School District 158

**Technology Department**

**Cisco IP Phone**

**7912**

#### June, 2005

##### Table of Contents

**The Cisco 7912 Phone** **5**

**Parts of the 7912 Phone** **7**

### Using Your Phone 9

Placing a Call 9

Placing a Call Directly into Voicemail 9

Answering a Call 10

Ending a Call 10

Using the Speaker 10

Using Hold and Resume 10

Transferring a Connected Call 11

Forwarding Your Calls to Another Number 11

Adjusting the Volume 11

The Cisco 7912 Phone

**Parts of the 7912 Phone**

**1 – Phone Screen**

* Displays features such as time, date, your phone number, caller Id, call status and soft-key tabs.

**2 – Cisco IP Phone Series**

* Indicates your Cisco IP Phone model.

**3 – Softkeys**

* Softkeys enable you to engage any of the functions that are displayed on the corresponding phone screen tabs. They point to the feature options displayed along the bottom of your phone screen. Softkey functions change depending on the status of your phone.

**4 – Navigation button**

* The navigation button enables you to scroll through text, highlight menu items

**5 -- Menu** button

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

**6 -- 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.

**7 – Keypad**

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

**9 -- 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

**10 – Footstand**

* Allows the phone to stand at a convenient angle on a desk or table.

**Using Your Phone**

# 1. Placing a Call

|  |  |
| --- | --- |
| If you want to… | Do this… |
| **Place a call** | Lift the handset and dial the number, ORDial the number and press the **New Call** softkey ORPress the New Call softkey and dial the number. |
|  |  |
| **Redial the most recently dialed number** | Press the **Redial** softkey. |
| **Dial from a Call Log** | Press the Menu button  Use the Navigation button to select **Directories.**Use the Navigation button and the Select softkey to select **Missed Calls**, **Received Calls**, or **Placed Calls**. |
| **Dial from the Corporate Directory** | Press the Menu button Use the Navigation button to select **Directories**.Use the **Navigation** button and the **Select** softkey to select **Directory Services**Press the **Select** softkey to select **Corporate Directory.**Use the **Navigation** button and the Search softkey to search for the person’s First Name, Last Name or extension. To enter a name, use the keypad.Use the **Navigation** button to select the person of your choice. Then press the **Dial** softkey. |
|  |  |

### 2. Placing a Call Directly Into Voicemail

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

* Press \* and then the extension.
* Press the **Dial** softkey.

# 3. Answering a Call

|  |  |
| --- | --- |
| If you want to… | Do this… |
| **Answer a Call** | Pick up the handset |
| **Send an incoming call directly to your voicemail** | Press the iDivert softkey |
|  |  |

### 4. Ending a Call

* Hang up the handset or press **EndCall.**

**5. Using the Speaker**

 The 7912 phone has a speaker that you can use for hands-free listening. Please note that you can use the speaker **only to listen to a call**. To talk on a call, you must pick up the handset.

|  |  |
| --- | --- |
| If you want to… | **Do this…** |
| Listen to the other party on the speaker | Press the **Monitor** softkey and then hang up the handset. You will be able to hear the call but you will not be able to talk on the call. |
| Listen to the other party using the handset | Lift the handset or press the **MonOff** softkey. |
| Adjust the volume on the speaker | Press the up or down **Volume** button when the speaker is in use. You may also save that volume setting by pressing the **Save** softkey.  |

**6. 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.  |
|  |  |

### 7. Transferring a Connected Call

|  |  |
| --- | --- |
| If you want to… | **Do this…** |
| **Transfer a call without talking to the recipient** | * During the connected call, press the **Trnsfer** softkey and enter the recipient’s number.
* When you hear the call ringing, press the **Trnsfer** button again.
 |
| **Talk to the recipient before transferring the call.** | * During the connected call, press the **Trnsfer** softkey and enter the recipient’s number.
* Wait for the recipient to answer.
* If the recipient accepts the transferred call, press the Trnsfer softkey 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 | Press the **more** softkey.Press the **CFwdAll** softkey.Enter the extension to which you would like your calls transferred. Your screen will display the number that you entered. |
| Cancel call forwarding | Press the **more** softkey.Press the **CFwdAll** softkey.The forwarded number on your display should disappear. |

**9. Adjusting the Volume**

|  |  |
| --- | --- |
| If you want to… | Do this… |
| **Adjust the volume level for a call** | Press the Volume lever during a call when the handset is in use.Press the Save softkey to save the setting. |
| **Adjust the volume level for the ringer** | Press the Volume lever while the handset is in the cradle. The new ringer volume is saved automatically. |