

Quick Start Guide - Cisco 7912

What Is In This Document?


This document contains basic user information for the Cisco 7912 IP phone.

The document is not intended as an exhaustive technical guide, rather is user orientated and covers common tasks and questions.







Cisco 7912 IP Phone


Phone Basics

Feature	Function
<p>Soft Button</p>	<p>'Soft Button' refers to one of the four buttons at the bottom of the phone's display area. The function of these buttons change (hence the term 'Soft') depending on what operation the phone is performing. The relevant current function for a Soft button is always shown on the display immediately above the button.</p>
<p>Navigation Button</p> 	<p>The Navigation button is a vertical rocker switch located just below the phone display. This Up / Down button is used to scroll the phone display whenever a multi choice menu is presented. The current selection on the phone display will be contrast highlighted.</p>
<p>Using the Monitor Speaker</p> <p>To activate the speaker <i>You will be able to hear the call but your caller will not be able to hear you</i></p> <p>To switch from the speaker to the handset</p> <p>To adjust the speaker volume</p>	<p>The 7912 phone has a built in hands free speaker but there is no microphone other than in the handset. This speaker functionality is known as the 'monitor feature'.</p> <p>You can use the speaker to monitor (listen to) a call, however to talk on a call you must pick up the handset.</p> <ul style="list-style-type: none"> • During a call, press the Monitor soft button, then hang up the handset • Pick up the handset and press the MonOff soft button • Press the up or down volume button when the speaker is in use • Press the Save soft button to save your changes




Basic Call Functions

Feature	Function
<p>Placing a Call <i>You can make a call in any of the following ways</i></p>	<p>Dial '0' to get a line out</p> <ul style="list-style-type: none"> Lift the handset and dial the number Dial the number, then press the Dial soft button and lift the handset Press the Redial soft button Press the Menu  button then; <ul style="list-style-type: none"> Select Directories from the menu Select the directory that you require Use Navigation button to search for and highlight the entry you require Press the Dial soft button and lift the handset
<p>Answering a Call</p> <p>To reject the call</p>	<ul style="list-style-type: none"> Pick up the handset Press the DND soft button This will send the call to the next answering point, e.g. voicemail or another extension, if configured.
<p>Ending a Call</p>	<p>You can end the current call by either: -</p> <ul style="list-style-type: none"> Hanging up the handset Pressing the End Call soft button
<p>Placing a Call on Hold <i>The caller will hear the music on hold</i></p>	<ul style="list-style-type: none"> To place a call on hold, press the Hold  button - the hold button lights up red (the held call will flash on the screen) To return to the held call, press the lit Hold  button <p>If you hear the call waiting beep:</p> <ul style="list-style-type: none"> Press the Answer soft button The first call is automatically put on hold
<p>Transferring a Call <i>You can transfer a call to another phone either as a 'Blind' or a 'Consultative' transfer</i></p> <p style="text-align: center;">Blind Transfer</p> <p style="text-align: center;">Consultative Transfer</p> <p>If the called party is unable to take the call or is not at their desk</p>	<ul style="list-style-type: none"> During a call, press the Trnsfer soft button. This places the first call on hold Dial the number to which you want to transfer the call, then perform the relevant next step:- <p>When you hear ringing, press Trnsfer again or simply hang up,</p> <p style="text-align: center;">OR</p> <p>Wait until the called party answers, announce the call and then press Trnsfer or simply hang up</p> <ul style="list-style-type: none"> Have them hang up (or you press End Call) Press the illuminated Hold  button to return to the original held call

Other Call Functions

Feature	Function
<p>Call Pickup <i>Call pickup allows you to answer a call that comes in on a phone other than your own. When you hear an incoming call ringing on another phone, you can redirect the call to your phone by using the call pickup feature</i></p>	<p>There are two types of Call Pickups available on Cisco IP Phones. <u>Note:</u> If no Pick up groups are configured, then all extensions will be placed in the one group.</p> <p>Group Pick Up If you hear another phone ringing in a pre-configured pickup group:</p> <ul style="list-style-type: none"> • Lift the handset and press the GPickUp soft button • Dial the relevant group number (1) • The call will be diverted to your phone <p>Call Pick Up This allows users to pick up calls from particular phones. If you hear another phone ringing:</p> <ul style="list-style-type: none"> • Lift the handset and press the more soft button • Press the PickUp soft button • Dial the extension of the ringing phone • The call will be diverted to your phone
<p>Making a Conference Call <i>To turn a call into a conference call (note - first two parties are connected on a call)</i></p>	<ul style="list-style-type: none"> • During a call, press the more soft button and then the Confrn soft button (the held call will flash on the Hold button) • This will give you a dial tone and place the other party on hold • Place a call to another person you want to include (Dial '0' to get a line out) • When the call connects, press the more soft button and then Confrn again to add this person to the conference call
<p>Call Forward All Calls <i>Allows you to forward all your call to another destination</i></p> <p>To set Call Forwarding</p> <p>To cancel Call Forwarding</p> <p>To Call Forward to Voicemail <i>(if your system has the voicemail module installed)</i></p>	<ul style="list-style-type: none"> • Press the more soft button • Press the CFwdALL soft button. You will hear 2 confirmation beeps • Dial the number to which you want to forward all your calls • Dial the number exactly as you would if you placing a call to that number (Dial '0' to get a line out) • Press the # button or End Call soft button <p>The phone display will be updated to show 'Forwarded to 0xxxxxxx'</p> <ul style="list-style-type: none"> • Press the more soft button • Press CFwdALL soft button • Press the more soft button • Press CFwdALL soft button and Menu  button, selecting Messages, followed by End Call

Adjusting Phone Settings

Feature	Function
<p>Adjusting the Phone Volume</p> 	<ul style="list-style-type: none"> • With the phone off hook (using either handset or monitor speaker) – Press the up or down volume button to select the desired volume for your handset, headset, or speakerphone. Unless the setting is saved, the volume adjustment is applicable only for the current call. • To save the volume setting for future calls, press the Save soft button
<p>Adjusting the Ringer Volume</p> <p><i>To change the volume of the phone ringer, when the phone is <u>not</u> in use</i></p>	<ul style="list-style-type: none"> • Press the volume button to hear a sample ring • While the ring plays, press the up or down volume button to adjust the volume to the desired level • The ringer volume is automatically saved when you release the button
<p>Changing the Ringer Sound</p>	<ul style="list-style-type: none"> • Press the Menu  button • Select Settings from the menu • Select Ring Type from the menu • Use the navigation button to scroll through the list of ring types • Press the Play soft button to hear selected ring type • When you find the ring you want, press Select then press the OK soft button • Press the Save soft button to save your selection and exit the Settings menu
<p>Changing the Display Contrast</p> <p><i>To change the contrast setting of the phone's LCD display</i></p>	<ul style="list-style-type: none"> • Press the Menu  button • Select the Contrast option on the Settings menu • Press the Up or Down soft button to set the desired intensity • Press the OK soft button to accept your changes • Press the Save soft button to save your selection and Exit

Additional Call Functions

Feature	Function
Speed Dials <i>If this has been configured, this allows you to access the system-wide speed dials</i>	<ul style="list-style-type: none">• Press the Menu button• Use the Navigation button to select Directories• Press Select soft button• Use the Navigation button, arrow down to Directory Services• Arrow down to Local Speed Dial• Press Select soft button• You will see the list of speed dials that have been programmed into your system• Press the Navigation button to select the entry• Press Dial soft button to dial the number or Exit to get out of the menu selection