



# Telephone Training

UNIVERSITY  
OF MIAMI



## Cisco IP Telephone 7975 Model



**IT Support Center**

**8-6565 or 305-284-6565**

[www.miami.edu/network](http://www.miami.edu/network)

[www.miami.edu/it/howto](http://www.miami.edu/it/howto)

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# Telephone Dialing Procedures

## Campus Location

- University of Miami Hospital
- Coral Gables Campus Residents Halls
- Kendall Medical Center
- Deerfield Beach (Sylvester Cancer Center)
- Boca Raton (UHealth at FAU)
- Miramar (Otolaryngology)
- Palm Beach Gardens (UM Internal Medicine Group)
- Key West (UHealth Cardiovascular)
- Rosenstiel School of Marine & Atmospheric Science
- RSMAS Richmond South Campus/ CSTARS
- UHealth at Miller School of Medicine (Medical Campus)
- Bascom Palmer Eye Institute (All locations)
- Coral Gables Campus
- James L. Knight Center (Downtown Miami)
- South Campus

## Off Campus Dialing

- Local Free Calling Area (Key West to Sebastian)
- Long Distance

## Dialing Procedure

- 2 + Last 4 digits of number
- 3 + Last 4 digits of number
- 4 + Last 4 digits of number
- 4 + Last 4 digits of number
- 4 + Last 4 digits of number
- 4 + Last 4 digits of number
- 4 + Last 4 digits of number
- 4 + Last 4 digits of number
- 5 + Last 4 digits of number
- 5 + Last 4 digits of number
- 6 + Last 4 digits of number
- 7 + Last 4 digits of number
- 8 + Last 4 digits of number
- 8 + Last 4 digits of number
- 9 + area code + 7 digit number

## Dialing Procedures

- 9 + area code + 7 digit number
- 9 + 1 + area code + 7 digit number + PSC

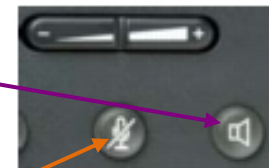


# Using Your Speakerphone

Your telephone has a built-in microphone and speaker

## To use your speakerphone:

- Press the **Speaker** button or a line button instead of picking up your handset
- Press the **Speaker** button or **EndCall** softkey to end your call



Mute button will light red when active

## To switch from the handset to Handsfree:

- Press the **speaker** button.
- Hang up the handset

## To mute a handsfree call:

- Press the **Mute** button (*The Mute button will illuminate red*)
- Press it again and return to the two-way conversation.

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# Last Number Redial

The **Last Number Redial** feature allows you to automatically redial the last number you dialed.

- Press the **Redial** softkey

## To list your Recently Dialed Numbers

- When set not in use, press a digit on the number keypad (*a list of recently dialed numbers will appear that match the number sequence*) OR
- Press the round navigation button for a list of the last numbers you dialed.



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# Your Intercom

Each telephone has its own individual intercom number and you can receive and make calls to other telephones within your intercom group.

**To call another telephone within your intercom group:**

- Press your **intercom** button
- Dial the 4-digit intercom number

**To answer an intercom call:**

- Press your **intercom** button



Note: Calls to your intercom will not go to voice mail

# To Answer A Call

You may use any of these options to answer a ringing phone.

- Press the **line** button where the call is ringing
- Press the **Speaker** button
- Press the **Answer** softkey

If another call comes in while you are on the phone

- Press the **Answer** softkey (*the first call is put on hold*)

To alternate between calls

- Press **Resume** (*the second call will be put on hold*)

Use the navigation button to toggle between calls.

Use **Resume** to return to any held call.



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# Call Pickup

Using Call Pickup, you can answer a ringing telephone from any telephone in your Pickup Group.

## To answer a ringing call in your own Call Pickup group:

- Lift the handset.
- Press the **PickUp** softkey
- Press **Answer** softkey

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# Call Hold

## To place a call on hold

- Press the **HOLD** softkey *(The LCD indicator flashes beside the line on hold)*

## To retrieve the call on hold

- Press the **Resume** softkey

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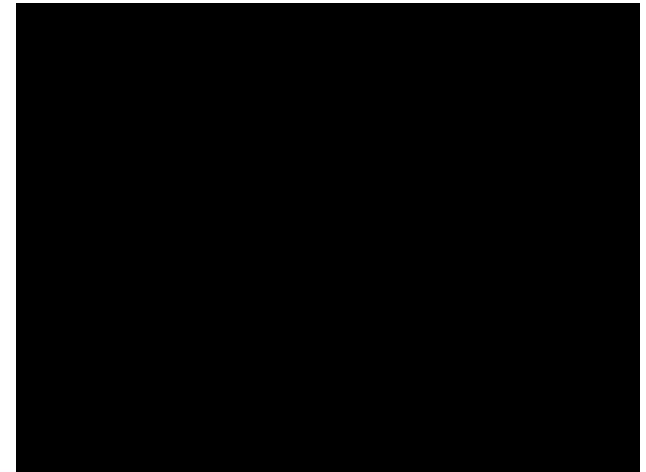
# Call Transfer

## To transfer a call to another extension:

- Press the **Trnsfer** soft key (*The other party is on hold and you will hear a dial tone*)
- **Dial the extension** to which you want to transfer.
- **Announce your call** (*Provide the name of the caller and the purpose of the call*)
- Press **Trnsfer** again (*You will drop off and the call will be transferred*)
- If the party refuses the call, press the **Resume** soft key to return to the original call.

## To transfer an active call directly to somebody's voice mail

- Press the **Trnsfer** soft key (*The other party is on hold*)
- Dial the "Message Direct" extension
  - Gables – 8-6243
  - Medical – 6-6242
- Dial the 5-digit extension
- Press the **Trnsfer** soft key again immediately



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# Conference

## To make a Conference Call:

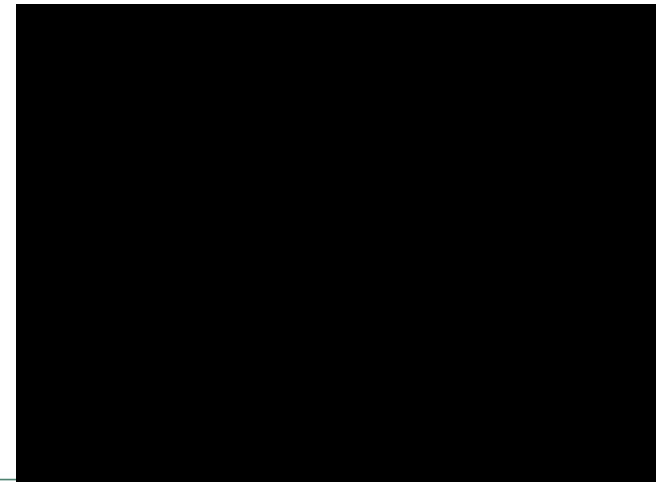
- While on a call, press the **More** soft key and then the **Confrn soft key**. (*This will automatically place the other party on hold*)
- Dial the extension or “9” + the 10-digit telephone number of the 3<sup>rd</sup> person to add
- When the call connects, **announce your call** (*If your party doesn’t answer, press your extension to return to the original line.*)
- Press **Confnc** (*The 3rd person will be connected.*) Repeat the procedure to include up to 6 parties in the conference.

## To view a list of the multiple parties on a conference call individually

- Press **ConfList**
- Use the navigation key to select the party you intend to drop
- Press the **REMOVE** softkey.
- Press the EXIT softkey.

## To remove the last person that joined the conference call

- Press the **More** soft key and then the **RmLstC** soft key



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# Joining Calls

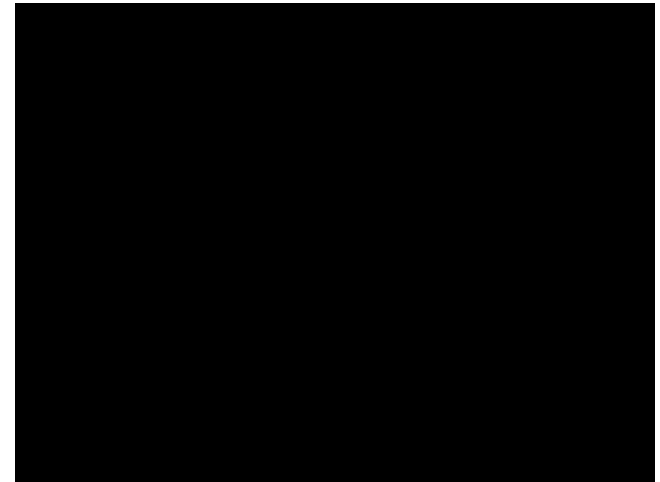
The feature allows you to combine two existing calls on a single phone line to create a conference call.

*(One call will be active and the other one on will be on hold)*

- Start with the active call (call will be highlighted in blue).
- Press the **More** softkey
- Press the **Join** softkey
- Select the call that is on hold
- Press the **Join** softkey again

***To drop a participant from the conference call***

- Press the **More** softkey
- Press **ConfList**
- Select the party you intend to drop
- The call will be dropped



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# Call Forwarding

The **Call Forward** feature allows you to direct all your calls to ring at another phone.

## To forward your calls:

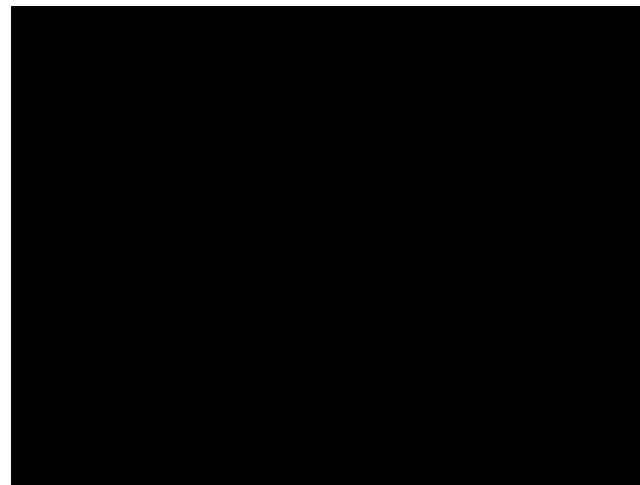
- Press the **CFwdAll** button.
- Dial the 5-digit extension or 9+ 10 digit phone number you want to forward you calls to.

## To cancel forwarding:

- Press the **CFwdAll** button.

## To forward your calls to Voice Mail:

- Press CFwdALL button
- Press the ENVELOPE (*the Message button*)



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# Do Not Disturb & IDivert

**Do Not Disturb** will allow incoming calls but will silence your phone. If other phones share your extension, they will continue to ring.

**To activate do not disturb:**

- Press the DND button (your phone will say: Do Not Disturb is active)

**To cancel:**

- Press the DND button

**IDivert** sends your call to its designated coverage path when activated. If you press Idivert while your phone is ringing, it will automatically send the call to voice mail or the next extension on its hunting arrangement.

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# Call Park

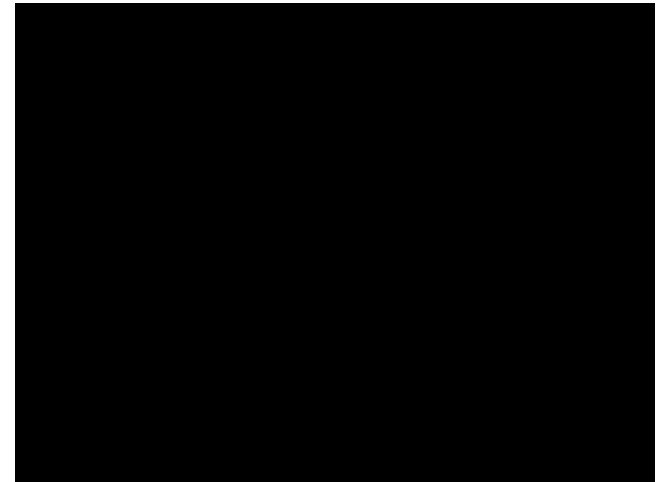
The phone system allows you to store or “park” a call at a specified number then use another phone to retrieve a call.

## To park a call:

- During an active call, press the **More** soft key until you see the **Park** softkey
- Press **Park** (*The display shows the number to which the call is parked*)
- **Make a note of the Call Park number** and hang up.

## To retrieve a parked a call:

- From any phone in the system, **dial the Call Park number** where the call was parked



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# Call Back

The Call Back feature allows you to receive call back notification on your VoIP phone when a called line becomes available. The called phone must also be VoIP.

## To activate Call Back:

- Press **Call Back** while listening to the busy tone or ring sound.
- Hang up. Your phone alerts you when the line is free.
- Place the call again.

**Note** The calling phone only supports one active Call Back request.

# Directories

The telephone Logs all **Missed Calls, Received Calls & Placed Calls**

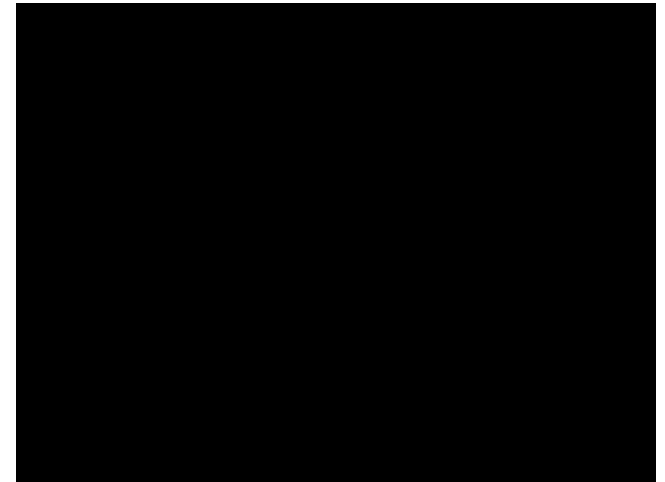
## To view a call log:

- Press the **Directories** button
- Using the touch screen or navigation button, touch or scroll to the desired call log and press **Select**



## To dial from directly from the call log

- Press the **Dial** softkey or
- (For outside calls) Press **EditDial** softkey, enter "9" and press the **Dial** softkey



# User Options

You can select different ring tones and background images as well as adjust brightness contrast

- Press the **Settings** Button
- Select **User Preferences**
- Press **Select**



Use the navigation button or touch the screen to select:

1. Rings
2. Background Images
3. Audio Preferences
4. Brightness
5. Viewing Angle
6. Contrast



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# Changing Your Ring

## To change your ring:

1. Press the **Settings** Button
2. Select **User Preferences**
3. Press **Select**
4. Select **Rings**
5. Press **Select “Default Ring”** *(to change the rings on all your lines)*
6. Scroll down to each ring and press **Play** to hear them
7. Press **Select**
8. Press **Save**



Note: You can select a different ring for your other lines by scrolling down to the line at step # 5.

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# Weather Checker

To display the local weather in any zip code:

- Press the **Services** Button
- Select **Weather Checker**
- Enter your Zip Code
- Press the **Submit** softkey
- Use the UP/DOWN arrow button to scroll through the weather and related information.
- Press the **Exit** softkey to exit Weather Checker



# Fast Dials

Fast dials allow a user to assign and dial frequently called numbers. *(This feature must be programmed by the System Administrator on your phone.)*

## To program or update a Fast Dial:

- Press the **Services** button
- Select **My Fast Dials**
- Press **Select**
- Select an unassigned slot and press the **Assign** softkey
- Select an unassigned slot and press the **Select** softkey
- Enter the extension or 9+10 digit phone number
- Press the **Submit** softkey
- Press the **OK** softkey



## To place a call using Fast Dial:

- Press the **Services** button
- Select **My Fast Dials**
- Press **Select**
- Select an assigned number and press the **Dial** softkey

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# Help and Information

The Help Key provides information on multiple functions of the VoIP set by offering a built in tutorial.

To use the Help Key:

- Press the key and wait for the options menu to appear.
- Use the navigation button to select the service you have a question about
- Press the Select softkey (*The display will give an explanation of the function*)
- When done reading, press the **close** softkey, go **Back** to the previous menu or select the **Main** menu.



To use the online tutorial: [click here](#)

# Questions or Problems

The Department of Telecommunications provides a wide array of voice communication services to fulfill the needs of faculty, staff and departments at the University of Miami.

If you have any questions, please feel free to call our IT Support Center at:

(305) 284-6565, option 2

Future orders can be placed via an online TSR. [Click here](#)

For the Cisco IP User Guide

- Double-click on the Cisco IP Phone 7975 User Guide



**Cisco Unified IP Phone 7975G Phone Guide for Cisco Unified Communications Manager 7.0 (SCCP and SIP)**

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# Online Tutorial

You can also learn how to use all the call-handling features of the Cisco 7975 Series Telephone with Cisco's online tutorial. Click on the phone below:



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# Telephone Etiquette

1. **BE ALERT** - Show you are wide awake and willing to help the person calling.
2. **BE FRIENDLY** - Put a smile in your voice.
3. **SPEAK DISTINCTLY** - Use your natural voice. Pronounce words clearly, paying particular attention to word endings and numbers.
4. **BE EXPRESSIVE** - Let the caller know that their call is important. Use a moderate rate and volume of speech and avoid a monotone delivery; no one wants to feel like they are speaking to a computer.
5. **BE CONSIDERATE - DO NOT** try to carry on two conversations at once. A caller should not feel he/she is competing for your attention.
6. **BE COURTEOUS** - Use common courtesy words such as, "Thank you", "Please" and "You're Welcome".

Remember your telephone is the doorway to the University of Miami. Callers will judge the U of M by the welcome they receive and the helpfulness of your telephone attitude.