CISCO 7912 TELEPHONE USER GUIDE

BUTTONS ON YOUR PHONE

VOLUME CONTROL BAR – This button is used to adjust the volume for the handset, headset, and speaker.

SOFT KEYS – These four keys located below the LCD display allow you to access the feature options shown along the bottom of your screen. These options change depending on the status of your phone.

NAVIGATION BAR – This key is used to scroll through text and select features displayed on the LCD display.

MENU BUTTON – Round Button located to the right of the NAVIGATION BAR

HOLD BUTTON- Round Button located to the left of the NAVIGATION BAR. Red when a call is on Hold

DIALING AND ANSWERING CALLS

➢ **To Place an Outside Call**
  1. Lift the handset or press the **NEWCALL** softkey
  2. Dial **9** and the telephone number
     (If pressing **NEWCALL** softkey you must pick up handset to speak)

➢ **To Place an Internal Call**
  1. Lift the handset or press the **NEWCALL** softkey
  2. Dial the **4-digit extension**

➢ **To Redial the Last Number Dialed**
  1. Lift the handset
  2. Press the **REDIAL** softkey

➢ **To Answer a Call**
  1. Lift the handset or press the **ANSWER** softkey

➢ **To Answer a second Call on your Phone**
  1. Lift the handset and press the **ANSWER** softkey. **IF**, switching from an active call to answer a second call, the first call is automatically put on hold.

➢ **To End a Call**
  1. Hang up the handset or press the **ENDCALL** softkey

HOLD

> **To Place a Call on Hold**
> 1. Press the **HOLD** (Round Button Left of Scroll Bar)
> 2. Hang up the handset

> **To Reconnect with the Caller**
> 1. Press the **HOLD** (Round Button Left of Scroll Bar Red)

NOTE: If more than one call is on hold on your phone, use the up and down navigation key to highlight the call you want to return to.

TRANSFER

> **To Transfer a Call to another Extension**
> 1. Press the **TRANSF…** softkey
> 2. You will hear dial tone, **dial** the appropriate 4-digit extension
> 3. You may announce the call in privacy
> 4. Press the **TRANSF…** softkey again to complete the transfer

> **To Return to the Original Call on Busy or No Answer**
> 1. Press the **ENDCALL** softkey
> 2. Press the **RESUME** softkey or the appropriate line button

> **To Return to the Original Call**
> 1. Press the **RESUME** softkey

DIRECT TRANSFER

> **Transfer two Current Calls to each other**
> 1. Use the █ **Navigation** button to highlight the first of the two calls you wish to connect
> 2. Press the **SELECT** soft key. This will put a check in the box next to this line.
> 3. Repeat this process for the second call you wish to connect.
> 4. With either one of the selected calls highlighted, press the **DirTrfr** soft key. (You may need to press the **More** soft key to see the **DirTrfr).** The two calls connect to each other and drop you from the call.

*NOTE: If you want to stay on the line with the callers, use **Join** to create a conference instead. For details, see the **Join Conference Calls** feature.*

TO TRANSFER A CALLER DIRECTLY INTO A VOICE MAILBOX

1. Press the **TRANSF...** softkey
2. Press the ✱ key
3. Enter a **mailbox number**
4. Press the **TRANSF...** softkey again

CONFERENCE

➢ **To Conference up to 4 Parties**
1. With an active call on the line, press the **MORE** softkey
2. Press the **CONFRN** softkey
3. You will hear dial tone, **dial** the appropriate extension or outside number
4. You may **announce** the call in privacy
5. Press the **CONFRN** softkey to join all parties

➢ **If a Party doesn't Answer or doesn't want to Join the Call**
1. Press the **ENDCALL** softkey
2. Press the **RESUME** softkey

➢ **To Remove yourself from the Conference**
1. Press the **ENDCALL** softkey, or simply hang up

➢ **Join Conference Calls**
1. Use the **Navigation** button to highlight the first of the two calls you wish to connect
2. Press the **SELECT** soft key. This will put a check in the box next to this line.
3. Repeat this process for the second call you wish to connect.
4. With either one of the selected calls highlighted, press the **JOIN** soft key. (You may need to press the **More** soft key to see the **JOIN**).

FORWARDING

➢ **To Forward Calls to another Extension**
1. Without lifting the handset, press the **CFWDALL** softkey
2. **DIAL** the destination extension number

➢ **To Cancel Call Forwarding**
1. Press the **CFWDALL** softkey

➢ **To Forward your Calls directly into your Voice Mailbox**
1. Without lifting the handset, press the **CFWDALL** softkey
2. Press the **MESSAGE** key

CALL PARK

➢ **To Park a Call in the System**
1. Press the **MORE** softkey
2. Press the **PARK** softkey
3. **NOTE** the call park number in the display (1840-1879)

➢ **To Retrieve a Parked Call**
1. Lift the handset of any phone in the system
2. **DIAL** the number of the parked call

MESSAGES

➢ **To Automatically Dial Voice Mail and Access your Mailbox**
1. Press the **MESSAGES** key
2. Voice Mail will prompt you to enter your **password** to access your mailbox
3. Press the **#** key

SETTINGS

➢ **To Choose a Ring Type**
1. Press the **SETTINGS** key
2. Use the scroll bar to highlight **RING TYPE**, or press 2
3. Press the **SELECT** softkey
4. Use the scroll bar to select an option
5. Press the **PLAY** softkey to hear the ring
6. Press the **SELECT** softkey to choose a specific ring for your phone
7. Press the **OK** softkey
8. Press the **EXIT** softkey

➢ **To Adjust the Display Contrast**
1. Press the **SETTINGS** key
2. Use the scroll bar to highlight **CONTRAST**
3. Press the **SELECT** softkey
4. Press the **up and down arrow** softkeys
5. Press the **OK** softkey to save your selection
6. Press the **EXIT** softkey

DIRECTORIES

➢ **To View Missed, Received, or Placed Call History**
1. Press the **DIRECTORIES** key
2. Use the scroll bar to highlight the desired option, or press the corresponding number
3. Press the **SELECT** softkey

➢ **Exit While Viewing a Call History**
1. Press the **EXIT** softkey twice

➢ **Edit and then Speed Dial a Missed or Received Call**
1. Press the **DIRECTORIES** key
2. Use the scroll bar to highlight the desired option, or press the corresponding number
3. Press the **SELECT** softkey
4. Use the scroll bar to highlight the entry you want to dial
5. Press the **EDIT DIAL** softkey
6. Enter or remove **9** and or (1 if necessary) before the number
7. Press the **DIAL** softkey

➢ **To Search the Corporate Directory**
1. Press the **DIRECTORIES** key
2. Select the Corporate Directory or press 4
3. Search using either first name, last name or extension
   (It is not necessary to enter the entire name)
4. Use a ✳ as a wild card to access the entire Corporate Directory
5. Press the **SEARCH** softkey

SERVICES

FAST DIALS are configured as a service on your phone system. These 99 slots can be used for frequently dialed phone numbers. You can program them from your telephone set .

➢ **To Program a Fast Dial Number**
1. Press the **SERVICES** key
2. Use the scroll bar to highlight My Fast Dials, or press the corresponding number
3. Scroll to the unassigned fast dial code that you want to program
4. Press the **SELECT** softkey
5. Enter the digits of the phone number you would like to program
6. Press the **SUBMIT** softkey
7. Press the **OK** softkey
8. Your number is now programmed.

➢ **To Dial a Fast Dial Number**
1. Press the **SERVICES** key
2. Use the scroll bar to highlight My Fast Dials, or press the corresponding number
3. Scroll to the entry you want to dial and press the **DIAL** softkey, OR dial the fast dial code

➢ **To access your Personal Address Book:**
1. Press the **SERVICES** key
2. Use the **NAVIGATION** key to select **ADDRESS BOOK**, or press the corresponding number on your dialpad
3. Press the **SELECT** softkey
4. Use the **NAVIGATION** key to highlight a number to call
5. Press the **DIAL** softkey to dial the selected number