### UNIVERSITY OF DELAWARE

# Cisco 7945 /7975User Guide

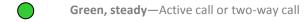


- 1 Line activation-Buttons
  - 7945- 2 Programmable Buttons

7975- 8 Programmable Buttons

- 2 Foot Stand Button
- 3 Display Buttons
- 4 Messages Button
- 5 Directories Button
- 6 Help Button
- 7 Settings Button
- 8 Services Button
- 9 Volume Button
- 10 Speaker Button
- 11 Mute Button
- 12 Headset Button
- 13 4-way Navigation Button
- 14 Keypad
- 15 Softkey Buttons
- 16 Voicemail lamp/Phone lamp
- 17 Phone Screen(Touch Screen for 7975)

# Busy Lamp Field / Line Buttons



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

 $\underline{\text{http://www.udel.edu/TelephoneServices/dialing-instructions.html}}$ 

#### **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.

- 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.
- 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.
- 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.
- 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.
- 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
- 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.
- 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"

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:

- Press the Message envelope Or Dial extension "4000 or 7000"
- 2. Press the Asterisk \*
- 3. Enter 7-digit extension # (831-XXXX)
- 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