Cisco IP 7925 Phone for ADP Network Phone Enterprise
Quick Reference Guide

Dialing Plan
Fill in these important numbers for your dialing plan.

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Direct Dial or Extension</td>
<td></td>
</tr>
<tr>
<td>Operator/Attendant</td>
<td></td>
</tr>
<tr>
<td>Off-Site Voice Mail Number</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Overhead</th>
<th>Sales</th>
<th>Service</th>
<th>Parts</th>
<th>Office</th>
<th>Department Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zone=</td>
<td>Zone=</td>
<td>Zone=</td>
<td>Zone=</td>
<td>Zone= Overhead Paging (if Multi-zone Overhead Paging)</td>
<td></td>
</tr>
</tbody>
</table>

Making Calls
During a call, you can alternate between the handset and the speakerphone by pressing and holding the Speakerphone button until it changes mode.

Dialing a Number
Do one of the following make an outgoing call:
- Enter the number to call, and then press the Send button.
- Press and hold the Speakerphone button, enter the number to call, and then press the Send button.

Redialing Calls
Do one of the following to call the last number you dialed:
- Press the Send button twice to call the last number you dialed.
- Press the Options softkey, and then select Redial.

Calling Entries from the Corporate Directory
1. Use the Navigation button to select the Directory option.
2. Scroll to and select Corporate Directory.
3. Select the entry to call.

Calling Entries from a Call Log
1. Use the Navigation button to select the Directory option.
2. Select the call log to view (Missed Calls, Received Calls, or Placed Calls).
3. Select the entry you want to call, and then press the Send button.

Speed Dial
Do one of the following to call a speed dial entry:
- Press and hold the hotkey associated with the speed dial entry you want to dial.
- Press the speed dial entry number (1-199), press the Options softkey, and then select the AbbrDial.

Calling Internal Extensions from the Voice Enabled Directory
1. Dial your voice-enabled directory extension, usually 8090.
2. At the voice prompt, speak the name of the person you want to call.
   - If the system finds a single match, it plays the greeting for the person and automatically transfers you to that person’s extension.
   - If there are multiple matches, the system plays the greeting for the first matching person. If the greeting matches the person you want to call, speak Yes, and you will be connected to the person’s extension; if not, speak No, and the system presents the greeting of the next matching person.
   - If the system cannot find a match, try speaking the name again, or just the person’s first or last name.

Ending Calls
There are multiple ways to end a call on your phone.

Perform one of the following options to end a call:
- Press the EndCall button.
- Press the Options softkey, then select EndCall.
### Answering Calls

There are several different ways of answering calls on your phone.

- **To answer an incoming call**, press the **Answer** button.
- **To end an active call and pick up a new call that is ringing**, press the **Navigation** pad to select the active call, highlight the line to disconnect, press the **Options** softkey, and then select **End Call**. Press the **Answer** button to answer the new call.

### Call Waiting

If you get a call while the first call is active, a second session label displays. To answer the second call and put the first call on hold, press the **Answer** softkey.

### Muting Calls

Mute applies to all modes: handset, headset, and speakerphone.

1. You can mute your phone by pressing the **Mute** button. This allows you to listen to all parties on a call but prevents them from hearing any noise coming from your line.
2. Press the **Mute** button again to unmute your phone.

### Placing Calls on Hold

1. Press the **Hold** softkey. The hold icon displays.
2. To resume the call, press the **Resume** softkey.

### Switching Between Calls

You can switch between multiple calls that are active on your phone.

- **Same line**: Press the **Resume** softkey.
- **Different line**: Use the Navigation button to select the **Line View** option, highlight the other line, and then press the **Resume** softkey.

### Forwarding Calls

You can forward all calls to your phone to ring to another extension or phone number.

1. Press the **Options** softkey and then the **CFwdAll** softkey.
2. Enter a phone number to forward all calls to, and then press the **EndCall** softkey. The Forwarded to [phone number] message displays on the phone’s screen.

### Using Do Not Disturb

When Do Not Disturb (DND) is turned on, incoming calls on all lines will not ring on your phone and will go immediately to voice mail.

1. Press the **Options** softkey and then select **DND**. The DND message displays on the screen and the corresponding line button turns amber.
2. To deactivate the DND feature, press the **Options** softkey and then select **DND** again.

### Diverting Calls to Voice Mail

You can press the **iDivert** softkey to redirect an incoming, active, or held call directly to voice mail. This feature is also available when your line is busy and you receive a second incoming call.

- Press the **Options** softkey and then select **iDivert** to redirect a ringing, active, or held call to your voice mailbox.

### Transferring Calls

You can transfer incoming calls to other extensions at your dealership. You can perform a “blind” transfer—where you don’t announce the call—or a “warm” transfer, where you announce the call to the transfer recipient.

1. While on an active call, press the **Options** softkey, and then select **Transfer**.
2. Dial the extension to transfer the caller to.
3. Complete the transfer:
   - **Blind**: Once you hear the call ringing, press the Options softkey, and then select **Transfer** to complete the transfer.
   - **Warm**: After the other party picks up the call and you announce it, press the **Options** softkey, and then select **Transfer** to complete the transfer.
**Parking Calls**
You can temporarily park a call at a pre-defined extension where another user can pick up the call at any other phone at the dealership.

**Parking Calls/Retrieving Parked Calls**
1. While on an active call, press the **Options** softkey and then select **Park**. The extension where the call is parked displays on the phone’s screen.
2. Access the paging system and announce where the call is parked.
3. To retrieve the parked call, initiate a new call and then enter the extension where the call is parked. The call is now active on your extension.

**Paging**
Write in the extensions for paging zones at your dealership:

<table>
<thead>
<tr>
<th>Zone</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Zones</td>
<td></td>
</tr>
<tr>
<td>Zone 1</td>
<td></td>
</tr>
<tr>
<td>Zone 2</td>
<td></td>
</tr>
<tr>
<td>Zone 3</td>
<td></td>
</tr>
</tbody>
</table>

**Call Pickup**
Use the group call pickup and call pickup features to answer calls that are ringing on other phones at your dealership.

<table>
<thead>
<tr>
<th>Group Name</th>
<th>Group #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin/Office/Reception</td>
<td></td>
</tr>
<tr>
<td>Sales</td>
<td></td>
</tr>
<tr>
<td>Service</td>
<td></td>
</tr>
<tr>
<td>Parts</td>
<td></td>
</tr>
<tr>
<td>Body Shop</td>
<td></td>
</tr>
<tr>
<td>Accounting</td>
<td></td>
</tr>
<tr>
<td>Executive</td>
<td></td>
</tr>
</tbody>
</table>

**Overhead paging**
Your dealership may have installed an overhead paging system that you can access from your phone.
1. Initiate a new call, and then enter the extension for the overhead paging system.
2. Announce the page, and then hang up to end the page session.

**Group Call Pickup**
You can use the Group Call Pickup feature to answer a call ringing on a phone in a different call pickup group or any other dealership phone (regardless of pickup group). If multiple phones in the group are ringing with incoming calls, your phone will pick up the call that arrived first.
To pick up a call ringing on a phone in a different call pickup group:
1. Press the **Options** softkey and then select **GPickUp**.
2. Enter the number for the pickup group of the phone that is ringing.
3. Press the **Answer** softkey once the call is ringing on your phone to answer it.
To pick up a call ringing on any dealership phone:
1. Press the **Options** softkey then select **GPickUp**.
2. Enter the extension of the phone that is ringing.
3. Press the **Answer** softkey once the call is ringing on your phone to answer it.

**Call Pickup**
You can use the Call Pickup feature to answer a call ringing on another phone in your pickup group. If multiple phones in the group are ringing with incoming calls, your phone will pick up the call that arrived first.
1. Press the **Options** softkey, and then select **Pickup**.
2. Press the **Answer** softkey once the call is ringing on your phone to answer it.

**Conference Calls**
You can create a conference call with multiple callers.
1. Make a call to the first party.
2. Press the **Options** softkey and then select **Confrrn**.
3. Dial the number for the second party.
4. After the second party picks up the call, announce the conference and press the **Confrrn** softkey to join all parties on the call.

**Accessing Voice Mail**
The first time you access your voice mailbox, the system will prompt you to record a name, a greeting, and to change your password.

Voice Mail Extension: __________
Default Passcode: __________

**Voice Mail Indicators**
When you have a new voice mail message, the following indicators are active:
- Solid red light on the top, left-hand side of the phone
- Stutter dial tone
- Voicemail icon flashes next to the line label.

**Listening to Messages**
To access your voice mailbox, press the **Messages** line button and follow the voice prompts.

**Corporate Directory**
With the Corporate Directory, you can search for and call any contact at your dealership.

**Viewing and Calling Entries in Your Corporate Directory**
1. Press the **Directories** line button.
2. Select **Corporate Directory**, and then press the **Select** softkey.
3. Enter the person’s first or last name, and then press the **Search** softkey.
4. To call a contact, select his/her entry, and then press the **Dial** softkey.
**Setting Ring Type**

You can select different rings to match your preferences and distinguish between calls on lines.

| 1. Press the **Settings** line button. |
| 2. Select **Sound Settings**. |
| 3. Select **Ring Tone**. |
| 4. Select **Current Settings**. |
| 5. Select a line and then press the **Select** softkey. If you want to change all lines to a common ringtone, select **Default Ring** and then press the **Select** softkey. |
| 6. Press the **Select** softkey to apply the ring type to the selected line. You can listen to a ringtone by selecting it and pressing the **Play** softkey. |
| 7. Press the **Options** softkey then select **Save** to exit the ringtones screen. |

**Call Lists**

You can view the last 100 missed, placed, and received calls.

**Viewing the Call History**

| 1. Press the **Directories** line button. |
| 2. Use the Up and Down arrow keys to select the list you want to view, and then press the **Select** softkey. The details (time and date) of the call display. |

**Dialing a Call from the Call History**

- To dial a number from a call history list, scroll to the entry and press the **Dial** softkey.
  - If you are dialing an external number, press the **Options** softkey, select **EditDial**, enter the leading 9, and then press the **Dial** softkey.

**Speed Dials**

There are multiple ways that you can set up and call speed dials on your phone:

- **Speed Dials:** You can set up multiple abbreviated dial entries from either your phone or from the User Options web interface.
- **Personal Address Book:** You can set up personal speed dial entries from either your phone or from the User Options web interface.
- **Abbreviated Dials:** You can set up abbreviated dial entries using the User Options web interface. Although you can set up these speed dial entries from your phone, the easiest way to set these up is through the User Options web interface. See the Unified CM User Options 8.5 Quick Reference Guide for more information.

When accessing your address book or fast dials for the first time, you will need to enter your UserID and PIN. See your system administrator if you don’t know these values.

**Setting Up Speed Dials**

| 1. Press the **Directories** button. |
| 2. Select **Speed Dials**. |
| 3. Select an unassigned entry, and then press the **Assign** softkey. |
| 4. Enter the number to assign to the entry (include a leading 9 for external calls), then press the **Update** softkey. |
| 5. Press the **Exit** softkey to return to the list of fast dial entries. |

**Calling Speed Dials**

| 1. Press the **Directories** line button. |
| 2. Select **Speed Dials**. |
| 3. Select **Personal Fast Dials**. |
| 4. Select the entry to dial, and then press the **Dial** softkey. |

**Setting Up Phone Book Entries**

| 1. Press the **Directories** line button. |
| 2. Select **Phone Book**. |
| 3. Select **Personal Address Book**. |
| 4. Press the Up and Down navigation buttons to view all entries in your address book. |
| 5. Press the **Options** softkey and then select **New**. |
| 6. Enter the person’s names and e-mail address (if wanted), and then press the **Phones** softkey. |
| 7. Enter as many phone numbers as you want for the entry, and then press the **Submit** softkey to save the entry. |
| 8. Press the **Exit** softkey to return to the screen for searching the address book. |

**Calling Phone Book Entries**

| 1. Press the **Directories** line button. |
| 2. Select **Phone Book**. |
| 3. Enter a name to search by, and then press the **Submit** softkey. |
| 4. If multiple search results appear, select the person to dial, and then press the **Select** softkey. |
| 5. Press the **Options** softkey and then select **Dial** to call the entry. |

**Calling Abbreviated Dial Entries**

| 1. Press the number for the abbreviated dialing entry to call |
| 2. Press the **Options** softkey and then select **AbbrDial**. |