School District 158

**Technology Department**

**Cisco IP Phone**

**7902**

#### June, 2005

##### Table of Contents

**The Cisco 7902 Phone** **5**

**Parts of the 7902 Phone** **7**

### Using Your Phone 9

Placing a Call 9

Placing a Call Directly into Voicemail 9

Answering a Call 9

Ending a Call 9

Using Hold and Resume 9

Transferring a Connected Call 10

Forwarding Your Calls to Another Number 11

Adjusting the Volume 11

The Cisco 7902 Phone



**Parts of the 7902 Phone**

**1 -- Cisco IP Phone Series Label**

**2 -- Label and Plastic cover**

* Use the paper label, protected by a plastic cover, to indicate your phone number.

**3 -- Feature buttons:**

* **Redial --**  Dials the most recently dialed number.



* **Transfer --**  Transfers a call to another party.



* **Conference --**  Sets up a single call for 3 to 16 participants.



* **Messages** -- Accesses voice messages left by callers.



**4 -- Volume button**  -- Increases or decreases volume for the handset.



**5 -- Hold** button



* Places an active call on hold to enable you to place a new call
* Resumes a call on hold
* Switches between an incoming call or an active call and a call on hold.

**6 -- Menu** button



* We will not be using this feature in District 158.

**7 -- Dial Pad**

**8 -- Handset**

* The light strip at the top of the handset blinks when the phone rings
* The light strip remains lit to indicate a new voice mail message.

**Using Your Phone**

# 1. Placing a Call

|  |  |
| --- | --- |
| If you want to… | Do this… |
| **Place a call** | Lift the handset and dial the number |
| **Redial the most recently dialed number** | Lift the handset and press the Redial button |
|  |  |

### 2. Placing a Call Directly Into Voicemail

*Use this when you do not want your call to ring into the room you are calling.*

* Lift the handset, and dial \* plus the extension.

# 3. Answering a Call

* Pick up the handset.

### 4. Ending a Call

* Hang up the handset.

**5. Using Hold and Resume**

|  |  |
| --- | --- |
| If you want to… | **Do this…** |
| **Put a caller on hold** | Press the Hold button.  The Hold button will turn red.  You may answer or place a call while a call is on hold. |
| **Return to the held call** | Press the lit Hold button. |

### 6. Transferring a Connected Call

|  |  |
| --- | --- |
| If you want to… | **Do this…** |
| **Transfer a call without talking to the recipient** | * During the connected call, press the Transfer button and enter the recipient’s number. * When you hear the call ringing, press the Transfer button again. |
| **Talk to the recipient before transferring the call.** | * During the connected call, press the Transfer button and enter the recipient’s number. * Wait for the recipient to answer. * If the recipient accepts the transferred call, press the Transfer button again. * If the recipient does not accept the call, press the Hold button to return to the caller. |

**8. Forwarding Your Calls to Another Number**

*If you will be away from your room or a while and do not want to miss a call, you may forward your calls to another extension within the district. Please note that you may only forward calls to an extension, not to an outside phone number.*

|  |  |
| --- | --- |
| If you want to… | Do this… |
| Set up call forwarding from your phone | Lift the handset and press \*\*1  You will hear a short confirmation tone.  Enter the extension to which you would like your calls transferred.  You will hear another short confirmation tone to indicate that call forwarding is in effect. |
| Cancel call forwarding | Lift the handset and press \*\*2.  You will hear a short confirmation tone to indicate that call forwarding is cancelled. |

**9. Adjusting the Volume**

|  |  |
| --- | --- |
| If you want to… | Do this… |
| **Adjust the volume level for a call** | Press the Volume lever when the handset is in use. |
| **Adjust the volume level for the ringer** | Press the Volume lever while the handset is in the cradle. |