To transfer a 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 
2. To retrieve the call press the *Resume* button or 
   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”

**On a Cisco IP Phone 7945**
To **Activate** the Do Not Disturb (i.e. stop the phone ringing)
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) Press *DND*
Screen will change and display “Your current options”

For the College Switchboard
Dial 0 (Exturally (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.
Guide to using your Cisco IP 79xx Phone at Imperial College London – Basics

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.