

IPSMTalk



IP TalkSM Solutions Reference Guide

Cisco 7905/7905G IP Phone
Cisco 7912/7912G IP Phone

CIMCOTM
COMMUNICATIONS, INC

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GETTING STARTED

ADJUSTING THE PHONE

To Adjust Display Contrast

- Press the Menu button
- Use the Up/Down navigation buttons to select Settings and press the Select softkey
- Select Contrast and press the Select softkey
- Adjust the contrast using the Up/Down softkeys
- Press the OK softkey followed by the Save softkey
- Press the Exit softkey

To Adjust Ring Volume

With the handset in the cradle and speakerphone off, use the Volume Up/Down buttons.

To Adjust Handset Volume

Remove the handset from the cradle and use the Volume Up/Down buttons. Press the Save softkey and replace the handset.

To Adjust the Monitor Speaker Volume

- While on a call, press the Hold button and replace the handset
- Press Hold again to monitor the call
- Use the Volume Up/Down buttons to adjust the volume
- Press the Save softkey

To Adjust Ring Type

- Press the Menu button
- Select Settings and press the Select softkey
- Select Ring Type and press the Select softkey
- Select the desired ring sound from the list
 - Press the Play softkey to hear the ringer
 - Press the Select softkey to select the ringer
- Press the OK softkey
- Press the Save softkey followed by the Exit softkey

DIALING

To Dial

- An Internal Extension – Dial the extension
- A Local Call – Dial the Outside Access Digit + the number
- Long Distance – Dial the Outside Access Digit + 1 + the number
- International – Dial the Outside Access Digit + 011 + Country Code + City Code + Number

To Redial the Last Number Called

- Lift the handset and press the Redial softkey or dial *07

To Return a Call to the Last Caller

- Lift the handset and dial *69
- Verify the number and press 1 to return the call
- Wait for the called party to answer

Note: If your phone has toll restrictions, you will not be able to return restricted calls.

DISCONNECTING A CALL

To Disconnect a Call

- Replace the handset on the cradle -or-
- Press the EndCall softkey

MAKING A CALL

To Make a Call

- Using the Handset – Lift the handset and dial the desired number
- Using the Monitor Speaker – Press the NewCall softkey and dial the desired number. When the party answers, lift the handset and press the Hold softkey.
- Using On-Hook Dialing – Dial the desired number and lift the handset
- While on an Existing Call – Press the NewCall softkey and dial the desired number. Toggle between the two calls using the Hold softkey.

RECEIVING A CALL

The Cisco 7905/7912 IP Phone has distinctive rings for incoming calls:

- Internal Calls – one ring
- External Calls – two rings
- Distinctive Ring – If configured by CIMCO, you can have 3 numbers with different rings. You can distinguish between callers by having them call a specific number. These calls ring on the primary line appearance.
- Priority Ring – Identifies “priority callers” with a different ring pattern. See the Priority Call section of this Reference Guide.

To Answer an Incoming Call

- Lift the handset

To Answer a 2nd Call

- Press the Answer softkey. The original caller will be placed on hold while you are connected to the 2nd caller.

To Toggle Between Active Calls

- Press the Hold softkey

USING YOUR FEATURES

ABBREVIATED DIALING

Abbreviated Dialing lets you create up to 100 personal 2-digit speed dial codes.

To Program an Abbreviated Dial Code

- Lift the handset and dial 75*
- Follow the voice prompts

To Modify an Abbreviated Dial Code

- Lift the handset and dial 75*
- Follow the instructions to program a new Abbreviated Dial Code using the same Abbreviated Dial Code

To Use an Abbreviated Dial Code

- Lift the handset and dial *3
- Enter the desired 2-digit speed dial code

ANONYMOUS CALL REJECTION

Anonymous Call Rejection prevents inbound calls from callers who block the display of their Caller ID.

To Enable Anonymous Call Rejection

- Lift the handset and dial *77
- Hang up

To Disable Anonymous Call Rejection

- Lift the handset and dial *87
- Hang up

AUTHORIZATION CODE

Authorization Codes enable you to override any call restrictions on the phone when you place a call.

To Make a Call with an Authorization Code

- Lift the handset
- Press 9 (or the appropriate access code if different)
- Press the # sign
- Enter your authorization code

- When you enter the correct code, you will hear a dial tone
- Dial the phone number

CALL BLOCK (SELECTIVE CALL REJECTION)

With Call Block you can program your phone to decline calls from certain people. The Call Block Menu provides step-by-step instructions on enabling/disabling the feature and managing the Call Block List.

To Access the Call Block Menu

- Lift the handset, dial *60 and follow the voice prompts

Note: When entering an external telephone number to the Call Block List, enter the 10-digit number. Do not include the Outside Access Digit.

CALL FORWARD (ALL CALLS)

Call Forward (All Calls) lets you forward incoming calls to another number.

To Enable/Modify Call Forwarding using the Menu

- Press the CFwdAll softkey
- Enter the telephone number for the forwarding destination. When entering an external forwarding number, be sure to include the Outside Access Digit.
- Press the EndCall softkey. The display will indicate that the line is forwarded and show the forwarding number.

To Enable/Modify Call Forwarding using Star Codes

- Lift the handset and dial 72*
- Enter the phone number for the forwarding destination followed by #. When entering an external forwarding number, be sure to include the Outside Access Digit.
- Press # to confirm followed by 2 to exit
- Hang up

To Enable/Modify Call Forwarding from a Remote Location

- Dial the number for Remote Access to Call Forwarding or dial your phone number and press * at the message
- Enter your complete telephone number + #. If your phone is configured as an extension-only (i.e., non-DID) line, enter your organization's complete main telephone number + * + your extension number + #.
- Enter your telephone password + #
- Enter the new forwarding number + #. For external numbers use the Outside Access Digit, usually 9.
- After hearing the verification, hang up

To Disable Call Forwarding using the Menu

- Press the CFwdAll softkey
- Press the EndCall softkey

To Disable Call Forwarding using Star Codes

- Lift the handset and dial 73*
- After hearing the verification, hang up

To Disable Call Forwarding from a Remote Location

- Dial the number for Remote Access to Call Forwarding or dial your phone number and press * at the message
- Enter your complete telephone number + #
- Enter your telephone password + #
- Press ##
- After hearing the verification, hang up

CALL FORWARD (BUSY)

Call Forward (Busy) forwards calls to another number when you are already on a call.

To Enable/Modify Call Forward (Busy)

- Lift the handset and dial 76*
- Enter the extension or phone number for the forwarding destination followed by #. For external numbers, use the Outside Access Digit.

- Press # to confirm followed by 2 to exit
- Hang up

To Cancel Call Forward (Busy)

- Lift the handset and dial 77*
- Hang up

CALL FORWARD (NO ANSWER)

Call Forward (No Answer) lets you forward calls to another number when you do not answer.

To Enable/Modify Call Forward (No Answer)

- Lift the handset and dial 78*
- Enter the extension or number for the forwarding destination followed by #. For external numbers, use the Outside Access Digit.
- Press # to confirm followed by 2 to exit
- Hang up

To Cancel Call Forward (No Answer)

- Lift the handset and dial 79*
- Hang up

CALL FORWARD (OUT OF SERVICE)

Call Forward (Out of Service) automatically forwards calls to another location when your business phone goes out of service. The forwarding destination for Call Forward (Out of Service) is configured through the Navigator Web Portal or CIMCO.

To Enable Call Forward (Out of Service)

- Lift the handset and dial 70*
- Press # to confirm followed by 2 to exit
- Hang up

To Disable Call Forward (Out of Service)

- Lift the handset and dial 71*
- Hang up

CALL FORWARD (SELECTIVE)

Selective Call Forward lets you forward calls from certain callers. The Selective Call Forward Menu provides step-by-step instructions on enabling/disabling the feature, changing the forwarding number and managing the Call Forward List.

To Access the Selective Call Forward Menu

- Lift the handset, dial *63 and follow the voice prompts

Note: When entering an external forwarding number, include the Outside Access Digit. When entering an external telephone number to the Call Forward List, enter the 10-digit number. Do not include the Outside Access Digit.

CALL PARK (MULTI-LINE)

Call Park (Multi-Line) allows you to park one or more calls and then pick up these calls from any phone.

To Park a Call

- Tell the caller that you will be placing them on hold
- Press the More softkey until the Park softkey becomes visible
- Press the Park softkey
- The system parks the call at a Call Park extension. The system announces the Call Park Extension and shows it on the telephone display.
- Hang up

To Retrieve a Parked Call

- Lift the handset and dial the Call Park Extension of the call you wish to retrieve

CONFERENCING

Conferencing lets you join multiple parties together on a single call with up to six participants.

To Add a Party to an Existing Call

- Press the Confrn softkey to place the existing call on Hold and provide dial tone
- Dial the extension or number that you would like to add. Be sure to include the Outside Access

Digit for external calls.

- After the party answers, press the Confrn softkey to join the parties together
- Repeat these steps to add new parties

DO NOT DISTURB

Do Not Disturb (DND) makes your phone unavailable for incoming calls. Incoming calls will be routed to your voicemail or another extension, depending on your configuration.

To Enable Do Not Disturb

- Lift the handset, dial *04 and hang up. The display will show “Do Not Disturb is active”.

To Disable Do Not Disturb

- Lift the handset, dial *04 and hang up. The “Do Not Disturb is active” message will disappear.

Note: You can record a special voicemail greeting that callers will hear when you have DND active and they are routed to voicemail.

GROUP PICKUP

Group Pickup allows you to answer another phone within your Call Pickup Group.

To Pickup a Call from Another Phone using the Menu

- Lift the handset
- Press the More softkey until the GPickUp softkey is visible
- Press the GPickUp softkey

To Pickup a Call from Another Phone using Star Codes

- Lift the handset; dial *06

Note: If multiple inbound calls are ringing, the call that has been ringing the longest will be answered.

GROUP SPEED DIAL

Group Speed Dial provides up to 1000 extensions that are configured to dial other numbers.

To Dial a Group Speed Dial Number that has been determined by your organization

- Lift the handset and dial the Group Speed Dial extension you wish to call

HOLD

Hold lets you place a call on hold for rapid retrieval from the same phone.

To Place the Current Call on Hold

- Press the Hold button

To Retrieve the Held Call

- Press the Hold button again

Note: When a call is placed on hold, your phone will ring once every minute to remind you that you have a held call.

INTERCOM (RECEIVE ONLY)

Intercom lets another party make an announcement through your phone. Since the Cisco 7905/7912 only has a monitor speaker, you will not be able to reply in hands-free mode.

Receiving an Intercom Call

- When someone initiates an Intercom call to your phone and your phone is idle, your phone will beep and your monitor speaker will be enabled

MUTE

The Cisco 7905/7912 does not have a specific Mute function. To hear a call without the caller hearing you, you can use the Monitor Speaker to listen in without being heard.

To Listen in Without Being Heard

- Press the Hold button, return the handset to the cradle and press the Hold button again
- Listen in via the Monitor Speaker

To Return to a Normal 2-Way Call

- Lift the handset and press the Hold button

PERMANENT CALLER ID BLOCK RELEASE

If your phone is configured to block sending Caller ID information, Permanent Caller ID Block Release sends your Caller ID information for a single phone call.

To Send your Caller ID for a Call

- Lift the handset and dial *82
- At the second dial tone, dial the extension or telephone number you wish to reach

PRIORITY CALL

Priority Call lets you define a list of callers identified as priority callers using a unique ring tone when they call you. The Priority Call Menu provides step-by-step instructions on enabling/disabling the feature and managing the Priority List.

To Access the Priority Call Menu

- Lift the handset and press *61
- Follow the voice prompts

Note: When entering an external telephone number to the Priority List, enter the 10-digit number. Do not include the Outside Access Digit.

PRIVACY GUARD

Privacy Guard screens inbound anonymous calls.

To Enable/Disable Privacy Guard

- Lift the handset and dial *88
- Press 1 to enable/disable Privacy Guard
- Hang up

To Change the Privacy Guard Access Code

- Lift the handset and dial *88
- Press 2 to set or change the Access Code
- Enter the new access code followed by #
- Hang up

To Verify the Privacy Guard Access Code

- Lift the handset and dial *88
- Press 3 to verify the Access Code
- After hearing the Access Code, hang up

SPEED DIAL

Speed Dial lets you assign favorite telephone numbers to buttons for one-touch speed dialing.

To Use a Speed Dial

- Lift the handset
- Use the Up/Down Navigation buttons to select the desired Speed Dial entry
- Press the Dial softkey

TRANSFER

Transfer enables you to transfer an active call to another extension or telephone number.

To Transfer an Active Call

- Press the More softkey
- Press the Transfer softkey
- Dial the extension or telephone number to which you want to transfer the call
- If the called party answers, you may talk privately with them. To finish the transfer, hang up or press the EndCall softkey. To cancel the transfer and return to the holding party, press the Hold button.
- If the called party does not answer, hang up or press the EndCall softkey to transfer the call to that party's voicemail box or press the Hold button to cancel the transfer and return to the holding party.

VIRTUAL RING

Virtual Ring is an incoming call treatment that plays a continuous ring tone for certain callers. Callers configured for Virtual Ring never actually connect with your phone line or reach your voicemail.

Virtual Ring treatment is assigned using the Navigator Web Portal. For more information, see the Navigator Web Portal Reference Guide.

VOICEMAIL

If you have any voicemail messages, your voicemail message waiting lamp indicator will glow red.

To Access your Voicemail

- Lift the handset and press the Messages button

or dial *09

- Follow the prompts to use the voicemail system

STAR CODE SUMMARY

Feature	Set	Cancel
Abbreviated Dial	75* + menu	75* + menu
Dial an Abbreviated Dial	*3 + code	N/A
Anonymous Call Rejection	*77	*87
Billing Codes	*02 + code + #	N/A
Call Forward – All Calls	72* + no. + #	73*
Call Forward – Busy	76* + no. + #	77*
Call Forward – No Answer	78* + no. + #	79*
Call Forward – Out of Service	70* + menu	71*
Call Forward – Selective	*63 + menu	*83 + menu
Call Return	*69	N/A
Call Trace	*57	N/A
Call Waiting	FLASH	*70 + no.
Caller ID Block	*67	N/A
Directed Call Pickup	*12 + Ext	N/A
Do Not Disturb	*04	*04
Group Call Pickup	*06	N/A
Permanent Caller ID Block Release	N/A	*82 + no.
Priority Call	*61 + menu	*61 + menu
Privacy Guard	*88 + menu	*88 + menu
Redial	*07	N/A
Selective Call Block	*60 + menu	*60 + menu
Voicemail	*09	*09



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