

Overview of a Cisco Phone

Model depicted is a 7965



Display Icon	Description
	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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Reference Guide for All Cisco 7900 Series Phones

How To...	Directions...
Place a Call	<p>Internal and External:</p> <ol style="list-style-type: none"> 1. Lift handset or press the Speaker button. 2. Dial the 10-digit number. <p>To make a second call:</p> <ol style="list-style-type: none"> 1. While on active call, press Hold soft key to hold first call. 2. Press New Call soft key. After dial tone, dial 10-digit number. <p>To pre-dial:</p> <ol style="list-style-type: none"> 1. With handset on-hook, begin entering 10-digit number. 2. A history of pre-dialed numbers displays. To select one, use the Navigation Pad. 3. Highlight the desired number, and press the Dial soft key. <p>To correct a dialing error, press the < (backspace) soft key to erase.</p>
Soft Keys	<p>Available features (soft keys) appear across the bottom of your display in groups of four, and change according to your activity. The phone may have more than four available features. To view additional features, press the More soft key. To use, press the corresponding soft key located directly below the features.</p>
Redial	<p>Press Redial soft key to redial last number dialed.</p> <p>To view Placed Calls log:</p> <ol style="list-style-type: none"> 1. While on-hook, press the Navigation Pad up/down. 2. Highlight desired number. 3. Press Dial soft key.
Hold and Resume	<p>To Hold: Press the Hold soft key. Note the display icon indicating the call is on hold (paused). To Resume: Press the Resume soft key, to reconnect the highlighted call.</p> <p>To answer second incoming call, press the Answer soft key. The first call is automatically placed on hold, and you are connected to the second call. When multiple calls are on hold, use the Navigation Pad to highlight the appropriate call. Then, press Resume.</p>
iDivert	<p>iDivert sends a call to voicemail To use, press the iDivert soft key.</p>
Join	<p>Join joins two existing calls together on one line:</p> <ol style="list-style-type: none"> 1. From an active call, press the Answer soft key. Use the Navigation Pad to highlight the call to be included in the conference. 2. Press the Join soft key to connect the two calls together. 3. Repeat this step for each call to be added. <p>It may be necessary to press the More soft key to see Join.</p>
Park	<p>To Park a call and for retrieval at another phone:</p> <ol style="list-style-type: none"> 1. While on active call, press the Park soft key. The LCD screen displays the call park number (i.e. *XXXX). 2. Make a note of the number and hang up. Call will time out in 120 seconds and ring back to original phone. <p>To retrieve a parked call from any phone, dial * and the 4-digit number.</p>

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How To...	Directions...
Transfer	<ol style="list-style-type: none"> 1. While connected, press Transfer soft key. Call is automatically placed on hold. A new line is automatically activated, and a dial tone is heard. 2. Dial the number to which you want to transfer. 3. While second line is ringing, you may perform either: <ol style="list-style-type: none"> a. Supervised Transfer (preferred): Wait on line to announce the call. Then press Transfer to connect the two callers. b. Unsupervised Transfer: Press Transfer to connect the call and complete the transfer. <p>To cancel a transfer:</p> <ol style="list-style-type: none"> 1. Use the Navigation Pad to highlight the original call. 2. Press the Resume soft key to reconnect to the original call.
Transfer to Unity Voice Mail	<p>To Transfer a call directly to Unity Voice Mail:</p> <ol style="list-style-type: none"> 1. While connected, press Transfer soft key. 2. Dial * and the 10-digit number where the call should be transferred. 3. Press Transfer soft key.
Conference Call	<ol style="list-style-type: none"> 1. While connected, press Confrn soft key. Call is automatically placed on hold. A new line is automatically activated, and a dial tone is heard. 2. Dial number of second party. Wait for second call to connect, and announce conference. 3. Press Confrn to add party to the conference call. 4. To remove last party, press End Call soft key. <p>Repeat steps to conference up to four parties, including you. Conflist lists all conference parties.</p>
Abbreviated/Speed Dial	<p>All Abbreviated/Speed Dial configuration MUST be done via the Self Care Portal.</p> <p>To use a Speed Dial code, :</p> <ol style="list-style-type: none"> 1. With the handset down, enter the Abbreviated/Speed Dial code. 2. Press the AbbrDial soft key. 3. Lift handset.
Call Forward	<p>To activate:</p> <ol style="list-style-type: none"> 1. Press CFwdALL soft key, and enter desired number. 2. To cancel, press CFwdALL soft key. <p>To forward All Calls to Voice Mail (optional):</p> <ol style="list-style-type: none"> 1. Press CFwdALL soft key. 2. Press Messages button. Display status: "Forwarded to Voicemail" 3. To cancel forwarding to Voice Mail, press CFwdALL soft key.
Pick Up	<p>To answer call in Your PickUp group:</p> <ol style="list-style-type: none"> 1. Lift handset. 2. Press PickUp soft key to be connected to the incoming call: <ol style="list-style-type: none"> a. To answer call, press Answer soft key. b. To divert to your voicemail, press Divert soft key. c. To send call back to original called number, let call ring.

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How To...	Directions...
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Call Logs

To view **Call Logs** of missed, placed and received calls:

1. Press the **Directories** button. **Call Logs** are displayed:
 - Missed Calls
 - Placed Calls
 - Corporate Directory
 - Received Calls
 - Personal Directory
2. Use the **Navigation Pad** to highlight the desired **Call Log**.
3. Press **Soft Key** button option:
 - a. **Select:** Selects the highlighted **Call Log**, and collected call records are displayed.
 - b. **Clear:** Erases **ALL** call records within the highlighted **Call Log**.
 - c. **Exit:** Exits the **Directories** menu.
4. Use **Navigation Bar** to highlight desired **Call Record**.
Soft Keys provide the following choices:
 - a. **Dial:** Dials the number.
 - b. **EditDial:** Allows editing of call record.
 - c. **Exit:** Exits the **Directories** menu.
 - d. **Details:** Displays call information.
 - e. **Delete:** Deletes highlighted **Call Record**.
 - f. **More:** Displays additional **Soft Keys**.
 - g. **Clear:** Erases **ALL** call records in **Call Log**.

Each log stores up to 100 records. **Details** includes the following call record information, when available:

- Called number
- Time of day
- Calling number
- Call duration (for placed and received calls only)

If a single call record is highlighted and **Delete** is pressed, only the single call record is erased.

Directories

- a. Personal Directory
- b. Corporate Directory

To Access the **Directories** Menu:

1. Press **Directories** button.
2. Use the **Navigation Pad** to scroll, highlight **Personal Directory** or **Corporate Directory**.
3. Press **Select** soft key to choose.

Use **Navigation Pad** to scroll through search choices (first/last name, nickname, or number, where applicable). Use the dial pad to enter letters or numbers. See your System Administrator for your user ID and PIN, to access the Personal Directory.

Settings

- Preferences
 - a. Ringtone
 - b. Contrast

To access the **Settings** Menu:

1. Press **Settings** button.
2. Use the **Navigation Pad** to scroll through the menu.
3. Highlight **Preferences**, and press **Select**.
4. Use **Navigation Pad** to scroll to desired menu (**Rings, Contrast**).
5. Press **Select** soft key.

Press soft keys to **Save** or **Select** desired changed options prior to pressing **Exit**.

Help

1. For **Help**, press the **?** Button.
2. Press a **button** or **feature** for which you need help, or wait for **Help Topics** to appear in the display. Corresponding help will appear in the display.
3. Use soft keys for more choices.

For a list of **Help** topics, press the **?** button twice.