Road Map to your Cisco IP Phone

Cisco IP Phone 7960

Cisco IP Phone 7940
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<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Handset with indicator light</td>
<td>Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and can be set to remain lit when you receive a voice mail message.</td>
</tr>
<tr>
<td>2</td>
<td>LCD screen</td>
<td>Displays features such as the time, date, your phone number, caller ID, line/call status and softkey tabs.</td>
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<tr>
<td>3</td>
<td>Cisco IP Phone model type</td>
<td>Indicates your Cisco IP Phone model.</td>
</tr>
<tr>
<td>4</td>
<td>Line or speed dial button</td>
<td>Opens a new line or speed dials the number on the LCD screen. Phones in the Cisco IP Phone 7960 series have six line or speed dial buttons and phones in the 7940 series have two.</td>
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<tr>
<td>5</td>
<td>Footstand adjustment</td>
<td>Allows you to adjust the angle of the phone base.</td>
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<tr>
<td>6</td>
<td>Directories button</td>
<td>Provides access to call histories and directories</td>
</tr>
<tr>
<td>7</td>
<td>? button</td>
<td>Displays help on your LCD screen for a phone button or function</td>
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<tr>
<td>8</td>
<td>Settings button</td>
<td>Provides access to phone settings such as contrast and ring sound, network configuration, and status information</td>
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<tr>
<td>9</td>
<td>Speaker button</td>
<td>Toggles the speaker on or off.</td>
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<tr>
<td>10</td>
<td>Mute button</td>
<td>Toggles the mute on or off.</td>
</tr>
<tr>
<td>11</td>
<td>Headset button</td>
<td>Toggles the headset on or off.</td>
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<tr>
<td><strong>Volume button</strong></td>
<td>Increases or decreases volume for the handset, headset, or speakerphone (depending upon which is currently active). Also controls the ringer volume (if the handset is in its cradle), and the LCD screen contrast.</td>
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<tr>
<td><strong>Services button</strong></td>
<td>Provides access to any available phone services</td>
<td></td>
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<tr>
<td><strong>Messages button</strong></td>
<td>Provides access to the message system, if subscribed</td>
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<tr>
<td><strong>Navigation button</strong></td>
<td>Enables you to scroll through text and select features displayed on the LCD screen</td>
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<tr>
<td><strong>Dial pad</strong></td>
<td>Works exactly like the dial pad on a traditional telephone.</td>
<td></td>
</tr>
<tr>
<td><strong>Softkeys</strong></td>
<td>Enable you to engage any of the functions displayed on the corresponding LCD screen tabs. Softkeys point to feature options displayed along the bottom of your LCD screen. Softkeys change depending on the status of your phone. For example, you can see one set of softkey options when you pick up the handset, and another set when the phone is not in use.</td>
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</table>

**Using the Feature Buttons**

Your Cisco IP Phone has five feature buttons:

- **Services** button—Displays services on your phone’s LCD screen. These are services to which you have already subscribed.
- **Messages** button—Provides access to your voice mail message system.
- **Settings** button—Displays network settings on your phone’s LCD screen, plus options for adjusting your phone’s ringer sound and LCD screen contrast.
- **Directories** button—Displays various directories on your phone’s LCD screen, including missed, received, and placed calls. You can use each of these directories to locate phone numbers and you can dial those numbers from the directories.
- **?** button—Displays helpful information about buttons and features.

For help with:

- A specific button or softkey—Press the ? button once, then press the button or softkey to display information about that button or key.
Navigating on Your Phone

Navigating on your Cisco IP Phone is easy. You use the Navigation button, the softkeys, and the key pad to make your selections:

- Softkeys correspond to the option tabs displayed along the bottom of your LCD screen. Softkeys change depending on the status of your phone. For example, you can see one set of softkey options when you pick up the handset, and another set when the phone is not in use.

- The >> softkey allows you to re-position your cursor. The << softkey allows you to delete a character or digit in an entry. Press the << softkey or the Delete softkey if you make a mistake or need to edit an entry. The Delete softkey allows you to edit a character or digit—it does not delete the entire entry.

- You can choose menu items on your Cisco IP Phone in more than one way:
  - Using the Navigation button—Press the Navigation button (this is the button with the up and down arrows) to select (or highlight) a menu item. Then press the Select softkey.
  - Using an Item Number—You can press the number key on your phone’s key pad that corresponds to the item number displayed on the LCD screen. Use this method to select any menu item that has an item number to the left of it.

- To enter any letter on your LCD screen, use a corresponding number key. Press the key one or more times to display a particular letter. For example, press the 2 key one time for “a,” twice quickly for “b,” and three times quickly for “c.” After you pause, the cursor automatically advances to allow you to enter the next letter. Press the << softkey if you make a mistake.
Using the Handset, Headset, and Speakerphone

Using the Handset

The handset on your Cisco IP Phone functions in the same way as a handset on a traditional phone:

- To place and answer calls with the handset, simply lift the handset.
- To hang up, place the handset back in its cradle.
- To switch from the handset to the speakerphone, press the Speaker button on the front of your phone during a call, then hang up the handset.

Adjusting the Handset Rest

If you mount your Cisco IP Phone on the wall or use the footstand on the phone, you can adjust the handset rest to ensure the receiver will not slip out of the cradle.

1. Set the handset aside and use your thumb and finger to grasp and pull out the square plastic tab in the handset rest.
2. Rotate the tab 180 degrees.
3. Slide the tab back into the handset rest with the extension protruding from the top of the tab.
   Replace the handset in the rest. The tab hooks into a slot in the handset to ensure that the handset will not slip out of the rest.

Using the Speakerphone

You can use the speakerphone in conjunction with all of the features on your Cisco IP Phone.
To place and answer calls using the speakerphone, press the Speaker button.
To switch from speakerphone to handset during a call, simply lift the handset.

Using the Headset

You can use the headset in conjunction with all of the features on your Cisco IP Phone, including the Volume and Mute buttons. Use these buttons to adjust the volume to the ear piece and to mute the speech path from the headset microphone.
To place and answer calls using a headset, plug an approved headset into the back of the phone base and press the Headset button on the front of your phone.
Supported Features at the University of Wyoming

**Call Waiting:**
Gives you the ability to answer two calls at once.

1. Answer call #1, then the second call will present itself on the display and the phone will beep once in your ear. If you choose to Answer the second call, press the **Answer** Softkey, which answers the second call and places the first caller on hold.
2. To toggle between the two callers use the **Hold** Softkey and the **Resume** Softkey.

**Call Forward:**
Allows you to manually forward all calls coming into your set. You can forward to an IP phone or non-IP phone.

To Activate:
1. Press the **CFwdAll** Softkey
2. Dial the number to which you want to forward all calls.

To Cancel:
1. Press the **CFwdAll** Softkey

**Call Transfer:**
Allows you to transfer a call to another on-campus telephone number. Calls cannot be transferred off-campus.

To Activate:
1. With a call in progress, press the **Transfer** Softkey.
2. Dial the number to which you are transferring the call.
3. When you hear ringing, press the **Transfer** again, or when the party answers, announce the call and press **Transfer**.
4. Hang up to end your participation in the call.

*Special Note:* To abandon the transfer, press the **End Call** Softkey which disconnects the transfer and places the original caller on hold.

**Conference:**
Allows you to set up a conference with nine other parties on or off campus.

To Activate:
1. With a call in progress, press the **Confrn** Softkey. This opens a new line while placing the other party(ies) on hold.
2. Place a call to another party.
3. When the call connects, press **Confrn** again to add this party to the call.
4. Repeat the first three steps to add another caller.

*Special Note:* To abandon the addition of a conferee, press the **End Call** Softkey, which disconnects that leg of the conference and places the other conferees on hold.
**Dialing:**
With Cisco phones you have several different options for placing a call.

**Off-hook dialing:**
Lift handset and dial the number.

**Predialing:**
Dial the number you want to call and either pick up the handset which then initiates the call or press the **Dial** Softkey (on a 7960 only) and this initiates the call on the speakerphone if the handset is NOT picked up.

**On-hook dialing:**
Press the **Speaker** button and then dial (NOT offered on 7912 set).

**ReDial:**
This will automatically dial the last called number from your phone.

To Activate: Lift handset and press the **Redial** Softkey.

**Hold:**
Allows you to place a call on hold.

To Activate: During a call, press the **Hold** Softkey.
To Return to the call: Press the **Resume** Softkey.

**Call Park:**
This allows you to park an active call and then retrieve it using another phone within your phone system.

To Activate: 1. During an active call, press the **More** Softkey until you see the **Park** tab.  
2. Press the **Park** Softkey to park the call. The LCD displays the number where the call is parked.  
3. Make a note of the **Call Park** number and hang up.  
4. To retrieve the parked call, go to any phone on campus and dial the **Call Park** number.

**Call Back:**
Notifies you that a previously dialed on-campus number (with a busy tone) is now available.

To Activate: 1. When you receive a busy tone, press the **CallBack** Softkey. The phone will indicate that **CallBack** has been initiated against the DN just called. You are now free to make any other call.  
2. Once the far end goes idle your set will play a special ring tone to let you know that the DN has become available and a new “**Dial**” Softkey will be displayed. Press it and it will redial the original number for you.
**Call Join:**
If you are on an active call and a second call is received, you can “join” both lines into a conference call.

To Activate: While on an active call, a second call comes into your line. You can press the Answer Softkey to answer the second call. This places the first caller on hold. If you want to join the call press the Confrn Softkey once to initiate the conference, then again to connect the two calls together.

**Distinctive Ring Per Line appearance:**
Allows you to set distinctive rings on each line appearance that you have on your phone (7960 sets only).

To Setup:
1. Press the Settings button on your phone.
2. Select #2 Ring Type.
3. Scroll down to the line appearance you want to change and hit the Select Softkey.
4. Select one of seven different ring settings by highlighting the ring type you want, then hit the Select Softkey, and then the Ok Softkey.

**Call Pickup:**
Allows you to answer calls to other phones within a designated call pickup group.

To Activate:
1. As the phone rings at the extension within your call pick-up group, pick up your handset to get dial tone on your line.
2. Press the More Softkey to view the PickUp Softkey.
3. Press the PickUp Softkey to transfer the call to your extension.
4. Answer the incoming call that is redirected to your phone by pressing the Answer Softkey.

**Fast Dials:**
Allows you to pre-program up to 99 frequently dialed #'s from your phone.

To set up:
Go to the services screen on your phone, and select My Fast Dials. Select the Assign softkey, then toggle to the key you want to assign and press the Select softkey. Now enter in the number you want to program. Remember to put 9 or 91 in front of the number if you are calling off campus. Once you have entered the number press the Submit softkey, you should get a message that tells you your fast dial has been successfully assigned, select the Ok softkey, and you are done.

To Use:
Go to the services screen on your phone, and select My Fast Dials. Toggle to the Fast Dial you want to dial, the press the Dial softkey.