



Using Your Cisco IP Phone 7910

Read these sections to learn how to use your Cisco IP Phone 7910:

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- Making Telephone Calls, page 5
- Using Call Forwarding, page 11
- Using Voice Mail, page 13
- Configuring Speed Dial Buttons, page 14

How to Use the Handset and Speaker

You can place calls with the handset or speaker, but you can only talk to your party through the handset. Through the speaker, you can only listen to a call. These sections describe their use and how to adjust the volume of the call:

- Using the Handset, page 2
- Using the Speaker, page 2
- Adjusting the Handset Volume, page 2
- Adjusting the Speaker Volume, page 3

Using the Handset

To place and answer calls with the handset, simply lift the handset. To change from handset to speaker, press **SPEAKER** and hang up the handset.

Using the Speaker

The speaker is designed to be used for “hands-free” dialing. You can use it to place a call, and then pick up the handset if the other party answers the phone.

The speaker does not allow for two-way communication. However, you can have the handset off-hook with the speaker enabled, enabling the calling party to hear you over the handset while you listen through the speaker. You might want to do this if you want to use the phone for conference calls.

To place calls using the speaker, press **SPEAKER** and dial the number. When the party answers, pick up the handset. If the handset is off-hook with the **SPEAKER** button enabled, you can speak into it, allowing the calling party to hear you. This allows others to listen to both sides of the conversation.

If you are only listening to a call, you can leave the handset in the rest. The mute button automatically lights, indicating that the calling party cannot hear you. When finished with the call, press **SPEAKER** to hang up.

Adjusting the Handset Volume

To increase or decrease the volume of your handset:

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- Step 1 Press the **SETTINGS** button.
 - Step 2 Press **1** on the dialing pad.
 - Step 3 Press the up or down volume keys to adjust the volume to the desired setting.
During a call, you do not need to press the **SETTINGS** button. You can adjust the speaker volume using the up or down volume keys.
 - Step 4 To save the volume setting for future calls, press **#** on the dialing pad and then press the **SETTINGS** button.
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Adjusting the Speaker Volume

To increase or decrease the volume of the speaker:

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- Step 1** Press the **SETTINGS** button.
- Step 2** Press **2** on the dialing pad.
- Step 3** Press the up or down volume keys to adjust the volume to the desired setting.
- During a call, you do not need to press the **SETTINGS** button. You can adjust the speaker volume using the up or down volume keys.
- Step 4** To save the volume setting for future calls, press **#** on the dialing pad and then press the **SETTINGS** button.
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Customizing Phone Settings

You can change various settings on your Cisco IP Phone 7910 to ensure that the ringer volume, ring sound, and LCD contrast are set appropriately for you. These sections describe the changes you can make:

- Adjusting the Ringer Volume, page 3
- Changing the Ringer Sound, page 4
- Changing the LCD Contrast, page 4

Adjusting the Ringer Volume

To increase or decrease the volume of the ringer:

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- Step 1** Press the **SETTINGS** button.
- Step 2** Press **3** on the dialing pad.

- Step 3 Press the up or down volume keys to adjust the volume to the desired setting.
 - Step 4 To save this setting, press # on the dialing pad and then press the **SETTINGS** button to exit the Settings menu.
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Changing the Ringer Sound

To change the sound used by the ringer:

- Step 1 Press the **SETTINGS** button.
 - Step 2 Press **4** on the dialing pad.
 - Step 3 Press the up or down volume keys to scroll through the list of available ring types.
 - Step 4 To save the selected ring type, press # on the dialing pad and then press the **SETTINGS** button to exit the Settings menu.
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Changing the LCD Contrast

To improve the readability of the LCD, change the amount of contrast:

- Step 1 Press the **SETTINGS** button.
 - Step 2 Press **5** on the dialing pad.
 - Step 3 Press the up or down volume keys to set the desired intensity of the display.
 - Step 4 To save this setting, press # on the dialing pad and then press the **SETTINGS** button.
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Making Telephone Calls

These sections describe how you can place, answer, or otherwise manage a telephone call:

- Placing a Call Using a Telephone Number, page 5
- Answering a Call, page 6
- Ending a Call, page 6
- Muting a Call, page 6
- Placing a Call on Hold, page 6
- Transferring a Call, page 7
- Redialing the Last Number Dialed, page 7
- Parking a Call, page 7
- Making Conference Calls, page 8
- Using Call Pickup, page 10

Placing a Call Using a Telephone Number

You can place a call with the Cisco IP Phone 7910 in any of the following ways:

- Lift the handset and dial the number.
- Press the line button and dial the number.
- To use the speakerphone, press **SPEAKER** and dial the number.
- To use speed dial, press one of the **speed** buttons.



Note See the “Configuring Speed Dial Buttons” section on page 14 for details on how to set speed dial numbers.

Answering a Call

You can answer calls coming to your direct telephone extension or to others in your group.

To answer a call coming to you directly, simply lift the handset. To answer calls coming to other telephone extensions, you must use Call Pickup (see “Using Call Pickup” section on page 10).

Ending a Call

To end a call:

- If using the handset, hang up the handset.
- If using the speaker, press **SPEAKER**.
- Press the line button.

Muting a Call

While in a call, you can mute the handset, preventing the party you are speaking to from hearing what you or someone else in the room is saying. When using the speaker, your call is automatically muted if the handset is in the cradle.

- To mute a call, press **MUTE**.
- To disengage mute, press **MUTE** again.

Placing a Call on Hold

While in a call, you can place the call on hold, so that the caller cannot hear you and you cannot hear the caller.

- To place a call on hold, press the **HOLD** button.
- To return to the call, press the **HOLD** button again.

Transferring a Call

To transfer a call to another phone:

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- Step 1 During a call, press the **TRANSFER** button. This places the call on hold.
 - Step 2 Dial the number to which you want to transfer the call.
 - Step 3 When the party answers, announce the call and press **TRANSFER**.
 - Step 4 Hang up if the party accepts the call.
 - Step 5 Press **HOLD** to return to the original call if the party refuses or does not answer the call.



Note You can also transfer a call by pressing **TRANSFER** when the phone begins to ring. In this case, the caller is transferred to the other phone without being announced, and you cannot return to this call.

Redialing the Last Number Dialed

To redial the most recently dialed number, lift the handset and press the **redial** button.

Redial is an optional feature configured by your system administrator. Although your phone supports this feature by default, your system administrator might have removed this feature from your phone.

Parking a Call

The Cisco IP Phone 7910 allows you to store or “park” a call at a specified number and then use any other phone (for example, a phone in someone else’s office or in a conference room) to retrieve the call.

Call Park is an optional feature configured by your system administrator, and your phone does not support this feature by default. Call Park is only available if your system administrator configured your phone to support it.

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- Step 1** During an active call, press the **park** button.
The display shows the number to which the call is parked.
- Step 2** Make a note of the Call Park number and then hang up. The call is now parked at that number, allowing you to retrieve it from another phone.



Note You have a limited amount of time to retrieve the parked call before it disconnects. See your system administrator for more information.

- Step 3** To retrieve the parked call from any phone in the Cisco CallManager system, dial the Call Park number at which the call was parked.
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Making Conference Calls

Conference calls allow you to have multiple callers participating in the same telephone call.

The ability to make conference calls with your Cisco IP Phone 7910 is an optional feature. Your phone supports some of these features by default. However, the specific features available to you depend on how your system administrator configured your phone to support them.

These sections describe how to make conference calls with the phone:

- Placing a Conference Call, page 9
- Conference Call Tips, page 9
- Establishing Meet-Me Conference Calls, page 9

Placing a Conference Call

To turn a call into a conference call:

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| Step 1 | During a call, press the conf button.
This automatically opens a new line and place the other party on hold. |
| Step 2 | Place a call to another party. |
| Step 3 | When the call connects, press conf again to add this party to the conference call. |
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Conference Call Tips

- Once the conference call initiator disconnects, no new parties can be added.
- To place a conference call on hold, press the **HOLD** button. The other parties can talk among themselves but they cannot hear you.
Keep in mind when you put a call on hold, a beeping tone automatically generates every few seconds. To avoid disrupting the other callers, consider muting the call instead. To mute the call, press the **MUTE** button.
- To transfer a conference call to another telephone, press the **TRANSFER** button. Dial the number to which you want to transfer the call and then press **TRANSFER** again. All parties will be transferred.

Establishing Meet-Me Conference Calls

A Meet-Me conference allows other callers to dial into the conference call. The ability to make Meet-Me conference calls with your Cisco IP Phone 7910 is an optional feature. Your phone does not support this feature by default. It requires a special conference number, and it is only available if your system administrator configured your phone to support it.

To establish a Meet-Me conference call:

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| Step 1 | Press the LINE button. |
| Step 2 | Press the Meet-Me button. |
| Step 3 | Dial the Meet-Me conference number. |

- Step 4** Follow the voice instructions to establish the Meet-Me conference.
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You can also join Meet-Me conference calls established by other people. To join a Meet-Me conference, dial the Meet-Me conference number provided by the Meet-Me conference initiator. You do not need to press the Meet-Me button to simply join a call. You are connected to the conference once the conference initiator has dialed in and established the conference.

Using Call Pickup

Call pickup allows you to answer a call that comes in on a telephone extension other than your own. When you hear an incoming call ringing on another phone, you can redirect the call to your phone by using the call pickup feature.

There are two types of call pickup available on Cisco IP Phones:

- **Call Pickup**—pick up incoming calls within your own group. The appropriate call pickup group number is dialed automatically when you choose this feature.
- **Group Call Pickup**—pick up incoming calls within your own group or in other groups. You must dial the appropriate call pickup group number when using this feature.

Call Pickup and Group Call Pickup are optional features configured by your system administrator, and your phone does not support these features by default. They are only available if your system administrator configured your phone to support them.

Picking Up Calls in Your Group

Call Pickup allows you to pick up incoming calls within your own group. When you activate Call Pickup, it automatically dials the call pickup group number associated with the line you selected on your phone. If there is a call coming in on another telephone number in that same group, the call immediately begins ringing on your line. If there is more than one incoming call in the pickup group, then you receive the first unanswered call. If there is no unanswered call in the group when you activate Call Pickup, your phone is placed back on hook.

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- Step 1 Press the **LINE** button.
 - Step 2 Press the **Call Pickup** button.
 - Step 3 Answer the incoming call that is redirected to your phone.
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Picking Up Calls Outside Your Group

Group Call Pickup allows you to pick up incoming calls within your own group or in other groups. You must dial the appropriate call pickup group number when using this feature.

If there is a call coming in on another telephone number in the call pickup group you dialed, that call immediately begins ringing on your line. If there is more than one incoming call in the pickup group, then you receive the first unanswered call. If there is no unanswered call in the group, or if you dial an invalid call pickup group number, you receive fast busy tone.

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- Step 1 Press the **LINE** button.
 - Step 2 Press the **Group Call Pickup** button.
 - Step 3 Dial the desired call pickup group number.
 - Step 4 Answer the incoming call that is redirected to your phone.
 - Step 5 To dial a different call pickup group number, hang up and begin again at Step 1.
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Using Call Forwarding

The Cisco IP Phone 7910 includes call forwarding, which allows you to redirect calls made to your telephone to another phone. This is useful if you know you will be away from your desk for several days, for example, on a business trip or a vacation.

Call Forwarding is an optional feature configured by your system administrator. Although your phone supports this feature by default, your system administrator might have removed this feature from your phone.

These sections describe how you can set up call forwarding:

- Forwarding All Calls, page 12
- Forwarding All Calls When Not at Your Phone, page 12

Forwarding All Calls

Use this procedure to forward all incoming calls to another number. You can forward all calls to Cisco IP phone or non-IP phone.

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- Step 1** Press the **forward** button.
You should hear two beeps.
- Step 2** Enter the number to which you want to forward all your calls.
Be sure to enter the number exactly as you would if you were to call that number. For example, enter an access code such as “9” or the area code, if necessary.
The LCD displays a message with the number to which your calls are being forwarded.
- Step 3** To cancel forwarding of all calls, press the **forward** button.
You should hear two beeps, indicating that call forwarding is not active.
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Forwarding All Calls When Not at Your Phone

If you are not at the location of your phone, you can use a computer to configure your phone to forward calls. Use this procedure to forward incoming calls to another number from a remote computer. You can forward all calls to Cisco IP phone or non-IP phone.

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- Step 1** Using a web browser on your desktop computer, log in to the Cisco CallManager IP Phone Configuration utility.
See your system administrator for details.
- Step 2** Select your phone from the Select a Device to Configure drop-down list box.

- Step 3** Click “Forward all calls to a different number” from the list of available configuration options.
- Step 4** Select the check box next to the line you want to forward.
- Step 5** Type the number to which you want to forward all incoming calls.
Be sure to enter the number exactly as you would if you were to call that number. For example, enter an access code such as “9” or the area code, if necessary.
- Step 6** Click **Update**.
- Step 7** Click **Log off** to exit the configuration utility.
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To cancel forwarding of all calls, repeat this procedure, but in Step 4, clear the check box next to the line being forwarded.

Using Voice Mail

Voice mail allows you to access messages left by callers if you are unavailable to take their call. Voice mail is an optional feature configured by your system administrator. Your particular phone setup might not support accessing voice mail in this way.

These sections describe how to use voice mail with the phone:

- Setting Up Voice Mail, page 13
- Accessing Voice Mail, page 14

Setting Up Voice Mail

To set up voice mail, press the **msgs** button and follow the voice instructions.

The default password is 1234. For security reasons, you should change your password as soon as possible. Your password can be a maximum of four digits.

Accessing Voice Mail

To access voice mail, press the **msgs** button and follow the voice instructions. The red light on your handset lights when you have a voice mail message.

Configuring Speed Dial Buttons

Depending on how your system administrator configured your Cisco IP Phone 7910, you can configure several buttons to speed dial the numbers you use most.

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- Step 1** Using a web browser on your desktop computer, log in to the Cisco CallManager IP Phone Configuration utility.
See your system administrator for details.
 - Step 2** Select your phone from the Select a Device to Configure drop-down list box.
 - Step 3** Click “Update your Speed Dial buttons/Print your button template” from the list of available configuration options.
 - Step 4** Enter the phone numbers and display text you want to associate with your speed dial buttons.
 - Step 5** When you are done, click **Update** to store your settings. To restore your previous settings, click **Cancel**.
 - Step 6** Click **Log off** to exit the configuration utility.
Be sure to enter the numbers exactly as you would if you were to call that number. For example, include an access code such as “9” or the area code, if necessary.
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