

Cisco 7912 IP Phone - User Documentation

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Figure 1: Cisco 7912 IP Phone

Dialing Instructions

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Currently unavailable until further notice

Dialing Instructions

Placing A Call

- Lift handset OR
- Press **NewCall** soft key
- Dial number using keypad (9 must be dialed prior to placing an external call. Internal extensions can be dialed directly)

When placing a call your telephone will be in "listen" mode until the receiver is lifted. In "listen" mode you will be able to hear the call but the other party will not hear you. When the call is answered lift the receiver to talk.

Tip: When placing a call, dial number with the handset down, press the **Dial** soft key, and then lift the handset. Dialing in this manner provides more time to place call before it times out.

Answering A Call

- Lift handset

Called line is automatically selected.

Please Note: While on a call, another call can be answered by pressing the **Answer** soft key. The original call will be placed on hold.

Ending A Call

- Hang up OR
- Press **EndCall** soft key

Placing A Call On Hold

- Press the **Hold** button

The call placed on hold will flash on phone's LCD screen. To return to a held call press the **Hold** button again.

Please Note: If multiple calls are placed on hold, use the **Navigation** button (4) to select the call you wish to take off hold and then press the **Hold** button.

Last Number Redial

- Lift the handset and press the **Redial** soft key OR
- Press the **Redial** soft key and lift handset when party answers

If using the redial feature before lifting the handset your telephone will be in "listen" mode. You will not be able to speak with the other party until the handset is lifted.

Voice Mail

- Lift the handset and press the **Message** soft key to access your voice mail

Follow voice mail instructions to retrieve messages or change user options.

Indicator light (11) on handset is lit when new messages are received. Light will remain lit until all new messages have been accessed.

Call Forwarding (to an extension)

- With the handset down press **CFwdAll** soft key and wait for two beeps
- Enter the extension number

While call forwarding is in effect you can call out from your telephone but can not receive incoming calls. To cancel call forwarding press the **CFwdAll** soft key again.

Call Forwarding (to voice mail)

- With the handset down press **CFwdAll** soft key and wait for two beeps
- Press the **Message** soft key

While call forwarding is in effect you can call out from your telephone but can not receive incoming calls. To cancel call forwarding press the **CFwdAll** soft key again.

Call Parking

- Press the **more** soft key
- Press the **Park** soft key (call is placed on hold)
- Hang up phone
- "Call park At XXXX", where XXXX is the extension used to store the call, will display on the phone's LCD screen for 10 seconds
- Note the "call park" extension and dial it at the phone that wishes to retrieve the call

Call parking allows a call to be placed on hold so that it can be retrieved from another phone on the Cisco system.

If the parked call is not retrieved within 60 seconds, it will ring the phone or extension that originally parked the call, and "CallPark Reversion (XXXX)", where XXXX is the extension used to store the call, will display.

Transferring A Call (cold transfer)

- Press the **Trnsfer** soft key and wait for a tone (the caller is placed on hold)
- Dial the extension you wish to transfer the call to
- When you hear ringing press the **Trnsfer** soft key to transfer the call

If you make a dialing error while attempting to transfer a call press the **EndCall** soft key and then the **Hold** button to return to the original caller.

Transferring A Call (warm transfer)

- Press the **Trnsfer** soft key and wait for a tone (the caller is placed on hold)
- Dial the extension you wish to transfer the call to
- Wait for an answer and announce the call
- Press the **Trnsfer** soft key to transfer the call

If you make a dialing error, or the called party does not answer or want to accept the transferred call, press the **EndCall** soft key and then the **Hold** button to return to the original caller.

Conference

- While on a call press the **more** and then the **Confrn** soft keys - you will hear a tone and the caller is placed on hold
- Dial the telephone number you wish to add to the call
- When the called party answers you can talk privately
- To complete the conference call press the **Confrn** soft key
- Repeat the procedure to add up to 5 additional parties to the conference call, including yourself

If you make a dialing error, or the called party does not answer or want to participate in the conference call, press the **EndCall** soft key and then the **Hold** button to return to the original caller(s).

Activating Monitor

- While on a call, press the **Monitor** soft key

While monitoring a call you will be able to hear the other party but they will not be able to hear you.

To resume the call, press the **MonOff** soft key. If you hung up the handset after pressing the "Monitor" soft key, simply lift the handset to resume the call.

Menu Button

Directories: Missed Calls/Received Calls/Placed Calls

View Call Records

- Press the **Menu** button
- Select **Directories**
- Select a particular directory (Missed Calls/Received Calls/Placed Calls)

Dial From A Call Record

- Follow the steps above to access the desired directory
- Select a record using the **Navigation** button
- If necessary, use the **EditDial** soft key to add digits to the number (e.g., "9" for external calls)
- Press the **Dial** soft key to dial the number
- To exit directory press the **Exit** soft key until all menus are closed

Please Note: If a call record is selected and you lift the handset, the number will be dialed.

Delete Call Records

- Press the **Menu** button
- Select **Directories**
- Press the **Clear** soft key to delete all of the records in all the directories (Missed Calls/Received Calls/Placed Calls) OR
- To delete a particular call record, select the directory where the record resides, highlight it using the **Navigation** button, and then press the **Delete** soft key

Name or Phone Number Search

- Press the **Menu** button
- Select **Directories**
- Select **Directory Services**
- Select **Corporate Directory**
- Use the keypad to enter search criteria (name or phone number)
- Press **Search** soft key to perform search
- To exit directory press the **Exit** soft key until all menus are closed

When using the "Corporate Directory" you can search Trent University's Phone Directory by name or phone number.

If the search returns a number it can be dialed by pressing the **Dial** soft key. If necessary, use the **EditDial** soft key to add digits to the number (e.g., "9" for external calls).

Please Note: If a searched entry is selected and you lift the handset, its number will be dialed.

Settings: Customizing Your Telephone

Display Contrast

- Press the **Menu** button
- Select **Settings**
- Select **Contrast**
- Press the **Up** and **Down** soft keys to adjust contrast
- Press the **Ok** soft key to save the changes and exit

Ring Type

- Press the **Menu** button
- Select **Settings**
- Select **Ring Type**
- Use the **Navigation** button to highlight a ring type
- Press **Play** soft key to listen to ring type
- With the ring type of choice highlighted, press **Select** and then **Ok** soft keys to save selection

Volume Adjustment – Ringer

- While not on a call and with the handset down, press the **Volume** control button (8) to adjust the volume

Volume Adjustment - Handset/Speaker

- While on a call, press the **Volume** control button (8) to adjust the volume
- Press the **Save** soft key

Services:

- Press the **Menu** button
- Select **Services**

Services are currently unavailable until further notice.

If “Services” is selected, please lift and replace handset until “Menu” button is no longer illuminated. Otherwise, phone will be locked up.

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