



Cisco 7900 Series Telephones

Rollins College User Guide

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Cisco IP Phone 7900 Series



1. PHONE LAYOUT

1	Handset with indicator light	Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and can be set to remain lit when you receive a voice message.
2	LCD screen	Displays features such as the time, date, your phone number, caller ID, line/call status and soft key tabs.
3	Cisco IP Phone model type	Indicates your Cisco IP Phone model.
4	Line or speed dial button	Opens a new line or speed dials the number on the LCD screen. Phones in the Cisco IP Phone 7961 series have six line or speed-dial buttons and phones in the 7941 series have two
5	Foot stand adjustment	Allows you to adjust the angle of the phone base.
6	Directories button	Provides access to call histories and directories

7	? button	Displays help on your LCD screen for a phone button or function
8	Settings button	Provides access to phone settings such as contrast and ring sound, network configuration, and status information
9	Speaker button	Toggles the speaker on or off.
10	Mute button	Toggles the mute on or off.
11	Headset button	Toggles the headset on or off.
12	Volume button	Increases or decreases volume for the handset, headset, or speakerphone (depending upon which is currently active). Also controls the ringer volume (if the handset is in its cradle), and the LCD screen contrast.
13	Services button	Provides access to any available phone services
14	Messages button	Provides access to a message system, if available
15	Navigation button	Enables you to scroll through text and select features displayed on the LCD screen
16	Keypad	Works exactly like the keypad on a traditional telephone.
17	Soft keys	Enable you to engage any of the functions displayed on the corresponding LCD screen tabs. Soft keys point to feature options displayed along the bottom of your LCD screen. Soft keys change depending on the status of your phone. For example, you can see one set of soft key options when you pick up the handset, and another set when the phone is not in use

2. INTERNAL / EXTERNAL CALLING

2.1 INTERNAL CALLING

Dial the 4-digit extension number

2.2 EXTERNAL CALLING

Local: Dial 8 + Area Code + Number

- ☎ **Long Distance:** Dial 8 + 1 + Area Code + Number
- ☎ **911 Calls:** Dial 911 or 9 + 911.
- ☎ **International Calls:** 8 + Country Code + Number

3. BASIC FEATURES

3.1 PLACING A CALL

There are six options for placing a call:

- Lift the **Handset** and dial the number. **OR**
- Press a **Line** button and dial the number. **OR**
- Press the **Speaker** button and dial the number. **OR**
- Press the **Headset** button and dial the number. **OR**
- Press the **NewCall** soft key and dial the number. **OR**
- Press the **SpeedDial** button and the number you have preprogrammed will automatically dial.

3.2 ANSWERING A CALL

There are four options for answering a call:

- Lift the **Handset**. **OR**
- Press the **Answer** soft key. **OR**
- Press the **Speaker** button. **OR**
- Press the **Headset** button.

3.3 ENDING A CALL

There are three options for ending a call:

- Hang up the **Handset**. **OR**
- Press the **EndCall** soft key. **OR**
- Press the **Speaker** button.

3.4 ADJUSTING HEIGHT OF FOOTSTAND

- ☎ Firmly press in the footstand adjustment knob on the right-hand side of the phone.
- ☎ With the button depressed, adjust the footstand to the desired height.
- ☎ Release the footstand adjustment knob.

4. AUDIO / LCD SETTINGS

4.1 CHANGING A RINGER TYPE

- ☎ Press the **Settings** button.



- ☎ Use the scroll bar to highlight **Ring Type** in the **Settings** menu.
- ☎ Press the **Select** soft key to display a list of Ring Types.




- ☎ Press the scroll bar to highlight one of the available Ring Types.
- ☎ Press the **Play** soft key to hear a Ring Type.
- ☎ Press **Select** and then press the **OK** soft key to choose the Ring Type.
- ☎ Press the **Save** soft key to save your selection and exit to return to the main menu.

4.2 ADJUSTING THE RINGER VOLUME

- ☎ While the phone is not on a call, press the **Up** or **Down Volume** keys to hear a sample ring.
- ☎ As the ring plays, press the **Up** or **Down Volume** keys to adjust volume to the desired level.
- ☎ To save the ring volume setting, press the **Settings** button and then press the **Save** soft key.

4.3 ADJUSTING THE HANDSET, SPEAKERPHONE AND HEADSET VOLUME

- ☎ During a call, press the **Volume**  bar to increase or decrease the volume of your **Handset, Speakerphone** or **Headset**.
- ☎ To save the volume setting, press the **Settings** button and then press the **Save** soft key.

Note: The volume setting will only be changed for the option being used.

4.4 CHANGING THE LCD CONTRAST

- ☎ Press the **Settings** button.



- ☎ Use the scroll bar to highlight **Contrast** in the **Settings** menu.
- ☎ Press the **Select** soft key to select the **Contrast** option.



- ☎ Press the scroll bar to set LCD contrast.
- ☎ Press the **OK** soft key to accept the changes.
- ☎ Press the **Save** soft key to save the new contrast setting and exit the **Settings** menu.

Note: The ringer type, ringer volume and LCD contrast changes will be held in the system memory. These changes will be lost, however, if there is a power outage. In this case, simply follow the above steps and make sure you save your changes.

4.5 MUTE

- ☎ Press the **Mute** button.
- ☎ To disengage mute, press **Mute** again.

Note: If you are using mute along with the speakerphone, lifting the handset will disengage mute.

5. SOFT FEATURES

5.1 TRANSFER A CALL

To transfer a selected call to another number, use one of the following methods:

- **Blind Transfer** – Immediately redirects the call without allowing you to speak to the transfer recipient (the person to whom you are transferring the call).

- Consult Transfer – redirects the call after first allowing you to speak to the transfer recipient.

To transfer a call, use the following method:

- ☎ During a call, press the **Transfer** soft key. The call is placed on hold.
- ☎ Dial the number to which you want to transfer the call.
- ☎ To make a blind transfer:
- ☎ Hang up the handset or press the **Blind Xfr** soft key after you hear line ringing.
- ☎ To make a consult transfer:
- ☎ Wait for the call to be answered. Speak to the transfer recipient. Then press the **Trnsfer** button or hand up the handset.
- ☎ To Cancel your consult call-transfer attempt:
- ☎ Press the **EndCall** soft key.
- ☎ To reconnect to the original caller:
- ☎ Press the **Resume** soft key.

Note: To get the caller back, simply hit the **Line** button again.

5.2 FORWARD INCOMING CALLS

This feature allows calls to your primary extension to be redirected to another extension number (i.e. another phone or to voicemail). You can forward incoming calls to an IP phone or a non-IP phone.

To forward incoming calls:

- ☎ Press the **CfwdAll** soft key.
- ☎ Dial *extension number* to where you want your calls directed.

To cancel forward:

- ☎ Press **CfwdAll** soft key.

To forward your calls to your voicemail:

- ☎ Press **CfwdAll** soft key.
- ☎ Press  Button


To cancel forward:

- ☎ Press **CfwdAll** soft key.

5.3 HOLD A CALL

- ☎ During an active call, press the **Hold** soft key.
- ☎ To return to the call, press the **Resume** soft key.



If multiple calls are on hold, use the  button to select the desired call before you press **Resume**.

If multiple calls on multiple lines are on hold, press the line button for the line that you want to pick up. The active call on the other line is automatically put on hold.

5.4 CONFERENCE CALLS

This feature allows three people to simultaneously communicate via the same line. While on an active call (either incoming or outgoing): A standard conference call involves three parties.

To place a three-party conference call, use the following method:

- ☎ 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.
- ☎ Dial the number of the party to be added to the conference call.
- ☎ When the call connects, press **Confrn** soft key again to add the new party to the existing call with the first party.
- ☎ Repeat the first three steps to add more callers.

End a Conference Call:

To end the conference call, use one of the following methods:

- ☎ Hand up the handset.
- ☎ Press the **EndCall** soft key.

Alternate Methods to End a Conference Call

Call initiators may use one of the following methods (functions vary according to your system configuration):

- ☎ To end the conference and remain connected to the most recent call, press **Confrn** soft key. The older call is placed on hold.
- ☎ To disconnect from the conference, hang up the handset. The other parties remain on the conference call.

Note:

- Once the conference call initiator disconnects, no new conferees can be added.
- Keep in mind that when you place a call on hold a beeping tone is generated every few seconds. To avoid disrupting the other callers, consider muting the call instead.
- To abandon the addition of a conferee, press the **Line** button

5.5 LAST NUMBER REDIAL

To redial the most recently dialed number, use one of the following methods:

- ☎ Lift the Handset and press the **Redial** soft key.
- ☎ Press the **Redial** soft key to dial using the speakerphone.


Note: You can also press the **Redial** soft key to place the call via **Speakerphone**.

5.6 MANAGE CALL WAITING

If you are on the call when a second call comes in, you hear a call waiting tone or see a flashing indicator light on the handset rest, depending on the configuration of your phone.


To answer the new call on the same line, use the following method:



- Use the  button to select the call.
- Press the **Answer** soft key to answer the call. The call on the other line is automatically put on hold.

To return to the original call, use the following method:




- Use the  button to reselect the call.
- Press the **Resume** soft key to reconnect to the call.

5.7 CALL HISTORY


Call History gives you a list of missed calls, received calls or placed calls at your phone.

- Press the **Directories** button to display the Directory menu.



- Use the **Navigation** button  scroll bar to highlight the desired call history option: Missed Calls, Received Calls, or Placed Calls.
- Press the **Select** soft key to display the desired call history.



- To speed dial a number, use the **Navigation** button  scroll bar to highlight the desired number and press the **Dial** soft key. (If you decide not to make the call, press the Exit soft key twice to exit the Directories menu.)

Note: If you have other people's extension numbers appearing on your phone, the missed call log will tell you all calls missed on those lines, too, not just your primary extension.

5.8 CONFIGURING SPEED DIAL BUTTONS

Option is available to your IP phone.

- Please contact your telephone administrator.

5.9 ACCESSING ONLINE HELP

There are three options for accessing online help

- Press the **?** button and then press any key to display help for that key **OR**
- Press the **?** twice quickly to display help about the selected feature **OR**

- Press **EXIT** to end the Help mode

6.0 CALL PARK - 9200 - 9299

Allows you to transfer an active call to a directed call park number and store it there. Allows you to retrieve a parked call from any Cisco IP phone in your network by dialing the retrieval prefix and directed call park number. Directed Call Park works with the Busy Lamp Field feature (if available) to indicate whether the line associated with the directed call park number is in use or idle.

To Park a call, use the following method:

While on a call:

- Press the **more** soft key screen button and press **Call Park** soft key button.
- The window screen will display a 4-digit retrieval number For example: Call Parked on 9200
- Hang up the phone.
- Go to another Cisco IP phone; lift the handset and dial 9200.
- You back with the caller.

6.1 CALL PICKUP

Allows you to redirect a call that is ringing on another phone to your own phone, so you can answer the call. Call Pickup can be useful if you share call-handling tasks with coworkers. Call Pickup features include Pickup, GPickup, and OPickup:


- Pickup allows you to answer a call that is ringing on another phone within your "group" (a collection of extensions that your system administrator defines).
- GPickup allows you to answer a call ringing on a phone in another group.
- OPickup allows you to answer a call ringing on a phone in another group that is associated with your group.

Note: Please get with your system administrator to program this feature.

7. ACCESSING VOICEMAIL (Cisco Unity)

7.1 ACCESSING VOICEMAIL

The red light on your telephone handset lights up when you have a new voicemail message. At the bottom of your telephone display, you will see the number of new messages you have received.


- To access the voicemail system; press the Messages  button or dial (2222).
- For external access to the voicemail system, dial your personal DID (private) number.

7.2 SETTING UP YOUR MAILBOX


Use These Keys Anytime During any Changes

- * - Cancel or back up
- # - Skip or move ahead


Logging on to Cisco Unity the first time:

- Dial (2222) or press the Messages  button.
- If you dialed from someone else's phone, press * when Cisco Unity answers.
- Enter your ID# (same as extension #), if required, then press #.
- Enter the default password (1 5 9 3 5 7 #)


To Set/Change Your Password:

- Dial (2222) or press the Messages  button and log on.
- Press 4 > 3 > 1.
- Enter your new password (# digits) and press #.
- Enter the new password again to confirm it and press #.

To Record Your Name:

- Dial (2222) or press the Messages  button and log on.
- Press 4 > 3 > 2.
- At the tone, **record your name**, or press * to keep the current recording.


To Set/Change Your Directory Listing Status:

- Dial (2222) or press the Messages  button and log on.
- Press 4 > 3 > 3.
- Press 1 to set/change your listing status, or press # to keep your current listing status.


Use These Keys as You Record

- 8 - Pause or resume
- # - End recording

To Record Your Greeting: (There are two types of greetings: **Primary** and **Alternate**)

- Dial (2222) or press the Messages  button and log on.
- Press 4 > 1 > 1.
- After Cisco Unity plays your current greeting, press 1 to rerecord it, or press 3 to record a different greeting.


To Enable or Disable a Greeting: (You can enable or disable **only** your alternate greeting.)

- Dial (2222) or press the **Messages**  button and log on.
- Press 4 >1 >1.
- After Cisco Unity plays your current greeting, press **2** to enable or disable your alternate greeting.

NOTE: *When your alternate greeting is enabled, it overrides all other greetings.*

7.3 USING YOUR MAILBOX

To Check Messages:

- Dial (2222) or press the **Messages**  button and log on.
- Press **1** to hear new messages, or press **3** to review old messages.
- Use the following keys to manage your messages and to control playback.


Use These Keys While Listening to a Message

- 1 - Restart Message
- 2 - Save
- 3 - Delete
- 5 - Change Volume
- 7 - Rewind, Small
- 8 - Pause or Resume
- 9 - Fast-forward to end

Use These Keys After Listening to a Message

- 1 - Replay Message
- 2 - Save
- 3 - Delete
- 4 - Reply
- 5 - Forward Message
- 6 - Save as Unheard
- 7 - Rewind, Small
- 9 - Play Message Summary

To Send a Voice Message:

- Dial (2222) or press the **Messages**  button and log on.
- Press **2**.
- Follow the Cisco Unity instructions to address the message.
- Press # to record the message, or press 1 to add another name or list.
- Press # to send the message, or press 1 for message options.

Message Options

- 1 - Change addressing
- 2 - Change recording
- 3 - Set special delivery
- 4 - Review message

To Reply to a Message:

- After listening to the message, press **4**.
- Record your reply.
- Press # to send the reply, or press **1** for message options.

NOTE: *Message Options are the same as above.*

- Follow the Cisco Unity instructions to handle the original message.


To Forward a Message:

- After listening to the message, press **5**.
- Follow the Cisco Unity instructions to address the forwarded message.
- Press **#** to forward the message as is, **or** press **2** to record an introduction, **or** press **3** for message options.

NOTE: Message Options are the same as above.


- Follow the Cisco Unity instructions to handle the original message.

To Change Your Recorded Name:


- Dial **(2222)** or press the **Messages**  button and log on.
- Press **4>3>2**
- At the tone, **record your name**, or press ***** to keep the current recording.

NOTE: Press 8 to pause or resume. Press # to end recording





To Change Your Password

- Dial **(2222)** or press the **Messages**  button and log on.
- Press **4>3>1**
- Enter a new password and press **#**
- Enter the new password again to confirm it and press **#**

To Change Your Directory Listing Status:

- Dial **(2222)** or press the **Messages**  button and log on.
- Press **4>3>3**
- Press **1** to change your listing status, or press **#** to keep your current listing status.

To Transfer a Caller Directly Into Voicemail: While on the call:

-  Press the **Transfer** soft key.
-  Press ***** on the dial pad.
-  Enter the **mailbox #** (same as extension #).
-  Press the **Transfer** soft key again

NOTES

Using Personal Directory on Your Phone

The Personal Directory feature set contains your Personal Address Book (PAB) and Fast Dials.

If you want to...

- Access Personal Directory (for PAB and Fast Dial codes)**
 1. Choose > **Personal Directory** (exact name can vary).

2. Enter your Cisco Unified Communications Manager user ID and PIN, then press **Submit**.

Search for a PAB Entry:

1. Access Personal Directory, then choose **Personal Address Book**.
2. Enter search criteria and press **Submit**.
3. You can choose **Previous** or **Next** to move through listings.
4. Highlight the PAB listing that you want and press **Select**.

Dial from a PAB entry:

1. Search for a listing.
2. Highlight the listing and press **Select**.
3. Press **Dial**. (You may need to press the **more** softkey to see **Dial**.)
4. Enter the participant's phone number.
5. Highlight the number that you want to dial and press **OK**.
6. Press **OK** again to dial the number.

Delete a PAB entry :

1. Search for a listing.
2. Highlight the listing and press **Select**.
3. Press **Delete**.
4. Choose **OK** to confirm the deletion.

Edit a PAB entry :

1. Search for a listing.
2. Highlight the listing and press **Edit** to modify a name or email address.
3. If necessary, choose **Phones** to modify a phone number.
4. Press **Update**.

Add a new PAB entry :

1. Access Personal Directory, then choose **Personal Address Book**.
2. Access the Search page by choosing **Submit**. (You do not need to input search information first.)
3. Press **New**.
4. Use your phone keypad to enter a name and e-mail information.
5. Choose **Phones** and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as a 9 or 1.
6. Choose **Submit** to add the entry to the database.

Assign a Fast Dial code to a PAB entry:

1. Search for a PAB entry.
2. Highlight the listing and press **Select**.
3. Press **Fast Dial**.
4. Highlight the number that you want to dial and press **Select**.
5. Highlight the Fast Dial code that you want to assign to the number and press **Select**.

Add a new Fast Dial code (not using a PAB entry):

1. Press the Directories button > **Personal Directory** > **Personal Fast Dials**.
2. Highlight a Fast Dial code that is unassigned and press **Select**.
3. Press **Assign**.
5. Enter a phone number. Make sure you dial 9 + the number

6. Press **Update**.

Search for Fast Dial codes:

1. Choose > **Personal Directory** > **Personal Fast Dials**.
2. You can choose **Previous** or **Next** to move through listings.
3. Highlight the listing that you want and press **Select**.

Place a call using a Fast Dial code:

1. Search for a Fast Dial code.
2. Highlight the listing you want and press **Select**.
3. Press **Dial**.
4. Choose **OK** to complete the action.

Delete a Fast Dial code:

1. Search for a Fast Dial code.
2. Highlight the listing you want and press **Select**.
3. Press **Remove**.

Log out of Personal Directory:

1. Choose > **Personal Directory** (exact name can vary).
2. Choose **Logout**.

Tips

- Your system administrator can provide you with the user ID and PIN that you need to log in to Personal Directory.
- Personal Directory automatically logs you out after a certain amount of time. This time limit can vary. Ask your system administrator for more information.
- Use the numbers on your keypad to enter characters on your phone screen. Use the Navigation button on your phone to move between input fields.

Using Your Personal Address Book on the Web

***available beginning on 8/3

This section describes how to use your PAB from your User Options web pages.

- **Go to your browser and type:**
<http://support.rollins.edu/phone>
- **Enter Your User Name/ID:** example; jsmith
- **Enter Your password:** last six digits of your R-number

If you want to...

Add a new PAB entry :

1. Choose **User Options > Personal Address Book**.
2. Click **Add New**.
3. Enter information for the entry.
4. Click **Save**.

Search for a PAB entry :

1. Choose **User Options > Personal Address Book**.
2. Specify search information and click **Find**.

Edit a PAB entry

1. Search for a PAB entry.
2. Click a name or nickname.
3. Edit the entry as needed and click **Save**.

Delete a PAB entry :

1. Search for a PAB entry.
2. Select one or more entries.
3. Click **Delete Selected**.

If you want to...

Assign a Fast Dial code to a PAB entry

1. Create a PAB entry.
2. Choose **User Options > Fast Dials**.
3. Click **Add New**.
4. Use the Search Options area to find the appropriate PAB entry.
5. Click a phone number in the Search Results area.
6. Change the Fast Dial code, if desired.
7. Click **Save**.

Assign a Fast Dial code to a phone number (without using a PAB entry)

1. Choose **User Options > Fast Dials**.
2. Click **Add New**.
3. Change the Fast Dial code, if desired.
4. Enter a phone number.
5. Click **Save**.

Search for a Fast Dial entry

1. Choose **User Options > Fast Dials**.
2. Specify search information and click **Find**.

Edit a Fast Dial phone number

1. Choose **User Options > Fast Dials**.
2. Search for the Fast Dial entry that you want to edit.
3. Click on a component of the entry.
4. Change the phone number.
5. Click **Save**.

Delete a Fast Dial entry

1. Search for a Fast Dial.
2. Select one or more entries.
3. Click **Delete Selected**

Configuring Fast Dials on the Web

*****available beginning on 8/3**

This section describes how to assign Fast Dials from your User Options web pages.

Tips

- You can create up to 500 Fast Dial and PAB entries.
- You can create a new Fast Dial entry without using a PAB entry. Such Fast Dial entries are labeled "raw" in the User Options web pages and do not display a configurable text label.

- **Go to your browser and type:**
<http://support.rollins.edu/phone>
- **Enter Your User Name/ID: example; jsmith**
- **Enter Your password: last six digits of your R-number**