

# Centrex Phone Instructions (7911 & 7912 Series)

## Making a Call

### To Make a Call:

- Using the Handset - Lift the handset and dial the desired number
- Using the Monitor Speaker - Press the NewCall softkey and dial the desired number. When the party answers, lift the handset.
- Using On-Hook Dialing - Dial the desired number and lift the handset.
- While on an Existing Call – Press the NewCall softkey and dial the desired number. Toggle between the two calls using the Hold softkey.

## Dialing

### To Dial:

- An internal extension - Dial the extension
- A local call - 9 + the number
- Long distance - 9 + 1 + the number
- International - 9 + 011 + Country Code + City Code + Number

### To Redial the Last Number Called

- Lift the handset and press the Redial softkey or dial \*07

## Receiving a Call

### To Answer an Incoming Call:

- Lift the handset

### To Answer a 2nd Call While on a Call:

- Press the Answer softkey. The original caller will be placed on hold while you are connected to the 2nd caller.

### To Toggle Between Active Calls

- Press the Hold softkey

## Disconnecting a Call

### To Disconnect a Call:

- Replace the handset on the cradle -or-
- Press the EndCall softkey

## Re-dial

### To re-dial the last call you placed:

- Lift the handset and press the Redial softkey or dial \*07

## Transfer

Transfer enables you to transfer an active call to another extension or telephone number.

### To transfer an active call:

- Press the More softkey
- Press the Transfer softkey
- Dial the extension or telephone number to which you want to transfer the call
- If the called party answers, you may talk privately with them. To finish the transfer, hang up or press the EndCall softkey. To cancel the transfer and return to the holding party, press the Hold button.
- If the called party doesn't answer, hang up or press the EndCall softkey to transfer the call to that party's voice mailbox or press the Hold button to cancel the transfer and return to the holding party



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### Conferencing

Conferencing lets you join multiple parties together on a single call.

#### To add a party to an existing call:

- Press the Confm softkey to place the existing call on Hold and provide dial tone
- Dial the extension or number that you would like to add. Be sure to include the Outside Access Digit for external calls.
- After the party answers, press the Confm softkey to join the parties together.

**Note: If you initiate a conference call and then hang up, the other parties will be able to continue the call after you disconnect.**

### Call Forward (All Calls)

Call Forward (All Calls) lets you forward incoming calls to another number.

#### To enable/modify Call Forwarding using the menu:

- Press the CFwdAll softkey
- Enter the telephone number for the forwarding destination. When entering an external Forwarding Number, be sure to include the Outside Access Digit.
- Press the EndCall softkey. The display will indicate that the line is forwarded and show the forwarding number.

#### To disable Call Forwarding using the menu:

- Press the CFwdAll softkey
- Press the EndCall softkey

### Do Not Disturb

Do Not Disturb makes your phone unavailable for incoming calls. Incoming calls will be routed to your voicemail or another extension, depending on your configuration.

#### To enable Do Not Disturb:

- Lift the handset, dial \*04 and hang up. The display will show "Do not disturb is active".

#### To disable Do Not Disturb:

- Lift the handset, dial \*04 and hang up. The "Do not disturb is active" message will disappear.

**Note: You can record a special voicemail greeting that callers will hear when you have DND active and they are routed to voicemail.**

### Mute

The Cisco 7911/7912 does not have a specific Mute function. To hear a call without the caller hearing you, you can use the Monitor Speaker to listen in without being heard.

#### To Listen In Without Being Heard

- Press the Hold button, return the handset to the cradle and press the Hold button again.
- Listen in via the Monitor Speaker.

#### To Return to a Normal 2-Way Call

- Lift the handset and press the Hold button.

### Hold

Hold lets you place a call on hold for rapid retrieval from the same phone.

#### To place the current call on hold:

- Press the Hold button

#### To retrieve the held call:

- Press the Hold button again

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**Note: When a call is placed on hold, your phone will ring once every minute to remind you that you have a held call.**

### Call Park

Call Park allows you to park a call and then pick up the call from any phone.

#### To Park a Call

- Tell the caller that you will be placing them on hold.
- Press the More soft key until the Park soft key is visible. (MCPark)
- Press the Park soft key.
- The system parks the call at a Call Park extension. The system announces the Call Park Extension and displays it on the telephone display.
- Hang up.

#### To Retrieve a Parked Call

- Lift the handset and dial the Call Park Extension of the call you wish to retrieve.

**Note: If the party does NOT pick up their parked call the call will automatically ring back to the original phone that parked the call to begin with.**

### Adjusting the Phone

#### To Adjust Display Contrast:

- Press the Menu button
- Use the up/down navigation buttons to select Settings and press the Select softkey
- Select Contrast and press the Select softkey
- Adjust the contrast using the Up/Down softkeys
- Press the OK softkey followed by the Save softkey
- Press the Exit softkey

#### To Adjust Ring Volume:

With the handset in the cradle and speakerphone off, use the Volume Up/Down buttons.

#### To Adjust Handset Volume:

Remove the handset from the cradle and use the Volume Up/Down buttons. Press the Save softkey and replace the handset.

#### To Adjust the Monitor Speaker Volume

- While in a call, press the Hold button and replace the handset
- Press Hold again to monitor the call
- Use the Volume Up/Down buttons to adjust the volume
- Press the Save softkey

#### To Adjust Ring Type:

- Press the Menu button
- Select Settings and press the Select softkey
- Select Ring Type and press the Select softkey
- Select the desired ring sound from the list
  - Press the Play softkey to hear the ringer
  - Press the Select softkey to select the ringer
- Press the OK softkey
- Press the Save softkey followed by the Exit softkey