

BROOKHAVEN
NATIONAL LABORATORY



Cisco 7900 Series IP Phone



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

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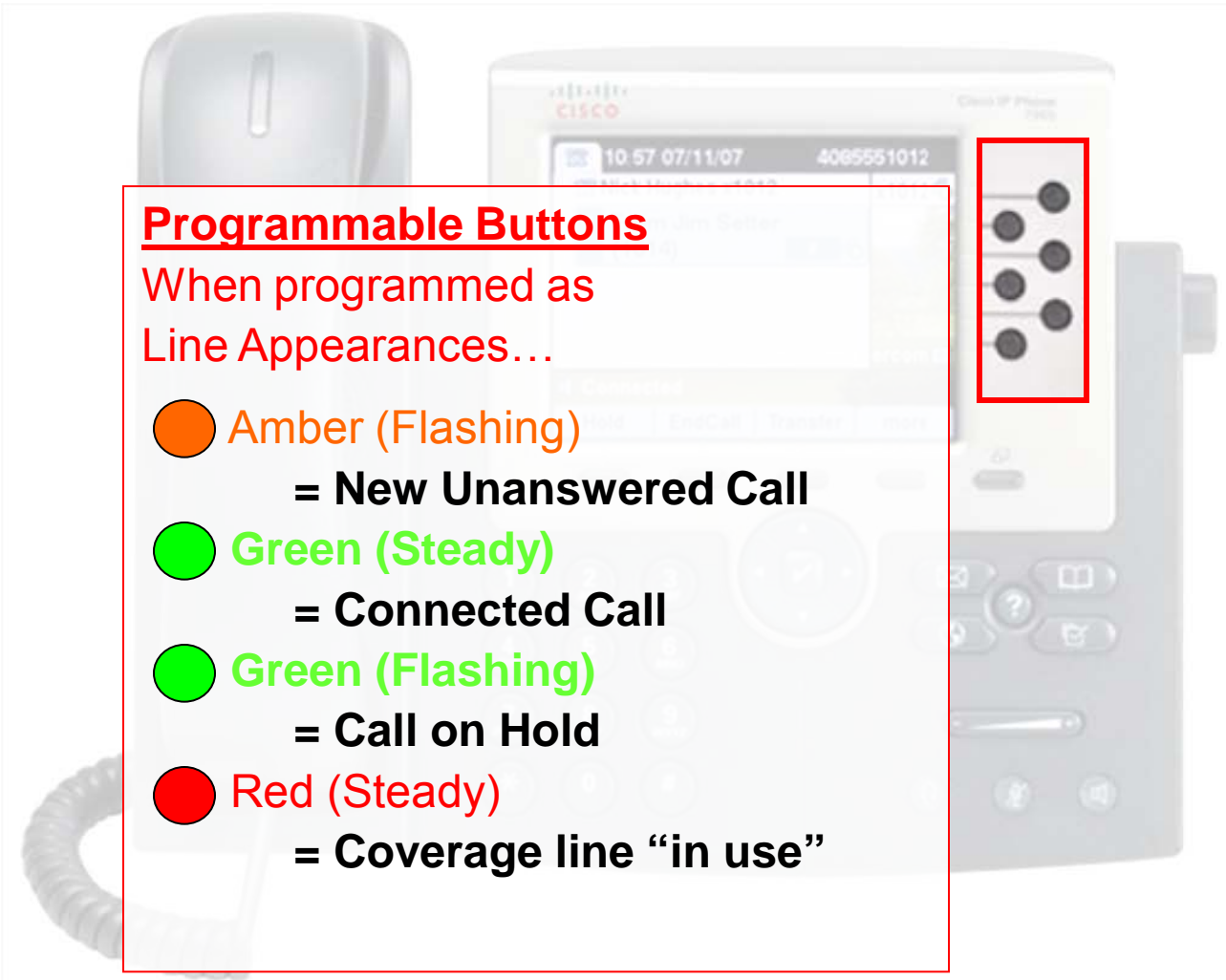




Programmable Buttons





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"**

Main Menu

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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.

Speaker



Microphone

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Mute Key

Deactivates the Microphone on the Handset, Headset or Speaker...

Make sure button is “RED” before saying anything!!!



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Headset Key

Activates Headset. (Green when activated)

To Place headset in “Standby” mode

1. Press “Headset” button.
2. Press “End Call” Soft key.



Main Menu

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Feature Keys

Main Menu

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Feature Keys

Messages



Directories



Help



Services



Settings

[Main Menu](#)

Messages



To access UNITY voicemail

Press  once

**“Welcome to Unity,
please enter your “PIN”**



Messages



Your “default” PIN is...
“12345 #”



Directories



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

Directories



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



Directories Options

Directories



Received Calls – Callers that you spoke to.

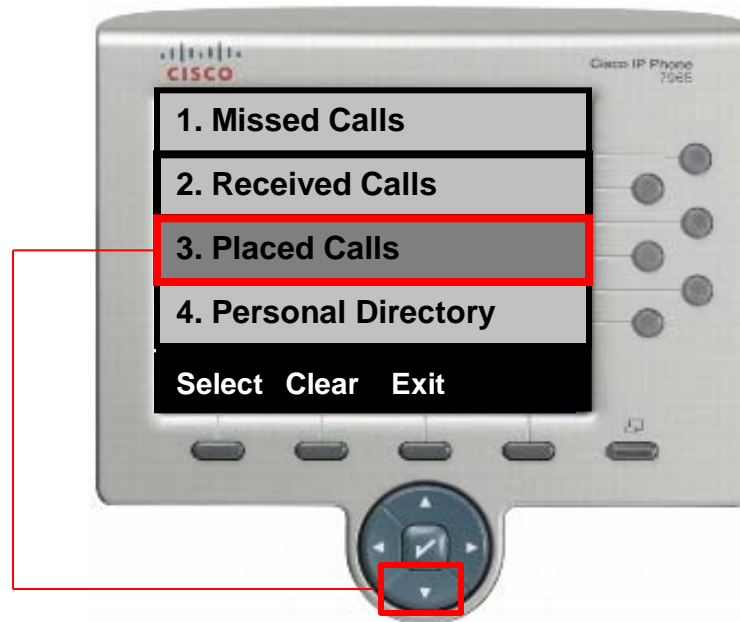


Directories Options

Directories



Placed Calls – Calls that you made.

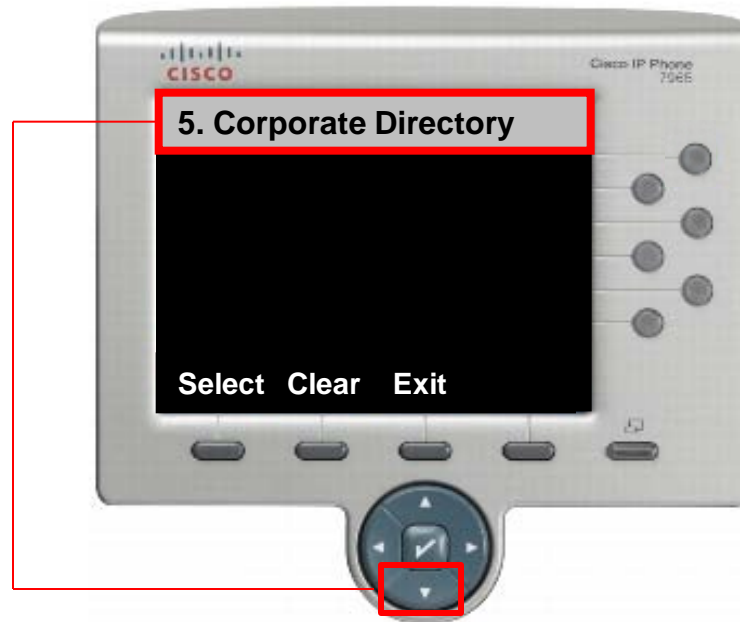


Directories Options

Directories



Corporate Directory – Is a directory of all employees



Main Menu

Directories Options

Directories



You can search by First Name, Last Name or by Number

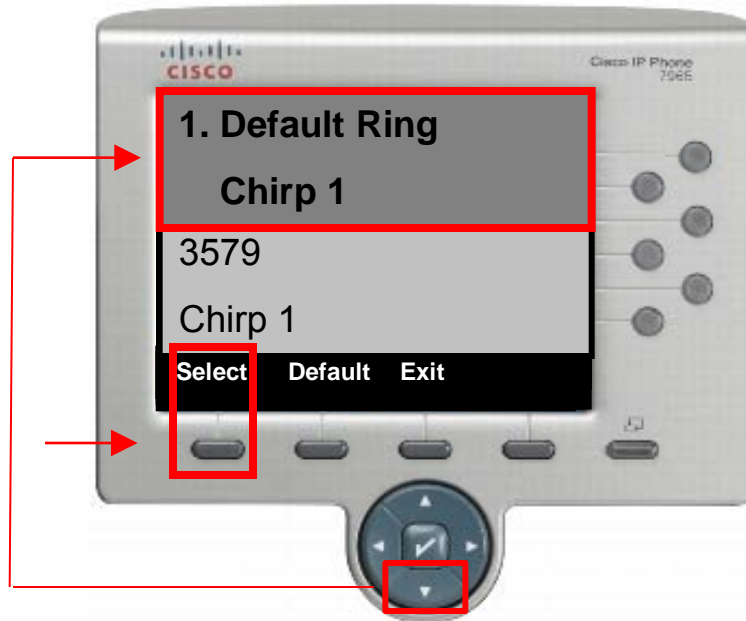


Directories Options



Settings

Highlight “Default Ring”
Then Press “Select”



Settings Options



Settings

Highlight “Ring Type”

Then press “Play” (or “✓”) to hear the ring tone



Settings Options



Everyday Functions
Making Calls

Main Menu

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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)

Everyday Functions Making Calls

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)



“My “favorite” way



Everyday Functions
Hold

Main Menu

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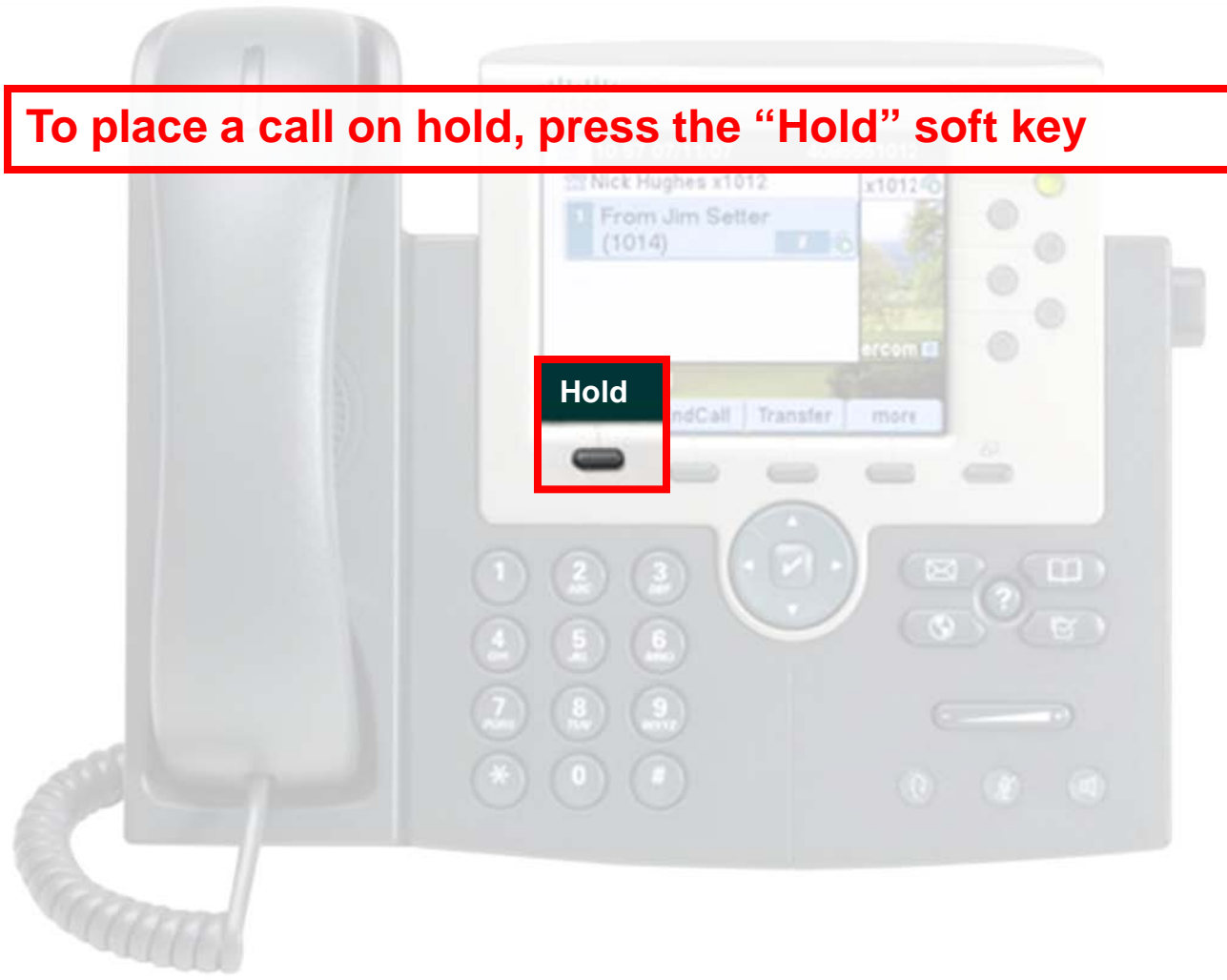




This symbol means you are “connected” to a call

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To place a call on hold, press the “Hold” soft key



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To take the call off hold, press the “Resume” soft key

Resume

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Everyday Functions
Making a new call
while being on a call

Main Menu

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While you are connected to a call, ask caller to hold

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Then press the Hold” soft key

Hold

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Then press the "New Call" soft key

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Dial the extension (or outside number) that you wish to communicate with...

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Have your conversation

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Then press "Resume"



Main Menu

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Main Menu

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To transfer the call, press the "Transfer" soft key

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The call will be placed on hold and you will hear a “dial tone”

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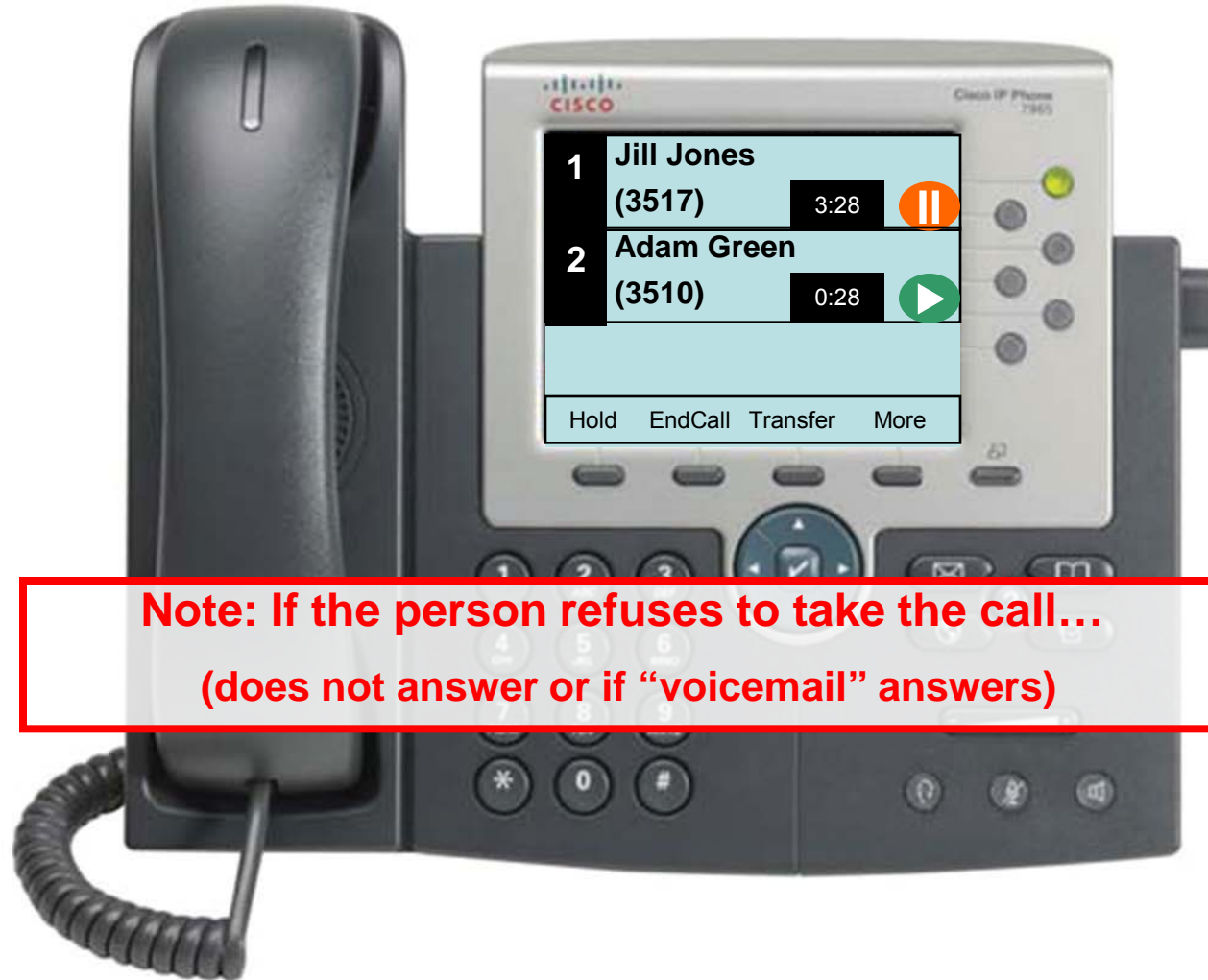


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Main Menu

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Main Menu

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Main Menu

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You are now “reconnected” to the call

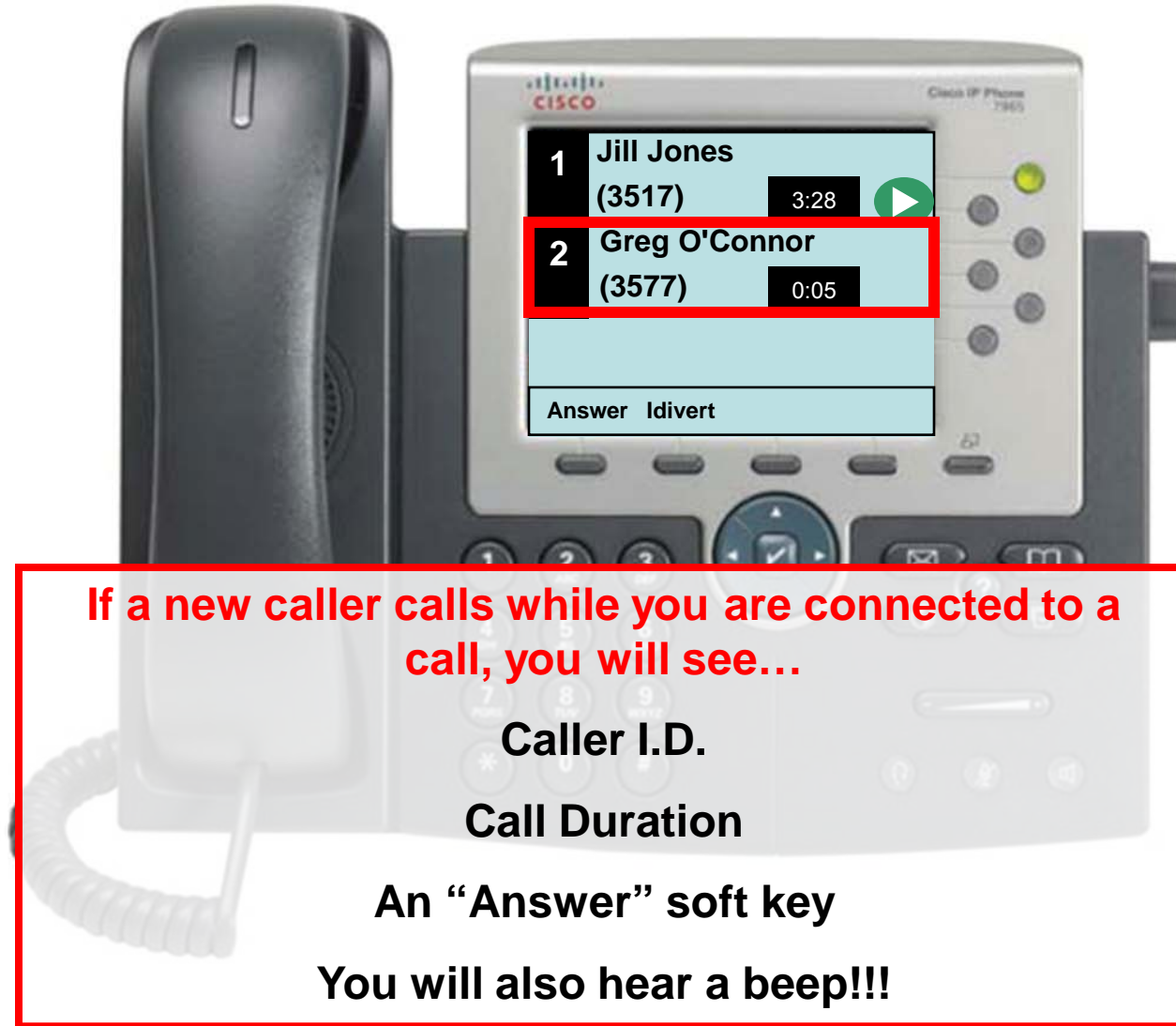
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Everyday Functions
Answering Multiple calls

Main Menu

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Answering Multiple calls



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Main Menu

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Switching between
calls

Main Menu

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Call #1 is on hold ----- Call #2 is talking

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Highlight the call that is on hold



Then press "Resume"

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This will place the 2nd call on hold & "reconnect" you to the 1st call

Main Menu

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Main Menu

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Call #1 is talking ----- Call #2 is on hold

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Highlight the call that is on Hold



Press the "More" soft key

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Then press the "Join" soft key.



Main Menu

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Everyday Functions
Conference (8 Party)

Main Menu

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To initiate a conference call, press the "More" soft key



Then press the "Confrn" soft key



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- 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

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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

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**The Conference List feature is a snapshot, it does not refresh automatically...
Press the “Update” Soft Key to “refresh” the display**

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Everyday Functions

Conference – Removing Members

Main Menu

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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)



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Then press the "Remove" soft key



Main Menu

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Additional Functions

Idivert

Main Menu

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Idivert sends incoming calls to "Voicemail"

Idivert

Main Menu

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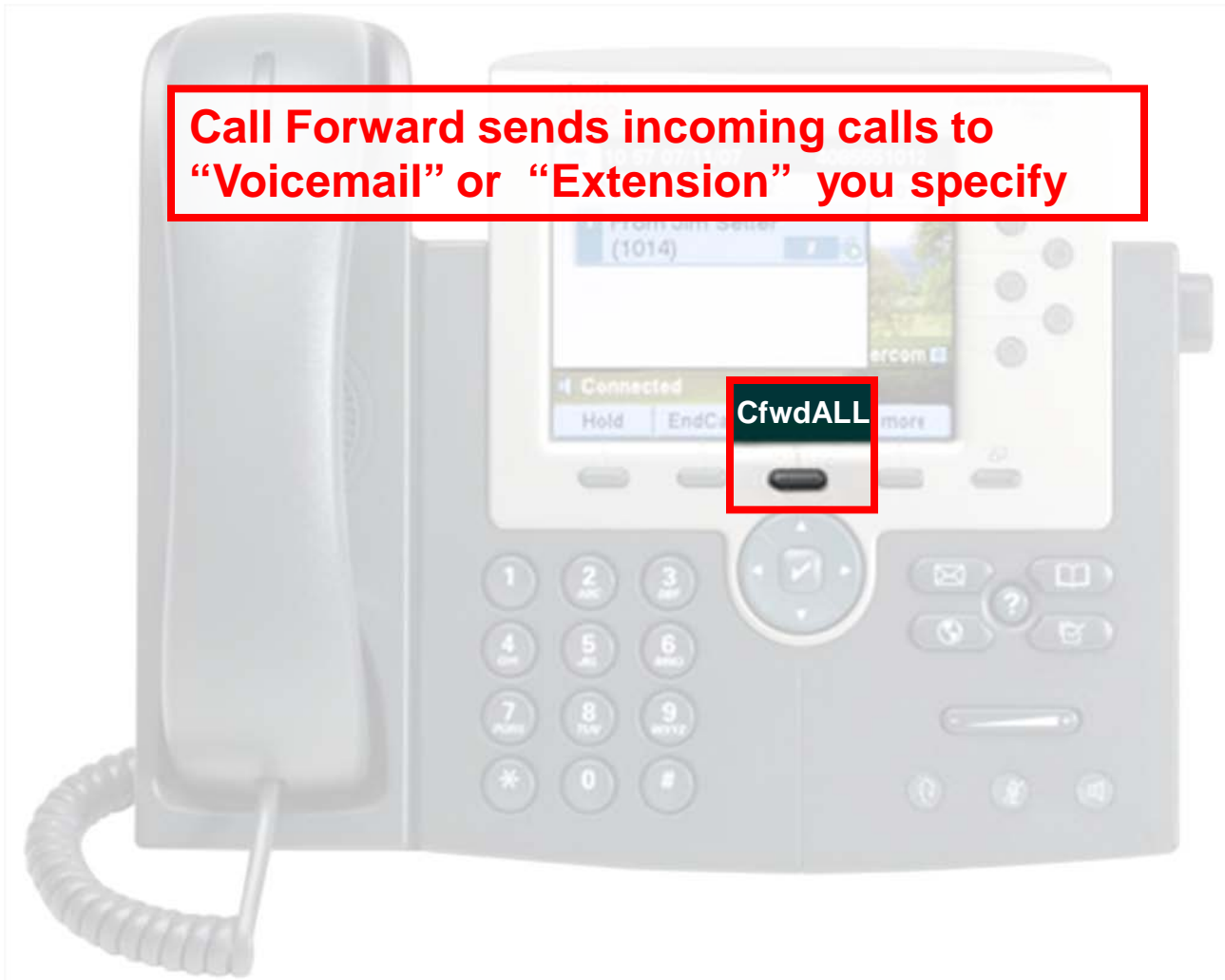


Additional Functions

Call Forward

Main Menu

Cisco 7900 Series IP Phone



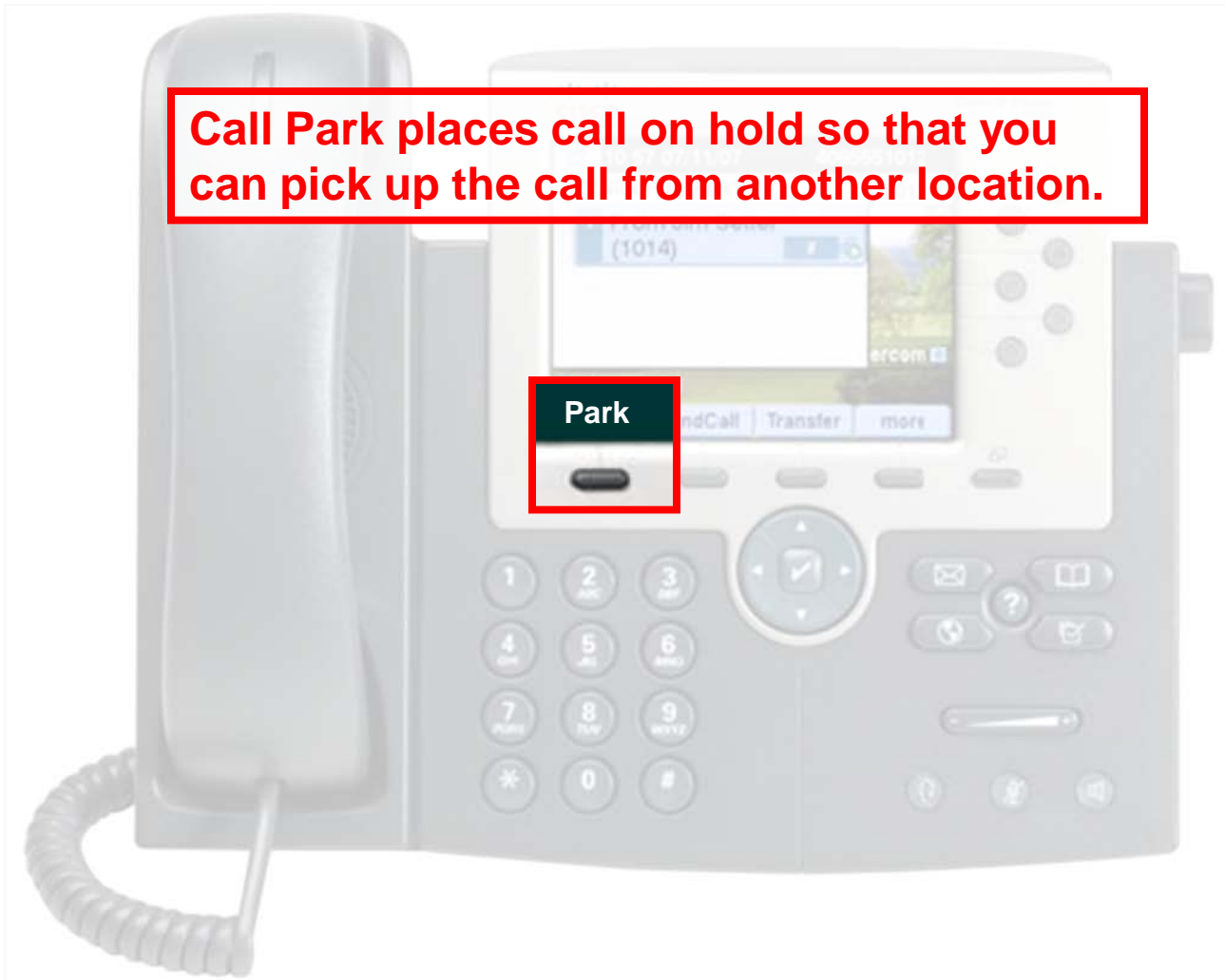
Main Menu

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Main Menu

Cisco 7900 Series IP Phone



Call Park places call on hold so that you can pick up the call from another location.

Park

Main Menu

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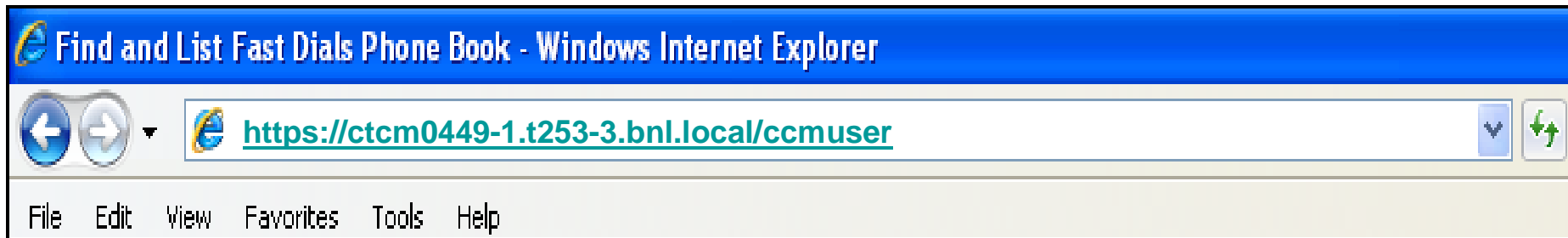
Cisco Call Manager Webpage (CCM)

[Main Menu](#)

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Open “Internet Explorer”

Type <https://ctcm0449-1.t253-3.bnl.local/ccmuser>



Note: If you see a certificate error, click “continue”.



Cisco Unified CM User Options

For Cisco Unified Communications Solutions

User ID

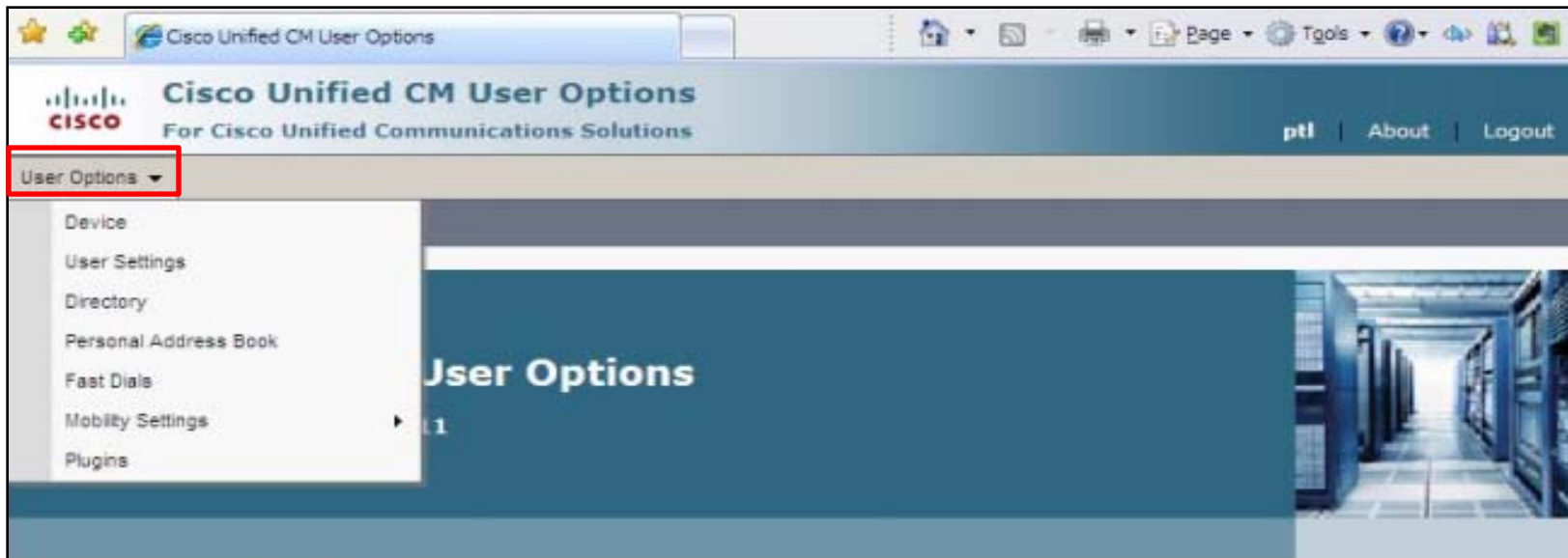
Password

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 enteries 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.

The screenshot displays the Cisco Unified Communications Manager (CUCM) web interface. The browser address bar shows "Device Configuration". The main navigation menu on the left includes "User Options", "Device", "User Settings", "Directory", "Personal Address book", "Fast Dials", "Mobility Settings", and "Plugins". The "Device" menu item is highlighted with a red box. Below the navigation menu, the "Speed Dials" icon is also highlighted with a red box. The main content area shows the "Device" configuration page for a Cisco 7945 phone. The "Name" field is set to "SEP00260B5C72B0". Other fields include "Model" (Cisco 7945), "Description" (Ernie Leonardini 5555), and "User Locale" (English, United States). A "User Guide" link is provided. At the bottom, there are buttons for "Save", "Reset", "Apply Config", "Line Settings", "Speed Dials", "Phone Services", and "Service URL". A legend at the bottom left indicates that an information icon (*) denotes a required item.

[Main Menu](#)

How to Setup Cisco Speed Dial Keys

Step-by-Step Instructions

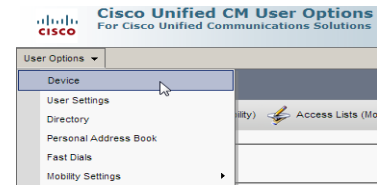
1. Click on the following link <http://intranet.bnl.gov/ciscouc/> and log into the **CCM User Console** using your **BNL Domain credentials** as you would normally use when you log into your computer. If you see a **certificate error indication**  or **notice**, click "continue".

User ID: Enter your BNL Username

Password: Enter your BNL Domain Password

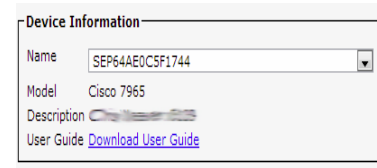
Note: In most cases, your BNL Domain Username will normally be the same as the prefix of your email address (jdoe@bnl.gov). Use the same password as your email to access the "Cisco Unified CM" (CCM).

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").



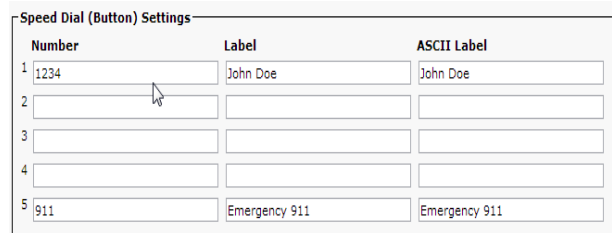
Note: Select **SEPXX...XX** from drop-down

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.




Speed Dial (Button) Settings		
Number	Label	ASCII Label
1	1234	John Doe
2		
3		
4		
5	911	Emergency 911

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: Itdhelpdesk

[Main Menu](#)

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