

Cisco 7960/7940 Phone System

Quick Guide



PHONE SETTINGS

Adjusting the Phone Position/Angle

Adjust the phone angle, follow these steps:

1. Push in the foot stand adjustment knob.
2. Adjust foot stand to the desired height.

How to Adjust the Ringer Volume

1. Press and release the Volume (arrow up or down) keys while the phone is on hook to adjust the ringer volume as desired. A horizontal scale displays on the phone to indicate the volume level.
2. To save volume setting for future calls, press the Settings button and then press the Save soft key.

How to Adjust the Handset, Speakerphone, or Headset Volume

1. Activate the desired choice by picking up the handset, or pressing the Headset or Speaker button on the bottom right of pad
2. Press and release the Volume (arrow up and down) keys to adjust the volume as desired. A horizontal scale displays on the phone to indicate the volume level.
3. To save the volume setting for future calls, press the Save soft key.

PHONE FEATURES

Do Not Disturb

Do Not Disturb instantly routes all your incoming calls to your voice mailbox, but still lets you make calls and use other telephone features. To use this feature, simply press the Do Not Disturb (DnD) soft key. The LCD displays "Do not disturb mode is active". To cancel the feature, re-press the DnD soft key.

Forwarding

Use this feature to forward all incoming calls on an extension to another extension or external number (if supported by your system). This way, when someone dials your extension, the forwarded extension or number receives the call. You can forward calls to an IP or non-IP phone.

To Forward a Line

1. Press Forward. The speaker lamp lights and "Enter Forwarding Number:" appears on your telephone display.
2. Enter the number to which you want to Forward all your calls.
3. Press Forward again to enable. To remove forwarding, simply press the Forward soft key twice.



Note: External forwarding must be supported by your system for external numbers to be accepted. Be sure to include 9 + 1 + area code + external number.

How to View Missed, Received, and Place Calls

1. Press directories.
2. Use the scroll key to select the desired call history option: Missed Calls, Received Calls, or Placed Calls.
3. Press Select to display call history list.

CALL MANAGEMENT

How to Make a Call Using the Handset

1. Lift the handset and Press 9 for an external call or simply press the desired digits for an internal call.
2. Dial the number, including "1" and the area code, if required.

Using the Speakerphone

1. Press Speaker button.
2. Press 9 for an external call or simply press the desired digits for an internal call.
3. Dial the number, including "1" and the area code, if required.

Note: When making a speakerphone call, if the Speaker button is not first pressed, it is necessary to press the Dial soft key after entering in the desired digits for the call.

Using the Keypad

1. Press 9 for an external call or simply press the desired digits for an internal call.
2. Dial the number, including "1" and the area code, if required.

How to Answer the Phone

When you hear your phone ring and see the red light flash on your handset, answer in any of the following ways:

1. Lift the handset.
2. Press Answer.
3. Press Speaker to use the speakerphone.
4. Press Headset to use the headset.



Hold

1. During a conversation, press Hold. The associated display line blinks.
2. To resume the conversation, press Resume and begin speaking.

After each minute that the party holds, your phone rings and the handset light flashes to remind you that the party is holding. You hear two quick rings and see two quick flashes.

How to Answer a Second Call

The easiest way to answer a call when you are already speaking is to use the soft key.

Using the Answer soft key:

1. Press Answer. The first call is automatically placed on hold and the second call is now active.

To Reconnect with the First Call:

1. Press Scroll key to highlight original call.
2. Press resume.

How to Make a Second Call

To make a second call while placing the first call on hold, use the "New Call" soft key.

1. Make sure that your first call is NOT on hold.
2. Press the New Call soft key.
3. Dial the number for your second call.

Transfer

1. During a conversation, press More key.
2. Press the Transfer (Trans). The call is placed on hold and you hear a dial tone.
3. Dial the number to which you want to transfer the call. You can now either hang-up or wait for the extension to answer so that you can announce the transfer. Either way, whenever you hang-up, the transfer is completed.
4. If the called party is unavailable, you can either:
 - Press Resume to cancel the transfer and return to the holding party, or
 - Hang-up and let the call transfer to the called party's voice mail.

Conference Calling

1. Establish a conversation.
2. Press More.
3. Press Conf. The call is placed on hold and you hear dial tone.
4. Dial the number of the person that you want to include in the conference.
5. When the person answers, inform the party about the conference and then press Conf to add that party in the conference call.
6. Repeat steps 1-4 to add additional parties to the conference.