PLACING CALLS
1. To place a call, pick up the handset, then dial the number using the Dialing Pad.
2. Or, leave the handset on the hook and
   a. dial the number using the Dialing Pad.
   b. select the Call soft button, the line button, the Headset button or the Speaker Phone button.

PLACING SECOND CALLS
1. Place the original call on hold by selecting the Hold soft key.
2. Select the New Call soft key and follow the directions for Placing Calls.

PLACING INTERNAL CALLS
1. For calls on same campus, dial the 4-digit extension.
2. For cross-campus calls, press and hold down the Asterisk key for two seconds, then dial the full ten-digit phone number.

PLACING OUTSIDE CALLS
1. Press “9”.
2. For calls within same area code, type in the 7-digit phone number.
3. For calls outside of the area code, type in 1+area code then the full 7-digit phone number.
4. Select the Call soft key.

PLACING CALLS USING QUICK ACCESS FEATURES
1. Press the Down Arrow on the Navigation Key to view a list of your Speed Dials. Select the number and the Call soft key.
2. Press the Up Arrow on the Navigation Key to view the last 5 calls that you placed. Select the number and the Call soft key.

PLACING CALLS ON HOLD
1. Press the Hold feature button.
   a. To resume call, re-select the Hold feature button or select line button.
2. Select the Hold soft key.
   a. To resume call, select Resume soft key.

PLACING CALLS
1. Pick up handset.
2. If headset connected, select Headset button, then select flashing line button or Answer soft key.
3. To utilize speaker phone, do NOT pick up handset, select flashing line button or Answer soft key.

ANSWERING CALLS
1. Pick up handset.
2. If headset connected, select Headset button, then select flashing line button or Answer soft key.
3. To utilize speaker phone, do NOT pick up handset, select flashing line button or Answer soft key.

ANSWERING SECOND CALLS
1. When alert pops up on LCD screen, press the line button (first call placed on hold).
   a. To switch between two calls, select blinking line button or the Swap soft key.
   b. To end the active call, select the End Call soft key; to end call on hold, select Resume soft key then End Call soft key.

REDIALING CALLS
1. Select the Redial soft key.

Qick START
Cisco IP Phone
7821, 7841 and 7861
**TRANSFERRING CALLS**

1. Select the Transfer feature button (the call will be placed on hold).
2. Dial the number to transfer to on the Dialing Pad.
3. Select the Transfer feature button again.
4. You can also use the Transfer soft key to transfer the call.

**CALL FORWARDING**

1. Select the Fwd All soft key.
2. Type in the number or extension using the Dialing Pad.
3. Select the Fwd Off to turn off the function.

**CORPORATE DIRECTORY**

1. Select the Directory feature button.
2. Use the Navigation key and Select button to access the Corporate Directory.
3. Search for employees by first name, last name or phone number.
4. Select the participant by using the Navigation key and Select button.

**CONFERENCE CALLS**

1. While on a call, select the Conference feature button.
2. Enter participant’s phone number using Dialing Pad.
3. Once it rings, select Conference feature button again.
4. Repeat process to add more participants.

**CALL HISTORY**

1. Select the Applications feature key.
2. Use the Navigation key and Select button to highlight and select Call History.
3. Use Navigation key to highlight the number, then either use the Select button or the Call soft key to place the call.
   a. The last 150 calls are saved.
   b. Use the soft keys to edit the number, clear the number or view the details of a call.

**GROUP PICKUP**

1. To answer a pre-defined group call, select an available Line button, then the More soft key, then the Pickup soft key.
2. If not in a pre-defined group, select an available line, then the GPickUp soft key, then enter the Call Group Pickup code number (if activated).

**ADDITIONAL INFORMATION**

1. For technical assistance, contact support@rowan.edu.
2. To access training materials, go to www.rowan.edu/irt-training.

**SHARED LINES**

1. Both participants will see a flashing amber light on line button.
2. Both can answer using Answer soft key.
3. If co-worker on line, you will see steady red light on line button.
4. If co-worker placed call on hold, line button will flash red.
5. Both can select the Resume soft key to take call off of hold.