

Reference Guide for the Cisco 7900 Series Phones

(Including the 7937, 7942, 7962, 7945, 7965 and the 7975 Model Phones)

Overview of a Cisco Phone - Model Depicted is a 7965:



<u>Display Icon</u>	<u>Description</u>
	Phone On-hook, no activity
	Phone Off-hook, making/receiving a call
	Connected Call
	Incoming Call, line is ringing
	Call On-Hold
	Call Forward is Enabled
	Shared line in use. Someone who shares your line has a connected call.

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<u>How To</u>	<u>Directions</u>	<u>Notes</u>
<u>INTERNAL CALL</u> <i>(On-Net)</i>	Lift handset, Dial Phone Number <i>(See Notes)*</i>	<i>* Pending Location: 7 or 10 Digits may be required – See your System Administrator.</i>
<u>EXTERNAL CALL</u> <i>(Off-Net)</i>	Lift handset, Dial Phone Number . <u>Local calls:</u> Dial Phone Number <i>(See Notes)*</i> <u>Long distance:</u> 1 + Area Code + 7-digits	<u>NO Access Code Required.</u> <i>* Pending Location: 7 or 10 Digits may be required – See your System Administrator.</i>
<u>Place a Call</u>	<u>Use One of the Following Methods:</u> A. Lift the Handset , and dial number. B. Press the “Speaker” button, and dial number. C. While on an active call , a 2 nd call may be made, press the “Hold” Soft Key to hold 1 st call. Press the “New Call” Soft Key, hear dial-tone, dial number . D. Pre-dialing: With handset in the cradle, dial digits, and then press the “Dial” Soft Key button to dial. (“<<” Soft Key button can be used to back up and correct digits before dialing).	<i>When Pre-dialing, after the first digit is dialed, the display will show several numbers that were recently dialed, to select one, use the Navigation Pad to highlight the desired number, then press “Dial” Soft Key button.</i>
<u>Use your Soft Key Buttons</u>	The display is dynamic and will change according to what you are doing. Available features appear across the bottom of your display (<i>Soft Key Labels</i>). To use these features, press the corresponding Soft key button located directly below the desired feature.	<i>To view additional features press the “More” Soft Key.</i>
<u>Redial</u>	Press Redial Soft Key to redial last number dialed. <u>To View Placed Calls Log:</u> 1. While on-hook, press the Navigation Pad Up/Down 2. Highlight desired number 3. Press “Dial” Soft Key	
<u>Hold and Resume</u>	1. Press the “Hold” Soft Key. <i>The display will show an icon indicating the call is paused.</i> 2. Press the “Resume” Soft Key to reconnect to highlighted call. <u>To Answer a 2nd incoming call:</u> Press the “Answer” Soft Key. <i>(The 1st call is automatically placed on hold and you are connected to the 2nd call).</i>	<u>When multiple calls are on Hold:</u> Use the Navigation Pad to highlight the appropriate call, then press “Resume” .
<u>iDivert</u>	Divert sends an active or ringing call to voicemail. <u>To Use:</u> Press the “iDivert” Soft Key	<i>NOTE: Pressing “iDivert” while connected to a call, will send active call to voicemail.</i>

<p><u>Transfer</u></p>	<ol style="list-style-type: none"> 1. While connected to a call, press the “Transfer” Soft Key. <i>Call is automatically placed on-hold, a new line is automatically activated and dial-tone will be heard.</i> 2. Dial the number you want to transfer the call to 3. When the phone rings on the other end, either <ol style="list-style-type: none"> a. <u>Supervise The Transfer (preferred):</u> Announce the call and press “Transfer” to connect the two callers. b. <u>Unsupervised Transfer:</u> Press “Transfer” to connect the call and complete the transfer. 	<p><u>To Cancel a Transfer:</u></p> <ol style="list-style-type: none"> 1. Use the Navigation Pad to highlight the original call. 2. Then press “Resume” Soft Key to reconnect to the original call.
<p><u>Conference Call</u></p>	<ol style="list-style-type: none"> 1. While connected to a call, press the “Confrn” Soft key. <i>The call is automatically placed on-hold, a new line is automatically activated and dial-tone is heard</i> 2. Dial Number of 2nd party – Wait for 2nd call to connect. 3. Press “Confrn” to add the party to the conference call. 	<p><i>Repeat steps to conference up to 8 parties (including you).</i></p> <p>“ConfList”: Lists all conference parties.</p> <p>“RmLstC”: Removes Last Party added to conference.</p>
<p><u>Join</u></p>	<ol style="list-style-type: none"> 1. From an active call, use the Navigation Pad to highlight the call that you want to include in the conference 2. Press the “Join” Soft key to connect the two calls together. 3. Repeat this step for each call that you want to add. 	<p>“Join”: Joins 2 existing calls on one line together.</p> <p>You may have to press the “More” Soft Key Button to see “Join”</p>
<p><u>Call Forward</u></p>	<p><u>To Activate Call Forward:</u> Press “CFwdALL” Soft key Button, and then enter a Phone Number.</p> <p><u>To Cancel:</u> Press “CFwdAll” Soft Key.</p> <p><u>To Call Forward all calls to Voicemail (Optional):</u></p> <ol style="list-style-type: none"> 1. Press “CFwdALL” Soft key 2. Press the “Messages” Button <i>Display status: “Forwarded to Voicemail”</i> <p><u>To Cancel Call Forward to Voicemail:</u> Press “CFwdALL” Soft key Button</p>	<p><i>The Call Forward Icon will appear above the Primary Phone number.</i></p> <p><i>The number the line is call forwarded or Voicemail (Optional) will appear in the status line.</i></p>
<p><u>Pick Up</u></p>	<p><u>To Answer a call within your PickUp Group:</u></p> <p>Lift handset; press the “PickUp” Soft Key Button <i>You are connected to the call.</i></p>	<p><i>Answers a ringing call within your pre-programmed pick-up group.</i></p> <p>See your System Administrator For PickUp Group Information.</p>

<p>Call Logs</p>	<p>To View Call Logs:</p> <ol style="list-style-type: none"> 1. Press the “Directories” Button, display will show available CALL LOGS: <ol style="list-style-type: none"> 1. Missed Calls 2. Received Calls 3. Placed Calls 4. Personal Directory 5. Corporate Directory 2. Use “Navigation Pad” to highlight desired Call Log. 3. Press Soft Key Button Option: <ol style="list-style-type: none"> 1. “Select”: Selects the highlighted Call Log and the collected call records are displayed. 2. “Clear”: Erases ALL call records within the highlighted CALL LOG. 3. “Exit”: Exits the Directories Menu 4. Use Navigation Pad, highlight desired Call Record. Use Soft Keys to choose available options such as: <ol style="list-style-type: none"> a. “Dial”: Dials the number b. “EditDial”: Allows editing of call record c. “Exit”: Exits Directory Menu d. “Details”: Displays call information e. “Delete”: Deletes highlighted Call Record f. “More”: Shows additional Soft Keys g. “Clear”: Erases ALL call records in Call Log. 	<p><i>Your phone creates logs of missed, placed and received calls.</i></p> <p>Each log stores up to 100 records.</p> <p>“Details”: Call record info includes, when applicable:</p> <ul style="list-style-type: none"> • Called number • Calling number • Time of day • Call duration (for placed and received calls only) <p>Note: If a single call record is highlighted and “Delete” is pressed, only the single call record is erased.</p>
<p>Directories</p> <ul style="list-style-type: none"> • Personal Directory • Corporate Directory 	<p>To Access the Directories Menu:</p> <ol style="list-style-type: none"> 1. Press the “Directories” Button 2. Use Navigation Pad to scroll, highlight Personal Directory or Corporate Directory. 3. Press “Select” Soft Key to choose <p><i>Use Navigation Pad to Scroll through search choices (first or last Name, Nickname or Number where applicable).</i></p>	<p>See your System Administrator for your User ID & Pin for access to the Personal Directory.</p> <p><i>Use the dial pad to enter letters or numbers</i></p>
<p>Settings</p> <p>Preferences:</p> <ul style="list-style-type: none"> • Rings (Ring Type) • Contrast 	<p>To Access the Settings Menu:</p> <ol style="list-style-type: none"> 1. Press “Settings” Button. 2. Use the Navigation Pad to scroll through menu. 3. Highlight Preferences, and then Press “Select”. 4. Use Navigation Pad to scroll to desired menu (Rings, Contrast), press “Select” Soft Key 	<p><i>Press Soft Keys to “Save” or “Select” desired changed options prior to pressing “Exit”.</i></p>
<p>Help on the Phone</p>	<ol style="list-style-type: none"> 1. For Help, press the question mark “?” button 2. Choose a button or feature you would like to see help on, or wait for Help Topics to appear in display. Corresponding help will appear in the display, use soft keys for more choices. 	<p><i>For a list of Help topics, press the “?” Button twice.</i></p>

Questions: www.its.ny.gov/telecommunications or (518) 486 – 4000 Option 1