Accessing Phone Directories

Call Log Directories
To access Missed, Placed, or Received Calls:
1. Press the Directory button
2. Select the desired Directory using the toggle button and press the Select softkey
3. Use the toggle button to select the desired call log entry
4. Press the Dial softkey to call the entry or press the EditDial softkey to modify the entry prior to dialing

Corporate Directory
To access the corporate directory:
1. Press the Directory button
2. Select the Corporate Directory (Option 5)
3. Perform a search by name or extension
4. Press the Dial softkey to call the entry or press the EditDial softkey to modify the entry prior to dialing

Site Specific Dialing

Internal Dialing
• Intra site: Dial the 4-digit extension of the intended party.
• Inter site: Dial the 2-digit site code + the 4-digit extension of the intended party.

External Dialing
• Emergency: 911 or 9+911
• Local: 9+1+Area Code+Number
• Domestic: 9+1+Area Code+Number
• International: 9+011+Country Code+Number

Important Numbers

Voicemail Access
• Internal: Dial 3300
• External: 212-346-8868
• Phone Assistance
• Internal: Helpdesk 8379
• External: Helpdesk 212-220-8379
• Instructions: www.bmcc.cuny.edu/computing

Managing User Options

Speed Dials, Mobility, & Directories URL
https://Phone.BMCC.CUNY.EDU/ccmuser

Username
username

Default Password
Password

Default PIN
2580

Cisco 7965 IP Phone
Quick Reference Guide
Basic Call Handling

Basic Call Placing Options
- Pick up the handset
- Press the **New Call** or **Redial** softkeys
- Press the Speakerphone button
- Press a Speed Dial button

Abbreviated Dialing
For speed dials not assigned to physical buttons:
1. Using the keypad, enter the associated speed dial instance (1-99)
2. Press the **AbbrDial** softkey

Answering Calls
While idle:
- Lift the headset
- Press the speakerphone button
- Press the associated line button
While in an active call:
1. Press the **Answer** softkey

Send to Voicemail
To send an inbound call directly to voicemail:
1. Press the **iDivert** softkey

Hold/Resume
While in an active call:
1. Press the **Hold** softkey
2. Highlight the held call using the toggle button
3. Press the **Resume** softkey

Call Forwarding
To activate:
1. Press the **CFwdALL** softkey
2. Dial the desired destination or press the **Voicemail** button
To deactivate:
1. Press the **CFwdALL** softkey

Viewing Multiple Calls
To view multiple calls on a line:
1. Press the **?** button
2. Press the desired line button

Call Parking

Park a Call
While in an active call:
1. Press the **Park** softkey
2. Note the directory number on the phone at which the call was parked

Retrieve a Parked Call
From any phone within the enterprise:
1. Start a New Call using one of the available methods
2. Dial the directory number at which the call was parked

Conferencing Options

Ad-Hoc Conferencing
While in an active call:
1. Press the **Conf** softkey
2. Dial the intended party
3. Press the **Conf** softkey again to complete the conference.
4. Repeat to add additional parties

Join Conferencing
With two active calls:
1. Highlight the held call or use the toggle button and **Select** softkey to choose two held calls
2. Press the **Join** softkey
3. You and the other two parties will be joined into a conference call

View/Remove Conference Participants
While in an Ad-Hoc or Joined Conference call:
1. Press the **ConfList** softkey
2. Highlight the party you wish to remove using the toggle button
3. Press the **Remove** softkey

Transfer Options

Blind Transfer
While in an active call:
1. Press the **Transfer** softkey
2. Dial the intended party
3. Press the **Transfer** softkey again to complete the transfer

Consult Transfer
While in an active call:
1. Press the **Transfer** softkey
2. Dial the intended party
3. Wait for the party to answer and announce the call
4. Press the **Transfer** softkey again to complete the transfer

Direct Transfer
With two active calls:
1. Highlight the held call or use the toggle button and **Select** softkey to choose two held calls
2. Press the **DirTrfr** softkey
3. The two parties are connected directly and you are removed from both calls