Cisco 7900 Series IP Phone
Main Menu

1. Phone Parts
   - Stand Adjustment button
   - Ring/Voicemail indicators
   - Programmable buttons
   - Soft Keys
   - Navigation Wheel
   - Volume Button
   - Speaker Button
   - Mute Button
   - Headset Button

2. Line Appearance Colors

4. Feature Keys
   - Help
   - Messages
   - Directories
   - Settings

5. Making Calls

6. Hold

7. Accessing another line

8. Transfer
   - Stopping a Transfer

9. Answering multiple calls

10. Switching between calls

11. Joining Inbound calls

12. Conference
   - Making a Conference call
   - Conference List
   - Remove a party from a Conference

13. Idivert

14. Call Forward All

15. Call Park

16. Cisco Call Manager Web Page

17. Additional Assistance
Main Menu

Cisco 7900 Series IP Phone

Phone Parts
Cisco 7900 Series IP Phone

- Ring Indicator & Voice Mail Message Light
- Handset
- Programmable Buttons
- Stand Adjustment Button
- Soft Keys
- Feature Keys
- Volume
- Key Pad
- Headset, Mute, Speaker
- Navigation Wheel
Programmable Buttons

Can be programmed as…

1. Line Appearances
2. Speed Dials
3. Other Features…
   (i.e. Intercoms, Page)
Programmable Buttons
When programmed as Line Appearances…

- **Amber (Flashing)**
  - = New Unanswered Call
- **Green (Steady)**
  - = Connected Call
- **Green (Flashing)**
  - = Call on Hold
- **Red (Steady)**
  - = Coverage line “in use”
Soft Keys

Are Multi-Function buttons that enable you to use...

Day to Day Features – Such as Hold, Transfer & Redial.

Menu Features – Change “Ring Tones” or access “Call History”.

These keys “change” depending on the status of your phone.

The display will show what features are available at that time.

Soft Keys are… “Where all the Action is!!!”
**Speaker Key** *(Green when activated)*

The Speaker is located under the “Handset”, the “Microphone” is located towards the bottom right corner of the phone.
Mute Key
Deactivates the Microphone on the Handset, Headset or Speaker...
Make sure button is “RED” before saying anything!!!
Headset Key
Activates Headset. (Green when activated)

To Place headset in “Standby” mode
1. Press “Headset” button.
2. Press “End Call” Soft key.
Cisco 7900 Series IP Phone

Feature Keys

Main Menu
To access UNITY voicemail

Press \begin{itemize}
\item [\textbf{Messages}] \end{itemize} once

\begin{quote}
"Welcome to Unity, please enter your \textquotedblleft PIN\textquotedblright"
\end{quote}
Your “default” PIN is…
“12345 #”
Review “Call History” of calls that you’ve missed, received, and/or placed. (Each category stores 100 entries)

Also has a Personal & Corporate Directory

Directories Options

1. Missed Calls
2. Received Calls
3. Placed Calls
4. Personal Directory

Select  Clear  Exit

Directories Options
Directories

Missed Calls – Callers that “hung up” or went to “Voicemail”.

Directories Options

1. Missed Calls
2. Received Calls
3. Placed Calls
4. Personal Directory

Select Clear Exit
Directories

Received Calls – Callers that you spoke to.

Directories Options

1. Missed Calls
2. Received Calls
3. Placed Calls
4. Personal Directory

Select Clear Exit
Directories

Placed Calls – Calls that you made.

Directories Options

1. Missed Calls
2. Received Calls
3. Placed Calls
4. Personal Directory

Select Clear Exit

Directories Options
**Corporate Directory** – Is a directory of all employees
Directories

You can search by First Name, Last Name or by Number
Highlight “Default Ring”
Then Press “Select”
Highlight “Ring Type”
Then press “Play” (or “✓”) to hear the ring tone
Everyday Functions
Making Calls

Main Menu
Cisco 7900 Series IP Phone
Site Specific Dialing

In Campus:
• Dial the 4-digit extension of the intended party

• Emergency: 2222 or 911
• Local Emergency: 9+911

• Local: 9+ XXX+XXXX
• Local Out of Area: 9+1+Area Code + Number
• Domestic US: 9+1+Area Code + Number

International:
9 + 011 + Country Code + (City Code) + Number
(Press “#”, to make a “faster” connection)
You can place a call in any of the following ways:

- Lift the handset and dial the number
- Press a line button and dial the number
- If using a headset, press “HEADSET” and then dial the number
- To use the speakerphone, press “SPEAKER” and dial the number
- Press the “NewCall” soft key and dial the number
- Dial the number first…
  (If you make a mistake press “<<” soft key to backspace),
  then press the “DIAL” soft key
  (or lift the handset)
Everyday Functions

Hold

Main Menu

Cisco 7900 Series IP Phone
When you are connected to a call, you will see...

Caller I.D.
Call Duration
A “Hold” soft key
This symbol means you are “connected” to a call.

Cisco 7900 Series IP Phone
To place a call on hold, press the “Hold” soft key.
This symbol means the call is “on hold”
To take the call off hold, press the “Resume” soft key.
You are now “reconnected” to your call
Everyday Functions
Making a new call while being on a call
While you are connected to a call, ask caller to hold
Then press the "Hold" soft key
Then press the “New Call” soft key.
Dial the extension (or outside number) that you wish to communicate with...
Cisco 7900 Series IP Phone

Have your conversation

Jill Jones
(3517)
3:28

Adam Green
(3510)
0:56
When you are finished, press “EndCall”
Then press "Resume"
You are now “reconnected” to the previous call
Everyday Functions
Transfer
When you are connected to a call, you will see…

- Caller I.D.
- Call Duration
- A “Transfer” soft key
To transfer the call, press the “Transfer” soft key
The call will be placed on hold and you will hear a “dial tone”
Dial the extension that you wish to transfer to...
Press “Transfer” again
The Call is now transferred.
Note: If the person refuses to take the call…
(does not answer or if “voicemail” answers)
Press “EndCall”
Then press “Resume”
You are now “reconnected” to the call
Everyday Functions
Answering Multiple calls

Main Menu

Cisco 7900 Series IP Phone
If a new caller calls while you are connected to a call, you will see…

- Caller I.D.
- Call Duration
- An “Answer” soft key
- You will also hear a beep!!!
Answering Multiple calls

Ask the 1st call to hold
Then, press the “Answer” soft key
This will place the 1st call on hold & connect you to the 2nd call
Switching between calls

Main Menu

Cisco 7900 Series IP Phone
Call #1 is on hold ----- Call #2 is talking
Highlight the call that is on hold
Then press “Resume”
This will place the 2nd call on hold & “reconnect” you to the 1st call.
Joining Both Calls

Main Menu

Cisco 7900 Series IP Phone
Call #1 is talking ----- Call #2 is on hold
Highlight the call that is on Hold
Press the “More” soft key
Then press the “Join” soft key.
You are now in a Conference Call

Main Menu

Cisco 7900 Series IP Phone
Everyday Functions
Conference (8 Party)
When you are connected to a call, you will see…

- Caller I.D.
- Call Duration
- A “More” soft key
To initiate a conference call, press the “More” soft key
Then press the “Confrn” soft key
Dial the extension (or outside number) that you wish to conference with…
Announce your call
Press “Confrn” again
You are now in a Conference Call
To add other members to the conference…

1. Press the “More” soft key
2. Press the “Confrn” soft key
3. Dial the internal/external number
4. Press the “Confrn” soft key again
Everyday Functions

Conference – Viewing Members

Main Menu

Cisco 7900 Series IP Phone
To view members in the conference…

1. Press the “More” soft key
To view members in the conference...

1. Press the “More” soft key
2. Then press the “ConfList” soft key
You will see all parties connected

Cisco 7900 Series IP Phone
The Conference List feature is a snapshot, it does not refresh automatically...

Press the “Update” Soft Key to “refresh” the display
Everyday Functions
Conference – Removing Members

Main Menu
Cisco 7900 Series IP Phone
To view members in the conference…

1. Press the “More” soft key
To view members in the conference…

1. Press the “More” soft key
2. Then press the “ConfList” soft key
To remove a member from the conference…

(only the initiator can execute)
<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tom Smith*</td>
<td>(3579)</td>
</tr>
<tr>
<td>Jill Jones</td>
<td>(3517)</td>
</tr>
<tr>
<td>Adam Green</td>
<td>(3510)</td>
</tr>
</tbody>
</table>

Highlight the member that you want to remove
Then press the “Remove” soft key
The caller is now removed

Main Menu

Cisco 7900 Series IP Phone
Cisco 7900 Series IP Phone

Additional Functions

Idivert

Main Menu
Idivert sends incoming calls to “Voicemail

Main Menu

Cisco 7900 Series IP Phone
Cisco 7900 Series IP Phone

Additional Functions

Call Forward

Main Menu
Call Forward sends incoming calls to “Voicemail” or “Extension” you specify

Main Menu
Additional Functions

Call Park

Main Menu

Cisco 7900 Series IP Phone
Call Park places call on hold so that you can pick up the call from another location.
Cisco Call Manager Webpage (CCM)
Open a browser
Type [http://intranet.bnl.gov/ciscouc/](http://intranet.bnl.gov/ciscouc/)

Note: If you see a certificate error, click “continue”.
Enter User ID = BNL Domain Username
(Example: “James Smith” = jsmith)

Password = BNL Domain Password

Then click on the “Log In” button
Click “User Options” to access all features...
To Set up speed dials (Abbreviated Dials – See handout for more info)

Click User Options > Device > Speed Dials

Make sure "SEPXX...XX" is selected below in the "Name" drop-down! If not, you will not see the Speed Dials icon.

You will see the Speed Dials Settings page after clicking on the Speed Dials icon. ONLY modify entries 1-4. Do not modify the 911 entry in field number 5.

Click the "Save" button, then the "Apply Config" button when finished. Click the "Logout" link in the upper right to logout of the console.
How to Setup Cisco Speed Dial Keys
Step-by-Step Instructions

1. Click on the following link http://intranet.bnl.gov/ciscouc/ and log into the CCM User Console using your BNL Domain credentials as you would normally use when you log into your computer. If you see a certificate error indication or notice, click “continue”.

   **User ID:** Enter your BNL Username  
   **Password:** Enter your BNL Domain Password

   **Note:** In most cases, your BNL Domain Username will normally be the same as the prefix of your email address (jdoe@bnl.gov). Use the same password as your email to access the “Cisco Unified CM” (CCM).

2. Once you’ve logged into the CCM User Console, move your mouse cursor over the User Options in the upper left corner of the webpage and click on Device.

   **Note:** Hover over or click on [User Options] → Device

3. That will bring you to the Device Configuration webpage where in the Device Information section, under the Name drop-down menu, you will select the physical device address of your phone (example: “SEP64AE0C5F1A4A”).

   **Note:** Select SEPXX...XX from drop-down

4. The webpage will refresh and you will then see the Speed Dials button, see below. Click this button to display the Speed Dial Settings webpage.

   **Note:** Click → Speed Dials

5. Here is where you’ll type in the extensions and/or phone numbers that you would like to appear on your phone as speed dials. You will see that under number 5, 911 is already programmed for an Emergency 911 speed dial, which automatically dials the local Police when pressed.

   That certain speed dial should never be tampered with or modified as it is required to be displayed on every phone by the BNL security/safety policy. All others, above the 911 speed dial, are free for you to configure. All you have to do is type in the extension or a phone number (as you would dial it from your phone) in the Number field and then type whatever you would like the phone to display in the Label field.

6. Click Save button, then the Apply Config button at the bottom of this webpage. At this point, your phone will reset. Following the reset, the new speed dial numbers will display on your phone, ready to be used.

   **Note:** Click → Save → Apply Config

7. Click the Logout link in the upper right of the webpage to log out of the CCM User Console.
For Additional Assistance
Please call or Email
Internal Extension: 5522- Press option 1
External Extension: 631-344-5522-Press 1
Email: Itdhelphdesk