# Cisco Phone and Voicemail

## End User Training 2014

# Agenda

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# Cisco IP Phone Models

6945

8945

7937G

9971 Video Touch-screen

6901

8961

7925G

Expansion Module

# Phone Functions

1. Phone Screen
2. Video Camera
3. Camera Cover
4. Softkeys
5. Navigation Pad w/ Center Select
6. Conference Button
7. Hold Button
8. Transfer Button
9. Redial Button
10. Keypad
11. Speaker Button
12. Video Mute
13. Audio Mute
14. Headset Button
15. Volume Adjustment
16. Messages
17. Applications Button
18. Directories
19. Phone Speaker
20. Line Buttons
21. Headset Rest

# Receiving a Call

1. Line label
2. Header
3. Line details and other phone information
4. Softkeys

To answer a ringing call, lift the handset. Or:

- Press the flashing amber line button.
- Press the (unlit) headset or speakerphone button.
- Press the Select button in the Navigation pad.

**Note – Callers go to your voicemail if not answered in 12 seconds (typically by the end of the 3rd ring).**

# Secondary Numbers

One large benefit with IP Telephony is that the need for phantom numbers goes away. In Centrex, without call waiting, you could easily miss calls if you were already on a call. One work around in Centrex has been to have a second (phantom) line on the phone. This second line was then often given out, by the user, as a 'private' line so that the user could see a call coming in on their private line if they were already on a call on their business line.

However, in the IP telephony model, the phantom number solution is not needed. Each line can handle multiple calls without the need for additional lines. If the user is on a call when a second call comes in, the user will see that a call is coming in and see the caller ID. The user will then have the choice to take the call and either hang up the first call, or put the first caller on hold (or simply ignore the call).

The default number of 'lines' on the IP phones is 4, which is a typical business need. It can be increased to a maximum of 200.

This simply ability of the IP Phones to provide a 'second line' without the need for an additional DID should reduce the over State DID requirement.

# Call Waiting

To connect the second call and put the first call on hold automatically, press the flashing amber line button .

To switch between calls, use the navigation pad to highlight the call and press the select button.

# Place a Call and End a Call

To dial, lift the handset and enter a number. Or:

- Press an unlit line button .
- Press the New Call softkey.
- Press the (unlit) headset button or speakerphone button .

## Dial from Call History

1. Press the down arrow on the Navigation bar.
2. Scroll to the number and press the Select button in the Navigation pad or Call Softkey.

## Redial the last number

Press the button

To end a call, replace the handset. Or:

- Press the End Call softkey.
- Press the (lit) headset button or speakerphone button .

# Divert – Hold - Forward

## Divert

Use Divert to redirect a ringing or active call to voicemail or to another phone number (set up in advance by your system administrator). You must resume a held call before you can use Divert.

Divert affects the highlighted call only. If necessary, scroll to the call before pressing Divert.

## Forward All

1. Press the Forward All softkey.
2. Enter a phone number, select a number from Call History, or press the Messages button (to forward to voicemail).
3. Look for Forward All icon on your screen.
4. To cancel call forwarding, press the Forward Off softkey.

Your system administrator can help you forward calls remotely from your User Options web pages.

## Hold

1. Press the Hold button .

   The hold icon displays and the line button pulses green.
2. To resume the highlighted call, press the pulsing green button , the Resume softkey, or the Select button in the Navigation pad. (Note that pressing the Hold button again does not resume a call from hold.)

# Conference Calling

1. From a connected call (not on hold), press the Conference button.
2. Make a new call.
3. Press the Conference button (before or after the party answers).

   The conference begins and the phone displays "Conference" instead of caller ID.

4. Repeat these steps to add more participants.

The conference ends when all participants hang up.

## "Conference in" a held call

1. From a connected call (not on hold), press the Conference button.
2. Press the pulsing green line button for the held call that you want to add.

   Or, if the held call is on another line, press the Active Calls softkey, choose a call from the list, and press the Conference button.

The conference ends when all participants hang up.

## View & remove conference participants

During a conference, press the View Details softkey. To remove a participant from the conference, highlight a name and press Remove.

**Note – Maximum participants on a Con-call is 6 (you and 5 others). Only the Host can add callers, not participants.**

# Joining Calls

You can join two separately placed calls on the same line. While you are connected on a call, a second call rings in on your line. After you answer the second call:

- Press the **Conference Button** .
- Navigate to the Line on Hold
- Press **Conference Button** again.

# Transfer – Call History – Transfer to Voicemail

## Transfer

1. From a connected call (not on hold), press the Transfer button.
2. Call the transfer recipient.
3. Press the Transfer button (before or after the party answers).

   The transfer is complete. Confirmation displays on your phone screen.

## Transfer to Voicemail

- To bypass ring and Call/Transfer straight to voicemail
  - Press Transfer button.
  - Dial ***1** plus the 10 digit extension number.
    Example: *1-614-xxx-xxxx
  - Press Transfer button again.

## Call History

Press the Applications button and select Call History.

The last 150 calls display:

- Missed calls
- Placed calls
- Received calls

To dial, scroll to a call and press the Select button in the Navigation pad or the Call softkey.

To view details for a call, highlight the call and press these softkeys: More > Details.

### View new missed calls

1. View your call history.
2. Press the Missed Calls softkey.

# Corporate Directory

1. Press the **Contacts** button and choose Corporate Directory.
2. Using Navigation key highlight search criteria:

- First Name:
- Last Name:
- Number:

3. Enter the Name or Number using your keypad. Letter entry is similar to texting.
4. Hit the **Search softkey.** *Note: You can enter a partial name or number and hit search. This will bring up all entries containing that search criteria.
5. Press the **Dial softkey** to dial the extension number.

# Shared Voicemail Display

## Voicemail

New message indicators:

- A solid red light on your handset.
- A voicemail icon next to the line button (may include message count).

**Listen to messages**

Press the Messages button and follow the voice prompts.

Note: Shared lines on your phone display the red box next to that extension number.

Use the password for that extension to retrieve voicemails.

# Voicemail Mailbox Setup

- Press the **Messages.** When the auto attendant answers, she will prompt you to enter a password.
- Press **12345#**
- You will then be prompted to set up your mailbox.
  - It is important to follow prompts from start to finish
- During this process, you will be prompted for the following information
  - Record your name
  - Record standard greeting
  - Select new password

# Log into Voicemail

## To Access from Your Phone

1. Press the **Message** button.
2. Enter your password, followed by the pound sign **[#]**.

## Access Your Mailbox Off-Site (Remote Access)

1. Dial your phone number from any outside phone (cell phone, home phone, etc.).
2. Enter your 11-Digit mailbox number (1+ your phone number ) followed by the pound sign **[#]**. **Example: 1+ AAA-NNN-NNNN #**
3. Enter your password, followed by **[#]**.

# Quick Reference Guide for Voicemail

## Voicemail Setup

- Press the **Messages** key
- When prompted enter the default password
  123456#
- Follow Prompts to Completion
  Record Name
  Record Standard Greeting
  Set New Password (min. of 4 digits)

## Accessing Voicemail

- **From Your Desk Phone**
  Press the **Messages** key
  When prompted enter your **voicemail password**
- **From Another Desk Phone**
  Press the **Messages** key
  Press * **1** then your **10-digit phone number, #**
  Enter your **voicemail password**
- **From an External Number**
  Dial your primary extension.
  When the Auto Attendant begins: press * **1** then your **10-digit phone number, #** your primary extension.
  Enter your **voicemail password,** then #

## Standard Keys

**When Sending, Forwarding or Replying to a Message**

**0** = Conversation Help
* = Exit or Cancel
**#** = Skip or Move Ahead
**##** = Toggle between entering an extension number or spelling a subscriber's name

## Changing Setup Options

To change your password, change your recorded name, or re-record available greetings:
Press **4**
Select the appropriate option and follow the prompts
**Under personal options, you can change your voicemail password.**

## Basic Menu Options

**1** = Check NEW Messages
**2** = SEND a Message
**3** = Review SAVED Messages
**4** = SETUP Options

## Message Commands while Listening

| | |
|---|---|
| **1** = Restart | **5** = Forward |
| **2** = Save | **6** = Fast Playback |
| **3** = Delete | **7** = Rewind (7 sec) |
| **4** = Slow Playback | **8** = Pause |
| **#** = Save as is | **9** = FFW to End |

**##** (in this section only) = Skip to next message, keeps current message as new

## Message Commands after Listening

| | |
|---|---|
| **1** = Repeat | **5** = Forward |
| **2** = Save | **6** = Mark as New |
| **3** = Delete | **7** = Rewind |
| **4** = Reply | **9** = Play Msg. Properties |
| **#** = Save as is | |

**##** (in this section only) = Skip to next message, keeps current message as new

# Notes about Voicemail

- Voicemails are kept for 30 days then automatically deleted. Marking the message as unread then re-saving will not allow you 30 additional days before deletion.
- Voicemails on your existing phone will need to be addressed/deleted as the voicemail systems are not merging.
- Messages cannot exceed 5 minutes in duration.
- It will be difficult to fill your voicemail box since messages will be automatically deleted after 30 days and the saved-message capacity is quite large.
- Voicemail to Email Integration? Consult with your agency director/management and your legal counsel . This is an agency-wide setting with potential business and legal ramifications. There is an option to be notified via email you have received a voicemail from a certain number but not the content of the message. Consult with your helpdesk/telecom coordinator.

# Using Alternate Greeting

- **To switch to the Alternate Greeting, follow the instructions below.**
- Call into Voicemail Box
- Press 4 for Setup Options
- Press 1 for Greetings and Transfer
- Press 1 for Greetings
  - It will automatically play the current recorded standard greeting
  - You can bypass message by pressing #
- You will then be prompted to re-record the Standard greeting by pressing 1 or switch to Alternate by pressing 2
- Press 2
  - It will automatically play the current recorded alternate greeting
  - If you wish to change this greeting, Press 1
- Once finished recording the alternate greeting, Press #
  - If you are happy with recording, Press *

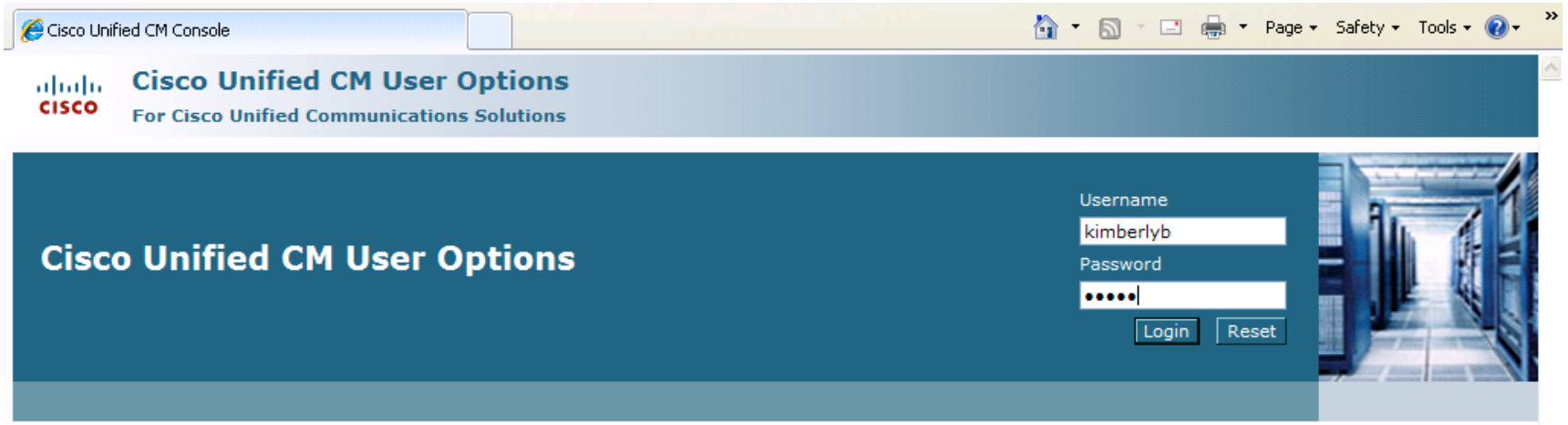
**You are now set up under the Alternate Greeting**

# Using Alternate Greeting

- **To switch back to the Standard Greeting follow the instructions below.**
- Call into Voicemail Box
- Press 4 for Setup Options
- Press 1 for Greetings and Transfer
- Press 1 for Greetings
  - It will automatically play the current recorded alternate greeting
  - You can bypass message by pressing #
- You will then be prompted to re-record the Alternate greeting by pressing 1 or to turn off the Alternate, Press 2
- Press 2

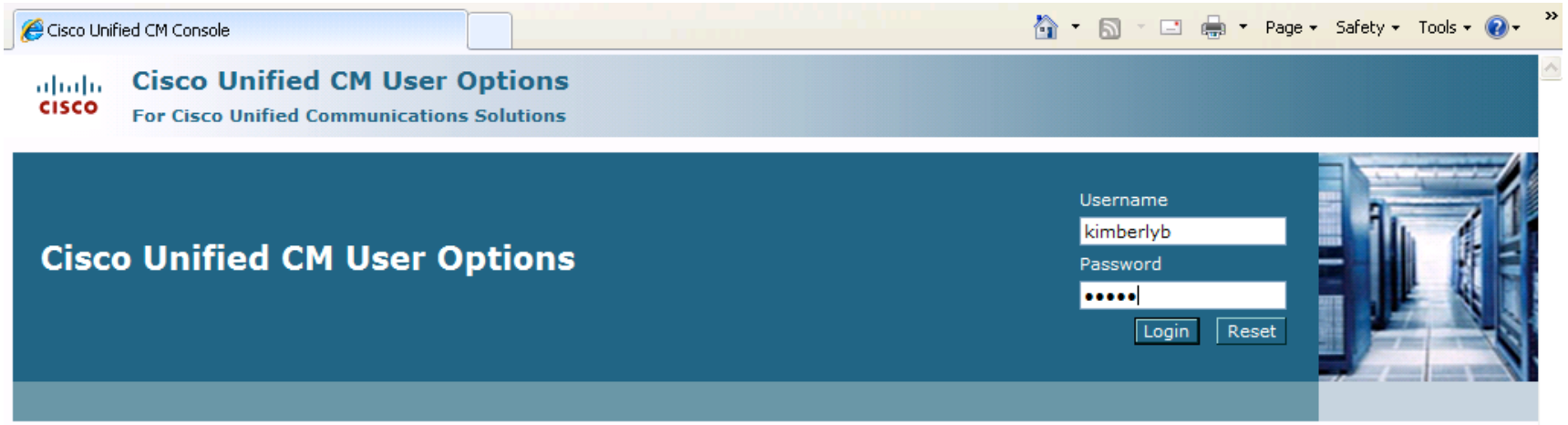
**You are now set back to the Standard Greeting**

# Cisco Unified Call Manager (CM) Website




1. Open Internet Explorer and enter this web page address: **https://66.145.65.32/ccmuser.**
2. Username: Enter your 11-digit desk phone number.
3. Password: Enter 12345.
4. Note: To change you password go into User Options and click User Settings.

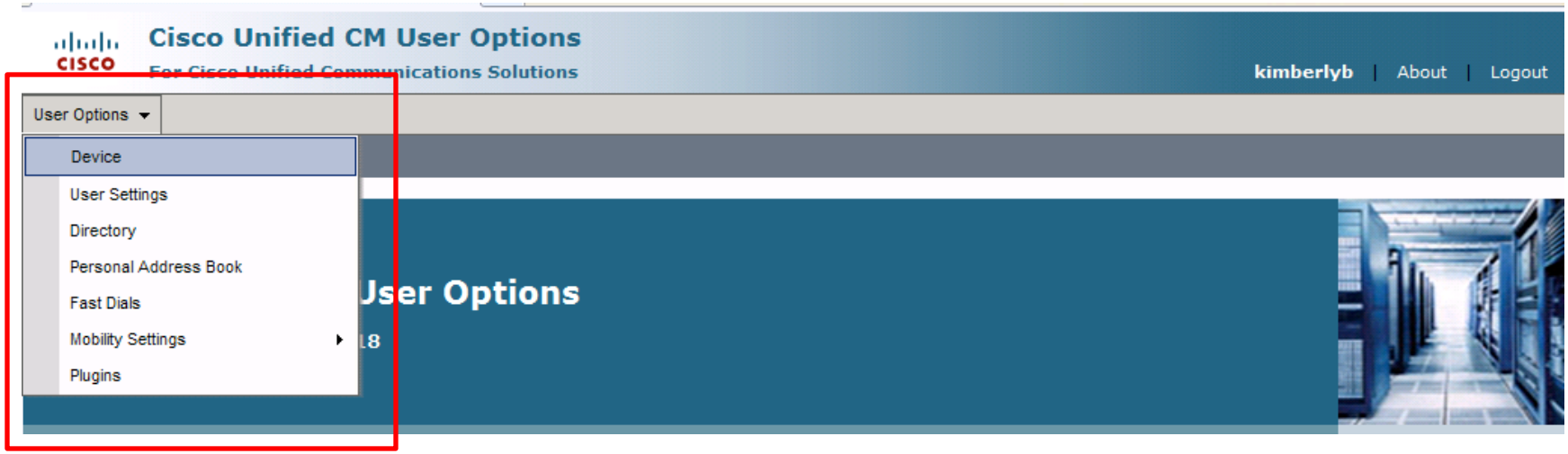
# Cisco Unified Call Manager (CM) Website




Through this website you'll be able to access your Directory, create a Personal Address Book, Speed-Dials as well as Fast Dials and set Mobility Settings.

1. Open Internet Explorer and enter this web page address: **https://66.145.65.32/ccmuser**.
2. Username: Enter your 11-digit desk phone number.
3. Password: Enter 12345.
4. Note: To change password go into User Options and click User Settings.

# CM User Options



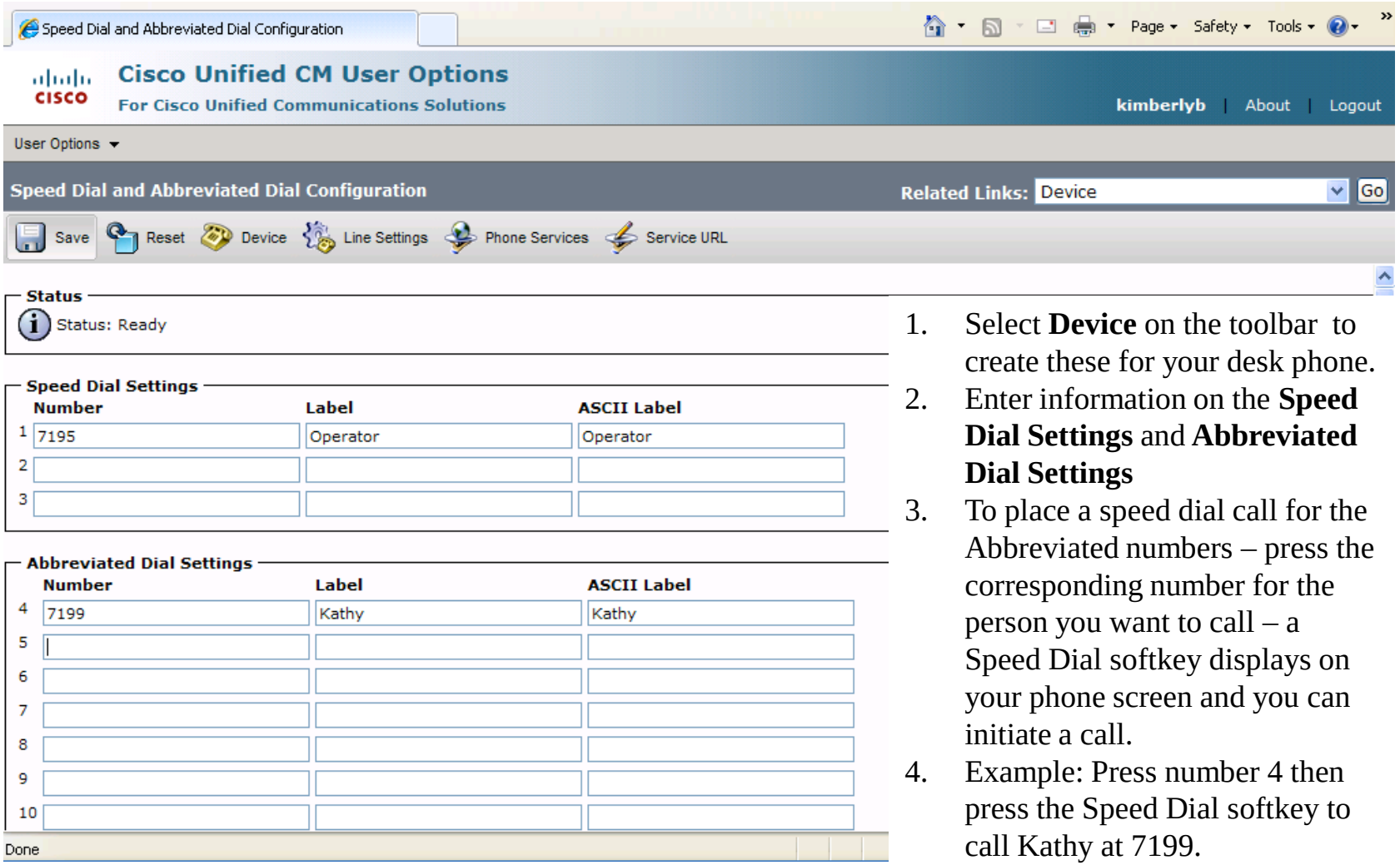

Configure your Personal Address Book to access your Corporate Directory via the Directories button on your phone. Both are viewable on this webpage.

Speed-Dials are simple to create in this website (instructions below).

Fast Dials are not usually associated with a particular person, just their phone number. Speed-Dials are more commonly used.

Mobility is a feature you can configure if you want calls to go to your desk phone simultaneously with another number such as your cell or home. If another person has the ability to answer calls for you it will ring their phone at the same time as well.

# Set Up Speed Dials




1. Select **Device** on the toolbar to create these for your desk phone.
2. Enter information on the **Speed Dial Settings** and **Abbreviated Dial Settings**
3. To place a speed dial call for the Abbreviated numbers – press the corresponding number for the person you want to call – a Speed Dial softkey displays on your phone screen and you can initiate a call.
4. Example: Press number 4 then press the Speed Dial softkey to call Kathy at 7199.

# Extension Mobility

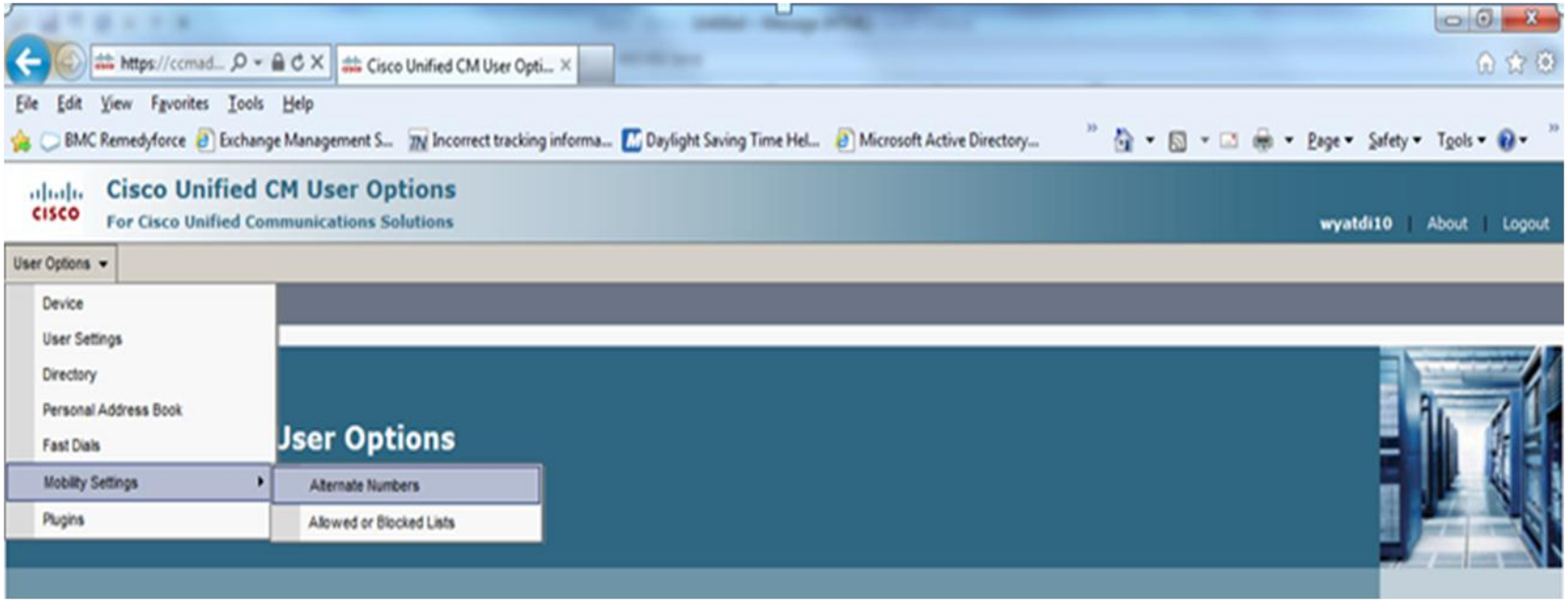
This is not a default setting.  To be set up for this feature please request via your help desk or telecom coordinator.

If you occasionally work at another desk or office which also has a Cisco phone you can log into that phone and have it behave like your main office phone.  It will ring in/out just the same and you'll have access to your Personal Directory and Speed Dials.

To log into your temporary Cisco phone:

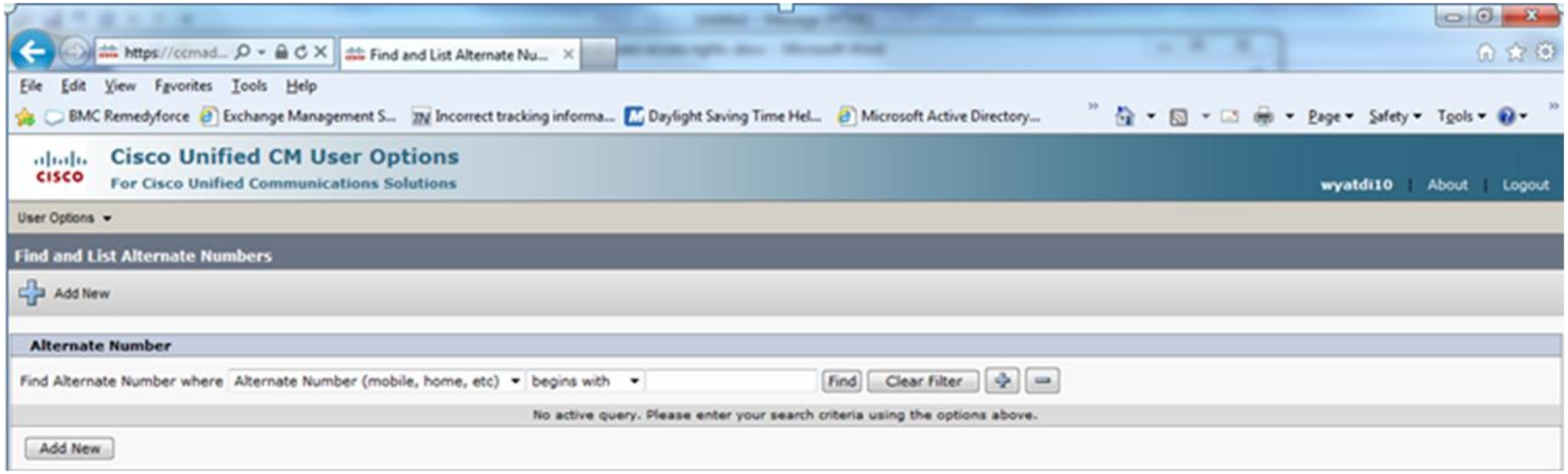
1. Go to the Applications button.
2. Go to Virtual Office
3. Enter your User ID (11-digit desk phone)
4. Enter your PIN (default is 12345)
5. Press Submit

# Modify Settings



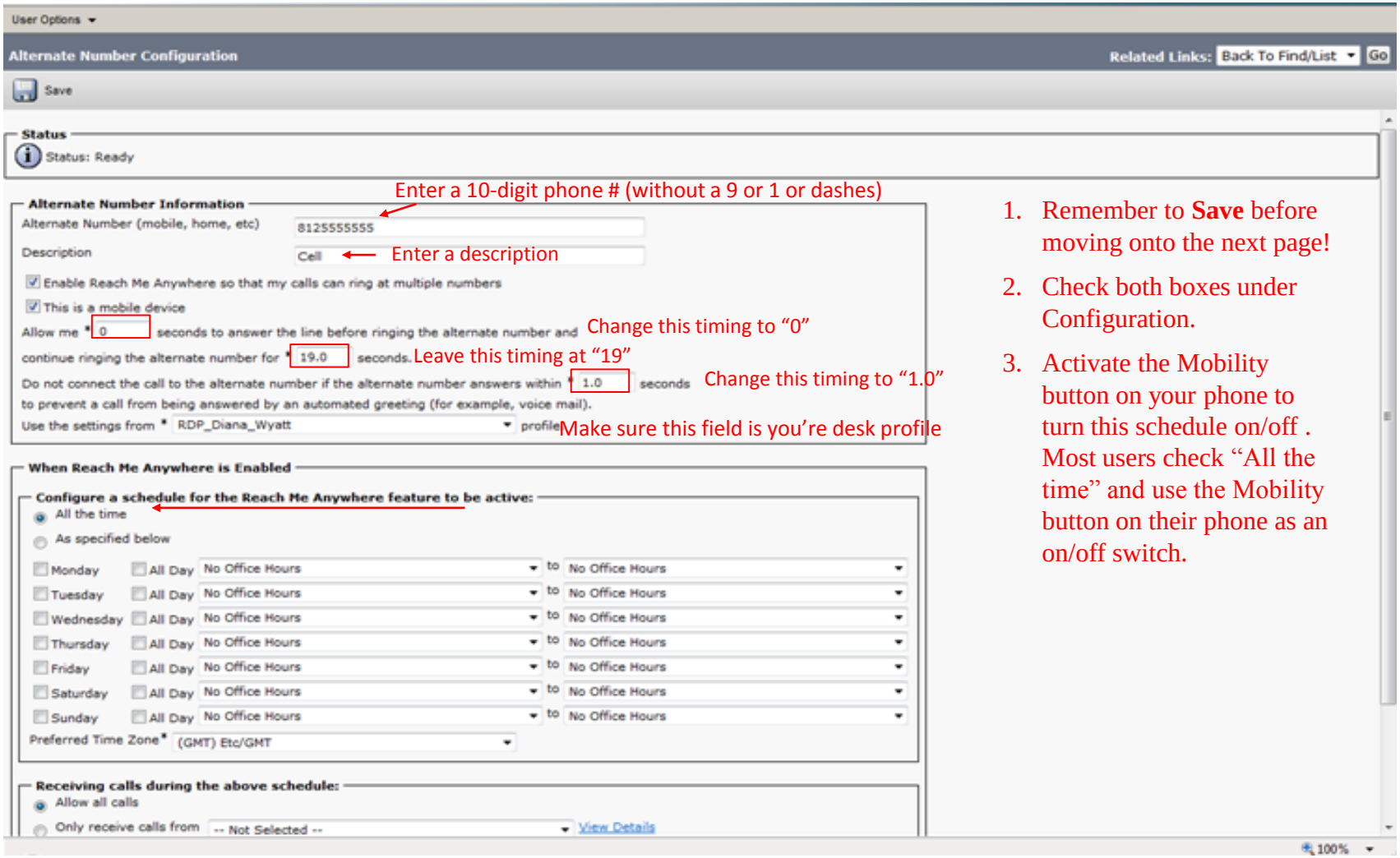

1. In the User Option's drop down choose **Mobility Settings** then select **Alternate Numbers.** Setting up Mobility (aka Single-Number Reach)

# Alternate Number



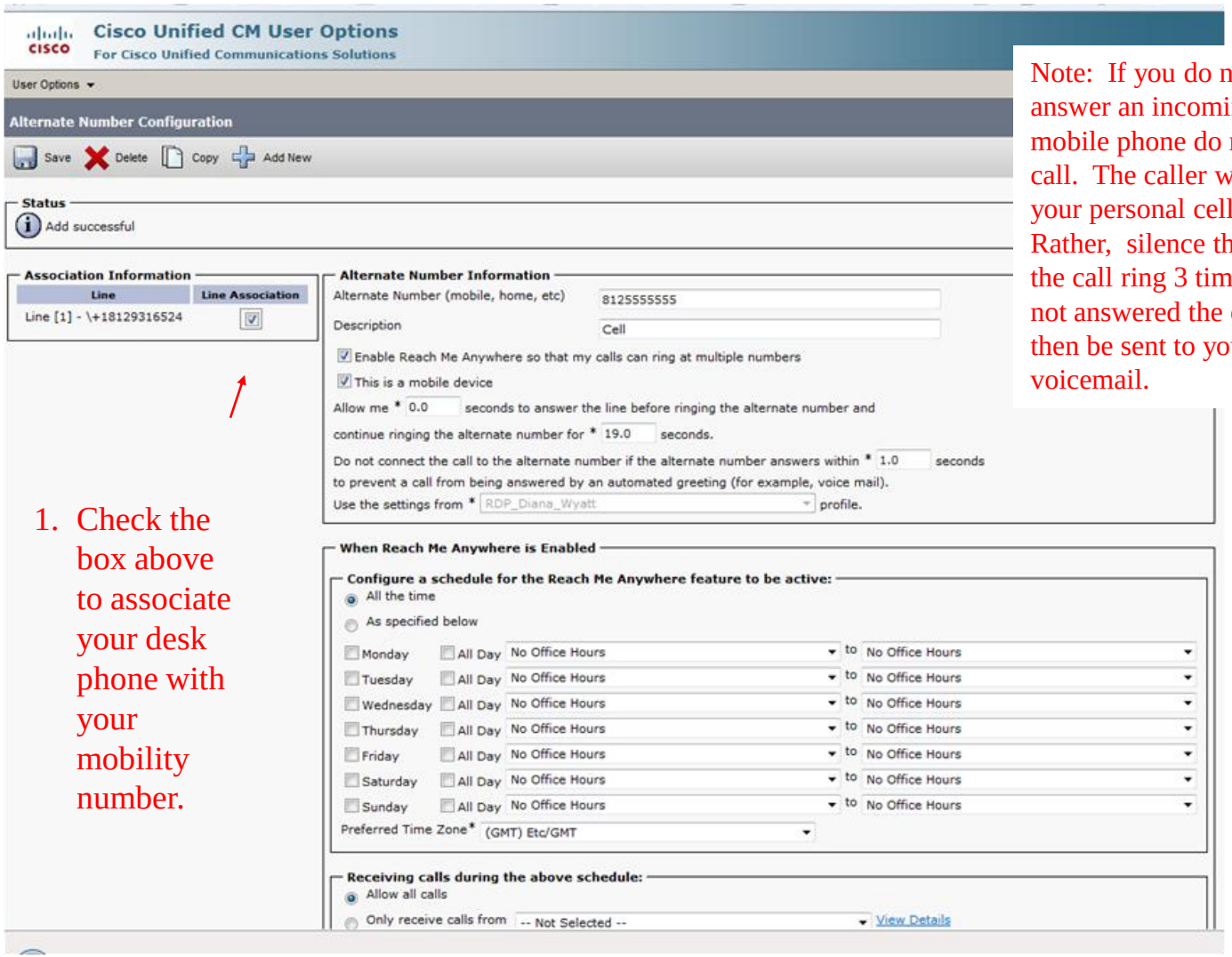

1. Click **Add New.**

# Alternate Number Configuration-Status Ready




1. Remember to **Save** before moving onto the next page!
2. Check both boxes under Configuration.
3. Activate the Mobility button on your phone to turn this schedule on/off . Most users check "All the time" and use the Mobility button on their phone as an on/off switch.

# Association Information




1. Check the box above to associate your desk phone with your mobility number.

Note: If you do not want to answer an incoming call on your mobile phone do not discard the call. The caller will be sent to your personal cell voicemail. Rather, silence the ringer or let the call ring 3 times. If the call is not answered the caller would then be sent to your work voicemail.

# Emergency Access and Phone Errors

## Emergency Access

1. For emergency dial 911.
2. The State of Ohio utilizes an enhanced form of 911 called **E911**which automatically identifies the user location address,  floor and agency for the Operator.

## Error Messages

1. If you encounter a “Phone Not Connected” or “No Dial Tone” message on your phone, please engage your local Help desk to resolve the issue or escalate if need be.

## Voicemail Password Reset

1. Contact the telephone coordinator to work with NGTS to get your password reset.

## Customization

1. Talk to an engineer @ NGTS if you want further customizations for your particular agency.

# Video Camera for Models 8945 and 9971 Phones

1. Currently the video only transmits on calls between two callers. If a third person joins the conference, video goes away.
2. Also, video only transmits to any other endpoint that is using the State of Ohio NGTS Network service.
3. Note: There is a "Hide Video" softkey that displays during an active call. When activated the other person *can still see you*. This option displays your phone screen and hides the video of the person you're speaking during the call.
4. Model 8945 phones has Video Mute and Audio Mute buttons on the bottom left of the phone.
    1. They illuminate red when in use.
    2. The camera can also be turned on and off by sliding the lens cover on the camera at the top of their phone. Note: The white lens cover means your camera is closed.
5. Model 9971 models has a combination Video/Audio Mute button on the bottom left of the phone.
    1. Twist the lens cover on the camera at the top of the phone to turn the camera off .

# Key Expansion Modules (KEM)

There are 36 line buttons (18 on each of the two pages).

Model 9971 support sup to 3 modules.
Model 9951 supports up to 2 modules.
Model 8961 supports 1 module.

Note – KEM requires a power adapter to operate with each phone.

**Illuminated Buttons indicate Line Status**

**Off (dark) -** Line available
**Green, teady -** Line in use
**Red, steady -** Line in use by someone else
**Amber, flashing -** Line ringing

# Headset and Bluetooth Support

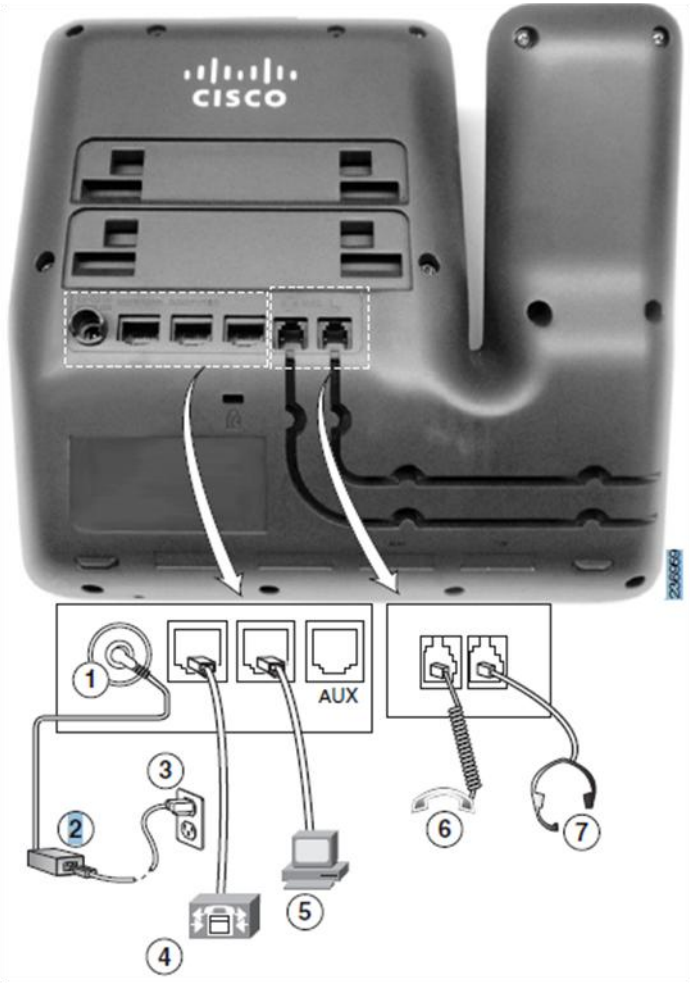
| | | |
|---|---|---|
| **Headset Support** | | A Bluetooth and RJ-9 interface to the optional headset allows you to enjoy additional options for placing and receiving calls. Bluetooth support on 8945, 9951, 9971. No BT on 8961 |
| **89/99xx** | | Graphic below |

| | | |
|---|---|---|
| **Headset support** | | An RJ-9 interface to the optional headset offers you additional options for placing and receiving calls. No bluetooth |
| **6945** | | Graphic below |

# Headset and Bluetooth Support

| Accessory | Type | Cisco Unified IP Phone | | |
|---|---|---|---|---|
| | | 8961 | 9951 | 9971 |
| **Cisco Accessory** | | | | |
| Cisco Unified IP Color Key Expansion Module | Add-on module | X | X | X |
| Cisco Unified Camera | Add-on module | — | X | X |
| **Third-Party Accessories** | | | | |
| Headset | Analog | X | X | X |
| | Analog Wideband | X | X | X |
| | Bluetooth | — | X | X |
| | USB | X | X | X |
| Microphone | External PC | — | X | X |
| Speakers | External PC | — | X | X |

# Connect the IP Phone



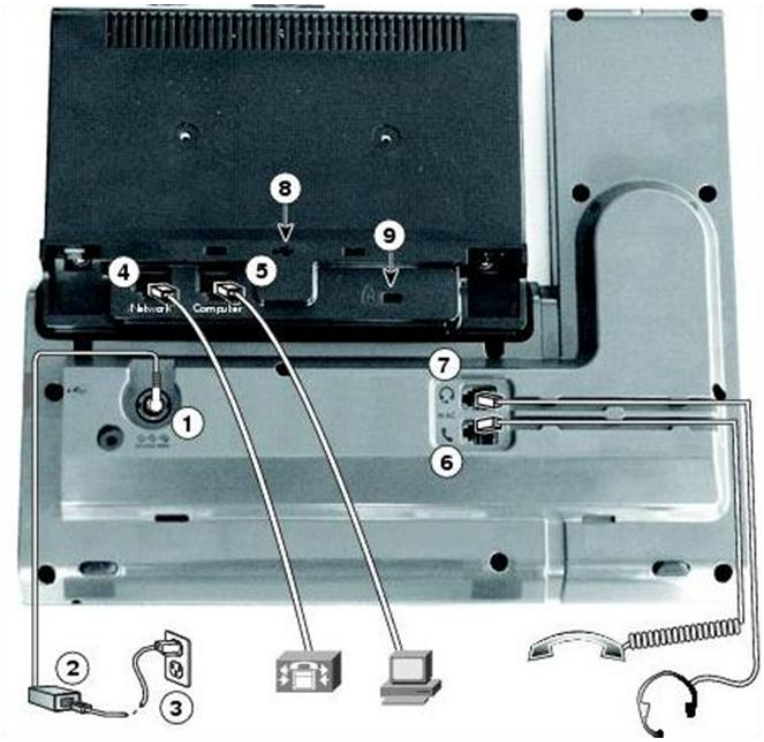

IP Phone Model 6945

1.to 3.Plug phone cable into adapter, connect to power cable and to plug into outlet.

Note: Disconnect the network cable needs from the back of the PC/laptop docking station .

4. Plug cable into the Cisco Network port (wall).
5. Plug the black network cable that came with the new phone into the computer port on the new phone and the other end plugs into your PC/laptop dock that was left vacant when you moved your network cable.
6. There is also a port to plug in the handset.
7. Or plug headset (optional) and push the wires into the corresponding channels so the phone sits flat.
8. Lastly, guide the flood-stand from underneath into the open slots and pull upward. to click the stand into place).
9. The phone takes a couple minutes to register .
10. The the user name and extension displays on the home screen.

# Connect the IP Phone




IP Phone Model 9971

1.to 3.Plug phone cable into adapter, connect to power cable and to plug into outlet.

Note: Disconnect the network cable needs from the back of the PC/laptop docking station .

4. Plug cable into the Cisco Network port (wall).
5. Plug the black network cable that came with the new phone into the computer port on the new phone and the other end plugs into your PC/laptop dock that was left vacant when you moved your network cable.
6. There is also a port to plug in the handset.
7. Or plug headset (optional) and push the wires into the corresponding channels so the phone sits flat.
8. Lastly, guide the flood-stand from underneath into the open slots and pull upward. to click the stand into place).
9. The phone takes a couple minutes to register .
10. The the user name and extension displays on the home screen.

# Flashing Color Buttons

Most Cisco phones have similar buttons and behaviors. The next few pages highlight some of them.

- Flashing amber —Ringing call. Pressing this button answers the call.
- Solid green —May be a connected call or an outgoing call that is not yet connected. If the call is connected, pressing this button displays the call details or the participants of a conference call. If the call is not yet connected, pressing this button ends the call.
- Pulsing green —Held call. Pressing this button resumes the held call.
- Solid red —Shared line in-use remotely. Pressing this button allows you to barge in on the call (if Barge is enabled).
- Pulsing red —Shared line call put on hold remotely. Pressing this button resumes the held call.

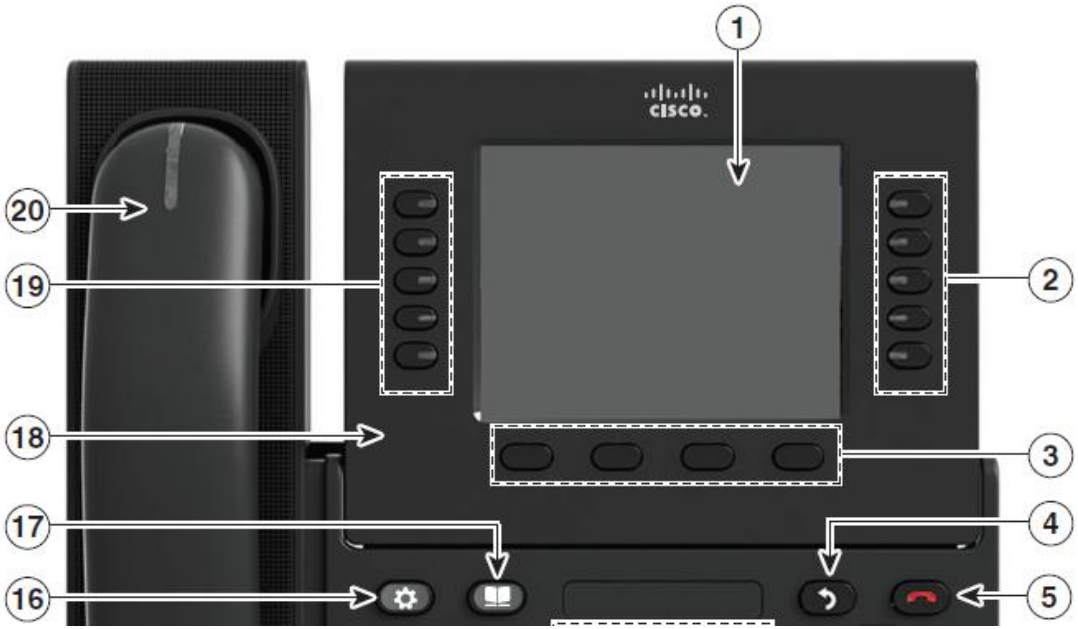
# Navigation Pad

| | |
|---|---|
| Navigation pad and Select button | The four-way Navigation pad allows you to scroll through menus, highlight items, and move within a text input field.<br>The Select button (center of the Navigation pad) allows you to select a highlighted item.<br>The Select button is lit (white) when the phone is in power-save mode. |
| Conference button | Creates a conference call. |
| Hold button | Places a connected call on hold. |
| Transfer button | Transfers a call. |
| Keypad | Allows you to dial phone numbers, enter letters, and choose menu items (by entering the item number). |
| Speakerphone button | Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green. |

2-4

# Softkey, Back and Release Buttons

| | |
|---|---|
| Softkey buttons | Allow you to access the softkey options (for the selected call or menu item) displayed on your phone screen. |
| Back button | Returns to the previous screen or menu. |
| Release button | Ends a connected call or session. |




3 – Softkeys
4 – Back
5 - Release

# Control Buttons

| | |
|---|---|
| Mute button | Toggles the microphone on or off during a call. When the microphone is muted, the button is lit red. |
| Headset button | Selects the headset as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green.<br>A headset icon in the phone screen header line indicates the headset is the default audio path. This audio path does not change until a new default audio path is selected (for example, by picking up the handset). |
| Volume button | Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).<br>Silences the ringer on the phone if an incoming call is ringing. |
| Messages button | Auto-dials your voicemail system (varies by system). |
| Applications button | Opens/closes the Applications menu. Depending on how your system administrator sets up the phone, use it to access applications such as call history, preferences, and phone information. |
| Contacts button | Opens/closes the Contacts menu. Depending on how your system administrator sets up the phone, use it to access personal directory, corporate directory, or call history. |
| Phone display | Can be positioned to your preferred viewing angle. |

# LED Lights-Feature Buttons

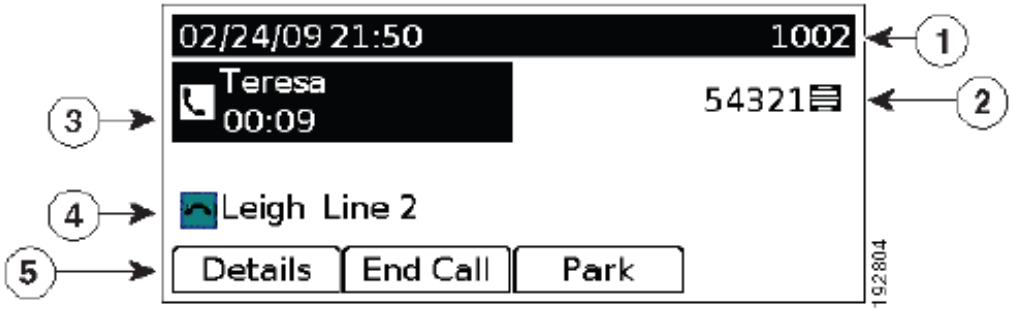
| | |
|---|---|
| Programmable feature buttons (also called feature buttons) | Each corresponds with a phone line, speed dial, and calling feature.<br>Pressing a button for a phone line displays the active calls for that line.<br>If you have multiple lines, you may have an All Calls button that displays a consolidated list of all calls from all lines (oldest at the top). Then it is recommended that you keep your phone in the All Calls view.<br>Color LEDs indicate the line state:<br>• Amber —Ringing call on this line<br>• Green —Active or held call on this line<br>• Red —Shared line in-use remotely<br>(The positions of the session buttons and feature buttons can be reversed on phones that use a locale with a right-to-left reading orientation, such as Hebrew and Arabic.) |
| Handset with light strip | The handset light strip lights up to indicate a ringing call (flashing red) or a new voice message (steady red). |

# IP Phone Model 6945 Diagram

1. Headset Light Strip
2. Phone Screen
3. Phone Lines
4. Soft Keys
5. Transfer Button
6. Conference Button
7. Hold Button
8. Navigation Bar w/ Select Button
9. Headset Button
10. Speaker Button
11. Keypad
12. Mute
13. Volume
14. Messages
15. Services Button
16. Contacts
17. Handset

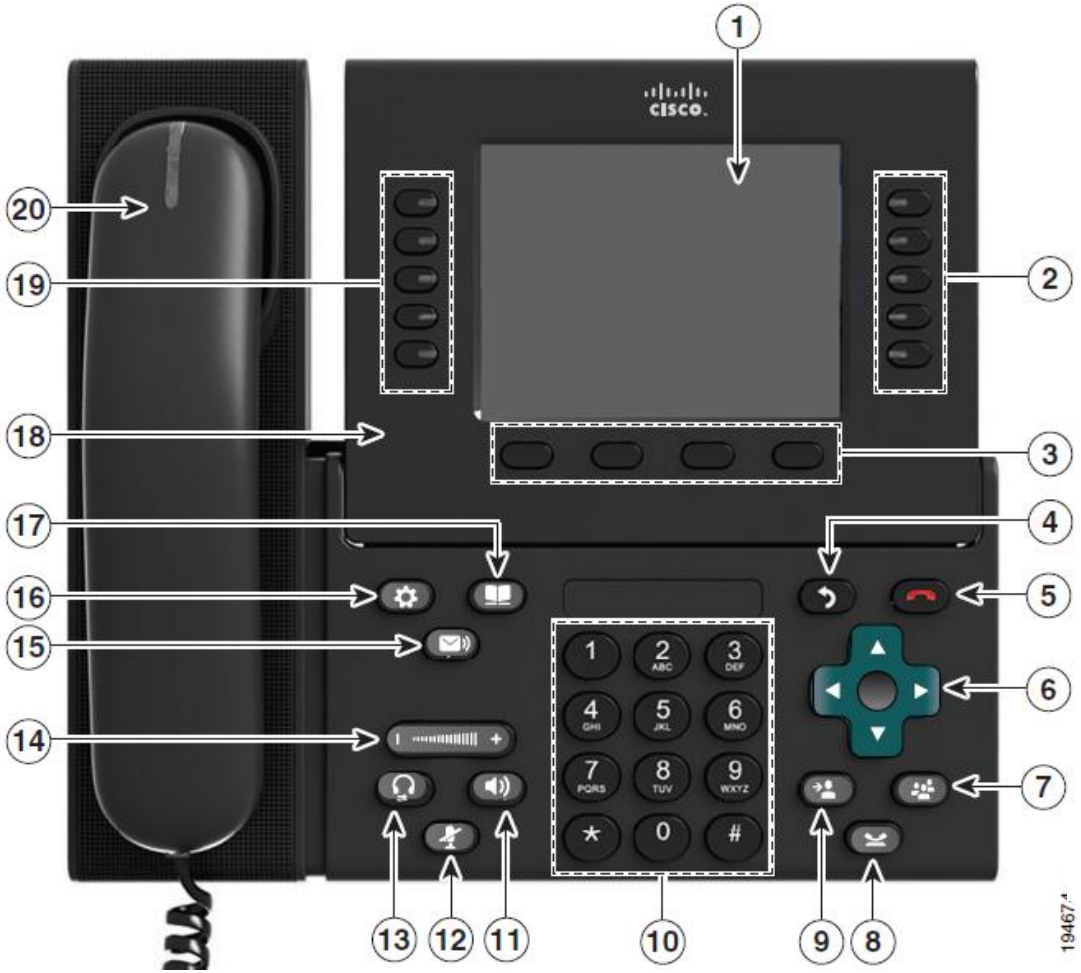
# Model 6945 Phone Screen

## Phone Screen




| | | |
|---|---|---|
| 1 | Header | Displays date, time, and directory number. |
| 2 | Line text label with icon | Displays text label and icon for phone or intercom line, speed-dial numbers, or services, depending on your configuration. |
| 3 | Primary line details and other phone information | Displays line label and call details for the primary line, and other phone information such as placed calls, speed dials, and phone menu listings. |
| 4 | Secondary line details and other phone information | Displays line label and call details for the secondary line, and other phone information such as placed calls, speed dials, and phone menu listings. |
| 5 | Softkey labels | Display softkeys for available features or actions. |

# IP Phone Models 8961 and 9971 Diagram




1. Phone Screen
2. Session Buttons
3. Soft Keys
4. Back Button
5. End Call Button
6. Navigation Wheel w/ Center Select Button
7. Conference Button
8. Hold Button
9. Transfer Button
10. Keypad
11. Speaker Button
12. Mute Button
13. Headset Button
14. Volume Button
15. Messages
16. Services
17. Directories
18. Phone Display
19. Feature Buttons
20. Headset w/ Light Strip

# IP Wireless Phone Model 7925G

# Model 7925G Tasks and Buttons

## Common Phone Tasks

| | |
|---|---|
| Place a call | Dial the number and press . |
| Answer a call | Press , **Answer**, or . |
| Disconnect | Press or **EndCall**. |
| Hold/resume a call | Press **Hold** or **Resume**. |
| Transfer a call to a new number | Choose **Options >Trnsfer**, enter a target number, then press **Options >Trnsfer** again. |
| Redial a number | Press twice or **Options > Redial**. |
| Forward your extension | Choose **Options > CFwdAll**. Enter the number to which you want to forward all calls. To cancel, choose **Options > CFwdAll**. |
| Use your call logs | Choose **Directory (Book) > Missed Calls, Received Calls**, or **Placed Calls**. To dial, scroll to a listing and press **Dial** or . |
| Access your Phone Book | Press **Ph Book** or **Directory > Phone Book**. |

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QUICK REFERENCE

Cisco **7925G** Wireless Phone

**Quick Reference**

## Using the Phone

| | |
|---|---|
| Power on/off the phone | Press and hold until phone powers on or off. |
| Access phone features | Press **Options** for feature list:<br>• Press number key for feature *or*<br>• Scroll to feature and press . |
| Access Main menu options | Press a navigation arrow for:<br>• Directory menu (Book)<br>• Line view (Phone)<br>• Settings menu (Tools)<br>• Services menu (World)<br>Press number key for menu option. |
| Adjust display brightness | Choose **Settings > Phone Settings > Display Settings**, and select **Display Brightness**. Press or , then press **Save**. |
| Go to main screen from Line View | Press (left arrow). |

## Shortcut Keys and Buttons

| | |
|---|---|
| Toggle ringer to vibrate or ring | Press and hold . |
| Adjust ringer, handset, or speaker volume | Press up or down. |
| Mute/unmute your phone | Press to toggle. |
| Activate speaker or handset | Press and hold . To use the handset, press and hold button again. |
| Access voice messages | Press and hold . |
| Lock/unlock the keypad | To lock, press and hold . To unlock, press **Unlock** and **OK**. |

# Wireless Quick Reference

## Softkey Definitions

| | |
|---|---|
| **AbbrDial** | Dial using a speed dial index number |
| **Barge** | Add yourself to a call on a shared line |
| **CallBack** | Receive notification when a busy extension becomes available |
| **CFwdAll** | Set up/cancel call forwarding |
| **ConfList** | View conference participants |
| **Confrn** | Create a conference call |
| **DND** | Turn on/off Do Not Disturb (DND) |
| **EditDial** | Edit a number in a call log |
| **GPickUp** | Answer a call that is ringing in another group or on another line |
| **HLog** | Log in or out of your hunt group |
| **iDivert** | Send a call to your voice messaging system |
| **Join** | Join several calls already on a single line to create a conference |
| **MCID** | Report suspicious calls |
| **MeetMe** | Host a Meet-Me conference call |
| **Message** | Access your voicemail |
| **Park** | Store a call using Call Park |
| **Ph Book** | Open your Phone Book |
| **PickUp** | Answer a call in your group |
| **QRT** | Submit call problems to the system administrator |
| **Remove** | Remove a conference participant |
| **Trnsfer** | Transfer a call |

## Entering Text

**Character**—Press key one or more times.

**Space**—Press 0 .

**Number**—Press the number key.

**Symbol**—Press these keys:

- * to enter * + - / = \ : ;
- 0 to enter space , . ‘ “ | _ ~ ’
- # to enter # ? ( ) [ ] { }
- 1 to enter ! @ < > $ % ^ &

## Phone Screen Icons

**Line and Call States**

| | |
|---|---|
| | Call on hold |
| | Shared line in use |
| | Call Forwarding enabled |
| | Incoming call, or BLF-monitored line is ringing (BLF Pickup only) |
| | BLF-monitored line is in-use |
| | BLF-monitored line is idle |
| | BLF-monitored line is in Do Not Disturb state |
| | Speed-dial, call log, or directory listing (BLF status unknown) |
| | Intercom line in idle state |
| | Intercom line in one-way audio |
| | Intercom line in two-way audio |

**Line Features**

| | |
|---|---|
| | Phone line |
| | Service URL |
| | Voice message |

**Other Features**

| | |
|---|---|
| | Mute on |
| | Headset active |
| | Bluetooth enabled |
| | Bluetooth device connected |
| | Speaker mode active |
| | Ringer off (silent mode) |
| | Ring and vibrate on |
| | Vibrate only on |
| | Application active |
| | Radio signal status |
| | No radio signal |
| | Battery charge status |
| | Keypad locked |
| | Business number for a contact |
| | Home number for a contact |
| | Mobile number for a contact |
| | Other number for a contact |

# Model 7925G Quick Start

| If you want to... | Then... |
|---|---|
| Place a call using the handset | 1. Dial the phone number.<br>2. Press to place your call.<br>**Note** No dial tone occurs. |
| Place a call using the speaker mode on the handset | 1. Press and hold button to activate the speaker.<br>2. Dial the phone number.<br>3. Press to place your call.<br>**Note** Press and hold button again to turn off speaker mode. |
| Redial a number using the handset | Press twice or choose **Options > Redial**. |
| Redial a number using your Bluetooth wireless headset | See the documentation from your headset manufacturer. |
| Place a call while another call is active (using the same line) | 1. Choose **Hold**.<br>2. Choose **Options > NewCall**.<br>3. Dial, redial, or speed dial a number.<br>**Note** You hear dial tone with NewCall. |

| If you want to... | Then... |
|---|---|
| Dial a number from the Phone Book | 1. Choose > **Phone Book** or **Ph Book** (if available).<br>2. Highlight a contact name, then do one of the following:<br>– Scroll left or right until you see the icon for the phone number: work phone, home phone, mobile phone, or other phone.<br>– Choose **Options > Details**, highlight a phone number.<br>3. Press or **Options > Dial**. |
| Dial from a call log | 1. Press .<br>2. Choose **Missed Calls**, or **Received Calls**, or **Placed Calls**.<br>3. Press the number key for the listing or scroll to a listing and press . |
| Dial an international number | 1. Press and hold . Enter the phone number, including the country code, after the "+" symbol.<br>2. Press or **Options > Dial**. |

## Placing a Call—Additional Options

You can place calls using special features and services that might be available system administrator for more information about these additional options.

| If you want to... | Then... |
|---|---|
| Speed dial a contact number in your local phone book | Do one of the following:<br>• Press and hold a speed-dial hot key for about two seconds.<br>**Note** If dialing a two-digit number, enter the first digit, then press and hold the second digit for about two seconds.<br>• Choose (Directory)> **Speed Dials**, highlight a speed dial, and press . |
| Speed dial a phone number (for a Line View speed-dial number set up on the web) | 1. Press .<br>2. Scroll to a speed dial .<br>3. Press or to make the call. |
| Place a call while another call is active (using a different line) | 1. Press **Hold**.<br>2. Press .<br>3. Scroll to another line and press .<br>4. Dial a number.<br>5. Press to make the call. |
| Place the call on a secondary line | 1. Press and scroll to another line.<br>2. Dial a number.<br>3. Press to make the call. |

# Answering a Call

You can answer a call by using several options, if they are available c

| If you want to... | Then... |
|---|---|
| Answer a call | Press . |
| Silence the ring for an incoming call | Press or .<br><br>The call continues silently, then forwards to the no answer target. |
| Switch from a connected call to answer a ringing call (using the handset) | Press or .<br>Doing so answers the new call and automatically puts the first call on hold. |

| If you want to... | Then... |
|---|---|
| Switch from a connected call to answer a ringing call (using the Bluetooth wireless headset) | See the instructions from your Bluetooth wireless headset documentation. |
| Answer using call waiting | Press **Answer**. |
| Send call directly to your voice messaging system (using the handset) | Press **iDivert**. |
| Send call directly to your voice messaging system (using the Bluetooth wireless headset) | Use the Call Reject feature on your Bluetooth wireless headset (exact feature name may vary). For more information, see your Bluetooth wireless headset documentation.<br>**Note** If iDivert is not configured for your phone by the system administrator, the phone ignores the call reject request. |
| Retrieve a parked call on another phone | Use Call Park. |
| Use your phone to answer a call ringing elsewhere | Use Call Pickup. |
| Answer a priority call using the handset | Disconnect the current call and press **Answer** or . |
| Answer a priority call using the Bluetooth wireless headset | Disconnects the current call and answers a ringing call. For more information, see your Bluetooth wireless headset documentation. |
| Automatically connect to an incoming call after a ring or two | Ask your system administrator to set up the Auto Answer feature. After ringing once or twice, the call automatically connects to the handset or headset without pressing . |

# Hold and Toggle Mute

| If you want to... | Then... |
|---|---|
| Put a call on hold | 1. Make sure the call you want to put on hold is highlighted.<br>2. Press **Hold**.<br>**Note** Engaging the Hold feature typically generates music or a beeping tone. |
| Remove a call from hold on the current line (using the handset) | 1. Make sure the appropriate call is highlighted.<br>2. Press **Resume**. |
| Remove a call from hold on a different line | 1. Press to change to another line.<br>2. Press **Resume**.<br>**Note** If a single call is holding on this line, the call automatically resumes. If another call is holding, scroll to the appropriate call and press **Resume**. |
| Move a call on a shared line to your wireless phone or to your desk phone | 1. From the phone with the active call on the shared line, press **Hold**.<br>2. From your other phone with the shared line, press **Resume**. |

| If you want to... | Then... |
|---|---|
| Toggle Mute on | During a call, press on left side of phone. The icon appears at the top of the phone screen. |
| Toggle Mute off | Press . The icon disappears. |

# Switch Between Multiple Calls

You can switch between multiple calls on one or more lines. If the call that you want to switch to is not automatically highlighted on the phone screen, scroll to it.

| If you want to... | Then... |
|---|---|
| Switch between connected calls on one line | 1. Make sure the call that you want to switch to is highlighted.<br>2. Press **Resume**.<br>Any active call is placed on hold and the selected call is resumed. |
| Switch between connected calls on different lines | 1. Press ► to change to another line.<br>2. If a single call is holding on the line, the call automatically resumes. If another call is holding, scroll to highlight the appropriate call and press **Resume**. |
| Switch from a connected call to answer a ringing call (using the handset) | Press , or if the call is ringing on a different line, press ► to switch to the other line and press .<br>Any active call is placed on hold. |
| Switch from a connected call to answer a ringing call (using the Bluetooth wireless headset) | You can place the first call on hold or end the call when you answer the ringing call.<br>For more information, see your Bluetooth wireless headset documentation. |

# Conference Room Station Model 7937G

# Conference Room Station Tasks and Softkeys

## Common Phone Tasks

| | |
|---|---|
| Place a call | Press ↻ either before or after dialing a number. |
| Answer a call | Press ↻, or press the **Answer** softkey. |
| End a call | Press ☎, or press the **EndCall** softkey. |
| Redial a number | Press ↻, or press the **Redial** softkey. |
| Mute your phone | Press 🎤. |
| Use call logs | Press ▭, select the desired call log, and then select the desired listing. To dial, highlight a listing, and then press **Dial**. |
| Hold/Resume a call | Press the **Hold** softkey to hold a call, or the **Resume** softkey to resume a call. |
| Transfer a call to a new number | Press the **Transfer** softkey, enter the number, and then press **Transfer**. |
| Start a standard (ad hoc) conference call | Press the **Confrn** softkey, dial the participant, and then press **Confrn** again. |
| Forward all calls | Press the **CFwdALL** softkey. |

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QUICK REFERENCE

Cisco **7937G** Conference Station

**Quick Reference**

## Softkey Definitions

| | |
|---|---|
| AbbrDial | Dial using a Speed Dial index number |
| Answer | Answer any call ringing |
| << | Delete entered characters |
| Barge | Add yourself to a call on a shared line |
| CallBack | Receive notification when a busy extension becomes available |
| cBarge | Add yourself to a call on a shared line and establish a conference |
| CFwdALL | Set up/cancel call forwarding |
| Clear | Delete records or settings |
| ConfList | View conference participants |
| Confrn | Create a conference call |
| Details | Receive information on all placed, received, or missed calls |
| Dial | Dial a phone number |
| DirTrfr | Transfer two calls to each other |
| Down | Decrease the display screen contrast settings |
| EditDial | Edit a number in a call log |
| EndCall | Disconnect the current call |
| Exit | Return to the previous screen |
| GPickUp | Answer a call ringing in another group |
| Hold | Place active call on hold |
| iDivert | Send or redirect a call to a voice message system |

# Conference Phone Screen Icons and Buttons

## Phone Screen Icons

| Line and Call States | |
|---|---|
| | Call on hold |
| | Connected call |
| | Incoming call |
| | Off-hook |
| | Shared line in use |
| **Other Features** | |
| | Checked box |
| | Locked |
| | Message waiting |
| | Settings |
| | Unchecked box |
| | Unlocked |

## Button Icons

| | |
|---|---|
| | Off-hook |
| | On-hook |
| | Navigation |
| | Select |
| | Applications |
| | Directories |
| | Redial |
| | Volume Up |
| | Volume Down |
| | Mute |
| | Softkeys |

# Placing a Call – Basic Options

Here are some easy ways to place a call on your conference station.

| If you want to... | Then... |
|---|---|
| Place a call off-hook (with a dial tone) | Press to go off-hook, and then enter a number. |
| Place a call on-hook (without a dial tone), or pre-dial a number | Enter a number, and then go off-hook by pressing **Dial** or . |
| Redial a number | Press to dial the last number.<br>Or, press the Down Navigation button (with the conference station idle), highlight the desired phone number, and then press **Dial**. |
| Place a call while another call is active | 1. Press **Hold**.<br>2. Press **New Call**.<br>3. Enter a number. |
| Dial from a call log | 1. Choose > **Missed Calls**, **Placed Calls**, or **Received Calls**.<br>2. Select the desired listing from the call log, and then press **Dial**. |

# Starting and Joining a Conference

A standard conference allows at least three participants to talk on a single call.

| If you want to... | Then... |
|---|---|
| • Create a conference by calling participants<br>• Add new participants to an existing conference | 1. From a connected call, press **Confrn**. (You may need to press the **more** softkey to see **Confrn**.)<br>2. Enter the participant's conference station number.<br>3. Wait for the call to connect.<br>4. Press **Confrn** again to add the participant to your call.<br>5. Repeat steps 1 to 4 to add additional participants. |
| Participate in a conference | Answer the conference station when it rings. |
| Create a conference by barging a call | Highlight a call on a shared line and press **cBarge**. (You may need to press the **more** softkey to see **cBarge**.) See Using a Shared Line, page 25. |
| View a list of conference participants | 1. Highlight an active conference.<br>2. Press **ConfList**.<br>Participants are listed in the order in which they join the conference with the most recent additions at the top. |
| Get an updated list of participants | While viewing the conference list, press **Update**. |
| See who started the conference | While viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name. |
| Drop the last party added to the conference | Press **RmLstC**.<br>You can remove participants only if you initiated the conference call. |
| Remove any conference participant | 1. Highlight the participant's name.<br>2. Press **Remove**.<br>You can remove participants only if you initiated the conference. |
| End your participation in a conference | Hang up or press **EndCall**. |