Road Map to your Cisco IP Phone

Cisco IP Phone 7912
### LCD Screen
Displays features such as the time, date, your phone numbers, caller ID, line/call status, and softkey tabs.

### Cisco IP Phone Series Type
Indicates the Cisco IP Phone Series to which your phone belongs.

### Soft Keys
Softkeys let you engage functions displayed on the corresponding LCD tabs. Softkey functions change depending on the status of the phone (for example, if the phone is active or idle.)

### Navigation button
Enables you to scroll through text and select features displayed on the LCD screen. Provides short-cut access to the Speed Dial Menu when the phone is idle.

### Menu Button
Provides access to phone services.

### Hold button
Places an active call on hold, resumes a held call, or switches between an active call and a held call-depending on the line state.

### Dial Pad
Works exactly like the dial pad on a traditional telephone.

### Volume Button
Increases or decreases volume for the handset. Also controls the ringer volume (if on hook).

### Handset with indicator light
Functions like a traditional handset. The light strip at the top of the handset can be configured to indicate incoming calls and new voice messages.

### How Do I Place a Call?

Use any of the following approaches to place a call:

- Lift the handset and dial the number
- Press the **NewCall** softkey and dial the number
- Enter the number with the phone on-hook, then press the **Dial** softkey or lift the receiver
- Press the **Redial** softkey

### How Do I Put a Call on Hold?

Press the **Hold** button. The Hold button will light red. To return to the call, press the lit **Hold** button

A call on hold remains active even though you and the other party cannot hear each other. You can answer or place another call while a call is on hold.
Note Because engaging the Hold feature can generate music or a beeping tone, avoid putting a conference call on hold.

**How Do I Adjust the Handset Volume?**

Press the up or down **Volume** button when the handset is in use. Press the **Save** softkey to save your change.

**How Do I Adjust the Ringer Volume?**

Press the up or down **Volume** button when the handset is not in use (in the handset cradle).

**How Do I Operate the LCD Screen?**

Operating your phone’s LCD screen is easy. Use the Navigation button, softkeys, and the key pad to make your selections.

**To control the cursor:**

• Press the >> softkey to re-position the cursor.
• Press the << softkey to delete a character or digit in an entry.

**To select a menu item:**

• Press the Navigation button to select (highlight) a menu item. Then press the Select softkey.

  or

• Press the number key on your phone’s dial pad that corresponds to the item number in the menu.

**Tip** To exit out of a menu on your phone’s LCD screen, press the Exit softkey.

**How Do I Adjust the LCD Contrast?**

To change the contrast of your phone’s LCD screen:

Step 1 Press the **Menu** button.
Step 2 Select **Settings** from the menu.
Step 3 Select **Contrast** from the Settings menu.
Step 4 Press the **Up or Down** softkeys to set the desired
contrast.
Step 5 Press the **Ok** softkey to accept your changes.

**How Do I View my Missed Calls?**

Your phone’s LCD display will indicate if you have missed a call.

Use the Directories menu to view (and dial from) call records in your Missed Calls, Received Calls, and Placed Calls directories.

A call record contains the time and date of the call, and a phone number (if available).

**To view your call records:**

Step 1 Press the Menu button.
Step 2 Select Directories.
Step 3 Select a particular directory. Choose from:

- Missed Calls
- Received Calls
- Placed Calls

**To dial from a call record:**

Step 1 Follow the steps above to open your Missed, Received, or Placed Calls directory.
Step 2 Use the **Navigation** button to select (highlight) a particular record.
Step 3 If necessary, use the **EditDial** softkey to add digits to the front of the number.
Step 4 Lift the handset or press the **Dial** softkey.

**To delete your call records:**

- Select an entire directory and press the **Clear** softkey.
- Select a particular call record and press the **Delete** softkey.
Supported Features at the University of Wyoming

**Call Waiting:** Gives you the ability to answer two calls at once.

1. Answer call #1, then the second call will present itself on the display and the phone will beep once in your ear. If you choose to Answer the second call, press the **Answer** Softkey, which answers the second call and places the first caller on hold.
2. To toggle between the two callers use the **Hold** Softkey and the **Resume** Softkey.

**Call Forward:** Allows you to manually forward all calls coming into your set. You can forward to an IP phone or non-IP phone.

To Activate:  
1. Press the **CFwdAll** Softkey
2. Dial the number to which you want to forward all calls.

To Cancel:  
1. Press the **CFwdAll** Softkey

**Call Transfer:** Allows you to transfer a call to another on-campus telephone number. Calls cannot be transferred off-campus.

To Activate:  
1. With a call in progress, press the **Trnsfer** Softkey.
2. Dial the number to which you are transferring the call.
3. When you hear ringing, press the **Trnsfer** again, or when the party answers, announce the call and press **Trnsfer**.
4. Hang up to end your participation in the call.

*Special Note:* To abandon the transfer, press the **End Call** Softkey which disconnects the transfer and places the original caller on hold.
**Conference:** Allows you to set up a conference with nine other parties on or off campus.

To Activate: 1. With a call in progress, press the **Confrn** Softkey. This opens a new line while placing the other party(ies) on hold.
2. Place a call to another party.
3. When the call connects, press **Confrn** again to add this party to the call.
4. Repeat the first three steps to add another caller.

*SPECIAL NOTE:* To abandon the addition of a conferee, press the **End Call** Softkey, which disconnects that leg of the conference and places the other conferees on hold.

**Dialing:** With Cisco phones you have several different options for placing a call.

*Off-hook dialing:* Lift handset and dial the number.

*Predialing:* Dial the number you want to call and either pick up the handset which then initiates the call or press the **Dial** Softkey (on a 7960 only) and this initiates the call on the speakerphone if the handset is NOT picked up.

*On-hook dialing:* Press the **Speaker** button and then dial (NOT offered on 7912 set).

**ReDial:** This will automatically dial the last called number from your phone.

To Activate: Lift handset and press the **Redial** Softkey.

**Hold:** Allows you to place a call on hold.

To Activate: During a call, press the **Hold** Softkey.
To Return to the call: Press the **Resume** Softkey.
**Call Park:** This allows you to park an active call and then retrieve it using another phone within your phone system.

To Activate:  
1. During an active call, press the **More** Softkey until you see the **Park** tab.
2. Press the **Park** Softkey to park the call. The LCD displays the number where the call is parked.
3. Make a note of the **Call Park** number and hang up.
4. To retrieve the parked call, go to any phone on campus and dial the **Call Park** number.

**Call Back:** Notifies you that a previously dialed on-campus number (with a busy tone) is now available.

To Activate:  
1. When you receive a busy tone, press the **CallBack** Softkey. The phone will indicate that **Callback** has been initiated against the DN just called. You are now free to make any other call.
2. Once the far end goes idle your set will play a special ring tone to let you know that the DN has become available and a new “**Dial**” Softkey will be displayed. Press it and it will redial the original number for you.

**Call Join:** If you are on an active call and a second call is received, you can “join” both lines into a conference call.

To Activate: While on an active call, a second call comes into your line. You can press the **Answer** Softkey to answer the second call. This places the first caller on hold. If you want to join the call press the **Confrn** Softkey once to initiate the conference, then again to connect the two calls together.
**Distinctive Ring Per Line appearance:** Allows you to set distinctive rings on each line appearance that you have on your phone (7960 sets only).

**To Setup:**
1. Press the **Settings** button on your phone.
2. Select #2 Ring Type.
3. Scroll down to the line appearance you want to change and hit the **Select** Softkey.
4. Select one of seven different ring settings by highlighting the ring type you want, then hit the **Select** Softkey, and then the **Ok** Softkey.

**Call Pickup:** Allows you to answer calls to other phones within a designated call pickup group.

**To Activate:**
1. As the phone rings at the extension within your call pick-up group, pick up your handset to get dial tone on your line.
2. Press the **More** Softkey to view the **PickUp** Softkey.
3. Press the **PickUp** Softkey to transfer the call to your extension.
4. Answer the incoming call that is redirected to your phone by pressing the **Answer** Softkey.

**Fast Dials:** Allows you to pre-program up to 99 frequently dialed #’s from your phone.

**To set up:** Go to the services screen on your phone, and select My Fast Dials. Select the **Assign** softkey, then toggle to the key you want to assign and press the **Select** softkey. Now enter in the number you want to program. Remember to put 9 or 91 in front of the number if you are calling off campus. Once you have entered the number press the **Submit** softkey, you should get a message that tells you your fast dial has been successfully assigned, select the **Ok** softkey, and you are done.

**To Use:** Go to the services screen on your phone, and select My Fast Dials. Toggle to the Fast Dial you want to dial, the press the **Dial** softkey.