

IP Phone System: Cisco 7960G and 7940G



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Cisco IP Phone Road Map

Refer to the following illustrations and table to identify the buttons and parts on your Cisco IP Phone and to find a description of related features.

Cisco IP Phone 7960



Cisco IP Phone 7940



Please Note: Button 13 is NOT active on either the 7940 or 7960 phone..

1	Handset with indicator light	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.
2	LCD screen	Displays features such as the time, date, your phone number, caller ID, line/call status and soft key tabs.
3	Cisco IP Phone model type	Indicates your Cisco IP Phone model.
4	Line or speed dial button	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.
5	Base adjustment	Allows you to adjust the angle of the phone base.
6	Directories button	Provides access to call histories
7	? button	Displays help on your LCD screen for a phone button or function
8	Settings button	Provides access to phone settings such as contrast and ring sound, network configuration, and status information
9	Speaker button	Toggles the speaker on or off.
10	Mute button	Toggles the mute on or off.
11	Headset button	Toggles the headset on or off.
12	Volume button	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.
14	Messages button	Provides access to a message system
15	Navigation button	Enables you to scroll through text and select features displayed on the LCD screen
16	Dial pad	Works exactly like the dial pad on a traditional telephone.
17	Soft keys	Soft keys point to feature options displayed along the bottom of your LCD screen. Soft keys change depending on the status of your phone.

Navigate the Phone system and Use the LCD Screen

Use the Navigation button, the soft keys, and the keypad to make selections:

Soft keys

These will change as menus are selected and either the handset is used or the speakerphone or headset buttons. The soft keys will correspond to the options displayed along the bottom of the LCD screen. Soft keys change depending on the status of your phone. For example, you can see one set of soft key options when you pick up the handset, and another set when the phone is not in use.

The >> soft key allows you to re-position your cursor.

The << soft key allows you to delete a character or digit in an entry.

Press the << soft key or the **Delete** soft key if you make a mistake or need to edit an entry. The Delete soft key allows you to edit a character or digit--it does not delete the entire entry.

Use the Navigation button

You can choose menu items on your Cisco IP Phone in more than one way:

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** soft key.

Use the Number Keypad

You can press the number on your phone's keypad 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 << soft key if you make a mistake.

Customizing Your Cisco IP Phone

Adjust the Vertical Position of the Phone

Use the Base Adjustment lever on the right side of the phone to place phone in vertical position.

Adjust the Volume on Handset or Speakerphone for the Current Call

1. Pick up the **Handset**.
2. Press the **Up or Down Volume** button.
3. Press the **Speakerphone** button.
4. Press the **Up or Down Volume** button.

Adjust the Volume For All Calls

1. During a call, press the **Up (+) or Down (-) Volume** button.
2. Press the **Save** soft key to apply the new volume level to future calls.

Adjust the Ringer Volume

Press the up or down **Volume** button while the handset is in its cradle. Continue to press the **Volume** button to hear sample rings and to adjust the volume to the desired level. The ringer volume is automatically saved.

Select the Ring Type

1. Press the **Settings** button.
2. Press **2** for Ring Type, **OR** use the **Navigation** button to scroll to **Ring Type** and press the **Select** soft key.
3. Use the **Navigation** button to scroll through the list of ring types. Press the **Play** soft key to hear a sample of the highlighted ring **OR** press the corresponding number of the ring you want and a sample will play automatically.
4. Once a ring is chosen, either **highlight and select** with navigation button or **press the number**.
5. Press the **OK** soft key to select your setting **OR** press **Cancel** to exit to the previous menu without changing the setting.
6. Press the **Exit** soft key to return to the main directory menu.

Adjust the Display Contrast

1. Press the **Settings** button.
2. Press **1** for Contrast **OR** use the Navigation button to **select** the contrast soft key.
3. Use the **Down or Up** soft key **OR** the volume buttons to change the contrast.
4. Press the **Ok** soft key to set the desired contrast level.
5. Press the **Save** soft key to save the setting **OR** the **Cancel** soft key to exit to the previous menu without changing the setting.
6. Press the **Exit** soft key to return to the main directory menu.

Restore Settings or Factory Defaults

1. Press the **Settings** button.
2. To restore previously saved contrast setting--press the **More** soft key and then the **Restore** soft key.
3. Press the **Exit** soft key.
4. To restore the factory default contrast setting--press the **More** soft key and then the **Default** soft key.
5. Press the **Exit** soft key.

Place a Call

There are several ways to place a call. A call can be placed using the handset, the speakerphone or a headset.

Use the Handset

1. Lift the handset.
2. Dial the number using the number keypad.

Multiple Ways to Use the Speakerphone

1. Dial the number using the number keypad.
 2. Press the **Dial** soft key.
- OR**
3. Press the line button for your extension
 4. Dial the number using the number keypad.
- OR**

5. Press the **Speaker** button.
 6. Dial the number using the number keypad.
- OR**
7. Press the **New Call** soft key.
 8. Dial the number using the number keypad.

Use a Headset

1. Dial the number using the number keypad.
2. Press the **Headset** button.

Answer a Call

There are several ways to answer a call. A call can be answered using the handset, the speakerphone or a headset. When the light flashes on the hand set or the phone is ringing this indicates an incoming call.

Use the Handset

1. **Lift** the handset.

Use Speakerphone

1. Press the **Answer** soft key or the **Speaker** button.

Use a Headset

1. Press the **Headset** button if it is not lit.
2. If the headset button is lit, then press the **Answer** soft key or the **line** button of the incoming call.

End a Call

Use the Handset

1. Hang up the handset.

Use a Headset

1. Press the **Headset** button or the **EndCall** soft key.

Use the Speakerphone

1. Press the **Speaker** button or the **EndCall** soft key.

Voice Mail Messaging (Cisco Unity)

Initialize Voice Mail/Message Center

Your first step in using Voice Mail is to enroll as a subscriber. The first-time enrollment conversation plays automatically the first time that you call Voice Mail. Listen carefully, and respond as prompted. The recorded instructions guide you as you do the following tasks:

- Record your name.
- Record a greeting that outside callers hear when you do not answer your phone.
- Set a password. (Longer passwords are more secure. Must be at least 3 characters)

1. Press **Messages** key.
 2. Enter temporary password: "**12345**".
- First voice prompt is to record your name.

3. Say your name slowly and clearly.
 4. Press **#** to accept the recorded name.
- Second voice prompt is to either keep the standard greeting or create your own.

5. Create your own greeting if you do not want the standard greeting.
6. Type in your new password and press the **#** key to accept.
7. Re-enter your password, **the same as before**, followed by the **#** key.

These passwords must match.

8. Press **Speaker** button to end.

Please Note: If you hang up before completing enrollment, none of your changes are saved. The first-time enrollment conversation plays again the next time you log on to Cisco Unity.

Create a Direct Voicemail Message on an Extension

1. Press the **Messages** key.
2. Press the **#** key to bypass the password.
3. Dial the extension.
4. Press **#** to bypass the greeting, if desired. (Voice Mail will be immediately accessed without any signal.)
5. Leave a voicemail message.
6. Hang up.

PLEASE NOTE: If a message has been played and not saved, it will automatically be removed or deleted after 2 weeks, so it is important to save messages that you want to keep.

Listen to New Voicemail Messages

Your phone handset should have a red light indicating that you have at least one new voicemail message.

1. Pick up handset.
2. Press **Messages** key.
3. Enter **your password**.
4. Press **1** to hear the voicemail message or messages. Hang up the handset when finished.

Use this table **during message playback** as applicable:

Key(s)	Task	Key(s)	Task
1	Restart message	7	Rewind
2	Save	8	Pause or resume
3	Delete	9	Fast-forward
4	Slow playback	#	Fast-forward to end
5	Change volume 11. Available on some systems.	##	Save as is
6	Fast playback		

Use the following keys to manage the message **after listening to it**.

Key(s)	Task	Key(s)	Task
1	Replay message	5	Forward message
2	Save	6	Save as new (The message waiting indicator (MWI) on your phone may light or remain lit.)
3	Delete	7	Rewind
4	Reply (Resend for NDRs)	8	Deliver an e-mail or fax to a fax machine ¹
42	Reply to all	9	Play message properties
44	Call the subscriber ¹¹ . Available on some systems.	#	Save as is

Reply to a Voicemail Message

1. Press the **Messages** key. (speakerphone)
2. Enter your **password**.
3. Press **1** to listen to new voicemail.
4. After listening to the message, press **4**.
5. **Record** the message. Use the **8** to Pause or resume during message recording.
6. Press **#** to end recording.
7. Press **#** to send the message.

Forward a Voicemail Message

1. Press the **Messages** key. (speakerphone)
2. Enter your **password**.
3. Press **1** to listen to new voicemail.
4. After listening to the message, press **5**.
5. Press the **#** key twice to bypass the lookup feature.
6. Enter **4 digit extension** that is to receive the forwarded message.
7. To record an introduction to the message, press **2**.
8. Press the **#** key to forward the call.
9. Disconnect from Voicemail.

Listen to Old/Saved Voicemail Message

1. Press the **Messages** key. (speakerphone)
2. Enter **your password**.
3. Press **3** to review old messages.
4. Press **1** to listen to first saved message.
5. The next message will automatically play.
6. Press the **EndCall** soft key or **Speakerphone** button when finished.

Forward Calls

If you cannot answer your phone or do not wish to be disturbed, call forwarding can be used to have someone else answer your calls or have the calls go directly to voicemail.

Please Note: If there is no answer at the forwarded number, either a person or voice mail, the call will be sent back to your voice mail system.

Forward to Another Extension

1. Press the **CFwdAll** soft key. You should hear two beeps.
2. Enter **the extension** to which you want to forward all of your calls.

After you enter the number, an animated phone icon with a flashing right arrow appears in the upper-right corner of the LCD screen. The LCD screen also displays a message confirming the number or extension to which your calls are being forwarded.

Forward Directly to Your Voicemail

1. Press the **CFwdALL** soft key.
2. Enter **7000**.

Cancel Call Forwarding

1. To cancel call forwarding from your phone, press the **CFwdAll** soft key.

Transfer an Incoming Call

Transfer and Announce a call to another extension

1. During a call, press the **Trnsfer** soft key. This puts the call on hold.
2. Dial **the number or office extension** to which you want to transfer the call.
3. When it rings on the other end, tell the person that you wish to transfer a call to them. (Announce the call)
4. Press **Trnsfer** soft key.
5. If you are using a handset, hang up.

As an alternative: Before transferring the call, ask the caller if they would like voicemail if the person is not at their desk. Then simply press the **Transf** key to send the caller directly into the transfer person's voicemail after the 3rd ring.

Transfer Call to Unattended Phone

1. Press the **Transf** soft key.
2. Dial the number or office extension to which you want to transfer the call.
3. Transfer person does not pick up phone.
4. If no one answers after 3 rings, press the **EndCall** soft key.
5. If the receiver stays on the phone after the third ring, they will automatically go into the transfer person's voicemail. The receiver is not the person who is trying to contact the transfer person.
6. Press the **Resume** soft key.
7. Tell the caller the transfer person is not available and ask if they would like to leave a message.
8. Caller wants to leave a voicemail message for transfer person.
9. Press the **Transf** soft key and hang up.
10. Caller leaves message for transfer person and hangs up phone.

Transfer Call Directly to Voicemail

1. Press the **Transf** soft key.
2. Dial extension **7000**.
3. Press the **#** key to bypass the password.
4. Type in the transfer person's **4-digit extension**.
5. Press the **Transf** soft key.
6. Hang up the phone.

Transfer Call Not Accepted

1. Press the **Transf** soft key.
2. Dial **the number or office extension** to which you want to transfer the call.
3. Transfer person answers phone.
4. Receiver announces the person.
5. Transfer person does not want to accept call.
6. Press the **EndCall** soft key, to disconnect from transfer receiver.
7. Press the **Resume** soft key to reconnect with original caller.
8. Receiver tells caller that the transfer person is unavailable and offers them voice mail.

Transfer a call when a New Call is Displaying

The screen will highlight the incoming call and show an Answer soft key. Voicemail will activate after 3 rings.

1. Use the **Navigation UP arrow** key to highlight the active call.
2. The **Transf** soft key will now display on the LCD screen.
3. Press the **Transf** soft key.
4. Enter the **4-digit extension**.
5. Press the **Transf** soft key. Hang up the phone.

Place a Call on Hold and Dial a New Call

When you put a call on hold, the call remains active even though you and the other party cannot hear one another. You can answer other calls while a call is on hold.

1. Answer the phone.
2. Press the **Hold** soft key.
3. Press the **New Call** soft key.
4. Use the number keypad to **dial the new number**.
5. To speak to the Caller on hold, press the **Resume** soft key.

Answer a Call While on Another Call

While on a call you will be notified two ways if another call is trying to get through:

The new phone number will flash on the LCD screen.

A short beep tone should be heard in the receiver of the phone.

1. Press the **Answer** soft key below the LCD screen. This will automatically put the initial call on **Hold**.
2. To resume the first call when the other call is completed, use the Navigation bar in the middle of the phone if necessary to select the call and press the **Resume** soft key.
3. To end the first call, place the current call on **Hold**, by pressing the **Hold** soft key. Press the **Resume** soft key to return to the first call. End the call and Resume the second call.

Use the Directories Button

Lookup an Entry in the CLC Directory (PLEASE NOTE: If you wish to view ALL entries in the directory, just press the Search soft key without entering any information.)

1. Press the **Directories** button.
2. Press **4**.
3. Use the **Navigation button** (up and down) to move to the Last Name field.
4. Enter the first few letters of the person's last name using the number keypad Pay special attention to the LCD screen for letter input.
5. Press the **Search** soft key. A list of all matching entries will be displayed.
6. Either use the **navigation button** to scroll to the correct name or **type in the number** corresponding to the correct name.
7. Press the **Dial** soft key to call the person.

View the Call History/Phone Logs

This section applies to recent calls that are received, placed or missed. These calls can be viewed and also used to re-dial recent calls.

1. Press the **Directories** button.
2. Use the **Navigation** button to scroll to the desired call list, either missed, received or placed..
3. Press the **Select** soft key, OR
4. Press **1** on the number keypad for **missed** calls.
5. Press **2** on the number key pad for **received** calls.
6. Press **3** on the number keypad for **placed** calls.
7. Press the **Exit** soft key to return to the previous directory menu.

Place a Call from Call History

1. Use the **Navigation** button to scroll through the call history list.
2. Use the **Select** soft key to select a phone number. The digits will appear on the phone display.
3. Press the **Dial** soft key to dial the number as it appears on the LCD screen.
4. **Press the EditDial soft key to place the cursor at the beginning of a number that IS NOT a CLC extension. YOU MUST ADD an 8 at the beginning of the dialing sequence.** Use the dial pad to edit the digits as needed. Use the backspace (<<) soft key to erase digits that were entered incorrectly.
5. Press the **Dial** soft key to place the call or pickup the handset.

Clear All Call History

1. Press the **Directories** button.
2. Press the **Clear** soft key.

Note The **Clear** soft key clears all call history lists. Selective clearing of call history lists is not supported.

Delete Voicemail Messages

All played voicemail messages that are not saved are automatically deleted after two weeks. The messages can also be deleted manually by the user. You cannot restore deleted messages.

Delete Voicemail Messages Manually

You can delete new and saved messages by phone during message playback or after you listen to the entire message.

1. Press **Messages** key.
2. Enter your password.
3. Press **1** to listen to new messages or press **3** to review old messages followed by **1** to listen to saved messages.
4. During or after message playback, Press **3** to delete the message.

Delete Voicemail Messages in the Deleted Items Folder

1. Press **Messages** key.
2. Enter your password.
3. Press **3** to review old messages.
4. Press **2** to delete messages in the Deleted Items folder.
5. Press **1** to confirm that you want to delete messages or press **2** to cancel.

Additional Phone Features

Access Voice Mail Off Campus

1. Call your phone from any touch tone phone. (Ex>. 1.847.543.1234)
2. Press the * key on the phone.
3. The system will prompt for an ID. Enter your **4-digit extension**.
4. Press the # key on the phone.
5. Type in **your password**.
6. Follow the voice prompts to listen to new mail, or saved mail.

Redial the Last Number Dialed

To redial the most recently dialed number.

1. Press the **Redial** soft key. Doing so without lifting the handset activates the speakerphone or headset.

Mute a Call

You can mute the handset, headset, or speakerphone during a call. The mute feature temporarily disables your phone's microphone. Mute prevents the party or parties on the other end of the line from hearing you, but does not interfere with your ability to hear them.

1. Press the **Mute** button.
2. The mute button works as a toggle switch. To disengage mute, press **Mute** again.

Pick Up Calls Within Your Group

Call pickup allows you to pick up incoming calls within your own group. A "group" in this sense is any consolidation of Cisco IP Phone extensions. For example, your group might contain co-workers in neighboring offices or cubes. Activate call pickup so that an incoming call delivered to another extension in your group rings on your extension.

1. Press any available **line** button on your Cisco IP Phone.
2. Press the **PickUp** soft key. The call now rings on your phone.
3. Answer the incoming call. If there is more than one incoming call involved when you activate call pickup, the first unanswered call will ring at your phone.

Place a Conference Call

You can set up conference calls including up to 6 people. You will not want to include more than 6 people or the phone connections may be compromised.

1. Once connected to the first caller, press the **More** soft key.
2. Press the **Confrn** soft key to open a new line and put the first caller on hold.
3. Place a call to another number.
4. When the call connects, press **Confrn** again to add the new party to the call.
5. Repeat these steps to add additional parties to the conference call.

Please Note: When the call originator disconnects, the conference call will be terminated. You can drop the last party added by pressing the **RmLstC** soft key.

Customize Personal Voicemail Greetings and Messages and Other Settings

Create Additional Greetings

You can create different kinds of greetings. There are 5 greetings available in the system: standard, closed, alternate, busy and internal greetings. You can set up the system to use one or a combination of greetings.

1. Pick up the handset.
2. Press the **Messages** button.
3. Type in **Your Password**.
4. Press **4** for setup options.
5. Press **1** for greetings.

Number on Keypad	Meaning
1	Re-record greeting
2	Turn on/off Alternate Greeting
3	Edit other greetings
4	Hear all greetings
0	Help with greetings

6. Hang up the phone when complete.

Update Password

Under setup option **4** in Voicemail.

Addendum for Multi-Line Phones IP 7960

Transfer a Call Received to the Extension Receiving the Call

Many times when answering the phone for someone else in the office, it is possible that the person for whom the call is intended stepped away for a second or was on another call and was unable to physically answer the call. While on the phone, the intended receiver returns or finishes the call they were on and would like to answer the new call.

1. Press the **Transfer** soft key.
2. Enter **the extension** for the person who needs to receive the call.
3. Press the **Transfer** soft key again.
4. Hang up the phone.

Transfer Received call to Receiver's Voice Mail

Instead of the person being at their desk to answer the call, the caller would like that person's voice mail.

1. Press the **Transfer** soft key.
2. Type in **extension 7000**.
3. Press the **#** key to bypass the password.
4. Type in the **receiver's 4 digit extension**.
5. Press the **Transfer** soft key again.
6. Hang up the phone

Displaying "Extension in Use" Phone Icon

As a user that answers multiple lines, it is necessary to see if the extension for an incoming call is in use. The line in use should display a handset if the extension is busy. If this is not the case, please contact the Help Desk at extension 2052.

Setup Configuration Options

The Help Desk at extension 2052 can help with the following Setup Options:

Name and/or Phone extension displayed on the LCD screen.

Make all Secondary Extensions Silent. Phone needs to Ring for Primary Line only.

Give Distinguishing Rings for all Extensions on the Phone.