UNIVERSITY OF DELAWARE

Cisco 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

To view basic dialing instructions, see the following website:
http://www.udel.edu/voip/dialing.html

Basic Call Placing Options

- Lift the handset.
- Press the **Call** or **Redial** button.
- Press the **Speaker** button.
- Press a **Speed Dial** button.

Answering Calls

While idle:

- Lift the handset.
- Press the **Speaker** button.
- Press the amber flashing button

Hold/Resume

While on an active call:

1. Press the **Hold** softkey.
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. Pres the s **More** softkey.
4. Press **Join.**

Transfer Options

Blind Transfer

While in an active call:

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

Consult Transfer

While in an active call:

1. Press the **Transfer** button.
2. Dial the intended party.
3. Wait for the party to answer and announce the call. Press the **Transfer** button 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** button.
2. Dial ***** plus the 4-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** button.
3. Dial the intended party.
4. Press the **Conference** button 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** button.

Remove Conference Participants

While in an Ad-Hoc or Joined Conference call:

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

Call Forwarding

To activate:

1. Press the CF**wdAll** 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** softkey.
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 your message without the person they are talking to hearing you.

Cisco 7975 Voicemail Set Up

ID & PIN

Internally from your own phone:

Press the **Message** button**.**

INITIAL SETUP

Follow the prompts to setup your mailbox

"Record your name"

"Record your greeting"

"Change your temporary PIN"

Contact Telephone Services if you do not have a temporary PIN.
You will be prompted to change it during initial set up.

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
2. Press the Asterisk *
3. Enter 7-digit extension # (831-XXXX)
4. Enter your PIN & #

External Access

1. Dial your number
2. Press the Asterisk
3. Enter 7-digit number (831-XXXX), #
4. Enter your PIN & #

VOICEMAIL PROMPTS

To view a list of the most common voicemail prompts, see the following website:
http://www.udel.edu/voip/voicemail.html