



Model 7910 VOIP Phone Quickcard

Functions listed below in brackets []'s are buttons on your phone – functions with asterisks * * are 'soft keys'

PARK a Call

NOTE: This feature would need to be programmed for this model, however, it is currently NOT available through TNS

Press the [**Park**] button
Note the Call Park Number
<the LCD display displays the number where the call is parked>
Hang up

To retrieve the parked call:
<Go to any phone on system>
Dial the call park # you were assigned

TRANSFER Call

Press the [**Transfer**] button
Dial the # you want to transfer to (or touch SpeedDial # programmed on your phone)
Press the [**Transfer**] button again
<You can do so once the call begins to ring, or you can wait for the recipient to answer>
Hang up to end your participation
NOTE: If the party refuses the call, press the [Hold] button to return to the original call.

CALL FORWARDING

Press the [**Forward**] button
Dial the number you want to forward your call to – be sure it's exactly as you would if you were placing a call to that number
To cancel call Forwarding: Press the [**Forward**] button.

IMPORTANT: If your calls are forwarded and a voice mail message is stored, the voice mail message will be stored in the **originator's voice mail** and can be retrieved only through the originator's phone or email inbox.

NOTE: You can **set up call forwarding even if you are not at the location of your Cisco IP phone**. To do this, you need to access a web page. See the Information Features section of the tutorial for instructions

Put a CALL on HOLD

Press the [**Hold**] button
To return to the call, press [**Hold**] again.

If you have multiple lines and want to see caller ID for the holding call, press the [?] button followed by the appropriate **line** button

Putting a call on hold generates music or a beeping tone. For this reason, avoid putting a conference call on hold.

CONFERENCE CALL

During a call:
Press the [**Conf**] button
<this opens a new line while placing the current party (or parties) on hold>
Dial the # of add'l party
Once the party answers, press [**Conf**] again
<REPEAT steps – [Conf] <dial #> [Conf] above to add add'l participants to the conf. call

NOTE:
-The conference call initiator **can drop the last party added** by pressing *RmLstC* soft key
-To end a conference call, all by one party must hang up
-Once the conference call initiator disconnects, NO additional parties can be added.

REDIAL a Number

Lift Handset
Press [**Redial**] button

NOTE: You can press [**Redial**] button without lifting the handset to place the call from the speakerphone

RECORDING a Greeting

Press [**Msgs**] button
<follow voice instructions>

Important: When you initially set up your phone, the **Security Number** to use is **1234** – you would change this

VOICE MAIL

The red light on your handset lights up when you have a voice mail message
The LCD also indicates you have voice mail

Retrieve your messages through the phone
--OR--
through Outlook/Exchange email

To retrieve through the phone:

Press [**Msgs**] button
<follow voice instructions>

- 1 – Listen to new messages
- 2 – Send message
- 3 – Review old messages
- 4 – Setup Options
- 0 – Help
- * – Exit

Once message is listened to:

- 1 – Repeat message
- 2 – Save message
- 3 – Delete message
- 4 – Reply to message
- 5 – Forward message
- 6 – Mark as New
- 7 – Skip back
- 9 – Message properties
- * – Cancel
- 0 – Help
- *End Call* soft key exits totally

To retrieve through email (Recommended method of retrieving voice mail messages):

Open Outlook (or exchange client)
<your voice mail message will look like a normal email message with attachment>

OR use ENGR's Webmail remotely –
<https://mail.engr.psu.edu/exchange>
Login with your network ID & password

NOTE: You have the option of installing 'ViewMail' software found at www.engr.psu.edu/unity for additional email capabilities (hearing a voice announce new voice mail messages when voice messages are added to your email inbox, one button click to play voice messages; volume control buttons, hearing messages stored in your email program using your phone instead of your PC's sound card

NOTE: Remotely, to access your voice mail, you call 814-865-2700 – enter your 5-digit phone number, touch # key, and enter your password. You can also contact Tom Long to have common phone numbers added to the system (such as your cell phone or home phone) so that it will identify you automatically if you check your voicemail from that phone

Initiating a 'MEET-ME' CONFERENCE

*****NOT AVAILABLE YET*****

NOTE: This feature on the 7910 requires programming by system administrator

A 'Meet-Me' conference call is where a call initiator obtains a pre-arranged conference number at a specific time to meet on a call -- participants call at that time and join the call.

System Administrator contact person to obtain number: **Call:** _____ ??

Contact your system administrator to obtain a Meet-Me conference number
Lift the handset
Press the [**Meet Me**] button
Dial the Meet-Me conference #
<Follow the voice instructions to establish the Meet-Me conference>

JOINING a 'MEET-ME' Conference

*****NOT AVAILABLE YET*****

A 'Meet-Me' conference call is where participants can dial a pre-arranged conference number at a specific time to meet on a call.

Contact your system administrator to obtain a Meet Me conference #
Lift the handset
Dial the Meet Me conference #

Using CALL PICKUP

NOTE: This feature on the 7910 requires pre-programming—see system administrator

You can answer a call that is ringing on another phone within your call group by redirecting the call to your phone
NOTE: A 'call group' is a set of extensions that share a common call group code number (EX: a call group=all employees in Personnel)

As a phone rings at an extension within your call group, press the [**Line**] button
Press the [**Call Pickup**] button to transfer the call to your extension
Answer the incoming call that is ringing on your phone

Using GROUP CALL PICKUP

NOTE: This feature on the 7910 requires pre-programming—see system administrator

You can answer a call that is ringing on another phone outside of your call group by redirecting the call to your phone <obtain call pickup group number from your system administrator> A 'call group' is a set of extensions that share a common call group code number. (EX: call group=employees in office)

As a phone rings at an extension outside your call group, press a [**Line**] button
Press the [**Group Call Pickup**] button
Dial the call pickup group number
<obtain this from your system administrator>
Answer the incoming call that is redirected to your phone

Features Not in Cisco's OnLine Tutorials

CALL WAITING

During an active call:

You'll hear a beep alerting you that another call is coming in – you don't have much time to decide to **answer** the second incoming call

You can opt to press the ***Hold*** soft key to answer the second incoming call or it will go into your VoiceMail

If you do Answer the second call, touch ***Hold* TWICE** to go back to original call

If you have Call Waiting, while you're on a call, you'll be notified by a quick beep and can opt to answer the second call coming in

(you do NOT have much time to decide whether you want to take the call after you hear the beep)

Call Forwarding – general information

There are 3 types of Call Forwarding on your machine:

CFD – Call Forward Don't Answer [after 3 rings and no answer, the call goes into your VoiceMail]
CFB – Call Forward Busy [if phone line is busy, the call goes into your VoiceMail]
CFU - Call Forward Universal -Forward All your Calls to another phone – See call forwarding feature information

Information (HELP) Features

Access ON-LINE Help

Not Available on 7910

The documentation on the Cisco website & the LCD panel of your phone may be incorrect and refer to the [i] button rather than a [?]

Use CALL HISTORY

Not Available on 7910

See a listing of missed calls, received calls, or placed calls you've made

Change the LCD CONTRAST

Not Available on 7910

Use a CORPORATE DIRECTORY

Not Available

This feature is **NOT currently available on any VOIP phone at this time**

This service will give you the capability to use Penn State's LDAP server to search for a person's phone number and then dial the number, once it's retrieved

Call Trace *57 (as of 04/2008)

If you receive harassing/offensive call:

Hang up immediately, wait for dial tone and dial *57 - listen for **confirmation tone**. Traces **last** incoming call – will be flagged for Police Services. **Notify Police Services 3-1111 or 911.**

View INFORMATION SERVICES

Not Available

The **[Services]** button on the phone works in tandem with the Cisco CallManager User Options web pages:

-First **use the web pages to subscribe** to services (See the Browser Features section of the tutorial)

-Next, press the **[Services]** button on your phone to access your subscriptions. The services in the tutorial are examples.

Your system administrator determines which services are available to you

Audio Features

Change the 'Ringer' SOUND

Press the **[Settings]** button
Press **7** on dialing pad
Press **up or down volume buttons** to scroll through available ring types
Press **#** on dialing pad to save your setting
***OR* Press [Settings] button** to exit

Adjusting the Ringer VOLUME

Press the **[Settings]** button
Press **3** on dialing pad
Press **up or down volume buttons** to adjust the volume
Press **#** on dialing pad to save your setting
***OR* Press [Settings] button** to exit

Adjusting Handset, Speaker and Headset VOLUME

Lift Handset
Press **[Settings]** button
Press **1** on dialing pad to *change Handset* or *2 to change speaker*
Press **up and down volume buttons** to adjust volume
Press **#** on dialing pad to save your setting
***OR* Press [Settings] button** to exit

NOTE: **Adjusting (and saving) the volume level during a call only affects the currently active voice receiver.** In other words, if you press the **[Volume]** button when you are using the handset, you will change **ONLY** the handset volume, not the speaker or headset volumes

MUTE a Call

[NOTE: This 7910 model does not have true speakerphone capabilities—you can turn the mute and speaker buttons on, but the caller will not have a 2-way conversation with you where both parties can be heard – you and anyone in the room can hear the caller, but the caller will not hear your responses]

During a call:

Press **[Mute]** 'microphone' icon button in lower left area of your phone (next to speaker button)

You can use MUTE with the SPEAKER button turned ON, then place handset in cradle

To **disengage mute**, press **[Mute]** microphone button again

Note: If you are using mute along with the speakerphone, lifting the handset will disengage mute

Browser Features

As of 6/2004, Web Services features are now available**

You can **use your Web browser to make instantaneous changes** to your VoIP phone:

<https://voip.psu.edu> login with your **CAC ID & password**

Once logged in, you can:

- **Forward all your calls remotely** using your browser
 - This is the equivalent of touching the [CFwdAll] button on your phone and forwarding your phone to someone else's phone line
- **Set/Change the speed dials** on your phone
 - Set or change the speed dial numbers configured on your phone
- **Set up an Address Book and Set up to 99 'Fast Dials'** on your VoIP phone
 - This features enables you to input information for up to 99 entries (names, home/work/mobile phone numbers), then assign a 'fast dial' number that you can use on your VoIP phone – this is located under the [SERVICES] button of your phone
- **Change the 'Locale'** (Language Setting) of your **VoIP Phone**
 - This features enables you to select a language setting for your VoIP
- **Change the 'Locale'** (Language Setting) of your **Web Pages**
 - This features enables you to select a language setting for your web pages
- **Access Cisco's 'User Guide'** for your VoIP Phone
 - This features enables you to access a User Guide for your phone (.pdf file)

NOTE: Some phone models may have some limitations regarding the various web services that are available