School District 158

**Technology Department**

**Cisco IP Phone**

**7940/7960**

#### November, 2004

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Cisco IP 7960 Phone

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Using Your Phone

## Switching Between Speaker & Handset

* *Speaker to handset* - Lift the handset.
* *Handset to speaker* – Press the **Speaker** button and then hang up.

Placing a Call

*There are various ways to place a call. Choose from one of the following:*

* Lift the handset and dial the number, **OR…**
* Press the **Speaker** or **Line** button, or the **NewCall** soft key. Then dial the number, **OR…**
* Dial the number. Then press the **Dial** soft key, **OR…**
* Press a speed dial button, if available.

**Placing a Call Directly into Voicemail**

* Lift the handset or press the **NewCall** softkey.
* Dial **\*** and then the extension.

**Answering a Call**

*There are several ways to answer a call. Choose from one of the following:*

* Lift the handset, **OR…**
* Press the **Speaker** or **Line** button or the **Answer** soft key, **OR…**
* Press the **HEADSET** button, if using headset.

**Answering a 2nd Call**

* While on the first call, press the “ringing” line button to connect to the 2nd call. This automatically puts the 1st caller on hold.
* To disconnect one of the calls, while on that call, press the **EndCall** soft key.Then press the line button of the remaining call**.**

Ending a Call

* Hang up the handset, **OR…**
* Press the **Speaker** button or **EndCall** soft key.

Muting a Call
*You can use this feature instead of the Hold feature if you wish to be able to still hear the person at the other end of the call, but not have that person hear from your end.*

* Press the **Mute** button. The **Mute** button lights up.
* To turn off mute, press the **Mute** button again.

Placing a Call on Hold

* While on a call, press **HOLD** soft key.
* To return to a call, press the **Resume** soft key, or select the respective line key.

Immediate Divert to Voicemail

*Use this feature to send an incoming call directly to your voicemail.*

* While your phone is ringing with an incoming call, press the IDivert softkey button.

Transferring a Call

* While on a call, press the **Trnsfer** soft key. The call is placed on hold.
* Dial the number to which you wish to transfer the call.
* When you hear ringing, press the **Trnsfer** soft key again for a “blind” transfer, **OR…**
* When the called party answers, announce the call and then press the **Trnsfer** soft key.
* If call is not accepted, press **EndCall** soft key and the **Resume** soft key to disconnect the 2nd call and return to original call.

Redialing the Last Number Dialed

* Lift the handset and press the **Redial** soft key, **OR…**
* Press the **Redial** soft key to call through the speakerphone.

**Advanced Features**

**Parking & Retrieving a Call**

Call Park allows users to put a call on hold in the system and pick it up at another phone.

* While on a call, press the **more** soft key and then the **park** soft key. The display shows the extension where the call is currently parked. Make note of it and then hang up.
* To retrieve a call from any other Cisco IP phone, dial the appropriate Call Park number.
* If a parked call is not picked up in a specified amount of time it will ring back at the phone where it was originally parked.

**Picking Up Another Call within Your Department**

You can answer a call made to any other extension in your call group from your phone.

* As the phone rings at an extension within your call group, press a **Line** button.
* Press the **More** soft key to view the **PickUp** soft key.
* Press the **PickUp** soft key to transfer the call to the extension that you are at.
* Answer the incoming call that is being redirected to your phone.

**Forwarding All Calls to a Different Number**

* Press the **CFwdAll** soft key. After you hear 2 beeps, enter the number to which you wish to forward all calls. The flashing arrow on the LCD display indicates calls are being forwarded.
* Press **CfwdAll** soft key again to cancel the forwarding option. You will hear 1 beep. The flashing arrow will disappear.

**Forwarding All Calls to Voicemail**

* Press the **CFwdAll** soft key. After you hear 2 beeps, press the **messages** button. The flashing arrow and telephone icon on the LCD display indicates calls are being forwarded to your voicemail.

**Canceling Call Forwarding**

* Press the **CfwdAll** soft key again to turn off Call Forwarding.

**Establishing an “Ad-Hoc” Conference Call**

***You may conference in up to 10 people.***

1. Dial the first party.
2. After the person answers, press the **More** softkey and then the **ConFrn** softkey. This will give you a dial tone.
3. Dial the second person. When the call connects, press the **ConFrn** soft key again to connect both parties.
4. To add another person, press the **More** softkey and then the **ConFrn** softkey. This will give you a dial tone.
5. Dial the third person. When the call connects, press the **ConFrn** softkey again to connect all parties.
6. Repeat steps 4-5 until you have called and conferenced in all parties.

**Establishing a “Meet-Me” Conference Call**

Meet-Me conferences allow people to dial in to a conference. A Meet-Me conference has to be established from an IP phone. **The secretary should establish the conference.**

* Check with the Phone Administer in the Technology Department to obtain a conference number.
* Press the **SPEAKER** button on the phone.
* Press the **More** soft key and the then the **Meet Me** soft key.
* Dial the MeetMe conference number.
* Put the conference on hold, and call your supervisor to notify him/her that the conference is ready.
* Your supervisor will dial the Meet Me conference number and join the conference.
* Once the supervisor gets in, the secretary can hang up.
* Additional callers should call the secretary to have her join them in the conference. The secretary transfers their calls by hitting the **Transfer** soft key and then dialing the **Meet** **Me** conference number, and then the **Transfer** soft key again.
* To end the conference call, just hang up. When all callers are off the call, when you try to dial it, you will receive a fast busy.

**Joining a “Meet-Me” Conference**

* At the pre-arranged time, lift the handset and dial the Meet-Me conference number that you were given by the Meet-Me conference initiator.

**Setting a Notification When a Busy Line is Available**

* When receiving a busy signal (or ring on rollover line) after calling an extension, press the **CallBack** softkey.
* Press **Exit** softkey to close confirmation screen.
* You will be notified that the extension is available through a visual and audible alert on phone. Press the **Dial** softkey to dial the number.

**Using On-Screen Mode Buttons to
Customize Your Phone**

Pressing the **messages** button allows you to:

1. **Listen to Messages**

* Press the **Messages** button.
* Enter your password, and then press the # key.
* More information about using the Voicemail system is on a different handout.

Please refer to the Cisco Unity Voicemail packet for further instructions on using voicemail.

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Pressing the **directories** button allows you to:

1. **View Missed Calls**

* Press the **Directories** button.
* The **Missed Calls** option should be highlighted. Press the **Select** soft key.
* You will see a listing of calls that were placed to you when you were not able to answer.
* To dial the call, press the **Dial** soft key.
* Press **Exit** to return to the previous menu.

2. **View Received Calls**

* Press the **Directories** button.
* Use the scroll keys to select **Received Calls**. Press the **Select** soft key.
* You will see a list of calls that you have taken.
* To dial a call, press the **Dial** soft key.
* Press **Exit** to return to the previous menu.

3. **View Placed Calls**

* Press the **Directories** button.
* Use the scroll keys to select **Placed Calls**. Press the **Select** soft key.
* You will see a history of calls that you have placed.
* To clear the call history, press the **Clear** soft key.
* To dial the person again, press the **Dial** soft key.
* Press **Exit** to return to the previous menu.

**Please note: If you have a second, shared line, the other person’s missed, received and placed calls will also appear in your lists.**4. **Use the Corporate Directory to find an Extension**

* Press the **Directories** button.
* Use the scroll keys to select **Corporate Directory.**
* The Corporate Directory includes each person in the district. To search for an extension, use the scroll keys to enter the first few letters of the person’s first or last name. Then press the **Search** button.
* Use the scroll keys to locate the extension or name of the person for whom you were searching. Press the **Dial** key to dial that extension.

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Pressing the **services** button allows you to access…

My Address Book

1. To Add an entry to your My Address Book:

* Press the **Services** button.
* Press the **Select** soft key.
* Press the **Submit** soft key.
* Press the **New** soft key.
* Use the keypad to key in the person’s Last name, First name, and, if desired, Nickname
* Press the **Submit** soft key.
* Enter the person’s home, business and cell phone numbers.
* Press the **Submit** soft key. The press OK.

2. To Search for and Call a number in your My Address Book:

* Press the **Services** button.
* Press the **Select** soft key.
* Key in the first few letters of the person’s first name or last name. Then press the **Submit** button.
* Use the scroll keys to find the person you wish to call.
* Use the scroll keys to select the person’s location. Then press the **Dial** soft key.

3. To Remove a number from your My Address Book:

* Press the **Services** button.
* Press the **Select** soft key.
* Key in the first few letters of the person’s last name. Then press the **Submit** soft key.
* Use the scroll keys to find the person you wish to delete. The press the **Select** soft key.
* Press the **Edit** soft key, and then the **Delete** soft key. Press **OK**.

Note: You may also add entries to your “My Address Book” through your computer, using Cisco CallManager. Instructions are in the Cisco Call Manager packet.

My Fast Dials

*Fast Dials may be used to quickly dial a frequently-used number.*

1. To Add a Fast Dial:

* Press the **Services** button
* Use the scroll keys to select **My Fast Dials**. Then press the **Select** soft key.
* Press the **Assign** soft key. Use the scroll keys to select a number to assign. Then press the **Select** soft key.
* Key in the phone number that you wish to assign. Use the four-digit extension for in-house numbers (6182), or the 1(area code)(phone number) convention for outside numbers. (18475551212) Do not use dashes! Press the Submit soft key.

2. To Use a Fast Dial:

* Press the **Services** button.
* Use the scroll keys to select **My Fast Dials**. Then press the **Select** soft key.
* Use the scroll keys to select the number you wish to call.
* Press the **Dial** soft key.

3. To Remove a Fast Dial:

* Press the **Services** button
* Use the scroll keys to select **My Fast Dials**. Then press the **Select** soft key.
* Press the **Remove** soft key. Use the scroll keys to select the number you wish to remove. Then press the **Select** soft key. Press **OK.**

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Pressing the **settings** button allows you to:

1. **Set the Contrast for your LCD Display**

* Press the **Settings** button.
* Contrast should be highlighted. Press the **Select** soft key.
* Use the **Down** and **UP** soft keys to change the display contrast. The press the **OK** soft key.
* Press the **Save** soft key to save your changes. Then press the **Exit** soft key.

2. **Change the Ring Sound**

* Press the Settings button.
* Use the scroll keys to select **Ring Type**. Then press the **Select** soft key.
* Scroll through the ring types, pressing **Play** to hear sample rings. When you find the one you wish to use, pres the **OK** soft key.
* Press the **Save** soft key to save your changes. Then press the **Exit** soft key.

###### Additional Features

**Adjusting the Ringer Volume for All Calls**

* Use volume keys to adjust the volume. To save your changes for all calls, press the **Settings** button. Then press the **Save** soft key.

**Cisco CallManager**

All users who have a Cisco IP phone may also use the **Cisco CallManager** website to customize their phone through their computer. To access Cisco CallManager, use the following site:

<http://d158cm01/ccmuser>

See the **Cisco CallManager** handout for more specific instructions.

**Cisco Tutorials**

If you prefer to learn about your phone using an on-line tutorial, you may use the following links:

Cisco 7940 Phone: <http://www.cisco.com/warp/public/779/largeent/avvid/products/7940/index_600.htm>

Cisco 7960 Phone:

<http://www.cisco.com/warp/public/779/largeent/avvid/products/7960a/index_1020.htm>