

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

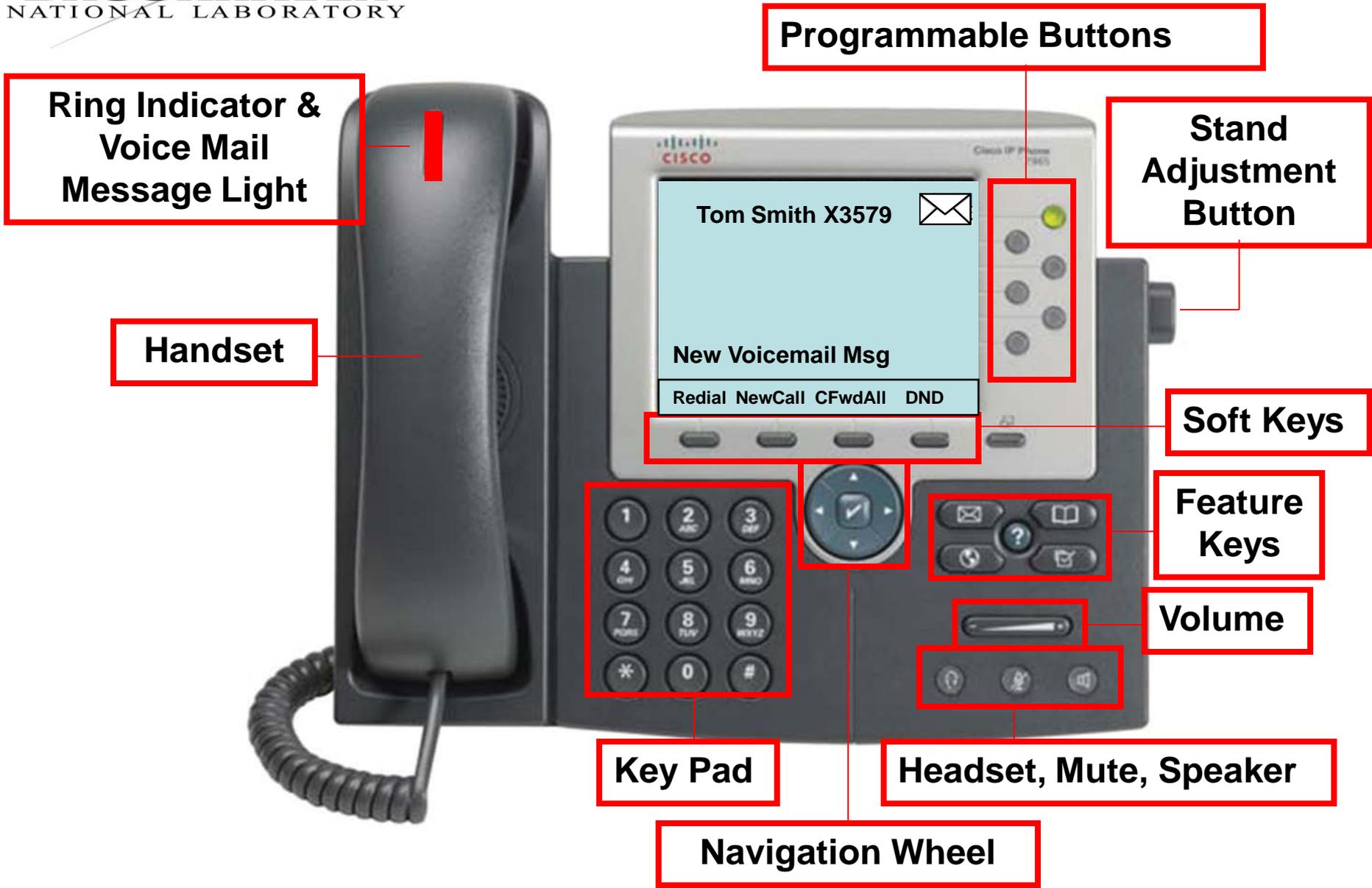
16. Cisco Call Manager Web Page

17. Additional Assistance



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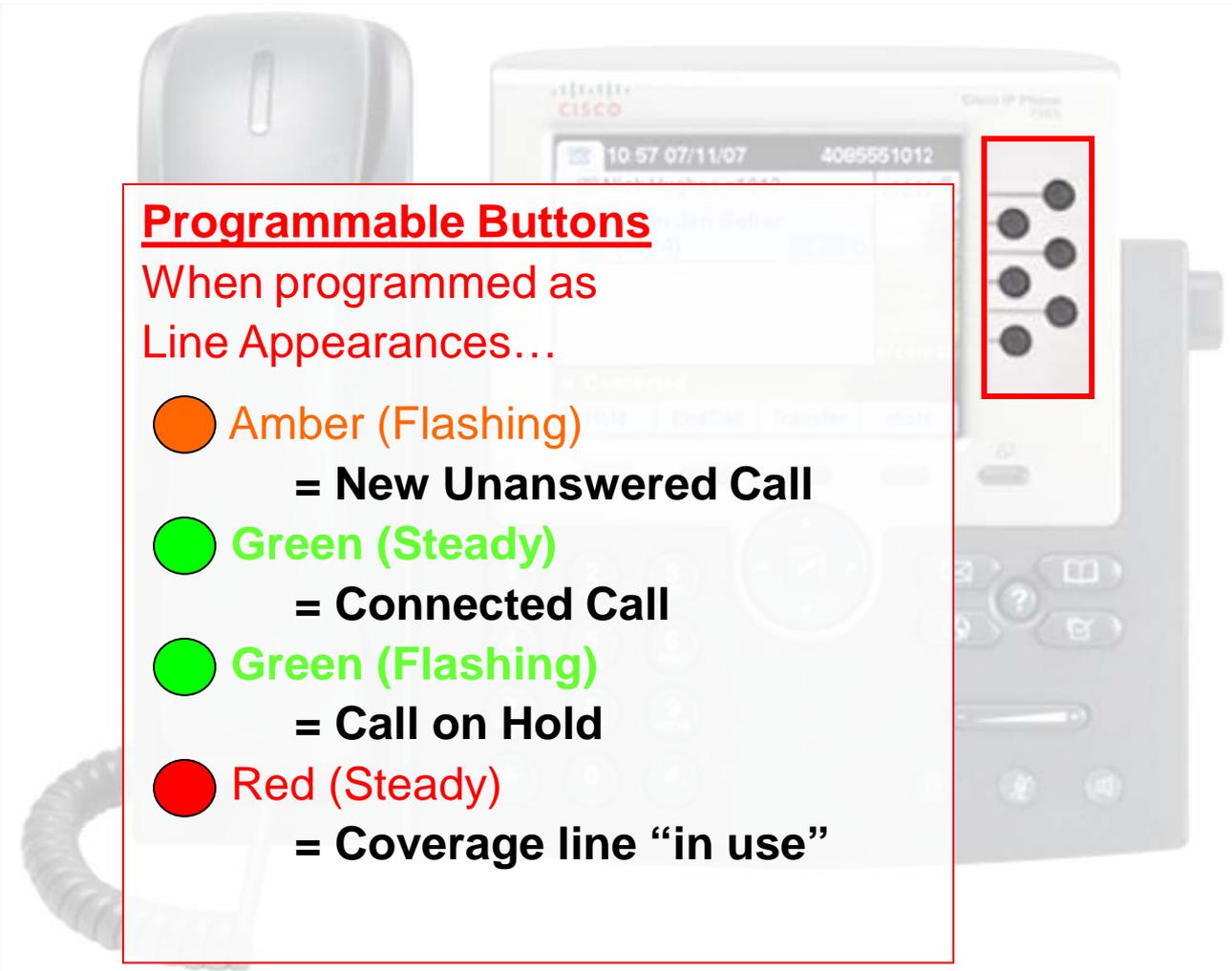
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Programmable Buttons

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”**

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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!!!”

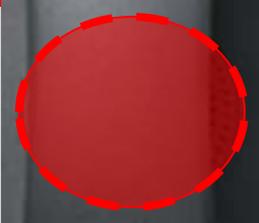




Speaker Key (Green when activated)

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.



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Feature Keys

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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.

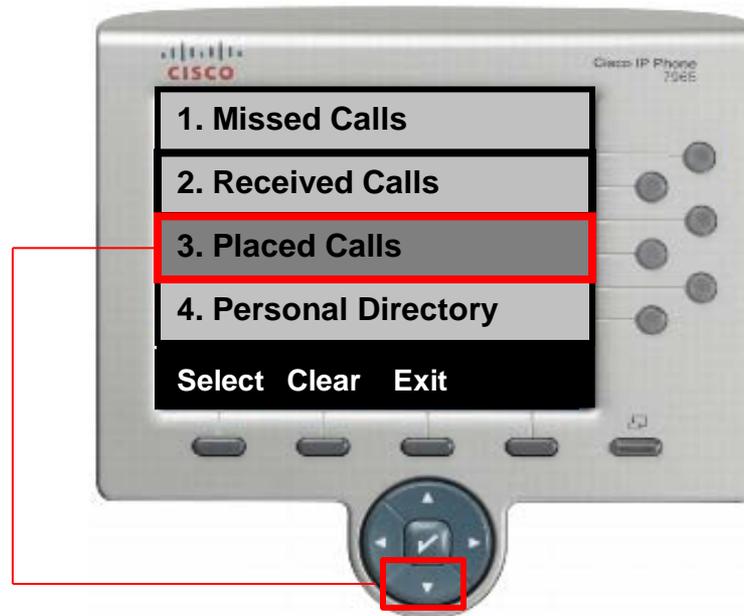


Directories Options

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

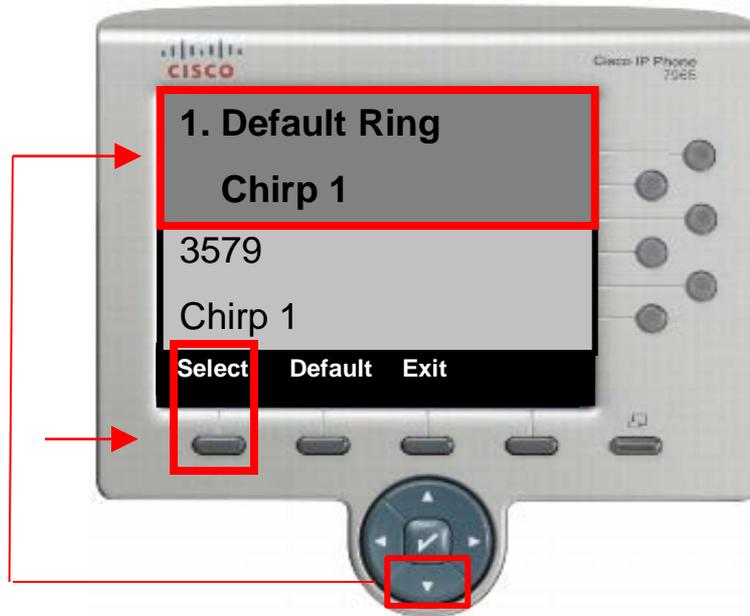


Directories Options



Settings

Highlight “Default Ring”
Then Press “Select”



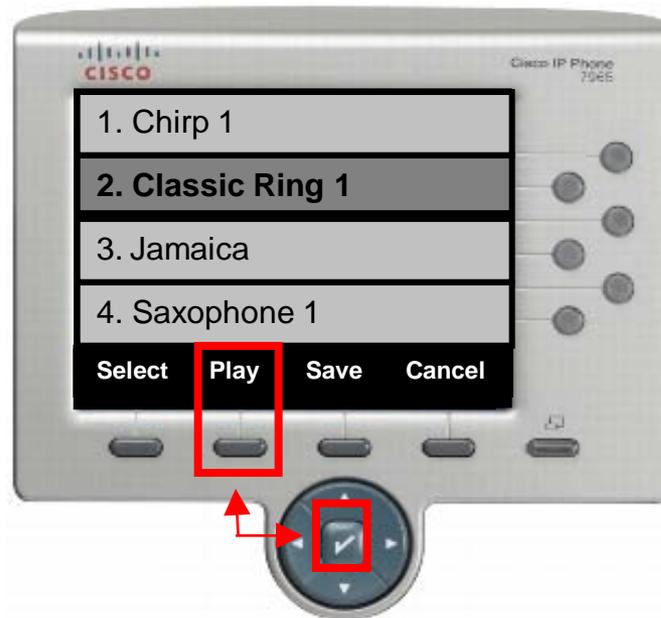
Settings Options



Settings

Highlight “Ring Type”

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



Settings Options



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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

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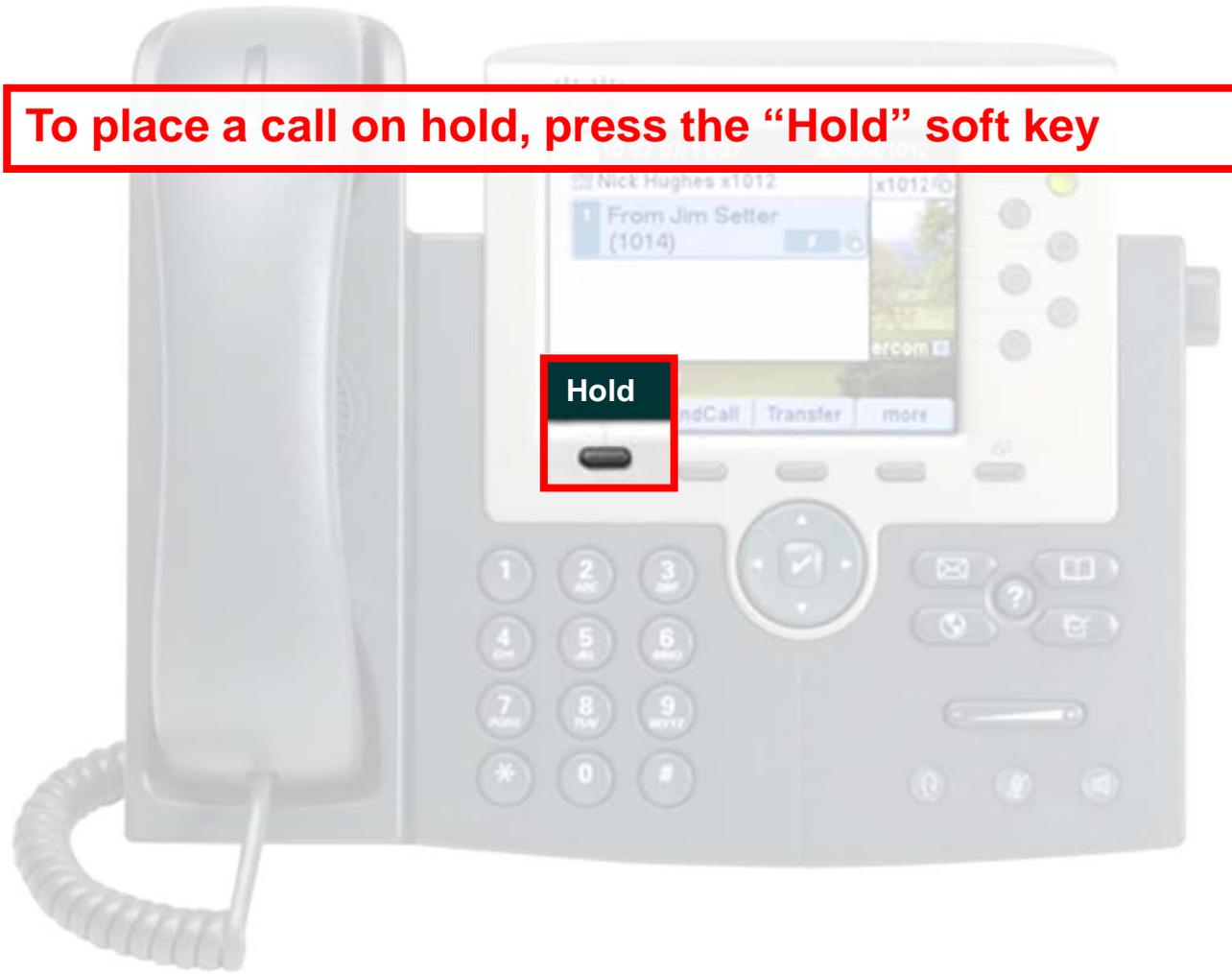




This symbol means you are “connected” to a call

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

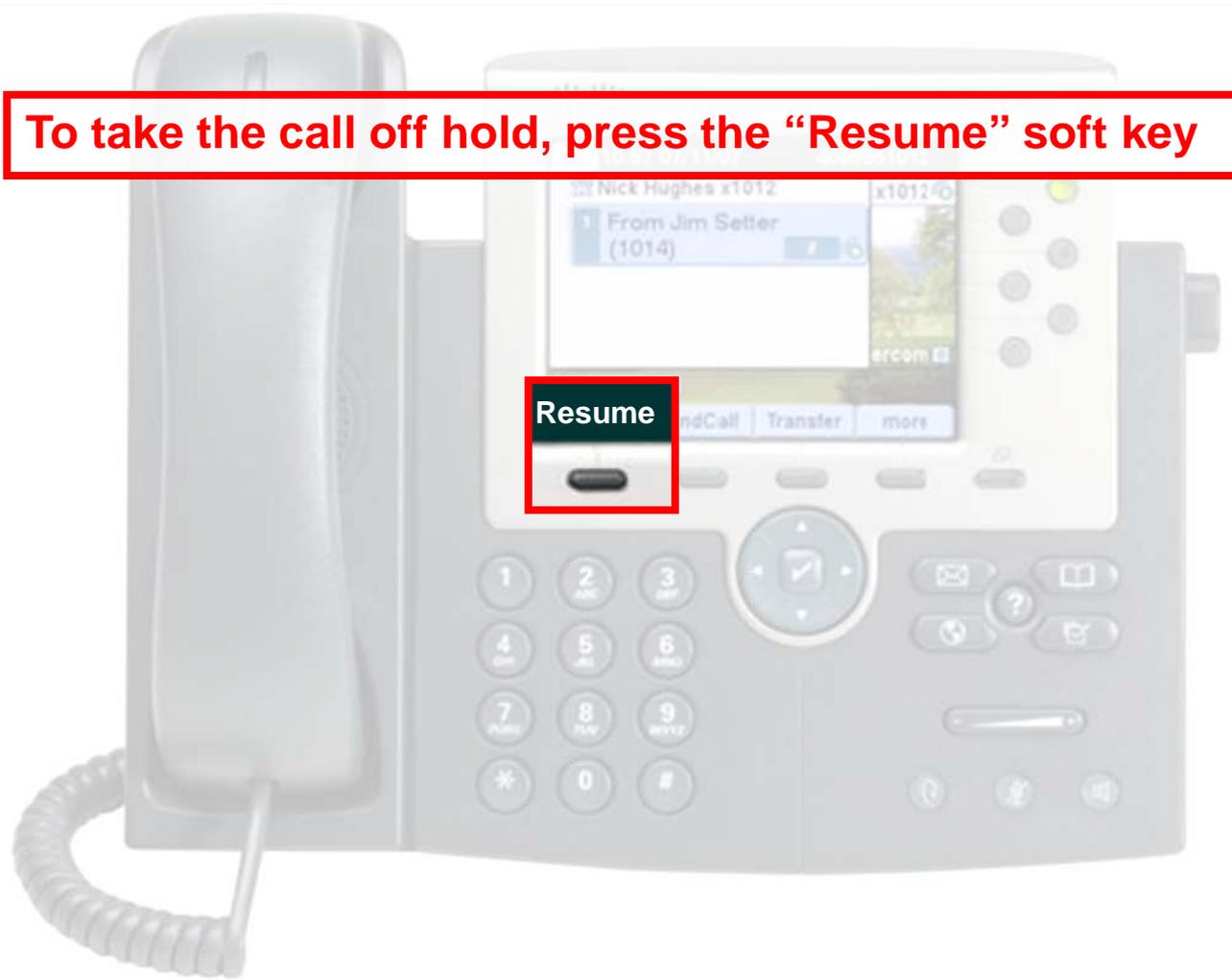


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This symbol means the call is "on hold"

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



Resume

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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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Have your conversation

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Then press "Resume"

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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

Transfer



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

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Press "Transfer" again



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**Note: If the person refuses to take the call...
(does not answer or if "voicemail" answers)**

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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

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Answering Multiple calls





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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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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



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You are now in a Conference Call

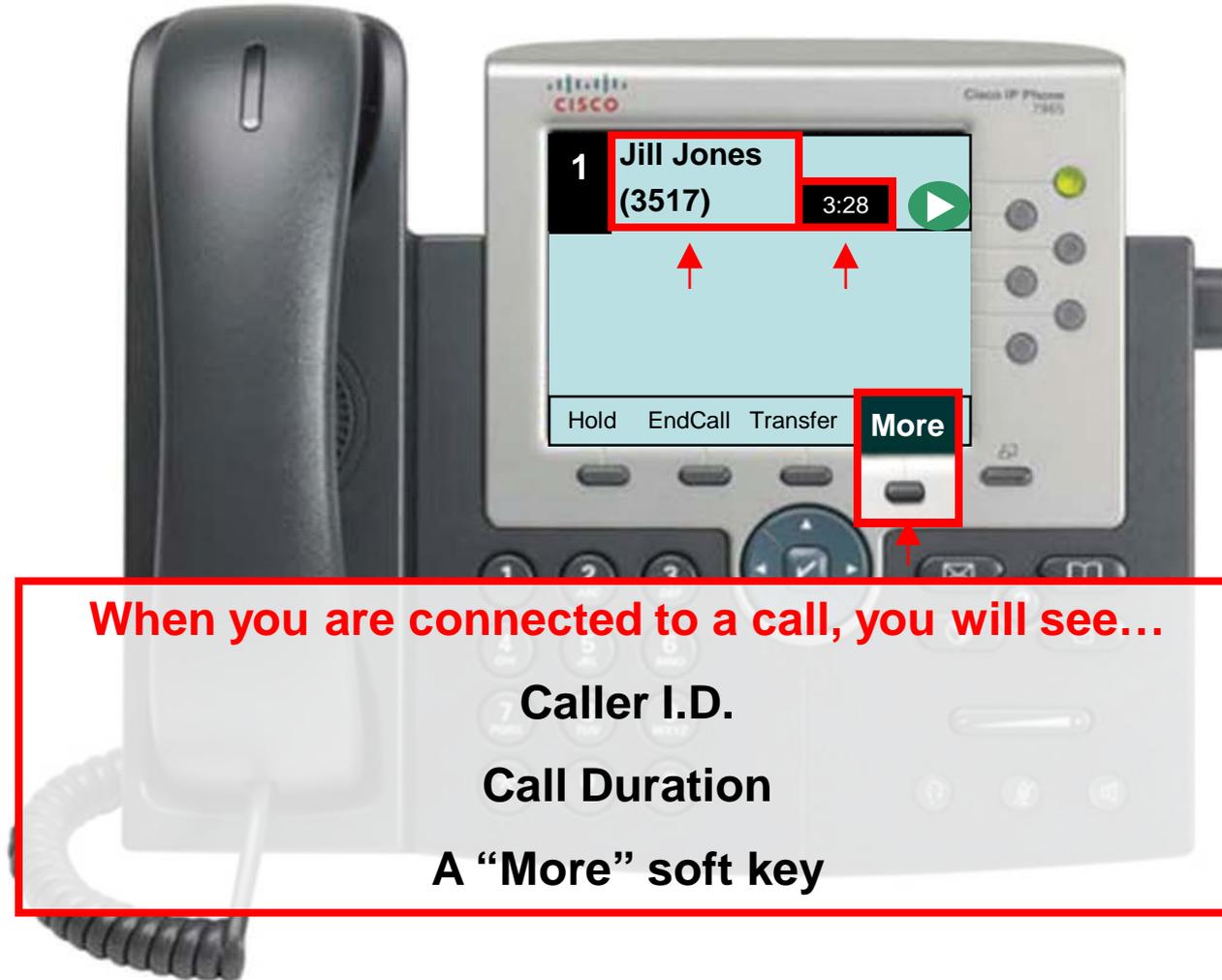
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Then press the "Confrn" soft key



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Press "Confrn" again



You are now in a Conference Call

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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

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To view members in the conference...

- 1. Press the “More” soft key**
- 2. Then press the “ConfList” soft key**



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Main Menu

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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



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Additional Functions

Idivert

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Idivert sends incoming calls to "Voicemail"

Idivert

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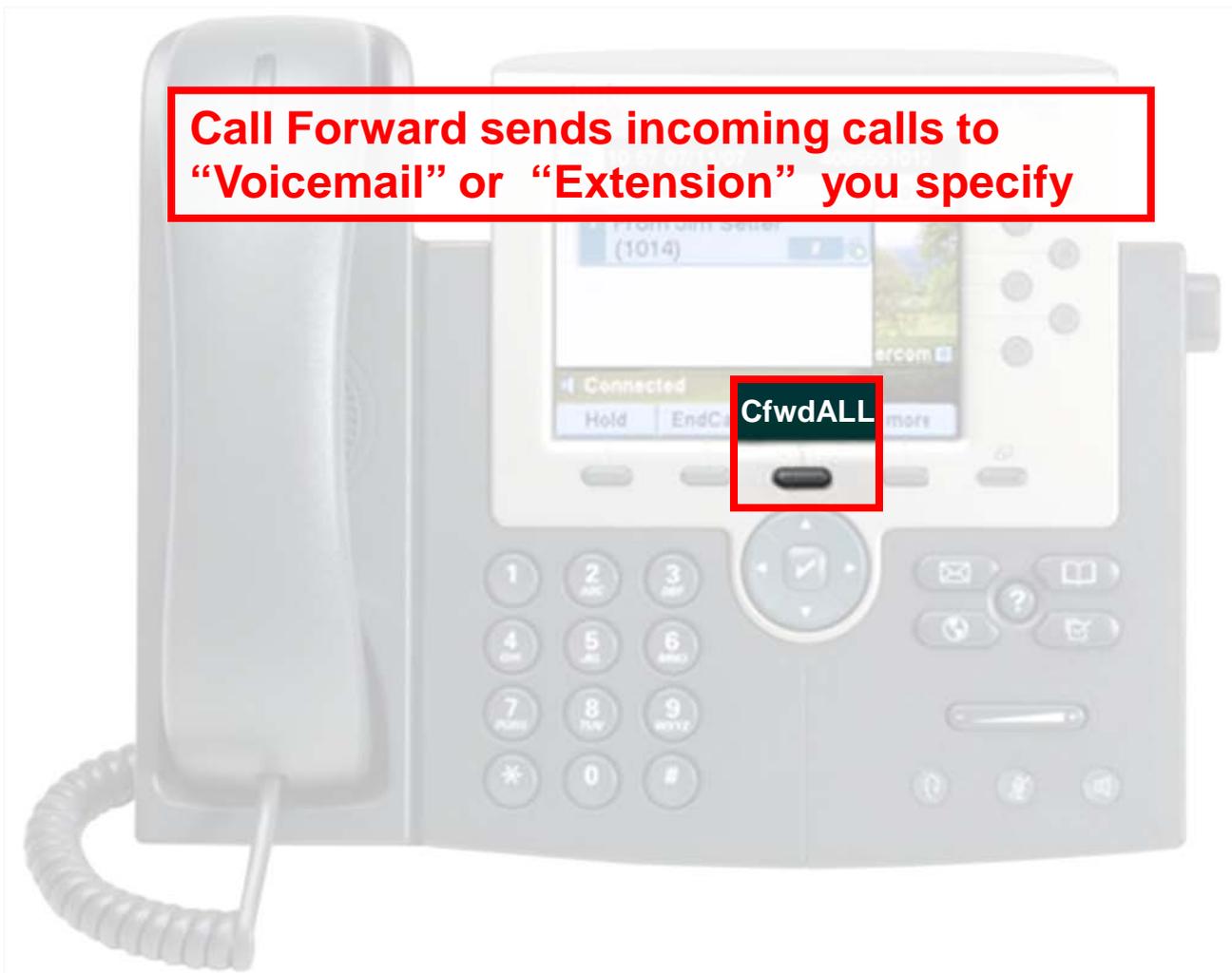


Additional Functions

Call Forward

Main Menu

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Call Forward sends incoming calls to "Voicemail" or "Extension" you specify

CfwdALL

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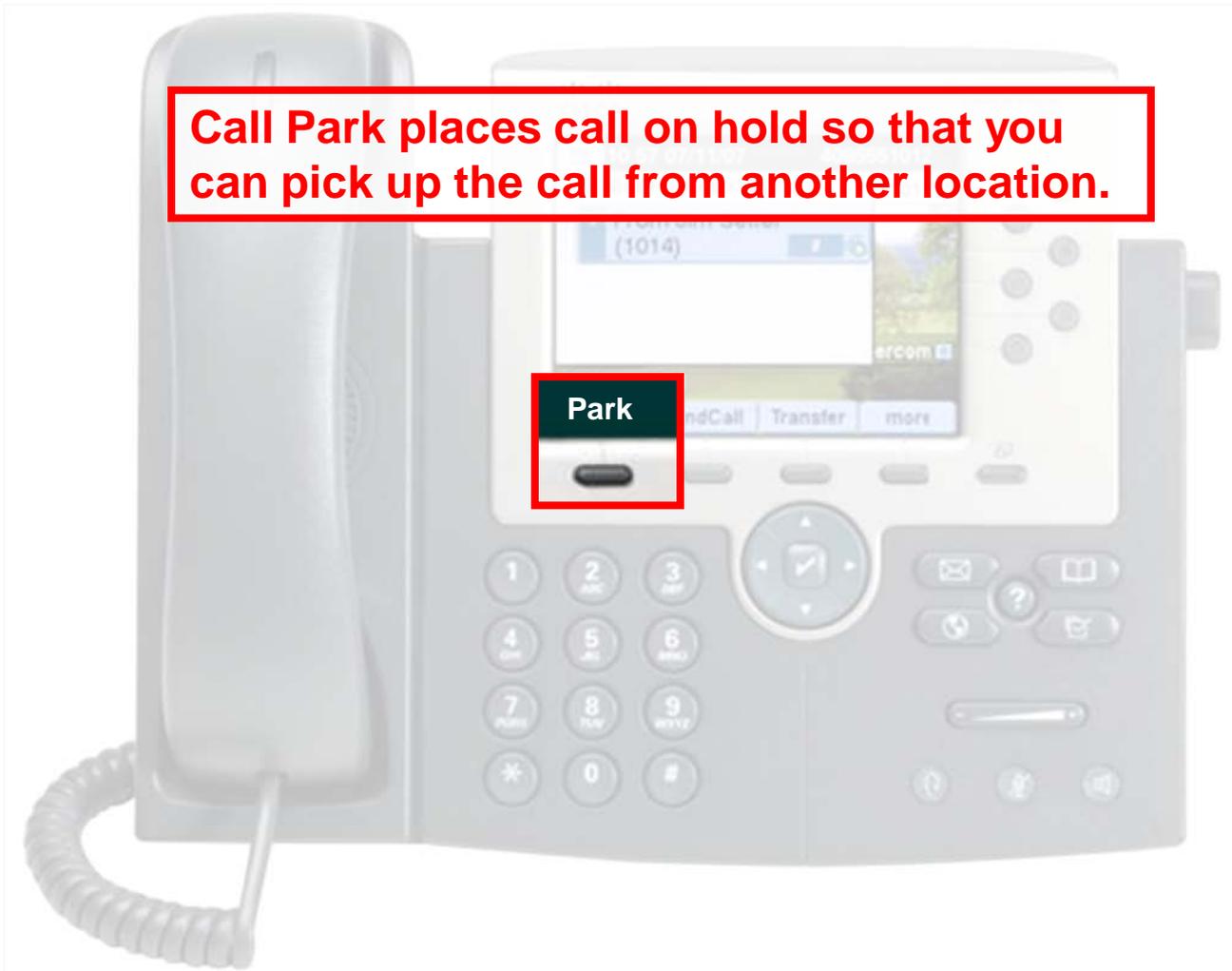


Additional Functions

Call Park

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Cisco Call Manager Webpage (CCM)

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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”.

Enter User ID = Windows profile. (“James Smith” = jsmith)

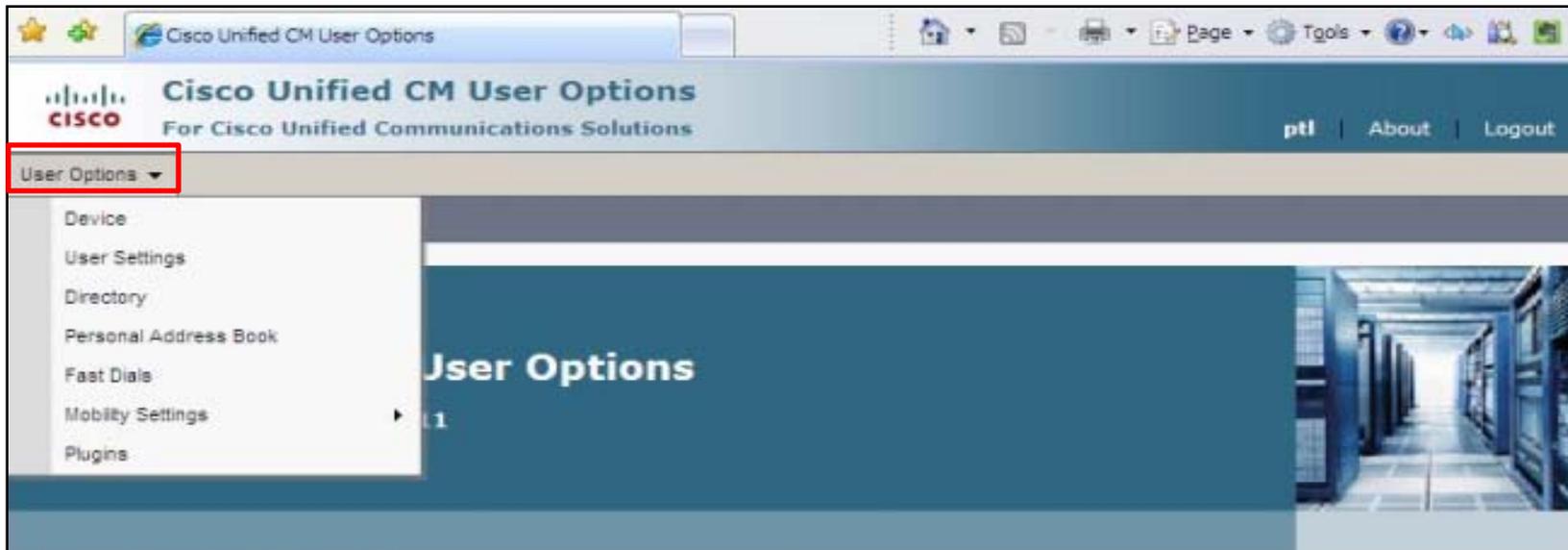
Password =

Then click on the “Log In” button



The image shows a login form for Cisco Unified CM User Options. On the left, there is the Cisco logo (a stylized bridge) and the text "CISCO" in red. To the right of the logo, the text "Cisco Unified CM User Options" is displayed in a large, bold, blue font, and "For Cisco Unified Communications Solutions" is displayed in a smaller, blue font below it. On the right side of the form, there are two input fields: the top one is labeled "User ID" and the bottom one is labeled "Password". Both labels are in white text on a dark blue background, and the input fields are white rectangles with black borders.

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

The screenshot displays the Cisco Unified Communications Manager (CUCM) administration interface. The top navigation bar includes "User Options" (highlighted with a red box), "Device" (highlighted with a red box), "User Settings", "Directory", "Personal Address book", "Fast Dials", "Mobility Settings", and "Plugins". Below this, the "Speed Dials" link is highlighted with a red box. The main content area shows the configuration for a device with the following details:

- Name: SEP00260B5C72B0
- Model: Cisco 7945
- Description: Ernie Leonardini 5555
- User Locale: English, United States
- User Guide: [Download User Guide](#)

At the bottom, there are buttons for "Save", "Reset", "Apply Config", "Line Settings", "Speed Dials", "Phone Services", and "Service URL". An information icon (i) is followed by the text "*- indicates required item."

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For Additional Assistance
Please call or Email
Internal Extension: 5522- Press option 1
External Extension: 631-344-5522-Press 1
Email: Itdhelpdesk

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