

CISCO IP 7912



1. Phone screen
2. Cisco IP Phone series
3. Soft keys
4. Navigation
5. Menu
6. Hold
7. Keypad
8. Volume
9. Handset
10. Foot stand

Place a Call

- Lift handset and dial the number
- or**
- Press **NewCall** soft key
- Dial the number
- When the call connects, pickup the handset

Answer a Call

- Lift the handset

End a Call

- Hang up the handset
- or**
- Press **EndCall** soft key

Place a call on hold

1. Press **Hold** button (the Hold button lights)
2. Press **Hold** button again to resume call

Place 2nd call (with a call on hold)

1. Place 1st call on hold
2. Press **NewCall** soft key
3. Dial the second number

Note: Use Navigation keys to alternate between 1st and 2nd call and press the Hold button to resume a call.

Transfer a Call

1. While on a call Press **Transfer** soft key
2. Dial number
3. Announce call transfer (*optional*)
4. Press **Transfer** soft key again to complete the transfer

Call Forward

1. Without picking up handset, press **CFwdAll** (2 beeps)
2. Enter target number ("Forwarded to..." message appears)

◆ To deactivate:

1. Press **CFwdAll** (2 beeps) ("Forwarded to..." message disappears)

Note: See Web Interface Section for information on forwarding calls online.

Call Waiting

1. When you hear the call waiting beep (*single alert*)
2. Press **Answer** soft key (*first call goes on hold*)
3. Use Navigation buttons to alternate between calls and press the **Hold** button to resume a call.

Check messages

Red light on handset indicates new message(s).

To retrieve message(s):

1. Press **Message** soft key
2. Follow prompts to check voice mail

Retrieve missed, received, placed calls

1. Press **Menu** button
2. Use Navigation keys to scroll to **Directories**
3. Press **Select** soft key
4. Use Navigation to highlight either *missed*, *received* or *placed calls*
5. Press **Select** soft key
6. Use Navigation keys to scroll through calls

◆ To dial a number:

- *Internal calls and Placed calls*

Use navigation to highlight a number and pick up handset (number is dialled automatically).

- *Missed and Received External Calls*

Press **EditDial** soft key to add required extra digits to an external number (i.e.:9 and/or 1)

Speed Dial

To program speed dial numbers, see Web Interface Section.

◆ To dial a speed dial number:

1. Press **Menu** button
2. Use Navigation to scroll to **Directories**
3. Press **Select** soft key
4. Use Navigation to scroll to **Speed Dial**
5. Press **Select** soft key
6. Select speed dial number and pick up handset or press **Dial** soft key

Redial last number called

1. Press **Redial** soft key

Place a Conference Call

(3-6 participants)

1. While on a call, press **more** soft key
2. Press **ConfRn** soft key (call goes on hold)
3. Call the next person

QUICK REFERENCE

4. Press **Confrn** soft key
Repeat as necessary

MeetMe Conference Call

Requires special phone number from IITS

◆ To establish:

1. Lift handset
2. Press **more** soft key
3. Press **MeetMe** soft key
4. Dial assigned MeetMe number

◆ To join a MeetMe call:

1. Dial the assigned MeetMe conference number

Note: If participants call the MeetMe number before the call has been established by the coordinator of the conference call, they will hear a busy tone.

Internal directory

1. Press **Menu** button
2. Use Navigation to scroll to **Directories**
3. Press **Select** soft key
4. Use Navigation to scroll to **Directory Services**
5. Press **Select** soft key
6. Press **Select** to select **Corporate Directory**
7. Enter first or last name using dial pad (*keep pressing a number key to toggle between letters; use << soft key to backspace and delete a letter*)
8. Press **Search** soft key
9. Use Navigation to highlight the name of the person you wish to call
10. Press **Dial** soft key

Volume

◆ Ringer

1. Press the Volume button to adjust the volume level while the handset is in the cradle. Volume level is saved automatically.

◆ Handset

1. Press the Volume button during a call or after getting a dial tone
2. Press **Save** soft key to preserve the new setting.

Ring type

1. Press **Menu** button
2. Use Navigation to scroll to **Settings**
3. Press **Select** soft key
4. Use Navigation to scroll to **Ring Type**
5. Press **Play** to hear ring
6. Press **Select** to save ring type

LCD display contrast

1. Press **Menu** button
2. Use Navigation to scroll to **Contrast**
3. Press **Select** soft key
4. Press **Up** or **Down** soft keys to desired contrast
5. Press **Ok** to save setting

WEB INTERFACE (CALL MANAGER)

Users can access their own personal web page to manage some of the advanced phone features, such as:

- configuring speed dial
- forwarding calls
- activating and configuring **Fast Dial**
- activating and configuring **My Address Book**
- selecting a new language

Accessing the Call Manager

1. Log into your portal account at <http://www.myconcordia.ca>
2. Under the MyConcordia Menu, click **Configure My Phone**

Select phone device

If you have multiple phone numbers, you must select the one you wish to configure from the drop-down menu on the main menu page.

Call forward

1. On the main menu, click **Forward all calls to a different number**
2. Check the box to the left of the phone extension you wish to forward
3. Click the radio button for either **Voice mail** or **this number** (and enter the target phone number)

4. Click **Update**
5. To **deactivate** call forwarding, clear the check box and click **Update**

Configure speed dial

◆ Speed Dial Settings on Phone:

1. On the main menu, click [ADD UPDATE YOUR SPEED DIALS]
2. Enter the phone number in the first text box and the name you would like displayed on your phone set in the second text box
3. Remember to add "9" to external numbers
4. Click [UPDATE]

To dial, press speed dial button on your phone.

◆ **Speed dial settings not associated with a button** (up to 99 entries accessed using dial pad and abbreviated dialling):

1. On the main menu, click [ADD/UPDATE YOUR SPEED DIALS]
2. Enter the phone number in the first text box and the name associated with number in the second text box (name is for reference and is not displayed on the phone)
3. Remember to add "9" to external numbers
4. Click [UPDATE]

To dial, enter speed dial number (1 to 99) using the dial pad and press **ABRDIAL** soft key.

Change Phone Locale (language)

This determines the language used on the phone's LCD display. To change the default language setting:

1. From the main menu, click [Change the Locale for this Phone]
2. Select a language from the drop-down menu
3. Click [UPDATE]

Change Web Locale (language)

This determines the language of the CallManager. To change the default language setting:

1. From the main menu, click [Change the Locale for your device profile(s) and these web pages]
2. Select a language from the drop-down menu
3. Click [UPDATE]

Change Ring Setting

1. On the main menu, click [CHANGE THE RING SETTINGS FOR YOUR PHONE]
2. From the drop-down menus, select how you would like each line on your phone to ring **When Phone is Idle** and **When Phone s In Use**
3. Click [UPDATE]

My Address Book

Store and retrieve telephone numbers. To use this service, it must first be activated online (one time only).

◆ Activate service (online):

1. From the main menu, click **Configure your Cisco IP Phone Services**
2. Click **My Address Book** under "Available Services"
3. Click **Continue**
4. Enter **9** for the "Outside Access Code"
5. Enter user name (your phone number + **1**)

Example:

Phone extension is **3432**
User ID is 848**34321**

6. Enter PIN: 12345
7. Click Update

◆ Add entries (online):

1. From the main menu, click **Configure your Cisco Personal Address Book**
2. Click **Add a New Entry**
3. Enter information and click **Insert**

◆ Dial a number:

1. Press the **Menu** button
2. Use Navigation to scroll to **Services**
3. Scroll to **My Address Book**
4. Press **Select** soft key
5. Enter partial (or whole) *Last, First, or Nickname* using the dial pad
6. Press **Submit** soft key (**Note:** you may skip step 4 and simply scroll through your entries)
7. Select a name
8. Press **Dial** soft key

Fast Dial

Store up to 99 numbers for fast dialling. To use this service, it must first be activated online (one time only).

◆ Activate service (online):

1. From the main menu, click **Configure your Cisco IP Phone Services**
2. Click **Fast Dial** under "Available Services"
3. Click **Continue**
4. Enter **9** for the "Outside Access Code"
5. Enter user name (your phone number + **1**)

Example:

Phone extension is **3432**
User ID is 848**34321**

6. Enter PIN: 12345
7. Click **Update**

◆ Add entries (online):

1. From the main menu, click **Configure your Cisco Personal Address Book**
2. Click **Fast Dials**
3. Under "Description", click **(Unassigned)**
4. Click a name already in your Address Book
5. Select a number from "Choose a Directory Number from your Personal Address Book" drop-down menu
6. Click **Insert**

Or

◆ To add a number not in your personal Address Book:

1. From the main menu, click **Configure your Cisco Personal Address Book**
2. Click **Fast Dials**
3. Under "Description", click **(Unassigned)**
4. Select "Enter a directory number" and enter a phone number (it is not necessary to include 9)
5. Click **Insert**

◆ Dial a number:

1. Press the **Menu** button
2. Use Navigation to scroll to **Services**
3. Scroll to **Fast Dials**
4. Press **Select** soft key
5. Enter partial (or whole) *Last, First, or Nickname* using the dial pad
6. Press **Submit** soft key (**Note:** you may skip step 4 and simply scroll through your entries)
7. Select a name
8. Press **Dial** soft key

For more information visit the VoIP website at:

<http://voip.concordia.ca>