

1. MAKING, ANSWERING AND ENDING A CALL

- To answer or place a call:
 - Lift the handset
 - Or press a Line button
 - Or press the **Speaker** or **Headset** button
 - Or press the **NewCall** or **Answer** or **End Call** soft key.
- **External calls:** 9 + telephone number.

2. ANSWERING MULTIPLE CALLS ON ONE LINE

- When another line is ringing, press the **Answer** soft key.
- To return to other active calls, use the **Navigation toggle** to highlight the call then press the **Resume** soft key.

3. REDIAL

- Lift the handset and press the **Redial** soft key.



4. CALLBACK – Internal dialed number is busy or does not answer.

- While on line, press **Callback** soft key.
- You will be notified if a call is placed from the unanswered phone or if the busy call is completed.

5. IDIVERT - Immediately divert an incoming call to voicemail.

- While the phone is ringing, press **iDivert** soft key.

6. PLACING A CALL ON HOLD

- Press the **Hold** key (7940/60) or  button (7912) to place a call on hold.
- Press the **Resume** key (7940/60) or  button (7912) to take call off hold.

7. MUTING A CALL – 7940/7960 phones only

- Press the **Mute** button to prevent the other party from hearing your side of the conversation.
- Press the **Mute** button again to resume normal conversation.

8. MONITORING A CALL - 7912 phones only

- Press the **Monitor** soft key to listen hands-free.
- **To speak with the caller you must use the handset.**

9. TRANSFERRING A CALL

- With caller on line, press **Trnsfer** soft key.
 - Dial the phone number to which you are transferring call.
 - When you hear ringing, or after you have announced caller, press **Trnsfer** soft key.
- To retrieve caller in the middle of the transferring process:
 - Press the **Resume** soft key or flashing line key.

10. CONFERENCE – maximum users per conference: 6

- With caller on line, press **More** soft key then **Confm** soft key.
- Dial internal or external telephone number (9 + number).
- Wait for answer, announce conf. and press **Confm** to add party.

11. CONFERENCE LIST

- While in conference, press the **ConfList** soft key to view participants.
- Only the conference initiator can **select** and **remove** participants.

12. DIRECT CONFERENCE – Conference two separate calls together.

- Place each call on hold.
- Highlight** and **Select** each call with Navigation toggle bar.
- Press the **Join** soft key.

13. MEET ME CONFERENCE - maximum users per conference: 9

Contact the Help Desk for a MeetMe Conference number.

To initiate/chair a MeetMe Conference:

- Locate and press **MeetMe** softkey.
- Dial the MeetMe conference number.

To enter a MeetMe Conference:

- Dial the MeetMe conference number.

14. CALL PARK - (2 minute timer) Park Range 1110 - 1139

- With caller on line, press the **More** soft key.
 - Locate and press the **Park** soft key.
 - Remember the Park number displayed on the screen.**
- **To retrieve:** From any Cisco phone, dial the **Park** number.

15. CALL FORWARD

- Press the **CfwdAll** soft key.
 - Dial forwarding number.
 - To forward directly to voice mail, press the **Message** button.
- **To cancel:** Press **CfwdAll** soft key.

16. CALL PICKUP - You must be pre-programmed into a pickup group.

- When a phone within the pickup group is ringing, lift your handset and press the **More**, **Pickup** and **Answer** buttons.


17. DIRECTORIES or 2 + 5 on 7912 phones)


Missed, Received and Placed Call History (last 100 calls each)


- Press the **Directories** button.
- Select **Missed Calls**, **Received Calls** or **Placed Calls**.
- To dial a displayed number, select number, press **Dial** soft key.

SCCOE (Corporate) Directory

- Press the **Directories** button.
- Select **Corporate Directory**.
- Using the dial pad, input first name, last name or extension number.
- Press **Search** soft key to search directory.

18. **SERVICES BUTTON** ( 7912 phones)
 - a. Press **Services** button.
 - b. Use **Scroll** Buttons to locate desired service.
 - c. Press **Services** button to exit.

19. **CHANGING SCREEN CONTRAST** ( 7912 phones)
 - a. Press the **Settings** button.
 - b. Select **Contrast**.
 - c. Press **Up** and **Down** soft keys to adjust.
 - d. Press **OK** soft key to set.

20. **RING TYPE** ( 7912 phones)
 - a. Press **Settings** button.
 - b. Select **Ring Type**.
 - c. Select **Default** or specific extension number.
 - d. Press **Play** to hear ring.
 - e. Press **Select** soft key.
 - f. Press **OK** soft key to set.

21. **? or i BUTTON** (7940/60 only)
 - To display Help, press **? or i** then a button or soft key.

22. **RINGER VOLUME**
 - Adjust and set by pressing the **Volume** buttons.

23. **HANDSET/SPEAKER VOLUME**
 - a. Lift Handset or press Speaker button.
 - b. Press **Up** and **Down Volume** buttons to adjust.
 - c. To save volume setting, press the **Save** soft key.

24. **SPEED DIAL / ABBREVIATED DIAL**

To Set-up:

 - a. Go to: **http://phone**
 - b. Enter user name: **first initial of first name and last name**.
i.e. john smith = jsmith (your email ID)
 - c. Enter password: **12345**
 - d. Input speed dial /abbreviated info and select **Update**.
 - e. From computer, print list of numbers.

To Dial Abbreviated Dial Numbers:

 - Dial the Abbreviated Dial number and press **Abbrdial** soft key.



Santa Clara County Office of Education

CISCO IP PHONES



NEED HELP?

Contact the RTC HELP DESK

x 6 6 6 6
(408) 453-6666

Equipment provided by:



502 Commerce Way
Livermore, CA 94550
www.ams.net

QUICK REFERENCE USER GUIDE

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