Setup a Cisco Phone

Follow these instructions after 8:30am on your migration date to assemble and configure your Cisco model 7841 phone. If you do not have a desktop PC and plan to plug your new phone directly into an active but unused LAN connection, begin at Step 6a.

Before starting this process, please make sure you have obtained the phone setup PIN from your department representative. This PIN was provided in the migration confirmation email from LTS.

Note: In some cases, you may need to access your network wall jack. For your safety, do not attempt to move heavy furnishings or equipment. LTS will make arrangements for a moving team to be in the building on the morning of the move. If you cannot easily access the jack, contact your department representative to have the moving team stop by your office. If you need assistance with the phone setup process itself on your scheduled migration date, please contact your department representative to request assistance from a technician. If you are setting up your phone after the close of business on your migration date, please contact the Help Desk at 610-758-4357 to request a visit from a technician. The technician must have clear access to your jack prior to the visit.

1. If you only have one LAN jack, you phone setup will require that you disconnect your computer from the network. You should save your work and close all programs before you do that.

2. Confirm new phone setup at go.lehigh.edu/voipsetup.

You will not receive all inbound calls on your phone until you complete this step.

3. Unpack and assemble the phone.

Contents of your phone box should include:
- Handset
- Network cable (flat)
- Handset cord (coiled)
- Cisco phone
- Phone stand

4. Attach the stand as shown (may require some force to snap firmly into place).
5. The handset cord has two ends, one with a long flat section and one with a short flat section. Connect end with short flat section to handset; connect long flat end to port on the back of the phone where shown. Thread cord into the slot to the right of the port so it will sit properly when the phone is standing up.

6. Unplug the existing network cable from the back of your computer (or dock) and plug into the network port on the back of the phone where shown.

Step 6a: If you don’t currently use a network cable with your computer, connect the new network cable from the LAN wall jack to the PC port on the back of the phone. If you’re not sure the LAN wall jack is active, contact LTS at 8HELP to check.

7. Use the new network cable to connect from the computer to the PC port on the back of the phone where shown.

8. Configure the phone

Before starting this process, please make sure you have obtained the phone setup PIN from your department representative. This PIN was provided in the migration confirmation email from LTS.

When first plugged in, the phone will go through a series of automatic restarts while it detects the network and registers itself. This process can take up to 7 minutes. When it’s finished, the screen of your phone will display a temporary 4-digit extension.

- Dial extension 29999 to begin the configuration process.
- When prompted for your self-provisioning identification number, enter your extension (8XXXX), then the # key.
- When prompted for your pin or authentication code, enter the phone setup PIN (available from your department representative).
- You will hear a message “This device will now start with a new extension. Goodbye.”
- Phone will reboot automatically with new configuration.

9. Set up voice mail

Before starting this process, please make sure you have obtained the voice mail setup PIN from your department representative. This PIN was provided in the migration confirmation email from LTS.

- Prepare a new personal PIN of 5 or more digits. This can be the same PIN you use for voice mail access on the old system.
- From your phone, dial 84444.
- When the system answers, enter the voice mail setup PIN (provided by your department representative).
- Follow the voice prompts to record your name and personal greeting, change your personal PIN, and confirm your directory status (we recommend choosing yes).
- Please note: if you accidentally hit the wrong key and the system begins asking for your ID, enter your 5-digit extension. It will then ask for your PIN again.
10. LTS will email you to confirm that we have completed all steps required to set up your new phone. When you receive this email, you may disconnect your old phone and place it at the location your department representative designates for collection. LTS will pick up the old phones and recycle them.