

## Cisco IP Phone 7495G Quick Reference

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1	Indicator light	The indicator light blinks when the phone rings, and remains lit to indicate new voice mail messages
2	LCD screen	Displays features such as the time, date, phone number, caller ID, line/call status and soft key tabs.
3	Line / Speed Dial buttons	Upper button: show the current line number and press to answer the line Lower button: speed dial (code "1") or 2 <sup>nd</sup> line number (only if set)
4	Soft keys	Enable you to engage any of the functions displayed on the corresponding LCD tabs. Soft keys point to feature options displayed along the bottom of the LCD screen. Soft keys change depending on the status of the phone.
5	Footstand adjustment	Allows you to adjust the angle of the phone base.
6	Directories button	Provides access to call histories and directories.
7	Settings button	Provides access to phone settings such as contrast and ring sound, network configuration, and status information.

8	Messages button	Press to access voicemail messages system
9	Services button	No function at the moment
10	Navigation buttons	Enables you to scroll through text and select features displayed on the LCD screen.
11	Volume buttons	Increases or decreases volume for the handset, headset, or speakerphone (depending upon which is currently active). Also adjusts the ringer volume if on hook.
12	Speaker button	Toggles the speaker on or off.
13	Mute button	Toggles the mute on or off.
14	Headset button	Toggles the headset on or off. (We have no headset provided at the moment so press the button again to turn off if pressed by mistake)
15	Dial pad	Works exactly like the dial pad on a traditional telephone
16	? (Help) button	Displays help on LCD screen for a phone button or function.

## I. Placing a Call

- Lift the handset; *or*
- Press the **NewCall** soft key; *or*
- Press **SPEAKER** button (if use speakerphone)

### Then

Dial extension (internal call) or press 9 to get an outside line and dial the number (external call)

## II. Redialing the Last Number Dialed

1. Lift the handset (optional, otherwise will use speakerphone)
2. Press the **Redial** soft key

## III. Answering a Call

When a call comes in, you can answer a call using handset or speakerphone.

- Lift the **Handset**; *or*
- Press the **Answer** soft key; *or*
- Press **SPEAKER** button.

## IV. Immediate Divert to Voicemail

When your line rings, you may press the **iDivert** softkey to send the call directly to your voicemail.

## V. Muting a Call

While on a call, you can mute the handset or speakerphone; this prevents the party you are speaking to from hearing.

### To mute a call,

- Press **MUTE** button
- Red light will appear and you will hear 1 beep acknowledging mute activation

### To unmute a call,

- Press **MUTE** button again
- Red light will disappear and you will hear 2 beeps acknowledging the mute deactivation

## VI. Missed, Received, Placed Calls Logs

You can view call history and dial from the logs directly.

1. Press **Directories** button
2. Select **Missed Calls / Received Calls / Placed Call**
3. Use scroll keys to view / select the entries
4. Lift the handset or press **Dial** soft key to make the call; *or*
5. To exit, press **Directories** button; *or* press **Back** then **Exit** soft keys

### Shortcut for Placed Call:

press the **up / down arrow** button directly at the default screen.

## VII. Transferring a Call

### To perform a transfer:

1. Press the **Transfer** soft key.
2. Dial the extension/number to which you wish to transfer the call
3. Wait for the other party to answer the call
4. Announce the caller
5. Press **Transfer** soft key again
6. Hang up / End call

### If the party refuses the call:

- Press the **EndCall** and **Resume** soft key to return to the original call.

## VIII. Conference Call

Allows up to 7 other parties in a phone call.

1. Answer the call
2. Press **More** and then **Confrn** soft keys
3. Dial the extension or numbers
4. Press **Confrn** to bring in all the people
5. Repeat for more people to join in

### Viewing list of conference participants:

- While in a conference call, press **More** soft key *twice*, then **ConList** soft key

### Removing a participant from the list:

- While viewing the list of participants, select the number you wish to remove and press the **Remove** soft key.

## IX. Placing a Call on Hold

While on a call, you can place the call on hold, so that the caller cannot hear you and you cannot hear the caller.

### To place a call on hold

- Press the **Hold** soft key.

### To return to the call

- Press the **Resume** soft key

## X. Call Waiting

If a new call comes when you are on another call, you will see incoming call information on screen.

- Press **Answer** soft key to answer to incoming call

## XI. Call Pickup

Answer a call that is ringing on another phone within your predefined pickup group

- Press **PickUp** and **Answer** soft keys

## XII. Forwarding All Calls

Allows you to redirect all of calls to another phone immediately (useful when you are out of office)

1. Press **CFwdAll** soft key
2. Enter the number to which you want to forward calls. (Key in **9** first for external numbers, e.g. your mobile phone no.)
3. Wait for the beep to acknowledge the setting. Look for message on LCD with the number your calls are forwarded to.

### To cancel forwarding of all calls:

- Press **CFwdAll** soft key again

## XIII. Access Voicemail

The red light on the handset lights up when there is a voicemail message.

### To listen to voicemail messages

- Press **Messages** button
- Follow the voice instructions
- You may also see the ITSC voicemail one-page guide for more details at:  
[www.cuhk.edu.hk/ip-phone](http://www.cuhk.edu.hk/ip-phone)
- Note: the default password is 112233.

You can also dial 3943 8880 for accessing voicemail off-campus

#### XIV. Call Park

Park (temporarily store) a call and then pick up the call on another phone.

1. Answer the call
2. Press **Park** soft key; Note the "Park No." which will be shown on screen.
3. On another phone, enter the "Park No." to retrieve the call.

#### XV. Corporate Directory

You can search extension number by name:

1. Press **Directories** button
2. Select **5. Corporate Directory**
3. Enter search criteria, using the numbers corresponding to the letters on the dialing pad
4. Press **Search** soft key
5. Select the entry you want and press **Dial** soft key or **lift the handset** to dial

#### XVI. Personal Address Book (PAB)

Create PAB entries (up to 500 entries):

- Can only manage on CISCO Unified Communications Self Care Portal website. The URL is: [callmanager.cuhk.edu.hk/ccmuser](http://callmanager.cuhk.edu.hk/ccmuser) Under "Phone Settings" > "Phone Contacts" section
- **User ID:** e + your 5 digit extension (e.g. e31234)
- **Default PIN:** 112233
- There is a user guide by ITSC for the portal: [www.cuhk.edu.hk/ip-phone](http://www.cuhk.edu.hk/ip-phone).
- Note: The Phone PIN for voicemail is separate from this one, though the default is the same

Login to PAB (once unless you logout):

1. Press **Directories** button
2. Select **4. Personal Directory**
3. Enter User ID and PIN
4. Press **Submit** soft key

Search and Dial from PAB:

1. After login, choose **1. PAB**
2. Input search criteria if needed, or you can also simply press **Submit** soft key directly for the whole list.

To exit the PAB:

- Press **Directories** button again.

#### XVII. Speed Dial (Abbreviated Dial)

Speed Dial allows you to assign abbreviated dial code (1-199), and use the code to place a call rather than dialing the whole number.

Create new entries

1. Login to CISCO Self Care Portal (See section XVI)
2. Under "Phone Settings" > "Speed Dial Numbers" section
3. Click "Add New Speed Dial"

Note: if you set the speed dial code to "1", the entry will be shown on screen as the speed dial button (2<sup>nd</sup> button), and you can press to dial directly. (Only if you do not have a 2<sup>nd</sup> line number).

Dial using the speed dial code:

- Key in the code (1-199), and then press **AbbrDial** soft key

#### XVIII. Personal Fast Dials

This is different from Speed Dials above and can only be managed directly on the phone. (2 pages of max 50 entries each page)

Login to PAB (once unless you logout):

- See section XVI.
- Choose **2. Personal Fast Dials**

To add new fast dials entries:

- Press **Assign** soft key
- Select an empty slot and press **Assign** soft key
- Enter the phone number
- Press **Update** soft key

To dial using fast dials:

- Select an entry
- Press **Dial** soft key, or **lift the handset**

To exit the fast dials list:

- Press **Directories** button again

#### XIX. Do not Disturb (DND)

The DND setting is only managed on the web portal at the moment:

1. Login to CISCO Self Care Portal (See section XVI)
2. Under "IM & Availability" > "Do Not Disturb" section
3. Check **Turn on** and then click **Save**

#### XX. Adjusting Handset, Speaker Volume

- While on a call, press the **up** or **down** volume button
- The buttons adjust the volume of the active voice receiver

#### XXI. Adjust Ringer Volume

- While at the default screen, press the **up** / **down** volume button
- You will hear a sample ring

#### XXII. Changing Ringer Type

1. Press **Settings** button
2. Select **User Preferences**
3. Select **Rings**
4. Select **Default Ring**
5. Scroll to view; Press **Play** soft key to hear the ring sound
6. Press **Select** and **OK** soft keys to choose the ring

#### XXIII. Accessing Onscreen Help

Users can see detailed onscreen help for most phone keys and functions

- Press the **? (help)** button
- Press any key to display help for that key / function; or
- Press the **? (help)** button again to display list of help topics

#### XXIV. Additional Help

- Visit [www.cuhk.edu.hk/ip-phone](http://www.cuhk.edu.hk/ip-phone) for ITSC's manual
- Visit this page for an online interactive tutorial by CISCO: [www.cisco.com/comm/applications/CCNP/qlm/7941/index.htm](http://www.cisco.com/comm/applications/CCNP/qlm/7941/index.htm)
- Submit a help request to ITSC Online Service Desk: [servicedesk.itsc.cuhk.edu.hk](http://servicedesk.itsc.cuhk.edu.hk)
- Write an email to ITSC: [ipt@itsc.cuhk.edu.hk](mailto:ipt@itsc.cuhk.edu.hk)

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