



**Phone
Systems
Express**

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User Guide for Cisco IP Phone

7975



Physical Description

The Cisco 7975 is a touch-screen phone. It provides soft keys and dedicated buttons, allowing you to place and receive calls, put calls on hold, transfer calls, make calls, and so on.



Name


Description

- 1) Programmable or Line buttons




Depending on configuration, programmable buttons provide access to:

- Phone lines and intercom lines (line buttons)
- Speed-dial numbers (speed-dial buttons)
- Web-based services (ex: personal address book)
- Call features (ex: privacy, hold or transfer) buttons light to indicate status:

 Green, steady: Active call or two-way intercom

Green, flashing: Held Call













 Amber, steady: Privacy in use, one way intercom, DnD

Amber, flashing: Incoming call or reverting call

 Red, steady: Remote line in use

- 2) Footstand adjustment

Allows you to adjust phone base angle.

- | | | |
|-----|---|---|
| 3) | Display button | Awakens the touchscreen from sleep mode or disables it for |
| |  | Cleaning.  No color: Ready for input |
| | | Green flashing: disabled |
| | |  Green steady: Sleep mode |
| 4) | Messages button | Auto-dials your voice message service. |
| |  | Follow the prompts. |
| 5) | Directories button | Provides access to your phone directories. |
| |  | |
| 6) | Help button | Activates the help menu |
| |  | |
| 7) | Settings button | Provides access to phone settings (ex: change touchscreen and |
| |  | ring settings. |
| 8) | Services button | Provides access to phone services. |
| |  | |
| 9) | Volume button | Increases or decreases handset, headset, ringer, or speakerphone |
| |  | volume. |
| 10) | Speaker button | Toggles speaker on and off. |
| |  | |
| 11) | Mute button | Toggles mute on and off. |
| |  | |
| 12) | Headset button | Toggles headset on and off. |
| |  | |

13) 4-way Navigation Pad
and Select (center) button






Allows you to scroll through menus and highlight items, displays phone numbers from your placed calls, when phone is on-hook. Use select button to select an item that is highlighted on the screen.

Navigation Pad/button:

- Scroll up and down to see menus and highlight items
- Scroll left to open Details view and see directory numbers and features assigned to each line button (when on call screen).
- Scroll right to close the Details view.

Select button:

- If the button is highlighted to a directory number, and:
 - The line is idle, press  to initiate a new call.
 - There is an on-hold call on the line
Press  to resume the call.
 - There is an active call on the line, the Select button has no effect.
- If the button is highlighting a feature,
Press  to access the feature.

14) Keypad

Functions like a traditional telephone keypad.

15) Soft keys buttons

Engages the functions displayed to the corresponding LCD tabs.

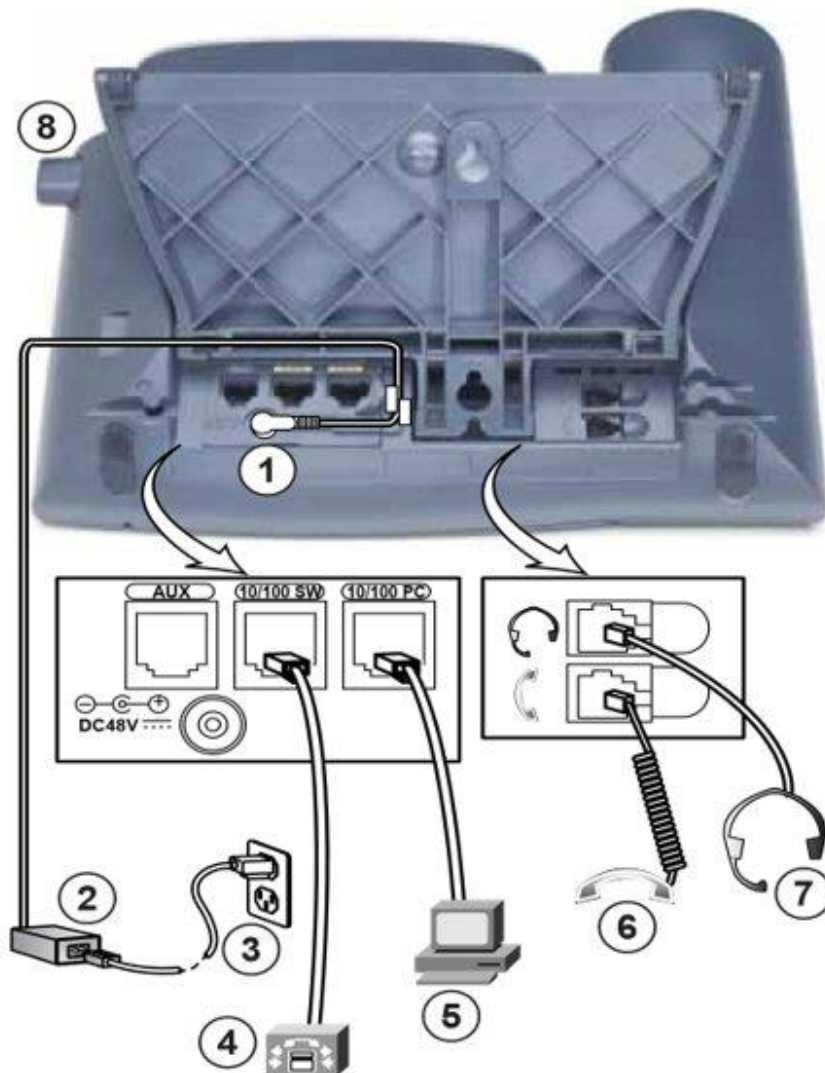
16) Handset with
Indicator light

Functions like a traditional handset and provides message waiting indicator light and message-waiting (stutter) tone.

17) Touchscreen

Shows phone touch screen features

Connecting Your Phone

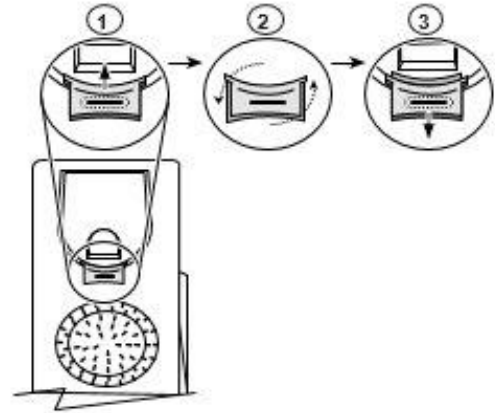


- 1) DC adapter port (DC48V) for phones not provided with inline power
- 2) AC-to-DC power supply
- 3) AC power cord
- 4) Network port (10/100 SW) for connecting to the network
- 5) Access port (10/100 PC) for connecting your phone to your computer
- 6) Handset port
- 7) Headset port
- 8) Footstand button

Adjusting the Handset Rest

When you connect your phone, you can adjust the handset receiver so that the receiver will not slip out of the cradle. To adjust the handset:


- 1) Set the handset aside and pull the square plastic tab upwards from the handset rest.
- 2) Rotate the tab 180 degrees.
- 3) Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.



Touch Screen Features

This is what your main touch screen might look like with active calls and several feature menus open.




Name	Description
1) Primary phone line	Displays the phone number (directory number) for your phone line.
2) Programmable Button indicators	Programmable buttons  can serve as phone line buttons, speed-dial buttons, phone service buttons or phone feature buttons. Icons and Labels indicate how these buttons are configured.
3) Soft key labels	Each displays a soft key function. Soft key labels are touch sensitive.
4) Status line	Displays audio mode icons, status information, and prompts.
5) Call activity area	Displays current calls per line, including caller id, call duration, and call state for the highlighted line (standard view only). Items in this area are touch sensitive.
6) Phone tab	Indicates call activity. Press this tab to return to the call activity area, if needed.
7) Features tab	Each indicates an open feature menu. Tabs are touch sensitive.


Choosing Touch Screen Items

To choose items on your phone's touch screen, use one of the following methods:


- By touch, press (or tap) touch-sensitive items on the touch screen with your fingertip. Use only your fingertip to press the touch screen because using any other objects could damage the display. Be aware that pressing a phone number can cause the phone to dial the number.
- By item number, press the corresponding number on your keypad. For example, press **4** to choose the fourth item in a menu.
- By scrolling, press the Navigation button to highlight an item. Press a soft key (ex: Dial) to finish the action or tap the item on the touch screen with your fingertip.

Cleaning and Maintaining the Touch Screen

To disable the touch screen for cleaning, press  and hold for more than one second.

The  flashes. The screen remains disabled for about a minute unless you enable it.

To enable the touch screen (after disabling it), press  (flashing) and hold for more than one second.

To wake the touch screen from sleep mode, press the touch screen, any button, or lift the handset. After a period of inactivity (determined by your system administrator), the touch screen enters sleep mode to save power. In this mode, the touch screen appears blank and  remains lit.

Note Only use a soft, dry cloth to wipe the touch screen. Do not use any liquids or powders by the phone, because they can contaminate phone components and cause failures.

Feature Buttons and Menus

To open or close a feature menu, press a feature button



Messages



Help



Directories



Services



Settings


To scroll through a list or menu, press the **Navigation** button.

To go back one level in a feature menu, press **Exit**. Pressing Exit from the top level of a menu will close the menu.











To switch between open feature menus, press a feature tab on your touch screen. Each feature menu has a corresponding tab. The tab is visible when the feature menu is open.

Line and Call Icons

The difference between lines and calls is as follows:

- Lines – Each corresponds to a directory number that others can use to call you. Your phone can support up to eight lines. To see your phone lines, look at the right side of your touch screen. You have as many lines as you have directory numbers and phone line  icons.
- Calls – Each line can support two calls. Only one call can be active at any time, other calls are automatically placed on hold.

Your phone displays icons to indicate the line and call state.

Icon/Line or call state	Description
 On-hook line	No call activity on this line
 Off-hook line	You are dialing a number or an outgoing call is ringing
 Connected call	You are connected to the other party
 Ringing call	A call is ringing on one of your lines
 Call on hold	You have put the call on hold or shared line in use
 Remote in use	Another phone that shares your line has a connected call
 Authenticated call	Verifies the identities of all phones participating in a call
 Encrypted call	Identifies phones receiving encrypted call (your audio) within the Cisco Unified IP Network.
 Idle line	Indicates the line is idle, when using Busy Lamp Feature
 Busy line	Indicates the line is busy, when using Busy Lamp Feature

Operating Your Phone

Note: Some features may or may not work depending on the configuration of your phone system





Soft Key Descriptions

<u>Soft Key</u>	<u>Function</u>
<<or>>	Navigates to edit characters. Use backspace soft key to erase digits.
Acct	Account code
Answer	Answers incoming calls.
Callback	Notifies callers that called line is free.
Cancel	Cancels last selection
cbarge	Allows callers to join a shared-line call.
CFwdALL	Forwards all calls
Clear	Clears directory history.
Confrn	Connects callers to a conference call.
Delete	Deletes selected number.
Dial	Dials displayed number.
DnD	Enables Do-Not-Disturb
Down	Decreases LCD contrast, brightness, etc
EditDial	Selects number and activates cursor for editing
EndCall	Ends current call
Exit	Exits from current selection
Flash	Provides hookflash functionality for 3 way calling and call waiting services
GPickUp	Selectively pick up calls coming into a phone number that is part of a pick up group
Hold	Places active call on hold
Login	Provides PIN-controlled access to restricted phone features
LiveRcd	Enables the user to record a phone conversation
MeetMe	Starts a new MeetMe conference
more	Scrolls through additional soft key options (ex: DnD)
NewCall	Opens new line on speakerphone to place a call
Ok	Confirms selection
Park	Forwards calls to location which anyone on the system can pick up
PickUp	Selectively picks up calls coming into another extension
Play	Plays ring sound samples
Redial	Redials last number dialed
Remove	Removes conference participant

<u>Soft Key</u>	<u>Function</u>
RmLstC	Removes last participant from the conference call
Resume	Returns to active call
Save	Saves last change
Search	Initiates search in local history
Select	Selects highlighted option
Trnsfer	Transfers active calls to another extension
TrnsVM	Transfers a call to voicemail
Up	Increases LCD screen contrast, brightness, etc
Update	Updates content

Basic – Place A Call


Use one of the following methods to place a call: *****Always use the area code when dialing**

- Lift handset and dial the number
- Dial the number, then lift the handset
- Dial the number, press **Dial** soft key
- Press the **line** button for your extension, then dial
- Press **Speaker** button, then dial
- Press the **New Call** soft key, then dial
- If using a headset, press **Headset** button, then dial. If  is lit, press New Call and enter number
- Dial the number, then press **Headset** button
- If you have selected a number from directory, press **Dial** soft key
- Press **Redial** to dial the last number, or press **Navigation** button (with phone idle) to see your placed calls
- If you are placing a call while another call is active (using the same line), press **Hold**, and then press **New Call** and enter the number
- If you are dialing from the directory, choose  **Missed calls, Received calls, or Placed calls.** Press the listings on the touch screen.
- If you are dialing on-hook, without a dial tone (predial), enter a number, then go off-hook by lifting the handset, pressing the number on the touch screen, or pressing Dial, , or .
- When you predial, your phone tries to anticipate the number you are dialing by displaying matching numbers (if available) from your **Placed calls** log. This is called Auto Dial. To call a number displayed with Auto Dial, press the number, or scroll to it and go off-hook.


Note Use the backspace (<<) soft key to erase digits that you entered incorrectly.

Additional Options – Place a Call

To place a call while another call is active (using a different line):







- 1) Press  for a new line. The first call is automatically placed on hold.
- 2) Enter a number.

To dial from a Personal Address Book (PAB) entry:

- 1) Press  > **Personal Directory** to log in.
- 2) Choose **Personal Address Book** and search for listing.



Answer a Call

Use one of the following methods to answer a call:

- Press  to answer with a headset, if unlit. Or if  is lit, press **Answer** or  (flashing).
- Press **Answer** to switch from a connected call to answer a new call, or if the call is ringing on a different line, press  (flashing).
- Press  to answer with speakerphone, press **Answer**, or  (flashing).
- Press **Answer** to answer a call using call waiting.
- Press **iDivert** or **DnD** to send a call to your voice messaging system.

End a Call

Use one of the following methods to end a call:

- Hang up the handset or press **EndCall**.
- If you are using a headset, press  or to keep the headset mode active, press **EndCall**.
- If you are using the speakerphone, press  or **EndCall**.
- Press **EndCall** to hang up one call, and to preserve another call on the same line. If necessary, remove the call from hold first.

Hold and Resume a Call


Engaging the Hold feature typically generates music or a beep. A call-on-hold is indicated by the  icon.

To put a call on hold:

- 1) Make sure the call you want to put on hold is highlighted.
- 2) Press **Hold**.


To remove a call from hold on the current line, use the following method:


- 1) Make sure the appropriate call is highlighted.
- 2) Press **Resume**.

To remove a call from hold on a different line, press  (flashing) for the appropriate line. If a single call is holding on this line, the call automatically resumes. If multiple calls are holding, scroll to the appropriate call and press **Resume**.

Mute a Call

With Mute enabled, you can hear other parties on a call and they cannot hear you. You can use Mute in conjunction with the handset, speakerphone, or a headset.

Press  to toggle Mute on.

Press  to toggle Mute off.

Manage Call Waiting

If you are on a call when a second call comes in, you will hear a call-waiting tone or see a flashing indicator light on the handset rest, depending on the configuration of your phone.

To answer the new call on the same line:

- 1) Use the **Navigation** button to select the call
- 2) Press **Answer** soft key to answer the call. The other call will automatically be put on hold.

To return to the original call:

- 1) Use the **Navigation** button to reselect the call.
- 2) Press the **Resume** soft key to reconnect to the call.

For calls on a separate line:

- Press the **Line** button for the incoming call. The call on the other line will automatically be put on hold.

To return to the original call:

- Press the **Line** button associated with the original call.

Retrieve Voice Messages

- 1) Select a phone line by lifting the handset, pressing the **speakerphone** button, or by pressing a line button. Listen for a dial tone.
- 2) Press the **Messages** button and follow the voice prompts.

Note When you have one or more new messages, the message waiting indicator light on your handset will be lit.

Adjust the Volume for the Current Call


To adjust the handset, speakerphone, or headset volume for the current call:

- 1) During a call, press the **Up** or **Down Volume** button.
- 2) Press the **Save** soft key to apply the new setting for future calls.

Adjust the Ring Volume

Press **Up** or **Down Volume** button while the handset is in the cradle.

Adjust the Display Contrast, Brightness, Ring tones, or Background

- 1) Press  button
- 2) Press **1** for User Preferences
- 3) Use **Navigation** to scroll Up or Down to scroll through choices.
- 4) Press **Select** once you have highlighted the function you wish to change. For ring tones you can press **Play** to hear the tone before saving it. If you have an expansion module, you scroll through the options to choose your phone or your expansion module to continue editing.
- 5) Press **Save** to save the setting, or press **Cancel** to exit to the previous menu without changing settings.
- 6) Press **Exit** to return to the main directory menu.

Divert Incoming Calls

To forward any incoming call to the call-forward destination set on your phone:

Press the **DnD** soft key.

Note If the call-forward destination is not set, pressing the **DnD** soft key disables the ringer only.

Park a Call

Call park allows you to place a call on hold at a designated parking spot from which the call can be retrieved by anyone on the system.


To park a call:

- Press **Park** soft key, the system chooses a park slot and displays the park slot number on the screen.

To park a call to a specific call park slot:

- Press the **transfer** button followed by the call park slot number you wish to send it to.

To retrieve a parked call, use one of the following methods:

- If your phone receives a call park notification, Press **PickUp** soft key followed by asterisk (*).
- Press the **PickUp** soft key followed by the call park slot number.
- Dial the call park slot number and pick up the handset, headset or press  .

Call Blocking (Toll Bar) Override

Call blocking prevents unauthorized use of phones. It is used to block users from calling certain types of numbers (ex: long distance, international, or any type set by your administrator) and requires a pin to be entered to override the call blocking feature.

To place calls when call blocking is enabled, perform the following steps:

- 1) Press the **Login** soft key.
- 2) Enter the pin that is associated with the phone.


View Multiple Calls

In standard viewing mode, your phone displays calls as follows for the highlighted line:

- Calls with highest precedence and longest duration display at the top of the list.
- Calls of a similar type are grouped together. For example calls you have interacted with are grouped near the top, calls on hold are grouped last.

To view calls on another line:

- 1) Press 
- 2) Immediately press the line button .

To switch to call overview mode, press  for the highlighted line. The phone switches to call overview mode, displaying only one call per line. This displayed call is either the active call or the held call with the longest duration.

To return to standard viewing mode, Press , then immediately press the line button.

Transfer a Call

To transfer a call to another number, use one of the following:

Blind Transfer - Immediately redirects a call without allowing you to talk to the transfer recipient (the person who you are sending the call to).

- 1) During a call, press **Transfer** soft key. The call is placed on hold.
- 2) Dial the number (**up to 10 digit number**) you want to transfer the call to and hang up.

Consultative Transfer - Redirects the call after allowing you to speak to the person you are sending the call to.

- 1) During a call, press **Transfer** soft key. The call is placed on hold.
- 2) Dial the number (**up to 10 digit number**) you want to transfer the call to.
- 3) Wait for the call to be answered, speak to transfer recipient, press **Transfer** button or hang up.
- 4) If the transfer fails, press **Resume** soft key to return to the original call.

Cancel Transfer

- 1) To cancel a consult call transfer, press **EndCall** softkey.
- 2) To reconnect to original caller, press **Resume** soft key.

Transfer to Voice Mail

To transfer a recipient to a specific recipient's voice mail, follow these steps:

- 1) Press **TrnsfVM**
- 2) Enter recipient's voicemail box number and press **TrnsfVM** again.

Forward All Calls

To forward all incoming calls to another number:

- 1) Press **CFwdALL** soft key.
- 2) Dial the number you want to forward the calls to. Include locally required prefix numbers.
The phone display is updated to show that calls are to be forwarded.
- 3) Press the pound key (#) or the **EndCall** soft key.

Note To forward to voice mail, manually enter the voicemail number, or use the soft key and button sequence of **CFwdALL** soft key plus **Messages** button, followed by **EndCall** soft key.

To forward to a speed dial number, use the soft key and button sequence of **CFwdALL** soft key plus a **speed-dial** button followed by the **EndCall** soft key.

To cancel call forwarding press CFwdALL soft key.

Pick Up Calls

To pick up a call that is on hold or ringing at another extension:

- 1) Press **PickUp** soft key.
- 2) Dial the extension number of the phone you want to pick up. The call is transferred to you.

To selectively pick up a call ringing at a number that belongs to a pickup group:

- Press **GPickUp** soft key. If only one pickup group is defined. The call will be transferred to you.
- If the ringing phone and your phone are in the same pickup group, press asterisk (*) to transfer the call to your phone.
- If the ringing phone and your phone are in separate pickup groups, dial the pickup group number where the phone is ringing to transfer the call to your phone.
- Press the **Other PickUp** or **OPickUp** soft key, if you want to pick up the call with the highest priority.

Join a Shared Line Call

Users can join a call on a shared line by using the **cBarge** soft key:

- 1) Highlight the remote-in-use call that you want to join.
- 2) Press more to navigate to **cBarge** and press **cBarge**.

Place and Establish a Conference Call

- 1) During a call, press **more** soft key then **Confrn** soft key to open a new line and put the first party on hold.
- 2) Place a call to another number.
- 3) When call connects, press **Confrn** again to add the new party to the call.

To establish a conference call between two and three party calls, one active and one on hold:

- Press **Confrn** soft key.

To establish conference calls between two or three party calls that are already present on a Cisco phone, using separate line buttons, one active and one on hold:

- 1) Press **Confrn** soft key
- 2) Press the **line** button of the call you want to add to the conference.

Place MeetMe Conference Call

- 1) Obtain **MeetMe** conference number from your administrator.
- 2) Distribute the number to all participants.
- 3) Go off hook, press **MeetMe** soft key, dial the MeetMe conference number. All other participants join the meeting by dialing into the MeetMe conference number.

To end the MeetMe conference call, all participants must hang up the handset or press **EndCall** soft key.

End a Conference Call

Hang up the handset or press **EndCall** soft key.


Place a Call from Your Local Directory

Local directory is one that is established by your administrator.


- 1) Press **Directories** button.
- 2) Press the **Navigation Up** or **Down** button or press **4** to select the Local Directory.
- 3) Press the **Navigation Up** or **Down** button to select the Last, First or number field search option.
- 4) Using the keypad, enter last or first name for the entry. Example: to enter B press the **2** button two times, to enter C press the **2** button three times. Use (<<) to backspace and make corrections while entering data.
- 5) Press **Submit** soft key
- 6) Scroll up or down to find your selection, press **Dial**.

Program Personal Speed Dial

This is the speed dial you want on your phone for ease of access that was not covered in the Local Directory established by your administrator.

- 1) Select  services key
- 2) Press **3** for my phone apps
- 3) Press **2** for personal speed dial
- 4) Press **Add** soft key. Enter the speed dial Name and then number. It will display on the screen. You can use the backspace (<<) key to make corrections while entering data.
- 5) Press **Submit**, you will see the speed dial number and information on the screen.
- 6) Press **Exit**

Place a Call from Your Personal Speed Dial Directory

- 1) Press  for Directories
- 2) Press **6** for Personal speed dials
- 3) Scroll Up or Down using the Navigation key, highlight the number you wish to call and press the **Dial** soft key.

View Call History

To view recent missed, received or placed calls:

- 1) Press **Directories** button.
- 2) Use **Navigation** button to scroll and select the desired call list. Press Select soft key or Press **1** for **Missed calls**, **2** for **Received calls**, or **3** for **Placed calls**.
- 3) Press **Exit** soft key to return to the previous directory menu.

Place a Call from Call History

- 1) Use **Navigation** button to scroll through the call history.
- 2) Use **Select** soft key to select a number. The digits will appear on the screen.
- 3) Press **Dial** soft key.

To edit a number on the display before dialing it:

- 1) Press **EditDial** soft key to place the cursor at the beginning of the number.
- 2) Use keypad to edit the digits as needed. Use backspace (<<) to correct mistakes.
- 3) Press **Dial** soft key.

Clear Call History

Press the **Clear** soft key.

Use the Intercom Feature

- 1) Press the **Speaker** button and get a dial tone.
- 2) Press the speed dial key or directory number to start the intercom call.

To respond to an intercom call:

- 1) If the Mute key is lighted, Press **Mute** button or lift the handset.
- 2) If Mute key is not lighted, reply to the caller, handsfree.

Activate Do Not Disturb (DnD)

For visual call alerting and information without audible ringing, use DnD. Calls receive normal call-forward-busy and no-answer treatment.

- 1) Press the **more** soft key to locate the **DnD** soft key.
- 2) Press **DnD** soft key. A display text message indicates that the phone is in Do Not Disturb mode.

Note If a call forward destination is not set on the phone, pressing DnD will only disable the ringer.

Using Night Service

Choose one of the following:

- Press *99 and lift the handset and return it to the handset rest to begin night service.
- Press the line button Night Service button. It will light up showing you Night Service is active.

Note To turn Night Service off repeat the step you did above.

