

CISCO IP PHONE 7920 Feature List

| Feature | Description | 7920 | How to get this feature |
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| Abbreviated dialing | This feature allows quick access to your speed dial list. This soft key appears after the first digit is dialed | Standard | To get this feature, make sure to configure your speed dial (Please see Speed Dial). If you are having any problems with this feature, please contact the Helpline at 7613 |
| Auto answer | This feature enables the phone to answer any incoming calls automatically without you lifting the handset | Optional | To add Auto Answer on your phone, please contact your department's telephone coordinator |
| Call Park | This feature allows you to put a call on hold so you or some one else can retrieve it from another Cisco phone | Standard | To add Park on your phone, please contact your department's telephone coordinator |
| Call pickup | This feature allows you to answer a call that is ringing on a co-worker's phone by redirecting the call to your phone | Optional | To add Call Pickup on your phone, please contact your department's telephone coordinator |
| Call waiting | This feature allow you to receive a second incoming call on your phone line without disconnect your first call | Optional | To add Call Waiting on your phone, please contact your department's telephone coordinator |
| Caller ID | This feature enables the phone to display the telephone number and name of the caller | Standard | If you are having any problems with this feature, please contact the Helpline at 7613 |
| Conference | This feature allows you to start an audio conferencing session where you can connect other participants one at a time | Standard | If you are having any problems with this feature, please contact the Helpline at 7613 |
| Configurable call forward display | Allows you to specify information that appears on a phone when a call is forwarded. This information can include the caller name, caller number, redirected number, and original dialed number. | Standard | To configure this feature on your phone, please contact your department's telephone coordinator |
| Direct transfer | This feature allows you to connect two current calls to each while dropping you from the call | Standard | If you are having any problems with this feature, please contact the Helpline at 7613 |
| Ring setting | This feature allows you to specify the ring type that is used for a line when you receive an incoming call | Standard | On the phone, press <i>setting</i> and then <i>ring type</i> . |
| Forward | This feature allows you to redirect your incoming calls to another phone number | Standard | There are two ways to use Forward feature: 1. Go to MyConcordia portal and Click on Forward all calls to a different number. 2. Press Forward button on your phone and enter the extension number of the line you want to forward to. |

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| Hold | This feature allows you to put an active call on hold | Standard | If you are having any problems with this feature, please contact the Helpline at 7613 |
| Immediate Divert | This feature allows you to redirect your ringing call immediately to your voice message system, therefore making your line available to make or receive new calls | Optional | To add Immediate Divert on your phone, please contact your department's telephone coordinator |
| Join | This feature allows you to join two or more active calls creating an ad hoc conference call | Standard | If you are having any problems with this feature, please contact the Helpline at 7613 |
| Meet-Me conference | This feature allows you to enable other callers to join in a conference | Standard | To get Meet-Me conference feature, please contact your department's telephone coordinator |
| Message waiting | This feature indicates if one or more voice messages are waiting for you to check | Standard | If you are having any problems with this feature, please contact the Helpline at 7613 |
| Multiple calls on directory numbers (lines) | This feature allows you to have more than one incoming call on your line. Please see call waiting | Standard | To add this feature on your phone, please contact your department's telephone coordinator |
| Music-on-hold | This feature plays music while you put your callers on hold | Standard | If you are having any problems with this feature, please contact the Helpline at 7613 |
| Redial | This feature allows you to redial the last number you dialed on your Cisco IP Phone | Standard | If you are having any problems with this feature, please contact the Helpline at 7613 |
| Speed-dial | This feature allows you to dial a number that has been stored on your Cisco IP phone | Standard | To add this Feature on your phone, go to MyConcordia portal. Click on Add/Edit Speed Dial. |
| Transfer | This feature allows you to transfers an active call to another number | Standard | If you are having any problems with this feature, please contact the Helpline at 7613 |
| Voice messaging system | This feature enables callers to leave you voice messages if you are not available to answer your calls | Optional | To add this feature on your phone, please contact your department's telephone coordinator |