DIALING AND ANSWERING

ON CAMPUS, INTERNAL CALL:
• Obtain dial tone (lift handset, press new call, press speaker, etc.)
• Dial 5-digit extension

OFF CAMPUS, LOCAL CALL:
• Obtain dial tone
• Dial 9 + 7-digit number

OFF CAMPUS, LONG DISTANCE CALL
• Obtain dial tone
• Dial 9 + 1 + Area Code + 7-digit number

ANSWER, call on your primary line:
• Lift handset or press Speaker

ANSWER, call on a secondary line:
• While on another call Press Answer softkey
  This will put the first caller on hold automatically.

To end a call:
• Hang up handset or press End Call

SPEAKER, HEADSET, MUTE

To generate or accept a call without lifting handset:
• Press Speaker key

To generate or accept a call using headset:
• Press Headset key

To mute the microphone in the handset or headset:
• Press Mute key

HOLD

To place a call on hold:
• Press Hold softkey
• Hang up handset

To reconnect with the call:
• Lift handset
• Press Resume softkey or the line key
  If multiple call are on hold, use the Navigation button to select the desired call before you press Resume.

VOLUME

To adjust the handset, speaker, or headset volume:
• While listening, press key
• Press Save softkey

To adjust the ringer volume:
• At an idle phone, press key
• Press # key to save the setting

TRANSFER

To transfer a call to another extension:
• Press Transfer softkey (caller is put on HOLD)
• Dial the appropriate 5-digit extension
• Announce the call, if you like or....... 
• Press Transfer softkey to send call.

To retrieve the original call if no one answers:
• Press EndCall softkey
• Press Resume softkey

To transfer a call directly to a colleague’s voicemail box:
• Press Transfer softkey
• Press * key
• Enter mailbox number
• Press Transfer softkey

STANDARD CONFERENCE

To initiate a conference call:
Start with an existing call on your phone
• Press More softkey
• Press Confrn softkey (Caller is put on HOLD)
• Dial the number (+9) of 2'nd party
• After 2'nd party answers
• Press Confrn key to join all parties
  Repeat for each person you are adding to conf with a total of 6 parties including yourself.

NOTE: Only the initiator can add callers!

If a party doesn't answer or doesn't want to join:
• Press EndCall softkey
• Press Resume softkey

To remove yourself from the conference:
• Hang up your handset
  (No one may be added to the call once the initiator hangs up)

To remove any person called on conference
• Press More softkey
• Press Confrn List softkey
• Use arrow keys to locate individual
• Press Remove softkey

FORWARDING

To forward calls to another extension:
• At idle phone, press CFwdALL softkey
• Dial the destination extension

To forward your calls directly into voicemail:
• At idle phone, press CFwrdALL softkey
• Press (Messages) key
  To cancel forwarding:
• Press CFwrdALL softkey
CALL PICKUP
To pick up a call ringing at another telephone within your predetermined Call Pick-up Group:
• Press Speaker button
• Press More softkey
• Press Pickup softkey
• Lift the handset to answer the call

CALL PARK
To park a call in the system:
• Press More softkey
• Press Park softkey
• Note call park number in display (102xx)

To retrieve a parked call:
• Lift handset of any phone
• Enter number of parked call

ABBREVIATED DIAL
To call a number previously stored in speed dial:
• Press More softkey
• Press AbbrDial softkey
• Enter the 2 digit pre-programmed # and press Dial

CALL HISTORY
To view missed, received or placed call history:
• Press (Directories) key
• Scroll to desired history option
• Press “Select” softkey

To exit viewing call history:
• Press Exit softkey twice

To speed dial a number in the call history:
• Press (Directories) key
• Select desired number
• Insert “9 1” using the EditDial softkey, before the number, if required
• Press “Dial” softkey

CSUSB CAMPUS DIRECTORY
To find a name/number in the directory:
• Press (Directories) key
• Scroll to CSUSB Campus Directory
• Press Select softkey
• Choose to search under first or last name
• Press the corresponding number key to get the letter you are trying to enter
• Example: To type a b, you must hit the 2 key twice
• After entering 3 or 4 letters, press Search softkey
• Scroll to the desired name/number
• Press Dial to contact that person

CONTRAST
To adjust the display contrast:
• Press (Settings) key
• Scroll to Contrast
• Press Select softkey
• Press ▲▼softkeys
• Press OK softkey
• Press Exit softkey

RING TYPE
To choose a ring type:
• Press (Settings) key
• Scroll to User Preferences
• Scroll to Ring Type
• Press Select softkey
• Scroll through ring type options
• Press Play softkey to sample ring
• Press Select softkey to make choice
• Press OK softkey
• Press Exit softkey
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**Handset Indicator:**
Flashing = Incoming Call
Solid = New Voicemail

**Keypad:**
Allows you to dial phone numbers, enter letters and choose menu items.

**Navigation Button:**
Allows you to scroll through menus and highlight them. Used in conjunction with the soft keys to activate items.

**Soft Key Buttons:**
Soft keys are your current options. Based on where in the call process you are, they allow you to Answer, Call, Redial, Transfer, and Hold.

**Programmable Button:**
The first button is that specific devices’ extension, the remaining buttons displays different lines appearances (this feature is programmed by the TNS office) - Depending on what device you have you could have 2, 6 or 8 lines.

**Message Button:**
Press to auto-dial your voice mail service

**Directories Button:**
Open/ Close the directories menu. Use to view and dial from call logs (missed, received and placed) or corporate directory (campus directory)

**Volume Button:**
Controls the volume of the ringer as well as other volume settings

**Speaker Button:**
Toggles speakerphone on or off

**Headset Button:**
Toggles the headset (If equipped) on or off

**Mute Button:**
Toggles the mute feature on or off

**Help Button:**
Activates the help menu

**Settings Button:**
Open/ Close the settings menu.

**Services Button:**
Open/ Close the services menu.

**CISCO IP PHONE TUTORIALS:**

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