

# Quick Start Guide

## Cisco 7912

### IP Telephone

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## Cisco 7912 IP Phone Feature and Key Overview

### **Handset with Indicator Light**

Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and will be set to remain lit when you receive a voice mail message.

### **LCD Screen**

Displays features such as time, date, your phone number, caller ID if available, line/call status and soft key tabs.

### **Cisco IP Phone Model Type**

Indicates your Cisco IP phone model.

### **“Soft Key” Buttons**

Four interactive “soft keys” that provide available call features and functions.

Example: Handset on Cradle:

<b>Redial</b>	<b>NewCall</b>	<b>Message</b>	<b>CFwdAll</b>
Hold	EndCall	Resume	<b>more</b>
Answer	MeetMe	Pickup	<b>more</b>
GpickUp	Trnsfer	Park	<b>more</b>
Confrn	<b>more</b>		

(note **dark** vs. light shading)

Example: Lift the Handset without Dialing anything:

<b>Redial</b>	<b>EndCall</b>	<b>Message</b>	<b>more</b>
<b>MeetMe</b>	<b>PickUp</b>	<b>GpickUp</b>	<b>more</b>

(note EndCall instead of NewCall)

Example: During a Call:

<b>Hold</b>	<b>EndCall</b>	<b>Trnsfer</b>	<b>more</b>
<b>Park</b>	<b>Confrn</b>	<b>more</b>	

### **Volume Button**

Increases or decreases the volume for the handset, headset or speakerphone (depending on which is being used).

- Press the ▼ button to decrease the volume of the handset, speakerphone, or headset
- Press the ▲ button to increase volume of the handset, speakerphone, or headset
- To save the volume setting, press the # key

### **Navigation Button (Toggle UP/DOWN Key) or “SCROLL Key”**

Enables you to scroll through text and select features displayed on the LCD Screen

### **Dial Pad**

Works exactly like the dial pad on a traditional phone.

### **Hold Button**

Puts caller on hold until **Hold** button is pressed again.

### **Global Services Button**

Access a variety of additional features such as voicemail, directories, settings, and even UMR Information Technology announcements.

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## **Basic Features**

### **Installing the IP Phone and Connecting to the Network**

1. Connect an Ethernet cable to the Network port (left port) on the phone.
2. Connect the handset and headset (if applicable) to their respective ports.
3. Connect the Ethernet cable from your Desktop PC to the Access Port on the IP Phone (right port - optional).
4. Connect the power plug to the DC48V AC Adapter port (optional).

**Note:** Before successfully installing the phone, the system administrator must prepare the network for the phone.

### **Placing a Call**

There are two options for placing a new call.

- Lift the **Handset** and dial the number.
- Press the **NewCall** soft key and dial the number.

#### **Internal Extension:**

Dial 3 + the 4-digit extension

#### **External Local Call:**

Dial 3 + the entire 7-digit phone number

#### **Long Distance :**

Dial 3 + 1 the entire 10-digit phone number (area code + number)

**Notes:** After you press the 3 (for an outside line) you will hear a dial tone again to let you know you are accessing an external line.

Pick up the handset. If you do not hear a dial tone, press an available line button to begin making the call.

Press the SPEAKER button. If you do not hear a dial tone, press an available line button to begin to make the call or press the NewCall soft key. If you do not hear a dial tone, press an available line button to begin to make the call (the call will dial with the speakerphone on).

### **Answering a Call**

There are two options for answering a call.

- Lift the Handset.
- Press the **Answer** soft key.

### **End a Call**

There are two options for ending a call.

- Hang up the Handset. .
- Press the **EndCall** soft key and hang up.

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## Soft Features

### ***Parking a Call***

Park a call when you want to store the call and then retrieve the call from another IP Phone. Call Park numbers are pre-configured by your system administrator. Follow the below steps to park a call:

- Step 1)** During an active call, press the **more** soft key until you see the **Park** tab.
- Step 2)** Press the **Park** tab soft key. The LCD screen displays a special call park number at which the call is stored.
- Step 3)** Make a note of the call park number and then hang up. The call is parked at that number, allowing you to retrieve it from another phone.
- Step 4)** To retrieve the parked call from another phone, dial the call park number at which the call is parked.

**Note:** You have a limited amount of time to retrieve the parked call before it reverts to ringing at its original destination.

### ***Transferring a Call***

Follow these steps to Transfer a call to another extension.

- Step 1)** While on the call, press the **Trnsfer** soft key (this places the caller on hold).
- Step 2)** Dial the office extension to which you want to transfer the call.
- Step 3)** When it rings on the transferred to extension, press **Trnsfer** soft key again, or when the party answers the call, announce the call and press the **Trnsfer** soft key again.
- Step 4)** Hang up the phone or end the call.

**Note:** If the party refuses the call, press the **Resume** soft key to return to the original call.

### ***Forward All Calls***

Call Forwarding allows you to redirect all incoming calls from your Cisco IP Phone to another number.

- Step 1)** Press the **CFwdALL** soft key (you will hear two beeps).
- Step 2)** Dial the 4-digit extension to which all calls will be forwarded.

**Note:** Be sure to enter the number exactly as you would if you were placing a call to that number. After you enter the number, an animated phone icon with a flashing right arrow appears in the upper-right corner of the LCD screen. The LCD also displays a message confirming the number or extension to which your calls are being forwarded.

### ***Cancel Forward All Calls***


- Step 1)** Press the **CFwdALL** soft key (you will hear two beeps).

**Note:** The flashing right arrow on the LCD display will disappear indicating that Call Forwarding has been deactivated.

### ***Transfer Directly into a Voice mail Account (Optional)***

- Step 1)** While on the call, press the **Trnsfer** soft key (this places the caller on hold).
- Step 2)** Press the \* key.
- Step 3)** Enter the extension of the person you are transferring to (at this point, you may announce the call, or go directly to step 4).
- Step 4)** Press the **Trnsfer** soft key to complete the transfer.

### ***Place a Call on Hold***

- Step 1)** While on the call, press the **Hold** button (has an octagon symbol, left of the Up/Down scroll keys: ).
- Step 2)** To return to a call, press **Hold** button again.

### ***Placing Conference Calls***

To establish a conference call for the existing call.

- Step 1)** Press the **More** soft key and then press the **ConFrm** soft key (this will automatically select a new line and place the other party on hold).
- Step 2)** Dial the 4-digit extension or 3 + (local or long distance number).
- Step 3)** When the party answers, press the **ConFrm** soft key again and the party will be added to the conference call.
- Step 4)** Repeat steps 1 through 3 to add additional parties to the conference call.

### ***Conference Call Options***

**Notes:** To place a conference call on hold, press the **Hold** soft key (the other parties can talk among themselves but they cannot hear you).

To place a conference call on speakerphone, press the **SPEAKER** button.

To mute a conference call on speakerphone, press the **MUTE** button to turn off the microphone.

### ***Items to Consider for Conference Calls***

- Once the conference call initiator disconnects, no new conferees can be added
- When you place a call on hold, a beeping tone is generated every few seconds. Consider using the mute instead of hold to avoid disrupting other callers.
- To abandon the addition of a conferee, press the **Line** button.

### ***INITIATING a Meet-Me Conference Call***

In a Meet-Me conference call, participants dial a pre-arranged conference number at a specific time to meet on a call.

- Step 1)** Contact the network administrator and obtain a meet-me conference number.
- Step 2)** Lift the **Handset** and press the **more** soft key once to display the **Meet-Me tab**.
- Step 3)** Press the **Meet-Me** soft key.
- Step 4)** Dial the **Meet-Me** conference number obtained from the network administrator.

### ***JOINING a Meet-Me Conference Call***

- Step 1)** Dial the conference number provided by the Meet-Me conference initiator.

**Note:** You will be connected to the conference once the initiator has dialed in and established the Meet-Me call.

### ***Call Pickup***

Call Pickup allows you to pick up incoming calls within your own group. A “group” is defined by your system administrator and typically limited to a neighboring offices or cubes within “ringing range” of each other. Activate call pickup so that an incoming call delivered to another extension in your group rings on your extension.

- Step 1)** Pick-up the handset.
- Step 2)** Press the **more** key one time.
- Step 3)** Press the **Pickup** key. The call now rings on your phone.
- Step 4)** Press the **answer** key and you will be connected to the call.

### **Group Pickup (Optional)**

You can answer a call to your extension outside your call group.

- Step 1)** As a phone rings at an extension outside of your call group, press a **Line** button.
- Step 2)** Press the **More** key one time.
- Step 3)** Press the **GPickup** key.
- Step 4)** Dial the desired call pickup group number.
- Step 5)** Answer the incoming call that is redirected to your phone.

### ***Redial the Last Number Called***

Redialing the most recently dialed number.

- Step 1)** Lift the handset and press the **Redial** soft key.

**Note:** You can also press the **Redial** soft key to activate the speakerphone and redial the last number called.



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## Information Features

### Call History Features

- Step 1)** To view missed calls, Press the **GLOBAL SERVICES** button (right button next to the Up/Down **SCROLL** button).
- Step 2)** Use the **SCROLL** button to move down to the Directories option and press the **Select** soft key.
- Step 3)** Use the **SCROLL** button to select the desired call history option: Missed Calls, Received Calls or Placed Calls.
- Step 4)** Press the **Select** soft key to display the desired call history.
- Step 5)** When you are finished, press the **Exit** soft key twice to exit the Directory Menu.

**Note:** To speed dial a missed call, received call, or placed call, press the **Dial** soft key when the desired number is selected.

Example:

- Step 1)** Press the **GLOBAL SERVICES** button.
- Step 2)** **SCROLL** down to the Directories option and press the **Select** soft key.
- Step 3)** Use the **SCROLL** button to select the desired call history (Missed Calls) option in the Directory Menu.
- Step 4)** Use the **SCROLL** button to select the number you want to speed dial.
- Step 5)** Press the **Dial** soft key to speed-dial the selected number.

**Notes:** For shared lines, missed calls show up on all phones that have the shared line occurrence.

Use the Clear soft key to clear all items in a Missed, Received or Placed category. Entries will also eventually be deleted as new items fill up the list. Individual Missed, Received or Placed calls entries on a telephone can not be deleted. They can only be deleted as a group.

### LCD Display Contrast

- Step 1)** Press the **GLOBAL SERVICES** button.
- Step 2)** **SCROLL** down to the Settings option and press the **Select** soft key.
- Step 3)** Use the **SCROLL** button to select the Contrast option on the Settings Menu.
- Step 4)** Press the **Select** soft key to display the contrast settings.
- Step 5)** Use the **Up** and **Down** soft keys to set the desired intensity of the LCD display and press the **OK** soft key to save your settings.
- Step 6)** Press the **Save** soft key to save your selection and exit the Settings Menu.

### Setting up Voice Mail

**Note:** The default password for voicemail is "123456". You will be asked to change this password during setup. Passwords must be at least six digits long. Set up your personal voicemail using your primary telephone while using line 1.

Set up your personal voicemail account for the first time. Remember to think about your personal greeting (greeting callers hear prior to leaving you a voicemail) and write out if needed.

- Step 1)** Press the **Messages** soft key and follow the voice instructions.
- Step 2)** Press Option 4.
- Step 3)** Select Option 1 for Greeting Setup.
- Step 4)** Record your Greeting.

If you forget your password, please contact your network administrator.

### ***Accessing Voicemail***

The red light on your Handset lights up when you have a voicemail message and the LCD displays the number of messages you have received.

- Step 1)** Press the **Messages** soft key and follow the voice instructions.
- Step 2)** Enter your passcode when requested.
- Step 3)** Press 1 key to hear your messages.

### ***Checking Voicemail from an Outside Line***

- Step 1)** Dial the external voicemail number (**341-7999**) or dial one of the main numbers (Operators) and asked to be transferred to voicemail or when prompted for an extension, enter **7999**.
- Step 2)** Press the \* key.
- Step 3)** At the “Enter Your ID Number” prompt, enter your 4-digit phone number.
- Step 4)** Enter your passcode when prompted.
- Step 5)** Press 1 to hear your messages.

### ***Making Calls from a Corporate Directory***

To find a name and phone number in the IP Phone Corporate Directory:

- Step 1)** Press the **GLOBAL SERVICES** button
- Step 2)** **SCROLL** down to the Directories option and press the **Select** soft key.
- Step 3)** **SCROLL** down to the Directory Services option and press the **Select** soft key.
- Step 4)** Press the **Select** soft key to display the directory search options
- Step 5)** Use the scroll key to select the search option: First Name, Last Name or Number.
- Step 6)** Use the numbers corresponding to the letters on the dialing pad to enter a name or number to find it in the directory. It is not necessary to enter a complete query to conduct a search.
- Step 7)** Then press the **Search** soft key to display all names that begin with the letters you chose.
- Step 8)** Press the **Dial** soft key to speed-dial a number from the Corporate Directory.

**Notes:** For example: To spell Becky, press the 2 key twice for a B, press the 3 key twice for an E, press the 2 key three times for a C, etc.

Only IP Phone Users are listed in this directory.

Doing an unrefined search, the maximum entries that will be returned is two selections of 32 names. This is a protection to prevent network spikes while the Corporate Directory is being reviewed. Refine searches as needed.

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## Audio Features

### Ringling Tone

Changing the Ringer Type.

- Step 1)** Press the **SETTINGS** button.
- Step 2)** Use the **SCROLL** button to select the **Ring Type** option on the **Settings** Menu.
- Step 3)** Press the **Select** soft key to display the list of available ring types.
- Step 4)** Use the **SCROLL** button to select (highlight) a ring type.
- Step 5)** Press the **Play** soft key to hear a sample of the selected ring type.
- Step 6)** Press the **Select** soft key and then press the **OK** soft key to save your selection.
- Step 7)** Press the **Save** soft key to save your selection and **exit** the Settings Menu.

### Adjusting the Ringer Volume (Review)

- Step 1)** While the phone is not on a call, press the **Up or Down Volume** keys to hear a sample ring.
- Step 2)** As the ring plays, press the **Up or Down Volume** keys to adjust the volume to the desired level.

### Adjusting the Handset, Speakerphone or Headset Volume (Review)

- Step 1)** During a call, press the **Up or Down Volume** keys to increase or decrease the volume of your Headset, Speakerphone or Headset.
- Step 2)** To save the ring volume, press the **Save** soft key.

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

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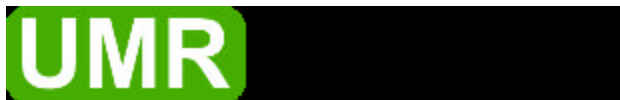
## NOTES:

IT Solutions Center Number: 341-HELP

On-line phone tutorials are available at:

<http://campus.umn.edu/it/telecom/IPTelephonyDocs>

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## **NOTES**