







Cisco 7945 /7975 User Guide



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Busy Lamp Field / Line Buttons

-  **Green, steady**—Active call or two-way call
-  **Green, flashing**—Held call
-  **Amber, steady**—Privacy in use or one-way intercom call
-  **Amber, flashing**—Incoming call or reverting call
-  **Red, steady**—Remote line in use
-  **Off**, line available for use

Basic Call Handling

INTERNAL DIALING

- Dial the 4 digit extension .
- Calls between 831 numbers will be 4 digit dial.
- Calls between 837 numbers will be 4 digit dial.
- Calls from 831 to 837 will be 5XXXX.
- Calls from 837 to 831 will be 5XXXX.
- Callers in Lewis can dial 55 + 4 digit extension
- For further dialing instructions follow the link

<http://www.udel.edu/TelephoneServices/dialing-instructions.html>

EXTERNAL DIALING

- Local: 9+ Number
- Domestic: 9+1 Area Code+Number
- International: 9+011+Country Code+Number
- **Emergency External "911" or "9911"**

BASIC CALL PLACING OPTIONS

- Pick up the handset.
- Press the **Call** or **Redial** icon.
- Press the Speakerphone button.
- Press a **Speed Dial button**.

ANSWERING CALLS

While idle:

- Lift the handset
- Press the speakerphone button
- Press the amber flashing button

HOLD/RESUME

While on an active call:

1. Press the **Hold** soft key.
2. Press the **Resume** softkey.

Call Waiting

During an Active call, if a second calls rings in

You will hear a single beep

To Answer

Press the Answer softkey

(the original call will be placed on hold automatically)

CALL JOIN

Start with two connected calls.

1. Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call.
2. Highlight the call on hold.
3. Press More softkey.
4. Press Join

Transfer Options

BLIND TRANSFER

While in an active call:

1. Press the **Transfer** key.
2. Dial the intended party.
3. Press the **Transfer** key again to complete the transfer.

CONSULT TRANSFER

While in an active call:

1. Press the **Transfer** key.
2. Dial the intended party.
3. Wait for the party to answer and announce the call, press the **Transfer** key again to complete the transfer.
4. If dialed party does not wish to take the call, press **End Call**, then resume the original call.

TRANSFER TO VOICEMAIL

1. Press the **Transfer** key.
2. Dial * plus the 4 or 5 digit extension.
3. Press **Transfer** again.

Conferencing Options

AD-HOC CONFERENCING (MAX 6)

While in an active call:

1. Press **More**
2. Press the **Conference** key.
3. Dial the intended party.
4. Press the **Conference** key again to complete the conference.
5. Repeat to add additional parties.

VIEW CONFERENCE PARTICIPANTS

While in an Ad-Hoc or Joined Conference call:

1. Press **More**.
2. Press the **Conflist** softkey
3. To refresh the screen participants, press the **Update** icon.

REMOVE CONFERENCE PARTICIPANTS

While in an Ad-Hoc or Joined Conference call:

1. Press **More**.
2. Press **Conflist**
3. Highlight the party you wish to remove using the toggle button.
4. Press the **Remove** softkey.

Call Forwarding

To activate:

1. Press the **CFwdAll** softkey.
2. Dial the desired destination, don't forget to include 9+1 if forwarding to an external number.
3. To deactivate: Press the **CFwdAll** softkey

To Forward Calls to Voicemail:

1. Press the **CFwdAll** soft key
2. Press the **Messages** button

Intercom (Speaker Call)

To Intercom

- Press the intercom button
- Enter the desired extension

The Receiving Extension

- Press the Intercom button or the originator of the speaker call will not be able to hear you

Note if the receiving extension is on the phone
You can whisper the message your message without the Person they are talking to hearing you.

Voicemail

ID & PIN

Internally from your own phone:

Press the Message Key

The "default" PIN is "159357"

You will be prompted to change it during initial set up.

INITIAL SETUP

Follow the prompts to setup your mailbox

"Record your name"

"Record your greeting"

"Change your temporary PIN"

"Change your "Directory" listing"

If you "hang up" before you have completely enrolled, you will have to repeat the setup process next time you access voicemail.

INTERNAL ACCESS

Internally from another phone:

1. Press the Message envelope
Or Dial extension "4000 or 7000"
2. Press the Asterisk *
3. Enter 4-digit extension #
4. Enter your PIN & #

EXTERNAL ACCESS

Dial

Newark

1-302-831-7000

1-302-831-4000

Lewes

1-302-645-4000

1. Enter 7-digit number (831-XXXX), #
2. Enter your PIN & #

MAIN MENU

[1] - Listen to messages

[2] - Send a message

[3] - Review old messages

[4] - Setup options

PERFORMING COMMON TASKS

4-1-1 Re-Record Standard Greeting

4-1-2 Re-Record Alternate Greeting

4-3-2 Re-Record Name

4-3-1 Change Pin

LISTENING TO MESSAGES

1- Listen to new messages

3- Listen to old messages

[1][1] Rewind to beginning of message

WHILE LISTENING TO MESSAGES

[3] Delete

[4] Slower

[6] Faster

[#] Skip

AFTER LISTENING TO MESSAGES

[1] Repeat Message

[2] Save Message

[3] Delete Message

[4] Reply to Message

[5] Forward a Message

[6] Save message as new

[7] Go back 5 seconds

[8] Pause/Restart

AFTER LISTENING TO MESSAGES

[9] Message Properties

[#][#] Skip to next message

[*] Cancel playing messages

[1] [4]-Previous Message

[1][6] Next Message

NOTES or Help Desk INFO
