

Cisco IP Phone 7912 Quick Reference Guide

Button Information



Hold Button



Menu Button



Soft Key



Navigation Button



Volume Button

Basic Call Functions

Placing a call:

- Lift the handset and dial number or
- Press the **NewCall** soft key and dial number

Answering a call:

- Lift the handset

Ending a call:

- Hang up the handset or
- Press the **EndCall** soft key

Putting a call on hold:

- While on a call, press the Hold button
- To return, press the Hold button again

Transferring a call:

- During a call, press the **Transfer** soft key, the original call is automatically put on hold
- Dial the number to which you want to transfer the call
- When you hear ringing, press **Transfer** again (blind transfer)
- Or when the Party answers, announce the call and press **Transfer** (screened transfer)
- If the party refuses the call, press the Hold button to return to original call

Forwarding a call:

- Press the **CFwdAll** soft key
- Enter the number to which you want to forward all your calls (to forward to voicemail press the **Message** soft key)
- To cancel forwarding, press the **CFwdAll** soft key

Conference calls (3-Way):

- During a call, press the **More** soft key, then the **ConFrm** soft key
- Dial the number of another person
- When call connects, press **ConFrm** again to add this person to the conference
- If you miss dial, press the **EndCall** soft key, then the **Resume** soft key to return to original call

Pickup Group

- If you are in a pickup group, you hear the line ringing, first get a dial tone and press the **Pickup** soft key
- The line should now ring on your phone, press **Answer**

Basic Voice Mail

Accessing mailbox from your office phone:

- Press the **Message** soft key, enter password or
- Dial 75900, enter password

Accessing mailbox from any phone:

- Dial 79666 (859-2579666)
- Press #
- Enter your ID (the last 5 digits of your number), Press #
- Enter password
- Or
- Dial your own number
- When you reach voicemail press #, Enter password

Main menu:

- 1 Review Messages
- 2 Send Messages
- 4 Personal Options
- 5 Restart Session

Reviewing Messages:

- 9 Save Msg
- 7 Delete Msg
- 77 Delete while listening
- # Skip
- 2 Pause
- 3 Fast Forward
- 33 Go to end
- 1 Rewind 10 sec
- 5 Envelope Info
- 6 Forward Msg

Record Greeting:

Press 4, then press 3, then press 1, then follow prompts

Record name:

Press 4, then press 3, then press 3, then follow prompts

Changing password:

Press 4, then press 2, then press 1 and follow prompts (password = 5-15 digits)

Old messages:

After saved messages are 21 days old the system will re-play them before any new messages- either save them again or delete them