

Cisco 7902 IP Phone

Business Feature Set
T6000 Release 5.6
Cisco SCCP Protocol

User Information for:

Main Number

DID Telephone Number

Voice Mail Access

Voice Mail PW

External Voice Mail Access Number



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Adjusting the Phone

To Adjust Ring Volume

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

To Adjust Handset Volume

Lift the handset and use the Volume Up/Down buttons. Replace the handset.

Disconnecting a Call

To Disconnect a Call:

- Replace the handset on the cradle

Receiving a Call

The Cisco 7902 IP Phone has distinctive rings for incoming calls:

- Internal Calls - one ring
- External Calls - two rings
- Distinctive Ring - If configured by the Service Provider, you can have 3 numbers with different rings. You can distinguish between callers by having them call a specific number. These calls ring on the primary line appearance.
- Priority Ring - Identifies "priority callers" with a different ring pattern. See Priority Call.

To Answer an Incoming Call:

- Lift the handset

To Answer a 2nd Call:

- **Without Disconnecting the First Call**
 - Press the Hold button. The original caller will be placed on hold while you are connected to the 2nd caller.
- **To Disconnect the Existing Call First**
 - Replace the handset. The original call will be disconnected and the new call will ring through
 - Lift the handset to answer the new call

To Toggle Between Active Calls

- Press the Hold button

Making a Call

- Lift the handset and dial the desired number

Dialing

To Dial:

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

To Redial the Last Number Called

- Lift the handset and press the Redial button or dial *07

To Return a Call to the Last Caller

- Lift the handset and dial *69
- Verify the number and press 1 to return the call
- Wait for the called party to answer

Note: If your phone has Toll Restrictions, you will not be able to return restricted calls.

Abbreviated Dialing

Abbreviated Dialing lets you create up to 100 personal 2-digit speed dial codes.

To program an Abbreviated Dial Code

- Lift the handset and dial 75*
- Follow the voice prompts

To modify an Abbreviated Dial Code

- Lift the handset and dial 75*
- Follow the instructions to program a new Abbreviated Dial Code using the same Abbreviated Dial Code

To use an Abbreviated Dial Code

- Lift the handset and dial *3
- Enter the desired 2-digit speed dial code

Anonymous Call Rejection

Anonymous Call Rejection prevents inbound calls from callers who block the display of their Caller ID.

To enable Anonymous Call Rejection

- Lift the handset and dial *77
- Hang up

To disable Anonymous Call Rejection

- Lift the handset and dial *87
- Hang up

Authorization Code

Authorization codes enable you to override any call restrictions on the phone when you place a call.

To make a call with an Authorization Code

- Lift the handset
- Press 9 (or the appropriate access code if different)
- Press the # sign
- Enter your authorization code
- When you enter the correct code, you will hear a dial tone.
- Dial the phone number

Group Speed Dial

Group Speed Dial provides up to 1000 extensions that are configured to dial other numbers.

To Dial a Group Speed Dial Number that has been created by the Service Provider:

- Lift the handset and dial the Group Speed Dial extension you wish to call

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

When a call is placed on hold, your phone will ring once every minute to remind you that you have a held call. Intercom (Receive Only)

Intercom lets another party make an announcement through your phone. Since the Cisco 7902 only has a monitor speaker, you will not be able to reply in hands-free mode.

Receiving an Intercom call:

- When someone initiates an Intercom call to your phone and your phone is idle, your phone will beep and your monitor speaker will be enabled

Mute

The Cisco 7902 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
- 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

Permanent Caller ID Block Release

If your phone is configured to block sending Caller ID information, Permanent Caller ID Block Release sends your Caller ID information for a single phone call.

To send your Caller ID for a call

- Lift the handset and dial *82
- At the second dial tone, dial the extension or telephone number you wish to reach

Call Block (Selective Call Rejection)

With Call Block you can program your phone to decline calls from certain people. The Call Block Menu provides step-by-step instructions on enabling/disabling the feature and managing the Call Block List.

To Access the Call Block Menu

- Lift the handset, dial *60 and follow the voice prompts

Note: When entering an external telephone number to the Call Block List, enter the 10-digit number. Do not include the Outside Access Digit.

Call Forward (All Calls)

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

To enable/modify Call Forwarding:

- Lift the handset and dial 72*
- Enter the phone number for the forwarding destination followed by #. When entering an external Forwarding Number, be sure to include the Outside Access Digit.
- Press # to confirm followed by 2 to exit
- Hang up

To enable/modify Call Forwarding from a remote location:

- Dial the number for Remote Access to Call Forwarding specified by your Service Provider.
- Enter your complete telephone number + #. If your phone is configured as an extension-only (i.e., non-DID) line, enter your company's complete main telephone number + * + your extension number + #.
- Enter your telephone password + #
- Enter the new forwarding number + #. For external numbers use the Outside Access Digit, usually 9.
- After hearing the verification, hang up

To disable Call Forwarding using Star Codes:

- Lift the handset and dial 73*
- After hearing the verification, hang up

To disable Call Forwarding from a remote location:

- Dial the number for Remote Access to Call Forwarding (provided by your Administrator)
- Enter your complete telephone number + #
- Enter your telephone password + #
- Press #
- After hearing the verification, hang up

Call Forward (Busy)

Call Forward (Busy) forwards calls to another number when you are already on a call.

To enable/modify Call Forward (Busy)

- Lift the handset and dial 76*
- Enter the extension or phone number for the forwarding destination followed by #. For external numbers, use the Outside Access Digit.
- Press # to confirm followed by 2 to exit
- Hang up

To cancel Call Forward (Busy)

- Lift the handset and dial 77*
- Hang up

Call Forward (No Answer)

Call Forward (No Answer) lets you forward calls to another number when you don't answer.

To enable/modify Call Forward (No Answer)

- Lift the handset and dial 78*
- Enter the extension or number for the forwarding destination followed by #. For external numbers, use the Outside Access Digit.
- Press # to confirm followed by 2 to exit
- Hang up

To cancel Call Forward (No Answer)

- Lift the handset and dial 79*
- Hang up

Call Forward (Out of Service)

Call Forward (Out of Service) automatically forwards calls to another location when your business phone goes out of service. The forwarding destination for Call Forward (Out of Service) is configured through the web portal or by your service provider.

To enable Call Forward (Out of Service)

- Lift the handset and dial 70*
- Press # to confirm followed by 2 to exit
- Hang up

To disable Call Forward (Out of Service)

- Lift the handset and dial 71*
- Hang up

Call Forward (Selective)

Selective Call Forward lets you forward calls from certain callers. The Selective Call Forward Menu provides step-by-step instructions on enabling/disabling the feature, changing the forwarding number and managing the Call Forward List.

To access the Selective Call Forward Menu

- Lift the handset, dial *63 and follow the voice prompts

Note: When entering an external Forwarding Number, include the Outside Access Digit. When entering an external telephone number to the Call Forward List, enter the 10-digit number. Do not include the Outside Access Digit.

Call Park (Multi-Line)

Call Park (Multi-Line) allows you to park one or more calls and then pick up these calls from any phone. NOTE: With the Cisco 7902, you can pickup a call that has been parked by another extension, but you are unable to park new calls.

To Retrieve a Parked Call:

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

Conferencing

Conferencing lets you join multiple parties together on a single call. The maximum number of parties is determined by your service provider.

To add a party to an existing call:

- Press the Conference button 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.
- Press the Conference button again to add the party to the conference
- Repeat these steps to add new parties.

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

For information about Meet-Me Conferencing, see the Meet-Me conferencing Quick Reference Card.

Direct Extension Assignment

Direct Extension Assignment lets you temporarily reassign a telephone with your own telephone number and profile.

To temporarily assign your number and profile to a phone:

- From the temporary phone, lift the handset and dial 588
- Enter your complete telephone number + #. If your phone is configured as an extension-only (i.e., non-DID) line, enter your company's complete main telephone number + * + your extension number + #.
- Enter your phone password followed by the # key

To reassign the original telephone number to the guest phone:

- Follow the steps above using the original telephone number and password that were assigned to the phone.

To reassign your own number and profile back to your own phone:

- Pick up the handset of your phone
- After the voice prompt, enter your complete telephone number followed by the # key
- After the voice prompt, enter your phone password followed by the # key
- Hang up

Direct Extension Assignment requires that the temporary phone is the same model as your own (e.g., Cisco 7902).

Directed Call Pickup

Directed Call Pickup lets you answer a specific phone within your Directed Call Pickup Group.

To pickup a call

- Lift the handset and dial *12
- At the dial tone, dial the extension you want to answer. The extension must be within one of your Directed Call Pickup Groups.

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.
- To confirm that Do Not Disturb is active, lift the handset. You will hear "Private, Private, Private".

To disable Do Not Disturb:

- Lift the handset, dial *04 and hang up.
- To confirm that Do Not Disturb has been deactivated, lift the handset. You should hear dial tone.

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

Group Pickup

Group Pickup allows you to answer another phone within your Call Pickup Group.

To Pickup a Call from another phone:

- Lift the handset; dial *06

Note: If multiple inbound calls are ringing, the call that has been ringing the longest will be answered.

Priority Call

Priority Call lets you define a list of callers identified as priority callers using a unique ring tone when they call you. The Priority Call Menu provides step-by-step instructions on enabling/disabling the feature and managing the Priority List.

To access the Priority Call Menu

- Lift the handset and press *61

- Follow the voice prompts

Note: When entering an external telephone number to the Priority List, enter the 10-digit number. Do not include the Outside Access Digit.

Privacy Guard

Privacy Guard screens inbound anonymous calls.

To enable/disable Privacy Guard

- Lift the handset and dial *88
- Press 1 to enable/disable Privacy Guard
- Hang up

To change the Privacy Guard Access Code

- Lift the handset and dial *88
- Press 2 to set or change the Access Code
- Enter the new access code followed by #
- Hang up

To verify the Privacy Guard Access Code

- Lift the handset and dial *88
- Press 3 to verify the Access Code
- After hearing the Access Code, hang up

Transfer

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

To transfer an active call:

- Press the Transfer button
- 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. To cancel the transfer and return to the holding party, press the Hold button.
- If the called party doesn't answer, hang up 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

Virtual Ring

Virtual Ring is an incoming call treatment that plays continuous ring tone for certain callers. Callers configured for Virtual Ring never ring your phone or reach your voicemail.

Virtual Ring treatment is assigned using the Web Portal. For more information, see the Web Portal User Guide.

Voice Mail

If you have any voice mail messages, your voice mail message waiting lamp indicator will glow red.

To access your voice mail:

- Lift the handset and press the Messages button or dial *09
- Follow the prompts to use the voice mail system

Star Code Summary

Feature	Set	Cancel
Abbreviated Dial	75* + menu	75* + menu
Dial an Abbreviated Dial	*3 + code	N/A
Anonymous Call Rejection	*77	*87
Billing Codes	*02 + code + #	N/A
Call Forward – All Calls	72* + no. + #	73*
Call Forward – Busy	76* + no. + #	77*
Call Forward – No Answer	78* + no. + #	79*
Call Forward – Out of Svc	70* + menu	71*
Call Forward – Selective	*63 + menu	*83 + menu
Call Return	*69	N/A
Call Trace	*57	N/A
Call Waiting	FLASH	*70 + no.
Caller ID Block	*67	N/A
Directed Call Pickup	*12 + Ext	N/A
Do Not Disturb	*04	*04
Group Call Pickup	*06	N/A
Park a Call	FLASH + *05	N/A
Pick up a Parked Call	FLASH + *25	N/A
Perm. Caller ID Block Release	N/A	*82 + no.
Priority Call	*61 + menu	*61 + menu
Privacy Guard	*88 + menu	*88 + menu
Redial	*07	N/A
Selective Call Block	*60 + menu	*60 + menu
Voicemail	*09	*09