-in the number using the keypad and either i) pickup the handset or ii) press the “Dial” soft button .

2. Answering calls

In order to answer a call, simply lift the handset. If you want to talk through the speaker, press the “Answer” soft button .

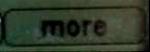
3. Transferring calls

In order to transfer a call, press the “Transfer” soft button . This will place the incoming line on hold. Whilst the incoming line remains on hold, dial-in the number to which you wish to transfer the call **to**. When the other line responds, you may transfer the line to the final destination by pressing the “Transfer” soft button .

4. Conference calls

If you wish to host a conference call with three participants (including yourself) do the following:

- f) First, establish a call with the first participant.

- g) Press the soft key “more”  and then the soft key “Confrn”  .
- h) Dial-in the other participant’s number. When the other side responds, the conference call will be established.

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To cancel forwarding, press the “CFwdALL” soft key.

APPENDIX

Pickup groups

Phone number	Employee name
ELKE	
582	Filippos Trochoutsos
583	Katerina Gratsiou
586	Stylios Fragkou
588	Margieta Roukana
591	Vaggelis Afthonidis
592	Despoina Zioga
593	Jenny Psihogiou
594	Xenia Alexandraki
595	Kostas Liampotis
596	Thomai Gkrimpizi
597	Christina Tsogia
UNI. SECRETARY-PROTOCOL-PROCUREMENT	
552	Paraskevi Moschou
585	Stathis Simeonidis
SOH ACADEMICS	
508	Nikolaos Akamatis
537	Manolis Manoledakis
570	Georgia Aristodemou
IT	
511	Evgenios Karanikolaou
512	Georgios Ioannou
514	Fotis Liotopoulos
536	Anastasios Lekkas
573	Ilias Nitsos
579	Iakovos Karapatakis
LIBRARY	
560	Georgia Roidouli
561	Yofi Molho
566	Konstantina Xenitopoulou
MARKETING	
502	Elli Vlachopoulou
528	Yorgos Litos
GOVERNING BOARD SECRETARIAT	
551	Anna Papadopoulou
554	Ioannis Giovanakis
RECEPTION	
500	Reception

598 Reception B

SEBA ACADEMICS 1

540 Stavroula Laspita

543 Lyda Kyrgidou

544 Eleni Mavragani

549 Korina Katsaliaki

584 Alexandros Sikalidis

587 Christos Grose

SEBA ACADEMICS 1

545 Charisios Achillas

546 Georgios Banias

547 Ioanna Symeonidou

548 Dimitrios Tzetzis

ADMINISTRATION

524 Maria Varsamopoulou

532 Ioannis Konstas

555 Conference Room

PROGRAM MANAGERS

501 Christos Koidis

526 Angeliki Chalkia

529 Anastasia Karavasili

SST ACADEMICS

505 Theologos Dergiades

533 Georgios Martinopoulos

534 Christos Berberidis

535 Marios Gatzianas

COURSE OFFICE

519 Evgenia Novaki

521 Paola Seremetis

523 Evaggelia Ntontou

530 Anastasia Radisi

531 Elina Karatasiou

LEGAL

563 Komninos Komnios

564 Komninos Komnios

565 MA Personal Assistant

**PHONES THAT DO NOT BELONG
TO A PICKUP GROUP**

503 Eirini Kotsia

541 Stergios Leventis

580 Georgios Stamou

581 Athanasios Kaissis
513 Stamatis Karabinakis
518 3D Lab
539 Visitor
542 Fragkiskos Archontakis
550 Costas Grammenos
556 Conference Room B
572 Aristeia Gkontra
575 PhD students
576 Christos Tjortjis
578 Eleni Heracleous
599 Coffee House
507 Christina Dimatati