In addition to all the standard features found within IP telephones, Cisco IP telephones allow customers to have two separate lists of Fast Dials and Speed Dials—separate but related entities.

Fast Dials is a feature offered through the SERVICES button on all models of IP telephones. This is composed of a list of contacts whose numbers you would like to store on your phone for easy reference.

By contrast, Speed Dials can be accessed simply by pressing a two-digit index code into the phone while it is on-hook followed by pressing the AbbrDial soft key. Unlike Fast Dials, the phone does not display a listing of Speed Dial index numbers, so you will need to know exactly who is associated with each index number (it may be handy to compose a list and keep the list on or near the phone).

**Note:** Model 7912 phones have a separate “Speed Dials” feature accessed through the Directories option in the Services menu (press the SERVICES button, scroll and select the Directories option, then scroll down to the Speed Dials option). These speed dials are the first four speed dial numbers programmed through the web interface (see below).

Fast Dials are useful for contacts whose numbers you need infrequently, but would like to be able to find quickly, while Speed Dials are useful for contacts you call frequently and need at a moment’s notice (e.g. the IT Solutions Center)

**FAST DIALS**

Fast Dials is a free subscription-only service available to all faculty and staff with an IP phone.

Adding in Fast Dials is essentially a four step process:

1. **Subscribe to the service** – unless you have already subscribed, you will not be able to make full use of this functionality
2. **Set up a personal address book** – this step is not, strictly speaking, necessary, but it will make it easier to use the Fast Dial feature.
3. **Set up your Fast Dials** – this is not the same as your Speed Dials!
4. **Access your Fast Dials through your IP Phone** – Use the SERVICES button

**Subscribe to Fast Dial**

To subscribe to Fast Dial, login to the Cisco CallManager at [http://ccmuser.umr.edu/ccmuser/logon.asp](http://ccmuser.umr.edu/ccmuser/logon.asp).

1. Use your Missouri S&T userid.
2. The default password is “cisco”. As with all passwords, we recommend that you change this password as soon as possible to one that matches Missouri S&T's strong password guidelines.
3. Click on **Configure your Cisco IP Phone Services**.
4. From the “Your Subscribed Services” menu on the left-hand side of the screen, click **Fast Dials**.
5. Enter your Missouri S&T userid again (if it is not already filled in)
6. The default PIN is 123456. Again, you will need to change this as soon as possible to a more secure PIN.
7. Click **Update** to save your changes and ensure that you are now subscribed to Fast Dial services.
Configure your Cisco Personal Address Book

From the Cisco Call Manager User Options Menu:

1. Click on **Configure your Cisco Personal Address Book**.
2. Click **Add a New Entry**.
3. Fill in the data fields with the requested information.
   a. First Name and Last Name are both required.
   b. If the contact is an on-campus employee, you should use their four-digit extension for their work number (e.g. 4357).
   c. Off-campus and long distance numbers should start with a “3”, especially if you are going to use this number as a Fast Dial number (e.g. 3-1-573-341-4357 [you can use hyphens to separate groups of numbers or you can leave them out—it will still work either way]).
4. Click **Insert** to update your address book.
5. Repeat this process as many times as you need to.
6. When you are finished adding contacts, click **Return to the Menu** to go back to the Cisco CallManager User Options Menu.

Set up your Fast Dials

1. Click on **Configure your Cisco Personal Address Book**.
2. Click **Fast Dials**.
3. Click the first (Unassigned) slot. A new configuration window will pop open.
   a. Choose whether it is a Personal Address Book Entry or a Directory Number.
   b. If it is a Personal Address Book Entry, select a name and then choose which number you want to associate with that name from the dropdown list.
   c. If it is a directory number, simply enter in the number you want to associate with that Fast Dial index. Note that long distance and off-campus numbers need to start with a “3”.
4. Click **Insert** when you are satisfied with the number you want for your Fast Dial.
5. Close the window when you are finished.
6. Repeat this process for each number you want to associate with a Fast Dial index. You can have up to 99 Fast Dials for each IP phone.
7. To delete a Fast Dial, click the checkbox next to a Fast Dial number and then click **Delete Selected** at the bottom of the Fast Dial list. You will be prompted with a dialogue box that deleting an entry cannot be undone. Click **Yes** if you want to continue or **No** if you want to cancel the deletion.

Detailed information on programming fast dials for your telephone can be found as follows:

1. Once you have logged into the website, click on **View the User Guide** for your phone (note that this requires Adobe Acrobat Reader to view).
2. Click on the **Bookmarks** tab on the left-hand side of the window.
3. Fast Dial information is located under Managing Your Contacts on page 5-12 of the User Guide.
Accessing Fast Dials through IP Phone

Once you have subscribed and configured your Fast Dial numbers, you can access it on your IP phone in one of two ways, depending on the model of IP phone you are using:

Model 7912:

1. Press the SERVICES button.
2. Use the SCROLL button to select the “Services” option and press the Select soft key.
3. Press the Select soft key to choose the “Fast Dials” option.
4. Use the SCROLL button to select which Fast Dial number you need.
5. Press the Dial soft key to dial the number or simply pick up the handset and the number will automatically be dialed for you.

Model 7940 and Model 7960:

1. Press the SERVICES button.
2. Press the Select soft key to choose the “Fast Dials” option.
3. Use the SCROLL button to select with Fast Dial number you need.
4. Press the Dial soft key to dial the number or simply pick up the handset and the number will be automatically dialed for you.

Adding Fast Dials Directly

You can add Fast Dials directly to your phone without having to use the web interface. However, you can only enter the number you want to assign as a Fast Dial. That is, you will not see the name of the individual listed in your Fast Dials listing on your IP phone—only the number to be associated with the Fast Dial index.

To add a Fast Dial entry directly to an IP phone:

1. Press the SERVICES button.
2. Use the SCROLL button to select the “Fast Dials” option and press the Select soft key.
3. Press the Assign soft key.
4. Use the SCROLL button to highlight an empty Fast Dials index slot, which should be marked as “(Unassigned)” and press the Select soft key.
5. Enter the number you want to assign exactly as you would dial it (include a “3” for off-campus and long distance numbers) and press the Submit soft key.
6. Press the OK soft key when you see the message notifying you that a Fast Dial entry has been successfully assigned.

To remove a Fast Dial entry directly from an IP phone:

1. Press the SERVICES button.
2. Use the SCROLL button to select the “Fast Dials” option and press the Select soft key.
3. Press the Remove soft key.
4. Use the SCROLL button to highlight the Fast Dial entry you want to remove and press the Select soft key.
5. Press the OK soft key when you are notified that the existing entry has been successfully removed.
Login to the Cisco CallManager at http://ccmuser.umr.edu/ccmuser/logon.asp.

1. Use your Missouri S&T userid.
2. The default password is “cisco”. As with all passwords, we recommend that you change this password as soon as possible to one that matches Missouri S&T’s strong password guidelines.
3. Click on **Add/Update your Speed Dials**.
4. For each Speed Dial index number, enter in the phone number you want. Note that the Display Text for most of the Speed Dial index numbers will not be displayed on the phone. If you have a 7940 or 7960 model, then the first 1 (or 5) speed dial index numbers will display the name of the individual attached to that number.
   - **Example:** To add the Solutions Center to Speed Dial, enter in “4357” in the box next to Speed Dial 1 and “Solutions Center” in the Display Text field.
   - Note that external numbers associated with a Speed Dial index number need to be entered as “3” + number (for local external calls) or 3 + 1 + area code + number (for long distance external numbers).
5. When you are done inputting all of your Speed Dial index numbers, click on **Update** at the bottom of the page.

**Notes:** Since your phone does not show a list of speed dial index numbers and who each numbers is associated with, it may be useful to print out this web page so that you can post the list near the phone.

Model 7912 phones can access the first four speed dial numbers by pressing the **SERVICES** button and then selecting the **Directories** option followed by the **Speed Dials** option. In addition, these four speed dial numbers can be accessed as described below, along with the remaining 95 available speed dial numbers.

To use the Speed Dials:

1. With the handset on the hook, press the two-digit index number on your IP phone corresponding to the number you want to dial. Note that Speed Dials 1 – 9 should be entered as “01”, “02”, “03”, etc.
2. Press the **AbbrDial** soft key to dial the number. If you have a 7940 or 7960 model phone, then your speakerphone will automatically activate (as indicated by a green light). You can deactivate it by simply picking up the handset when the call goes through.