

TELEPHONE SERVICES INFORMATION

CISCO IP PHONE 7940/7960 SERIES REFERENCE GUIDE

PHONE BASICS

Beyond picking up and putting down the handset, IP phones allow alternative ways to place, answer, end and manage a call.

PLACING A CALL

- Press **LINE**, **SPEAKER** or **HANDSET** buttons > dial
- Press the **NEWCALL** soft key > dial
- Press a **SPEED DIAL** button
- Select a number from a directory > press the **DIAL** soft key *or* lift the handset.

ANSWERING A CALL

Headset: press the **LINE** button of the incoming call.
Speakerphone: press the **ANSWER** soft key or the **SPEAKER** button

ENDING A CALL

Headset: press the **HEADSET** button or the **END CALL** soft key.
Speakerphone: press the **SPEAKER** button or the **END CALL** soft key.

REDIALING A NUMBER

Press the **REDIAL** soft key

CALL PICKUP

1. Lift handset and press **PICKUP** soft key
2. Press **ANSWER** soft key

SPEED DIAL/ABBREVIATED DIAL

1. With handset down, dial the abbreviated number.
2. Press the **ABRDIAL** soft key

PUT A CALL ON HOLD

Press the **HOLD** soft key

RETURN TO CALL ON HOLD

- Press the **RESUME** soft key
- Multiple calls on hold: use the **NAVIGATION** button to select the desired call > press **RESUME**

TRANSFERRING A CALL

1. Press the **TRANSFER** soft key, to put call on hold
 2. Dial the number you want to transfer to
 3. Unannounced: Once ringing, go to step 4
Or Announced: Announce the call
 4. Press **TRANSFER** to complete
- If transfer fails, press the **RESUME** soft key to return to the original call.

Navigation



NOTE: To transfer to someone's voicemail > dial #8 + their number

TRANSFERRING A CALL DIRECTLY TO YOUR VOICE MAIL

While phone is ringing, Press the **IDIVERT** soft key

PARKING A CALL

- Press the **MORE** soft key
- Press the **PARK** soft key
- Make a note of the Park number.

ANSWERING A PARKED CALL

- Press # + the park number

FORWARDING YOUR CALLS

1. To forward all call to another number
2. Press the **CFWDALL** soft key
3. Dial the number to forward calls to
(*enter number exactly as you would if you were placing a call to that number*)

TO FORWARD CALLS TO VOICEMAIL:

1. Press the **CFWDALL** soft key
2. Press the **MESSAGES** button

TO CANCEL CALL FORWARD

1. Press **CFWDALL**

CONFERENCE CALLING

1. During a call, press the **MORE** soft key
2. Press the **CONFRN** soft key -- quickly
(*This puts the first party on hold*)
3. Dial the number
4. When the call connects, press **CONFRN** again to add the new party to the call.
5. Follow steps 2, 3, 4 to add up to a total of six lines.

ADJUSTING THE VOLUME

To adjust the ringer volume, with the handset in the cradle



- Press the volume button [+]
up or [-] down
This setting is automatically saved.

ADJUST THE HANDSET SPEAKERPHONE, OR HEADSET VOLUME

- During a call press the volume button [+]
up or [-] down
- To apply the new volume level, press the **SAVE** soft key

CHANGING THE RING

1. Press the **SETTINGS** button
2. Press 2 for ring type
3. Press **SELECT** soft key to choose "default ring"
4. Use the **NAVIGATION** button to scroll through the list of ring types.



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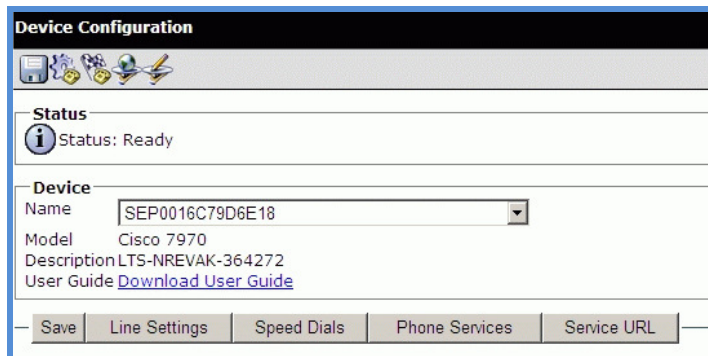
5. To hear sample, press the **PLAY** soft key
6. To save your selection, press **SELECT > OK > EXIT**

TO SETUP SPEED DIALS ON YOUR IP PHONE

Go to: MYPHONE.UWEC.EDU

You will see message: **there is a problem with this website's security certificate.** Click on "continue to website"

Sign in with your university username and password. Click on "USER OPTIONS", click on "DEVICE". Below is what you will see, with your dept-name-phone # listed.



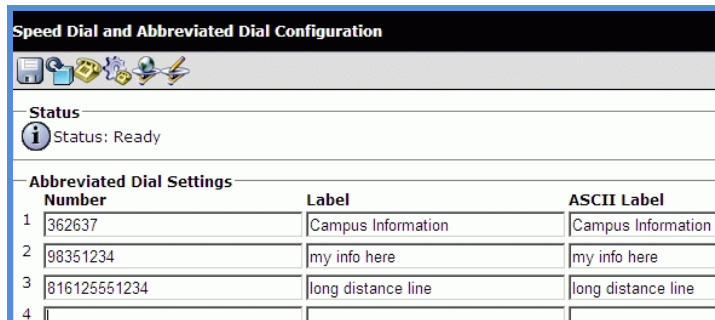
Device Configuration

Status: Ready

Device Name: SEP0016C79D6E18
Model: Cisco 7970
Description: LTS-NREVAK-364272
User Guide: [Download User Guide](#)

Save Line Settings Speed Dials Phone Services Service URL

Click on "SPEED DIALS"




Speed Dial and Abbreviated Dial Configuration

Status: Ready

Abbreviated Dial Settings			
Number	Label	ASCII Label	
1	362637	Campus Information	Campus Information
2	98351234	my info here	my info here
3	816125551234	long distance line	long distance line
4			

Type "number" in as if you were dialing it. 36xxxx for campus lines, 9xxxxxxx for off-campus local calls and 81xxxxxxxxxx for long distance calls. Tab to label – you can type whatever description you would like here, tab to ASCII Label and the same information will show up.

Click the "SAVE" at the bottom of the page or  at the top of the page.

You can have up to 99 abbreviated dial settings. These will not show up on your phone anywhere, this page is the only record you will have of the abbreviated dials.

To use abbreviated dials see SPEED DIAL/ABBREVIATED dial instructions on previous page.

To get a detailed User Guide, click on **DOWNLOAD USER GUIDE** on the device web page and the user guide for the model phone you have will be loaded.

VOICE MAIL

Press the **MESSAGES**



button and follow the voice instructions.

CISCO 7940



CISCO 7960/7962

