

# California State University, San Bernardino

## CISCO 794X/796X/797X IP Phone Reference Guide

### 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, pre  key
- Press **#** key to save the setting

### TRANSFER

To transfer a call to another extension:

- Press **Trnsfer** softkey (caller is put on HOLD)
- Dial the appropriate 5-digit extension
- Announce the call, if you like or.....
- Press **Trnsfer** 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 **Trnsfer** softkey
- Press \* key
- Enter mailbox number
- Press **Trnsfer** 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<sup>nd</sup> party
- After 2<sup>nd</sup> 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 **CFwrddALL** softkey
- Press  (**Messages**) key

To cancel forwarding:

- Press **CFwdALL** softkey

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### 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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## 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.

## Handset Indicator:

Flashing = Incoming Call  
Solid = New Voicemail

## 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)

## Help Button:

Activates the help menu

## Settings Button:

Open/ Close the settings menu.

## Services Button:

Open/ Close the services menu.

## Volume Button:

Controls the volume of the ringer as well as other volume settings

## Speaker Button:

Toggles speakerphone on or off

## Mute Button:

Toggles the mute feature on or off

## Headset Button:

Toggles the headset (If equipped) on or off

## Navigation Button:

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

## Keypad:

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



## CISCO IP PHONE TUTORIALS:

[http://www.cisco.com/E-Learning/bulk/public/celc/7940\\_Tutorial/](http://www.cisco.com/E-Learning/bulk/public/celc/7940_Tutorial/)

[https://www.cisco.com/E-Learning/bulk/public/celc/7960\\_Tutorial/](https://www.cisco.com/E-Learning/bulk/public/celc/7960_Tutorial/)

[http://www.cisco.com/assets/cdc\\_content\\_elements/flash/voice/7970\\_tutorial/index.htm](http://www.cisco.com/assets/cdc_content_elements/flash/voice/7970_tutorial/index.htm)

