

INSTRUCTIONS FOR USING CISCO 7940 & 7960 TELEPHONES (PG 1 OF 2)

Your new phone has many different types of buttons. Throughout this document, we refer to “soft keys,” which are the row of silver buttons beneath the display. They are called “soft keys” because their function changes depending on what task you are performing.



Internal call

- Dial the 5-digit extension number

External call

- Local: Dial 8 + Number
- Long Distance: Dial 8 + 1 + Area Code + Number (You'll hear a double beep, then enter your long distance authorization code, if you don't have long distance)

BASIC FEATURES

Place a call

There are four options for placing a call:

Lift the handset and dial the number OR

Press a Line button and dial the number OR

Press the **Speaker** button and dial the number OR

Press the **NewCall** soft key and dial the number.

Answer a call

There are three options for answering a call:

Lift the Handset OR

Press the Answer soft key OR

Press the Speaker button.

End a call

There are three options for ending a call:

Hang up the Handset OR

Press the EndCall soft key OR

Press the Speaker button.

Mute

1. Press the **Mute** button

2. To disengage mute, press **Mute** again

- If you are using mute along with the speakerphone, lifting the handset will disengage mute.

Hold

1. During an active call, press the **Hold** soft key.

2. To return to the call, press the **Resume** soft key.

SOFT KEY FEATURES

Transfer

While on an active call:

1. Press the **Transfer** soft key.
2. Dial the number to which you are transferring the call.
3. When you hear ringing, press **Transfer** again, OR when the party answers, announce the call and press **Transfer**
4. Hang up to end your participation in the call.
5. To abandon the transfer, press **End Call**, then press the **Resume** soft key OR press the button next to your extension number to pick up the call again and end the transfer.

Forward

This feature allows you to direct your calls to another extension (including voicemail) without ringing at your phone. *Note: You can forward to internal numbers only.*

To forward to another extension:

1. Press the **CfwdAll** soft key.
2. Dial extension number to where you want your calls directed. *Note: You will see a moving icon in the top right corner of the phone display when your phone is in the Call Forward All mode.*

To forward all calls to voicemail:

1. Press the **CfwdAll** soft key.
2. Press the **Messages** key or dial 44900.
3. “Forwarded to Voicemail” will be displayed in the bottom of your phone's display window. *Note: If you have messages, this message will be replaced with “You have VoiceMail”.*
4. To cancel forward, press **CfwdAll** soft key.

Conference call

This feature allows you to simultaneously communicate with 3 other people via the same line. While on an active call (either incoming or outgoing):

1. With a party already on the line, press the **More** soft key and then the **Confrn** soft key to place the current line on hold and initiate a conference bridge.
2. Dial the number of the party to be added to the conference call.
3. When the call connects, press **Confrn** again to add this party to the call.
4. To abandon the addition of a conferee, press the **EndCall** soft key, then press the **Resume** soft key.
5. To view a list of conference participants, highlight an active conference, and press **ConFlist**. *Note: Once the conference call initiator disconnects, no new conferees can be added. If you are part of a conference call, keep in mind that when you place a caller on hold, hold music plays. To avoid disrupting the other callers, mute the call instead.*

Last number redial

- Lift the handset and press the **Redial** soft key. *Note: You can also press the Redial soft key to place the call via Speakerphone.*

Call Park

You can Park a call when you want to store a call and retrieve the call from another phone. You can Park an active call and then retrieve it using a phone at another location.

To Store an active call using Call Park:

1. Press the **More** soft key until you see the Park key.
2. Press the **Park** soft key to park the call. The LCD displays the number where the call is parked.
3. Make a note of the Call Park number that is displayed and hang up. If the party doesn't retrieve the parked call after 60 seconds the call will return back to the original phone. *To Retrieve a parked call,* go to any phone on the system and dial the Call Park number.

INFORMATION FEATURES

Access online help

- Press the **?** button and then press any key to display help for that key.

Call history

1. Press the **Directories** button to display the Directory menu.
2. Use the **Scroll** keys to highlight the desired call history option: Missed Calls, Received Calls, or Placed Calls.
3. Press the **Select** soft key to display the desired call history.
4. To speed dial a number, use the Scroll keys to highlight the desired number and press the **Dial** soft key. (If you decide not to make the call, press the Exit soft key twice to exit the Directories menu.)

Corporate Directory

1. Press the **Directories** button.
 2. Use the **Scroll** key to select Corporate Directory.
 3. Press the **Select** soft key to display the directory search options.
 4. Use the Scroll key to select the search option: First Name, Last Name, Number.
 5. Use the numbers corresponding to the letters on the dialing pad to enter a name or number to find it in the directory.
- Press the Dial soft key to speed dial a number from the Corporate Directory.

Note: When spelling out a name like Ann, press the 2 key once for an A, then press the 6 key twice for an N, then wait for the cursor to move to the next key, then press the 6 key twice for an N again, and so on. Also note: It is not necessary to enter a complete query to conduct a search. For example, entering J, A, and M could yield James Smith.

PERSONALIZING YOUR PHONE

Adjust height of foot stand

1. Firmly press in the footstand adjustment knob on the right-hand side of the phone.
2. With the button depressed, adjust the footstand to the desired height.
3. Release the footstand adjustment knob.

Change the display contrast

1. Press the **Settings** button.
2. Use the **Scroll** buttons to highlight **Contrast** in the Settings menu.
3. Press the **Select** soft key to select the Contrast option.
4. Press the **Up or Down** soft key to set LCD contrast.
5. Press the **OK** soft key to accept the changes.
6. Press the **Save** soft key to save the new contrast setting and exit the Settings menu.

Change ringer type

1. Press the **Settings** button and press 1 for User Preferences.
2. Use the **Scroll** keys to highlight Ring Type in the Settings menu press 1 to select ring type.
3. Press the **Select** soft key to display a list of Ring Types.
4. Press **Select** again on the Default Ring to review the list of 25 ring list
5. Use the **Scroll** keys to highlight one of the available Ring Types.
6. Press the **Play** soft key to hear a Ring Type.
7. Press **Select** and then press the **OK** soft key to choose the Ring Type.
8. Press **Exit** to return to the main menu.

Adjust ringer volume

1. While you are not on a call, press the **Up or Down Volume** keys to hear a sample ring.
2. As the ring plays, press the **Up or Down Volume** keys to adjust volume to the desired level.
3. To save the ring volume setting, press the **Settings** button and then press the **Save** soft key.

Adjust the handset, speakerphone, and headset volume

- During a call, press the Volume key to increase or decrease the volume of your Handset, Speakerphone or Headset.
- To save the volume setting, press the Settings button and then press the Save soft key. *Note: The volume setting will only be changed for the option being used.*