





### Quick Reference



## Cisco IP Phone 7912G for Cisco CallManager Express 3.2



Feature	Function
1 Cisco IP phone model type	Shows the Cisco IP phone model number.
2 LCD screen	Displays information such as line/call status, phone number, and soft key tabs.
3 Soft keys	Engage the functions displayed on the corresponding LCD tabs.
4 Navigation button 	Scrolls through text and selects features that are displayed on the LCD screen. Provides shortcut access to the Speed Dial menu when the phone is idle.
5 Menu button 	Provides access to phone services.
6 Hold button 	Places an active call on hold. Resumes a held call.
7 Keypad	Functions like a traditional telephone keypad.
8 Volume button 	Increases or decreases volume for the handset. Also controls the ringer volume (if on hook).
9 Handset with indicator light	Functions like a traditional handset.

### Soft Key Legend

Your Cisco IP phone is equipped with soft keys that point to feature options displayed along the bottom of the LCD screen. Soft keys change according to the state of the phone. Use the soft keys to engage any of the functions displayed on the corresponding LCD tabs.

Functionality will vary depending on your system configuration.

The following is a comprehensive list of soft keys offered on the Cisco IP Phone 7912G.

Soft Key	Function
<< or >>	Navigates to edit characters.
Acct	Consult your administrator on the use of this soft key.
Callback	Notifies callers that the called line is free.
Cancel	Cancels the last selection.
CFwdALL	Forwards all calls.
Clear	Clears directory history.
Confrn	Connects callers to a conference call.
Delete	Deletes selected number.
Dial	Dials the displayed number.
Directories	Provides access to phone directories.
DND	Activates the Do-Not-Disturb feature.
Down	Decreases the LCD screen contrast.
EditDial	Selects a number and activates the cursor for editing.
EndCall	Ends the current call.
Exit	Exits from the current selection.
Flash	Provides hookflash functionality for three-way calling and call waiting.
GPickUp	Selectively picks up calls coming into a phone number that is a member of a pickup group.
Message	Dials the local voice-mail system.
Monitor	Enables the user to switch from the handset to the speaker to listen hands-free to a call.
Monoff	Enables the user to switch from the speaker to the handset and continue talking on the call.
more	Scrolls through additional soft key options (for example, use the <b>more</b> soft key to locate the DND soft key).
NewCall	Opens a new line on the speakerphone to place a call.
Ok	Confirms the selection.

Soft Key	Function
PickUp	Selectively picks up calls coming into another extension.
Play	Plays a sample of the ring sound.
Redial	Redials the last number dialed.
Resume	Returns to an active call.
Save	Saves the last change.
Search	Initiates a search in the local directory.
Select	Selects the highlighted option.
Settings	Provides access to phone settings such as display contrast, ring volume, and ring type.
Trnsfer	Transfers selected calls to an alternate number.
Up	Increases the LCD screen contrast.

### For More Information

For additional information on using your Cisco IP phone contact your local administrator.

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## Place a Call

Use one of the following methods to place a call:

- Lift the handset and dial a number.
- Press the **NewCall** soft key and dial a number.
- Press the **Redial** soft key.
- Dial the number with the phone on hook. Then press the **Dial** soft key or lift the handset.

## Hold a Call

- Press the **Hold** button.
- To retrieve a held call, press the **Hold** button again.

## Manage Call Waiting

To select among calls waiting on the same line, use the **Hold** button.

## Place a Conference Call

1. During a call, press the **Confnrn** soft key. Doing so automatically opens a new line and puts the first party on hold.
2. Place a call to another number.
3. When the call connects, press **Confnrn** again to add the new party to the conference call.

## End a Conference Call

Call initiators may use one of the following methods to end a conference call:

- To disconnect all parties, press the **EndCall** soft key.
- To end the conference but remain connected to the most recent call, press the **Confnrn** soft key. The older call is placed on hold.
- To disconnect from the conference, hang up the handset.

## Transfer a Call

There are two ways to transfer a selected call to another number:

- **Blind transfer**—Immediately redirects the call without allowing you to speak to the transfer recipient (the person to whom you are transferring the call).
- **Consult transfer**—Redirects the call after first allowing you to speak to the transfer recipient.

To transfer a call:

1. During a call, press the **Trnsfer** soft key. This puts the call on hold.
  2. Dial the number to which you want to transfer the call.
  3. To make a blind transfer:
    - Hang up the handset when you hear the line ringing.
- To make a consult transfer:
- Press the **Trnsfer** soft key after the party answers, and hang up the handset.



**Note** If the transfer fails, press the **Resume** soft key to return to the original call.

- To cancel your call transfer attempt and reconnect to the original caller, press the **Hold** button.

## Forward All Calls

1. Press the **CFwdALL** soft key. You will hear a confirmation beep.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as you would if you were placing a call to that number. Remember to include locally required prefix numbers.
3. Press the pound key (#). The phone display will be updated to show that the call is forwarded.
4. To cancel call forwarding, press the **CFwdALL** soft key.



**Note**

To forward calls to voice mail, use the soft-key and button sequence of **CFwdALL** soft key plus the **Menu** button and select the **Messages** menu option followed by **EndCall** soft key.

## Retrieve Voice-Mail Messages, Adjust Phone Settings, and Use the Phone Directory

1. Press the **Menu** button.
2. Use the **Navigation** button to scroll through the options:
  - Press **1** for messages and follow the voice instructions.
  - Press **2** for the directory, and to view recent missed, received, or placed calls.
  - Press **3** for phone settings, to adjust display contrast, ring volume, and ring type.
3. Use the **Navigation** button to scroll through the options. Use the **Select** soft key to make selections.
4. Press the **Exit** soft key to return to the previous directory menu.

## Program Personal Speed-Dial Buttons

1. Select an available IP phone line (off hook or **NewCall**) and listen for a dial tone.
2. Press the pound key (#).
3. Press the **Menu** button, press **4** on the keypad for Speed Dial, and use the **Navigation** button to select the speed-dial button that you want to program. A short beep confirms that you are starting to program this button.
4. Enter the speed-dial number. The digits will appear on the phone display. Use the backspace soft key (<<) to erase digits that were entered incorrectly.

To remove a speed-dial number without replacing it with a new one, press the pound key (#).

5. Press the same speed-dial button a second time to indicate that you have finished entering the speed-dial digits and to store the new speed-dial number.
6. Hang up the handset, or press a new speed-dial button and repeat the process.

## Use Call Pickup

To pick up calls ringing at another extension:

1. Press the **PickUp** soft key.
2. Dial the extension number of the Cisco IP phone that you want to pick up.  
Control of the call will be transferred to your phone.

To selectively pick up a call coming into a number that belongs to a pickup group, use one of the following methods:

- Press the **GPickUp** soft key. If there is only one pickup group defined in the entire CallManager Express system, control of the call will be transferred to your phone.
- If the ringing telephone and your phone are in the same pickup group, press the asterisk (\*) to transfer control of the call to your phone.
- If the ringing telephone and your phone are in different pickup groups, dial the pickup group number where the phone is ringing to transfer control of the call to your phone.

## Activate Do Not Disturb (DND)

For visual call alerting and information without audible ringing, use DND. Calls receive normal call-forward-busy and no-answer treatment.

To activate or deactivate the Do-Not-Disturb feature:

- Press the **More** soft key to locate the DND soft key.
- Press the **DND** soft key.