


# Cisco 7940/7960 IP Phone Quick Reference Guide



## Phone Operations


### Place a Call

- Internal call: dial the extension number
- External call: dial 9 + the entire 7 or 10-digit phone number for a local call, or 9 + 1 + these numbers to make a long distance call
- Pick up the **Handset**, press the **line button** to begin to make the call or
- Press the  **Speaker** button to begin to make the call or
- Press the **NewCall** soft key to begin to make the call (this will open the Speakerphone or
- Dial phone number and press the **Dial** soft key.



### Answer a Call or Calls

- If your phone is ringing, pick up the **Handset** or press the **Answer** soft key and you will be automatically connected to the call.
- To answer a call while you are already on another call, press the **Answer** soft key and doing so answers the new call and automatically places the initial call on hold

### End a Call

- Hang up the **Handset** or
- Press the  **Speaker** button or
- Press the **EndCall** soft key and hang up or
- Press the Line Button to end the call

### Using Hold and Resume


- While on a call, press the **Hold** soft key (Make sure the call that is highlighted is the one you wish to put on hold)
- To return to a call, press the **Resume** soft key
- All calls on hold will have the  icon next to them and all held calls will be flashing
- If multiple calls on the same line are on hold, use the  **Scroll** button to select or highlight the desired call, then press the **Resume** soft key

### Transfer a Call

- While on the call, press the **Trnsfer** soft key (this places the caller on hold)
- Dial the extension number you wish to transfer the caller to.
- You may immediately press the **Trnsfer** soft key to complete the transfer or when the party answers, announce the call and press the **Trnsfer** soft key again.
- If the person refuses the call or if the phone rings without an answer, press the **EndCall** soft key, then press the **Resume** soft key to return to the original call.

- To transfer a caller directly into someone's Voice Mail Box, press the **Trnsfer** soft key, enter the **asterisk (\*)**, followed by the extension number of the user's Voice Mail Box, then press the **Trnsfer** soft key again.

## Direct Transfer – Transfer two current calls to each other

- Use the  **Scroll** button to highlight the first of the two calls you wish to connect and press the **Select** soft key. Repeat this process for the second call you wish to connect. Selected calls are indicated with a check next to them. With either one of the selected calls highlighted, press the **DirTrfr** soft key. (You may need to press the **More** soft key to see the **DirTrfr**). The two calls connect to each other and drop you from the call.
- If you want to stay on the line with the callers, use **Join** to create a conference instead. For details, see the **Join Conference Calls** feature.

## iDivert – Transfer a ringing call automatically to Voice Mail

- When your phone is ringing, you can choose to send the call immediately to Voice Mail by pressing the **iDivert** soft key. This soft key can be pressed at any time while the call is ringing on the IP Phone.

## Forward All Calls

- Press the **CFwdALL** soft key (you will hear two beeps)
- Dial the extension or 9 + number to which all calls will be forwarded or press the message key to forward your calls to your voice mail box.
- A flashing right arrow/telephone will appear on the top right line of the LCD display.

**Note:** You can only forward the top line of the Phone. If you want to transfer another extension number which appears on your phone (ex. Boss's Line), use the **CCM User Web Browser** to do this.

## Cancel Forward All Calls

- Press the **CfwdAll** soft key (you will hear one beep)
- The flashing right arrow/telephone on the **LCD** display will disappear indicating that forward all calls has been deactivated

## Ad Hoc Conference Calls




To establish a conference call

- Call the first party.
- 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)
- Dial the extension or 9 + the local number or 9 + 1 + the long distance number of another party


- When the party answers, press the **ConFrn** soft key again and the party will be added to the conference call.

Repeat the above steps to add additional parties to the conference call up. Check with your System Administrator to find out how many **TOTAL** ad hoc conferees you may add.

### 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 and then place the handset in its cradle
- To **Mute** a conference call on speakerphone, press the  **Mute** button to turn off the microphone
- **Things to remember:** Only one person is allowed to activate the **ConFrn** soft key. From that moment on they will act as the conference initiator, and only that person will be allowed to add participants. If the conference initiator drops out of the call, all parties will remain connected or drop depending on how the system is set up.
- To view a list of conference participants, press the **ConfList** soft key. You will want to press the **Update** soft key periodically to update the screen status of the list of conferees.
- To drop a particular conferee, use the  **Scroll** button to highlight the conferee you wish to drop and press the **Remove** soft key. You can remove participants **only if** you are the conference initiator.
- Who started the Conference? While viewing the Conference List, locate the person listed at the bottom of the list with an (\*) next to the name.

### Join Conference Calls

- With two or more calls on a single line, use the  **Scroll** button to highlight any call on the line and press the **Select** soft key. This will put a check in the box next to this line. Repeat this process for each call you want to add to the conference. From one of the selected calls, press the **Join** soft key. (You may need to press the **More** soft key to see **Join** soft key).

### Call Pick Up

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

1. Pick-up the **Handset** (check for a dial tone).
2. Press the **More** soft key one time.
3. Press the **Pickup** soft key.
4. The call to be picked up will begin to ring on your phone.
5. Press the **Answer** soft key and you will be connected to the call.

## Call Park

To park a call

- While on the call, press the **More** soft key.
- Press the **Park** soft key (the **LCD** display will show an extension number to which the call is parked).
- Hang up the handset.

**Note:** Write down the displayed phone number. The call will remain parked for a total of seconds determined by your System Administrator. If the call should not be picked up within this time frame, the call will ring back to the phone that initiated the call park feature and state "Call Park Reversion with the Listed Call Park Number".

## Call Back

To Activate the Call Back Feature

- While calling another extension, Press the **Call Back** soft key
- The Display will read: Call Back is activated on XXXX (Ext. No.) Press the Cancel soft key to deactivate or Press Exit to quit this screen.
- If you press the **Cancel** soft key, you have cancelled the Call Back Feature.
- If you press the **Exit** soft key, the Call Back feature is activated.
- When the extension you have activated the Call Back feature to uses their phone, you will receive an audible ring. Your display will read: XXXX (Ext. No.) has become available. Press the **Dial** soft key to call. Press Exit to quit this screen.
- If you press the **Exit** soft key, you have cancelled the Call Back Feature
- If you press the **Dial** soft key, it will dial the desired extension number.

**(This feature DOES NOT work when trying to activate the Call Back feature to an external number, but you may activate the Call Back feature to multiple extensions.)**

## Privacy

- If you **do not** want co-workers who share your line to see information about your call, press the **Private** soft key when your phone is ringing
- When your co-workers have the privacy feature enabled, your shared line appearance does not indicate that the shared line is in use.

## Phone Settings

### Ring Volume



- With the handset in the cradle, press  **Volume** button to adjust how loud or soft you would like your phone to ring. It will adjust the volume automatically

### Handset Volume



- Hold the **Handset** to your ear, press the  **Volume** button to adjust the volume.
- Press the **Save** soft key.

- The **Handset** volume has been reset.




## Speaker Volume

- With the **Handset** on the cradle hit the  **Speaker** button, press the  Volume button to adjust the volume.
- Press the **Save** soft key.
- The **Speaker** volume has been reset.



## 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.

## Ring Tone




- Press the  **Settings** button.
- Use the  **Scroll** button to select the **Ring Type** option on the **Settings** menu or press the number **2** key.
- Press the **Select** soft key for the **Default** setting that is highlighted 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.
- The change your ring type to the desired highlighted choice, press the **Select** soft key. This will put a check in the box indicated your choice.
- Press the **Ok** soft key to save your selection.
- Press the **Exit** soft key.
- 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 or press the number **1** key.
- 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 **Exit** soft key to exit the **Settings** menu.

## Directory Features

To select the missed, received or placed call history directory





- Press the  **Directories** button.
- Use the  **Scroll** button to highlight the **Missed Calls, Received Calls or Placed Calls** option on the **Directory** menu.
- Press the **Select** soft key to display list.
- You may also choose to press **(1)** for Missed Calls, **(2)** for Received Calls or **(3)** for Placed Calls
- Use the  **Scroll** button to select the number you want to speed dial
- If the number is an extension in your office, press the **Dial** soft key to speed dial the selected number.
- If the number is a call from the outside, press the **EditDial** softkey and enter a 9 or 9 + 1, then press the **Dial** soft key.
- When you are finished, press the **Exit** soft key to exit the **Directories** menu

Note: Any **One** of the Directories will only hold **32** call records. The **33rd call** will then replace call one, the **34<sup>th</sup> call** will then replace call two and so on. Calls are listed in order by the most recent call.

Note: By pressing the **Clear** soft key, it will clear **ALL** call history information for Missed, Placed and Received calls.

### **Making Calls from the Corporate Directory**

To find a name and phone number in the IP Phone 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 directory search options
- Use the  **Scroll** key to select the search option: First Name, Last Name or Number.
- Use the numbers corresponding to the letters on the dialing pad to enter a name or number to find it in the directory. It is not necessary to enter a complete query to conduct a search.
- Then press the **Search** soft key to display all names that begin with the letters you chose.
- If more than one name appears, use the  **Scroll** key to highlight the number you wish to reach
- Press the **Dial** soft key to speed dial your selected name and number.



Click on the Subscribe Box

Click on the Update Box

Repeat this Step for both the Fast Dials and My Address Book:

You will now have the Fast Dials Key and My Address Book available under the Services Key on your phone!

Press the Return to the Menu Key and go to the **Configure your Cisco Personal Address Book** and begin adding people to your Address Book under **Add a New Entry**. Remember, you DO NOT need to input a "9" when entering the Work, Home or Mobile Telephone Numbers. Remember to press Insert and Update after each new entry.

After entering all of the numbers you want in to your Address Book:

Go to **Fast Dials** and assign your fast dials from your Address Book

All the Fast Dials are listed in the 1-99 Positions as Unassigned. Click on an unassigned number where you would like to add each Fast Dial. It will open up the Address Book and allow you to choose which address entry and which phone number you would like to place in the desired Fast Dial Location. Press Insert and Update and your Fast Dial choice will be assigned at its designated location.

Press the Return to the Menu Key to add a **Speed Dial** to your phone. Speed Dials are used to program the additional 2<sup>nd</sup> button on the 7940 IP Phone, 2<sup>nd</sup> thru 6<sup>th</sup> buttons on your 7960 IP Phone (if you have it available), the 2<sup>nd</sup> thru 8<sup>th</sup> buttons on your 7970 IP Phones (if you have it available) or you have 4 Speed Dials on the 7912 IP Phone located under the Menu Key/Speed Dials Choice (4).

Listed below the available Speed Dials are and additional 99 Speed Dials. This is really 99 Additional **Abbreviated Dials**. You will input the information the same as you do the Speed Dials, but accessing these numbers is a little bit different. It is best to write down your 99 Abbreviated Dial numbers according to their listed number. To use the Abbreviated Dial numbers, dial the listed number 1 - 99 while your handset is on hook. An Abbreviated Dial soft key will pop up and you will press this key. It will dial the Abbreviated number input via the CCM User Web Browser

You must remember to **insert a "9"** before the number you wish to Speed Dial. Label the Display Section with what you want the phone display to read for your Speed Dial. An Example is Dan's Cell or Fire Dept.

Press the Return to the Menu Key to **Forward** your phone via the PC. You can forward your phone to your Voice Mail Box, or to another extension within the IP Phone System. You must remember to **insert a "9"** before the number, if your phone is allowed to forward to an

external number. Remember to press the Update Key after entering all the appropriate information.