The Cisco IP telephone provides easy access to a wide range of business features.

**Phone Overview**

**Basic Phone Handling**

**TO PLACE A CALL**

**Internal**
- Lift Handset, press the Speaker button, line button or the New Call soft key
- Dial Extension

**External**
- Lift Handset, press the Speaker button, line button or the New Call soft key
- Local – Dial 9 + Number
- Long Distance – Dial 9 + 1 + Number

**Last Number Redial**
- Press the REDIAL soft key

**Call Hold**
- To Place a Call on Hold
  - From an existing conversation, press the HOLD soft key
  - To Retrieve a Call on Hold
  - Press the RESUME soft key
- If there are multiple calls on hold, scroll to the desired line before pressing the RESUME soft key

**To Transfer a Call**
- During a call, press the TRANSFER soft key
- Dial the number
- Announce the call
- Press the TRANSFER soft key to complete the transfer, hang up OR
- If the person you attempt to transfer the call to is not available, press the END CALL soft key and the RESUME soft key to return to the original caller.

**To Transfer a Caller to Unity Voicemail from a VoIP Phone**
- While on a call, press the TRANSFER key. The original caller is placed on hold.
- Dial (*) + the phone extension you want to transfer to Voice Mail.
- Press TRANSFER key again. Listen for the Greeting then hang up handset.

**Switching Between Calls**
- If you want to switch between calls on one line highlight the call you are switching to and press RESUME. The other call is placed on hold automatically.
- If you want to switch from a connected call to answer a ringing call press ANSWER or press the line with the incoming call. Doing so automatically places the first call on hold.
- If you want to switch between calls on different lines, press a line that has the call on hold. The line displays the call-on-hold icon. If there is a single call holding on the line, it will resume automatically. If there are multiple calls holding on the line, scroll to the specific call and press RESUME.
- If you want to see all calls on a specific line press (?), then immediately press the line button. Doing so shows call details but will not impact the call state; it is therefore useful if you are talking on one line and want to view held calls on another line.
- If you want to see an overview of line activity (one call per line) press the highlighted line. A line appears highlighted when the calls associated with it are displayed on the phone screen. Doing so prompts the phone to switch to call overview mode and display one call per line. This call is either the active call or, if all calls are on hold, the help call with the longest duration. To return to the standard view, press (?), then immediately press the line button.

**Call Forward**
- When your phone is idle, press the CFWDALL soft key
- Enter the number, OR press MESSAGE key for sending calls directly to Voicemail
- To Cancel
  - Press the CFWDALL soft key

**AD-HOC Conference (maximum of 4)**
- While a call is in progress, press the MORE soft key and then press the CONFRN soft key. Dial the extension or outside number.
- After the party answers, press the CONFRN soft key to bring the parties together
- To add additional parties
  - Dial extension
  - Repeat the above steps
- To reconnect to the Conference when a called party isn’t joining
  - If the person you attempt to bring into the conference is not available, press the END CALL soft key and then the RESUME soft key to return to the conference call.

**Call Park**

**To Park a Call**
- On an existing call, press the MORE soft key and then the PARK soft key, the call is automatically placed into a park position, note the number on the screen (this is different than your extension).

**Hang Up**
- To Retrieve a Parked Call
  - Dial the park number to which the call was parked, you are now connected.

**Directories**

**To view Missed, Received or Placed calls, press the DIRECTORIES button**
- Scroll to the directory that you would like to view
- Press the SELECT soft key
- To place a call to one of the phone numbers from within the directory, press the DIAL soft key if it’s an internal number or press the EDIT DIAL soft key, press the 9 on the dialing pad, then press the DIAL soft key if it’s an external number

**Call From Local Directories**

**Press Directories**
- Scroll to directory or Press 5 for Corporate Directories
- Enter first name, last name or extension for search.
- Press Search.
- Scroll to number and press DIAL

**Call History**

**View Call History**
- Press Directories
- Scroll to history list
- Press 1 for Missed Calls
- Press 2 for Received Calls
- Press 3 for Placed Calls

**Call from Call History**
- Press Directories
- Navigate to numbers
- Press Select
- Press DIAL

**Note:** you might need to use the EDITDIAL soft key to add a “9” or “91” to the front of the number to access an outside line.

**Clear Call History**
- Press CLEAR. Clears all history.

**iDIVERT**
- This soft key is used to send a caller directly into your voicemail.
Place a Conference Call
During a call, press the MORE soft key and then the CONFRN soft key to open a new line and put the first party on hold.
Place a call to another number.
When the call connects, press the CONFRN soft key again to add the new party to the existing call with the first party.
To establish a conference call between two callers to a Cisco Unified IP phone, one active and the other on hold, press the CONFRN soft key.
To establish a conference call between two callers already present on a Cisco Unified IP phone, using separate line buttons, one active and the other on hold, use the following method:
1. Press the CONFRN soft key.
2. Press the LINE button of the call you want to add to the three-party conference.

Ring Type
Press the SETTINGS button
Press the 2 on the dialing pad or scroll to Ring Type
Use the scroll key to select a ring type
Press the PLAY soft key to hear the ring type
Press the SELECT soft key to save the ring type.

LCD Contrast
Press the SETTINGS button
Press the 1 on the dialing pad or scroll to Contrast
Use the UP and DOWN soft keys to change the contrast
Press the OK soft key to save the setting.

Ring Volume
With your phone idle, press the volume key to hear the current ring volume
With the phone off-hook, press the volume button to change the handset or speaker volume
When the ring times out, the setting will be saved.

Backlit Button Status
Green, steady — Active call on this line
Green, blinking — Call on hold on this line
Orange, steady — Privacy feature enabled
Orange, blinking — Incoming call ringing on this line
Red — Shared line, currently in use
No color — No call activity on this line

Tips
Only one call can be active at a time; other calls will be placed on hold automatically.
When you have multiple calls on one line, calls with the highest precedence and longest duration display at the top of the call list.
Calls of a similar type are grouped together in the call list. For ex.: calls that you have interacted with are grouped near the top, selected calls are grouped next and calls that you have not yet answered are grouped last.

Voice Mail
First-time Log In: Call the voice mail access number 1040 or Press the Message button or Message softkey.
You will be asked to enter the password: The default password is 13579
You will be prompted to record your name. Speak your first and last name and Press #.
Next is recording a greeting after recording the greeting you will asked to change your password. The new password has to be at least 5 digits long, non-repetitive and non-consecutive. Listen for confirmation before hanging up.

Logging into voice mail from another phone on Campus (After initial tutorial): Enter the voice mail access number 1040, Message button or Message softkey. Press * + your ID (extension number)
When prompted for your password, enter your password followed by #.

Logging into voice mail from an Off-Campus phone (After initial tutorial): Enter the voice mail system phone number 972-377-1040. Press * + your ID (extension number)
When prompted for your password, enter your password followed by #.

Cisco Phone Tutorials
7906/7911 Phone website is:

7912 Phone website is:

7940 Phone website is:

7960 Phone website is: