

Guide to using your Cisco IP 79xx Phone at Imperial College London –Basics

Cisco IP Phone 7906/ Cisco IP Phone 7911




Cisco IP Phone 7945





To transfer a call

Announce to the caller you are going to transfer their call

1. Press the *Transfer* button. The call will go on hold.
2. Dial the extension you wish to transfer to
3. Announce the call. (To return to the caller, if there is no answer, or the extension you require is busy. Press *End Call* and then press *Resume* button or  button which is flashing red).
4. Press the *Transfer* button
5. Replace the receiver

To make an inquiry call



While you are having a telephone conversation

1. Press *Hold* or  button. The 1st person you were talking to will be put on hold.
2. Press *Transfer* button
3. Dial the required extension number and speak to your colleague
4. To return to the caller once your colleague has answered your inquiry, or if there is no answer, or the extension you require is busy. If your colleague does not hang up, press *End Call* and then press *Resume* button or  button which is flashing red.

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To put a call on hold

Announce to the caller you are going to them on hold

1. Press *Hold* button or  button
2. To retrieve the call press the *Resume* button or  button which is flashing red

To Pick Up a call

On a Cisco IP Phone 7906/ Cisco IP Phone 7911

1. Lift the receiver
2. Press *More*
3. Press *PickUp*

On a Cisco IP Phone 7945

1. Lift the receiver
2. Press *PickUp*

Do Not Disturb [DND]

On a Cisco IP Phone 7906/ Cisco IP Phone 7911

To **Activate** the Do Not Disturb (i.e. stop the phone ringing)

1. Press *More*
2. Press *DND*

Screen will change and display Do Not Disturb is active

To **Deactivate** the Do Not Disturb (i.e. allow the phone to ring)

1. Press *More*
2. Press *DND*

Screen will change and display “Your current options”

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DND

Screen will change and display “Your current options”

For the College Switchboard

Dial **0 (Externally (020)7 589 5111)**

All internal calls for the Imperial College switchboard (by dialing **0**) will be answered by the Interactive Voice Response (IVR) system. To get to the operator when the IVR answers, press 0 again or say Operator.

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To log a fault

Dial **49049 (Externally (020)7 59 49049)**

Please have the following details ready:

- Extension which has fault
- Socket Reference
- Location of the faulty Extension (i.e. room number, building and campus)
- Alternative Contact number

To place a telecom works/ mobile/

Please contact your telecom rep.