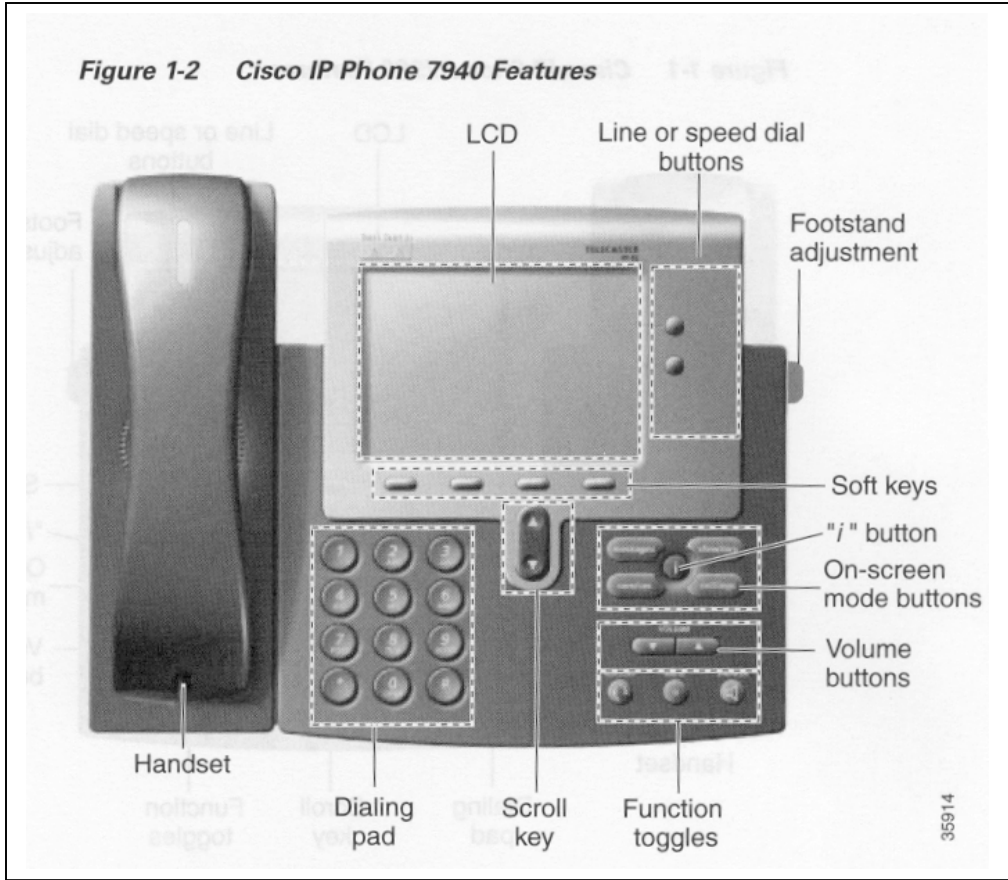


**Cisco 7960 Phone**



**Cisco 7940 Phone**

## Phone Controls

### Volume Buttons

Press the ▼ button to decrease the volume of the handset, speakerphone, or headset

Press the ▲ button to increase volume of the handset, speakerphone, or headset

To save the volume setting, press the # key

### Mute Button

Press the MUTE button to prevent the party from hearing you although you can hear them

To turn off mute, press the MUTE button again.

## Call Features:

### Place a Call

Internal Extension dial the 4-digit extension

External call: dial 9 + 1 the entire 10-digit phone number (area code + number)

**\*\*After you press the 9 (for an outside line) you will not hear a dial tone again until after the second number has been entered\*\***

- Pick up the handset. If you do not hear a dial tone, press an available line button to begin to make the call or
- Press the SPEAKER button. If you do not hear a dial tone, press an available line button to begin to make the call or
- Press the **NewCall** soft key. If you do not hear a dial tone, press an available line button to begin to make the call (the call will dial with the speakerphone on)

### Answer a Call

If “Line 1” is ringing, pick up the handset and you will be automatically connected to the call.

If any other line is ringing, lift up the handset (or press the SPEAKER button) and press the **Answer** soft key, OR press the line button next to the ringing line

### End a Call

Hang up the handset or

Press the SPEAKER button or

Press the **EndCall** soft key and hang up

## Place a Call on Hold

1. While on the call, press the **Hold** soft key
2. To return to a call, press the **Resume** soft key
3. If multiple calls are on hold, use the SCROLL button to select the desired call then press the **Resume** soft key

## Transfer a Call

1. While on the call, press the **Trnsfer** soft key (this places the caller on hold)
2. Dial the 4-digit extension or 9 + 1 the area code + the number
3. When the party answers, announce the call and press the **Trnsfer** soft key again

If the party refuses the call, press the **Resume** soft key to return to the original call

## Forward All Calls

1. Press the **CFwdALL** soft key (you will hear two beeps)
2. Dial the 4-digit extension to which all calls will be forwarded

A flashing right arrow will appear on the LCD display next to the line number that has been forwarded

## Cancel Forward All Calls

1. Press the **CfwdAll** soft key (you will hear two beeps)

The flashing right arrow on the LCD display will disappear indicating that forward all calls has been deactivated

## Conference Calls

To establish a conference call

1. Press the **More** soft key and then press the **ConFrn** soft key (this will automatically select a new line and place the other party on hold)
2. Dial the 4-digit extension or 9 + 1 the area code + the number of another party
3. When the party answers, press the **ConFrn** soft key again and the party will be added to the conference call

Repeat steps 1 through 3 to add additional parties to the conference call

## Conference call options

To place a conference call on hold, press the Hold soft key (the other parties can talk among themselves but they cannot hear you)

To place a conference call on speakerphone, press the SPEAKER button

To mute a conference call on speakerphone, press the MUTE button to turn off the microphone

## Meet-Me Conference Calls

To establish a Meet-Me conference call

1. Press the **More** soft key twice to display the **Meet-Me** tab
2. Press the **Meet-Me** soft key
3. Dial the Meet-Me conference number provided to you by the conference initiator

### **To join a Meet-Me conference call**

Dial the Meet-Me conference number provided to you by the conference initiator  
Once the conference initiator has dialed in and established the conference, you will be connected

Note: it is not necessary to press the **Meet-Me** soft key to join a Meet-Me conference call

### **Call Park**

To park a call

1. While on the call, press the **More** soft key until the Park tab appears on the LCD display
2. Press the Park soft key (the LCD display will show the 4 digit number to which the call is parked).
3. **Note the Call Park number**
4. Hang up the handset

To retrieve a parked call

1. From any Cisco phone, dial the 4 digit Call Park number to which the call was parked

### **Call Pick Up**

When the phone rings at an extension within your call pickup group:

1. Pick-up the handset
2. Press the **More** key one time
3. Press the **Pickup** key
4. The call to be picked up will begin to ring on your phone
5. Press the **answer** key and you will be connected to the call

## **Phone Settings**

### **Ring Tone**

Press the **SETTINGS** button

Use the **SCROLL** button to select the Ring Type option on the Settings Menu

Press the **Select** soft key to display the list of available ring types

Use the **SCROLL** button to select a ring type

Press the **Play** soft key to hear a sample of the selected ring type

Press the **Select** soft key and then press the **OK** soft key to save your selection

Press the **Save** soft key to save your selection and **exit** the Settings Menu

## **LCD Display Contrast**

Press the **SETTINGS** button

Use the **SCROLL** button to select the Contrast option on the Settings Menu

Press the **Select** soft key to display the contrast settings

Use the **Up** and **Down** soft keys to set the desired intensity of the LCD display and press the **OK** soft key to save your settings

Press the **Save** soft key to save your selection and exit the Settings Menu

## **Call History Features**

To view missed calls

Press the **DIRECTORIES** button

Use the **SCROLL** button to select the Missed Calls option on the Directory Menu

Press the **Select** soft key to display the missed calls list

When you are finished, press the Exit soft key twice to exit the Directory Menu

**\*\*To speed dial a missed call, received call, or placed call, you must edit the number and insert a 9 before the missed call or received call number\*\***

Press the **DIRECTORIES** button

Use the **SCROLL** button to select the desired call history option on the Directory Menu

Use the **SCROLL** button to select the number you want to speed dial

Press the **Dial** soft key to speed dial the selected number

## **Corporate Directory**

To find a name and phone number in the Corporate Directory

Press the **DIRECTORIES** button

Use the **SCROLL** button to select the Corporate Directory option on the menu

Press the **Select** soft key to display the search area

Choose to search by first or last name. Enter all or part of a persons name using the keypad.

For example: To spell Becky, press the 2 key twice for a B, press the 3 key twice for an E, press the 2 key three times for a C, etc.

Then press the **Search** soft key to display all names that begin with the letters you chose.

Use the **SCROLL** button to highlight your choice and hit the **DIAL** soft key to speed dial the number.

## **Redial the Last Number Called**

Lift the handset and press the **Redial** soft key or

Press the **Redial** soft key to simultaneously activate the speakerphone and redial the last number called

## **Voice Mail – The default passcode for voicemail is 12345**

### **Set Up Voice Mail for the first time**

Press the messages key on your phone  
Press option 4  
Select option 1 for greeting setup  
Record your greeting

### **Check Voice Mail**

Press the messages key on your phone  
Enter your password after the prompt  
Press #1 to hear your messages

### **Check Voice Mail from an outside line**

Dial the Voice Mail Number  
Press the \* key  
At the “enter your id number” prompt, enter your 4 digit phone number  
Press the # key  
Enter your passcode

.....  
NOTES: