

# Quick Start Guide

## Cisco 7940/7960

### IP Telephone

#### Contents:

<b>Cisco 7960/7940 IP Phone Feature and Key Overview .....</b>	<b>2</b>
<b>Basic Features .....</b>	<b>5</b>
Installing the IP Phone and Connecting to the Network.....	5
Adjusting the Height of the Footstand .....	5
Placing a Call .....	5
Answering a Call.....	5
End a Call .....	6
<b>Soft Features .....</b>	<b>7</b>
Parking a Call.....	7
Transferring a Call.....	7
Forward All Calls .....	7
Cancel Forward All Calls .....	7
Transfer Directly into a Voice mail Account (Optional).....	7
Place a Call on Hold .....	8
Placing Conference Calls .....	8
Conference Call Options .....	8
INITIATING a Meet-Me Conference Call.....	8
JOINING a Meet-Me Conference Call .....	8
Call Pickup.....	9
Redial the Last Number Called .....	9
<b>Information Features .....</b>	<b>10</b>
Accessing Online Help .....	10
Call History Features .....	10
LCD Display Contrast .....	10
Setting up Voice Mail.....	11
Accessing Voicemail.....	11
Checking Voicemail from an Outside Line .....	11
Making Calls from a Corporate Directory.....	11
<b>Audio Features .....</b>	<b>12</b>
Ringing Tone .....	12
Adjusting the Ringer Volume (Review) .....	12
Adjusting the Handset, Speakerphone or Headset Volume (Review).....	12
Muting a Call (Review) .....	12



---

## **Cisco 7960/7940 IP Phone Feature and Key Overview**

### **Handset with Indicator Light**

Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and will be set to remain lit when you receive a voice mail message.

### **LCD Screen**

Displays features such as time, date, your phone number, caller ID if available, line/call status and soft key tabs.

### **Cisco IP Phone Model Type**

Indicates your Cisco IP phone model.

### **Line or Speed Dial Buttons**

Opens a new line, speed dials the number on the LCD screen, or ends a call. Cisco IP Phone 7960 has six lines or speed dial buttons and the 7940 has two.

### **“Soft Key” Buttons**

Four interactive “soft keys” that provide available call features and functions.

Example: Handset on Cradle:

<b>Redial</b>	<b>NewCall</b>	<b>CfwdAll</b>	<b>more</b>
Hold	EndCall	Resume	<b>more</b>
Answer	MeetMe	Pickup	<b>more</b>
GpickUp	Trnsfer	Park	<b>more</b>
Confrn	<b>more</b>		

(note **dark** vs. light shading)

Example: Lift the Handset without Dialing anything:

<b>Redial</b>	<b>EndCall</b>	<b>CfwdAll</b>	<b>more</b>
<b>MeetMe</b>	<b>PickUp</b>	<b>GpickUp</b>	<b>more</b>

(note EndCall instead of NewCall)

Example: During a Call:

<b>Hold</b>	<b>EndCall</b>	<b>Trnsfer</b>	<b>more</b>
<b>Park</b>	<b>Confrn</b>	<b>more</b>	

### **Footstand Adjustment**

Allows you to adjust the angle of the phone base.

### **Directories Button**

Provides access to Call Histories and Directories

### **“?” or “i” Button**

Displays help on your LCD screen for a phone button or function.

### **Setting Button**

Provide access to phone settings such as Contrast and Ring Sound, Network Configuration and Status.

**Speaker Button**

Toggles the Speaker On and Off.

**Mute Button**

Toggles the Mute On and Off. Press the MUTE button to prevent the party from hearing you although you can still hear them. The Mute button changes to red. To turn off mute, press the MUTE button again.

**Headset Button**

Toggles the Headset (if connected) On and Off.

**Volume Button**

Increases or decreases the volume for the handset, headset or speakerphone (depending on which is being used).

- Press the ▼ button to decrease the volume of the handset, speakerphone, or headset
- Press the ▲ button to increase volume of the handset, speakerphone, or headset
- To save the volume setting, press the # key

**Messages Button**

Provides access to the Voicemail Messaging System.

**Navigation Button (Toggle UP/DOWN Key) or “SCROLL Key”**

Enables you to scroll through text and select features displayed on the LCD Screen

**Dial Pad**

Works exactly like the dial pad on a traditional phone.

---

## Basic Features

### Installing the IP Phone and Connecting to the Network

1. Connect an Ethernet cable to the Network port (middle port) on the phone.
2. Connect the handset and headset (if applicable) to their respective ports.
3. Connect the Ethernet cable from your Desktop PC to the Access Port on the IP Phone (optional).
4. Connect the power plug to the DC48V AC Adapter port (optional).

**Note:** Before successfully installing the phone, the system administrator must prepare the network for the phone.

### Adjusting the Height of the Footstand

1. Push 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. Depress the footstand adjustment knob.

### Placing a Call

There are six options for placing a new call.

- Lift the **Handset** and dial the number.
- Press a **Line** button and dial the number.
- Press the **Speaker** button and dial the number.
- Press the **Headset** button and dial the number.
- Press the **NewCall** soft key and dial the number.
- Press a pre-configured **Speed Dial** button.

### Internal Extension:

Dial the 4-digit extension

### External Local Call:

Dial 3 + the entire 7-digit phone number

### Long Distance :

Dial 3 + 1 the entire 10-digit phone number (area code + number)

**Notes:** After you press the 3 (for an outside line) you will hear a dial tone again to let you know you are accessing an external line.

Pick up the handset. If you do not hear a dial tone, press an available line button to begin making the call.

Press the SPEAKER button. If you do not hear a dial tone, press an available line button to begin to make the call or press the **NewCall** soft key. If you do not hear a dial tone, press an available line button to begin to make the call (the call will dial with the speakerphone on).

### Answering a Call

There are four options for answering a call.

- Lift the Handset.
- Press the **Answer** soft key.
- Press the **Speaker** button.
- Press the **Headset** button.

**Notes:** If “Line 1” is ringing, pick up the handset and you will be automatically connected to the call.

If any other line is ringing, lift up the handset (or press the **SPEAKER** button) and press the **Answer** soft key, OR press the line button next to the ringing line

### ***End a Call***

There are three options for ending a call.

- Hang up the Handset.
- Press the **SPEAKER** button.
- Press the **EndCall** soft key and hang up.

---

## Soft Features

### ***Parking a Call***

Park a call when you want to store the call and then retrieve the call from another IP Phone. Call Park numbers are pre-configured by your system administrator. Follow the below steps to park a call:

- Step 1)** During an active call, press the **more** soft key until you see the **Park** tab.
- Step 2)** Press the **Park** tab soft key. The LCD screen displays a special call park number at which the call is stored.
- Step 3)** Make a note of the call park number and then hang up. The call is parked at that number, allowing you to retrieve it from another phone.
- Step 4)** To retrieve the parked call from another phone, dial the call park number at which the call is parked.

**Note:** You have a limited amount of time to retrieve the parked call before it reverts to ringing at its original destination.

### ***Transferring a Call***

Follow these steps to Transfer a call to another extension.

- Step 1)** While on the call, press the **Trnsfer** soft key (this places the caller on hold).
- Step 2)** Dial the office extension to which you want to transfer the call.
- Step 3)** When it rings on the transferred to extension, press **Trnsfer** soft key again, or when the party answers the call, announce the call and press the **Trnsfer** soft key again.
- Step 4)** Hang up the phone or end the call.

**Note:** If the party refuses the call, press the **Resume** soft key to return to the original call.

### ***Forward All Calls***

Call Forwarding allows you to redirect all incoming calls from your Cisco IP Phone to another number.

- Step 1)** Press the **CFwdALL** soft key (you will hear two beeps).
- Step 2)** Dial the 4-digit extension to which all calls will be forwarded.

**Note:** Be sure to enter the number exactly as you would if you were placing a call to that number. 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 also displays a message confirming the number or extension to which your calls are being forwarded.

### ***Cancel Forward All Calls***

- Step 1)** Press the **CFwdALL** soft key (you will hear two beeps).

**Note:** The flashing right arrow on the LCD display will disappear indicating that Call Forwarding has been deactivated.

### ***Transfer Directly into a Voice mail Account (Optional)***

- Step 1)** While on the call, press the **Trnsfer** soft key (this places the caller on hold).
- Step 2)** Press the \* key.
- Step 3)** Enter the extension of the person you are transferring to (at this point, you may announce the call, or go directly to step 4).
- Step 4)** Press the **Trnsfer** soft key to complete the transfer.

### ***Place a Call on Hold***

- Step 1)** While on the call, press the **Hold** soft key.
- Step 2)** To return to a call, press the **Resume** soft key.
- Step 3)** If multiple calls are on hold, use the **SCROLL** button to select the desired call then press the **Resume** soft key.

### ***Placing Conference Calls***

To establish a conference call for the existing call.

- Step 1)** Press the **More** soft key and then press the **ConFrm** soft key (this will automatically select a new line and place the other party on hold).
- Step 2)** Dial the 4-digit extension or 3 + (local or long distance number).
- Step 3)** When the party answers, press the **ConFrm** soft key again and the party will be added to the conference call.
- Step 4)** Repeat steps 1 through 3 to add additional parties to the conference call.

### ***Conference Call Options***

**Notes:** To place a conference call on hold, press the **Hold** soft key (the other parties can talk among themselves but they cannot hear you).

To place a conference call on speakerphone, press the **SPEAKER** button.

To mute a conference call on speakerphone, press the **MUTE** button to turn off the microphone.

### ***Items to Consider for Conference Calls***

- Once the conference call initiator disconnects, no new conferees can be added
- When you place a call on hold, a beeping tone is generated every few seconds. Consider using the mute instead of hold to avoid disrupting other callers.
- To abandon the addition of a conferee, press the **Line** button.

### ***INITIATING a Meet-Me Conference Call***

In a Meet-Me conference call, participants dial a pre-arranged conference number at a specific time to meet on a call.

- Step 1)** Contact the network administrator and obtain a meet-me conference number.
- Step 2)** Lift the **Handset** and press the **more** soft key once to display the **Meet-Me tab**.
- Step 3)** Press the **Meet-Me** soft key.
- Step 4)** Dial the **Meet-Me** conference number obtained from the network administrator.

### ***JOINING a Meet-Me Conference Call***

- Step 1)** Dial the conference number provided by the Meet-Me conference initiator.

**Note:** You will be connected to the conference once the initiator has dialed in and established the Meet-Me call.



### ***Call Pickup***

Call Pickup allows you to pick up incoming calls within your own group. A “group” is defined by your system administrator and typically limited to a neighboring offices or cubes within “ringing range” of each other. Activate call pickup so that an incoming call delivered to another extension in your group rings on your extension.

- Step 1)** Pick-up the handset.
- Step 2)** Press the **more** key one time.
- Step 3)** Press the **Pickup** key. The call now rings on your phone.
- Step 4)** Press the **answer** key and you will be connected to the call.

### **Group Pickup (Optional)**

You can answer a call to your extension outside your call group.

- Step 1)** As a phone rings at an extension outside of your call group, press a **Line** button.
- Step 2)** Press the **More** key one time.
- Step 3)** Press the **GPickup** key.
- Step 4)** Dial the desired call pickup group number.
- Step 5)** Answer the incoming call that is redirected to your phone.

### ***Redial the Last Number Called***

Redialing the most recently dialed number.

- Step 1)** Lift the handset and press the **Redial** soft key.

**Note:** You can also press the **Redial** soft key to activate the speakerphone and redial the last number called.

---

## **Information Features**

### **Accessing Online Help**

Can be used in three ways:

- 1)** Pressing the “?” and then any other key about which you would like information.
- 2)** Pressing the “?” button twice quickly to view information about the selected features.
- 3)** Pressing the “?” button twice quickly during an active call to view network statistics about the active call.

### **Call History Features**

- Step 1)** To view missed calls, Press the **DIRECTORIES** button.
- Step 2)** Use the **SCROLL** button to select the desired call history option: Missed Calls, Received Calls or Placed Calls.
- Step 3)** Press the **Select** soft key to display the desired call history.
- Step 4)** When you are finished, press the **Exit** soft key twice to exit the Directory Menu.

**Note:** To speed dial a missed call, received call, or placed call, you must edit the number and insert a 9 before the missed call or received call number.

Example:

- Step 1)** Press the **DIRECTORIES** button.
- Step 2)** Use the **SCROLL** button to select the desired call history (Missed Calls) option in the Directory Menu.
- Step 3)** Use the **SCROLL** button to select the number you want to speed dial.
- Step 4)** Press the **Dial** soft key to speed-dial the selected number.

**Notes:** For shared lines, missed calls show up on all phones that have the shared line occurrence.

Use the Clear soft key to clear all items in a Missed, Received or Placed category. Entries will also eventually be deleted as new items fill up the list. Individual Missed, Received or Placed calls entries on a telephone can not be deleted. They can only be deleted as a group.

### **LCD Display Contrast**

- Step 1)** Press the **SETTINGS** button.
- Step 2)** Use the **SCROLL** button to select the Contrast option on the Settings Menu.
- Step 3)** Press the **Select** soft key to display the contrast settings.
- Step 4)** Use the **Up** and **Down** soft keys to set the desired intensity of the LCD display and press the **OK** soft key to save your settings.
- Step 5)** Press the **Save** soft key to save your selection and exit the Settings Menu.

## **Setting up Voice Mail**

**Note:** The default password for voicemail is “123456”. You will be asked to change this password during setup. Passwords must be at least six digits long. Set up your personal voicemail using your primary telephone while using line 1.

Set up your personal voicemail account for the first time. Remember to think about your personal greeting (greeting callers hear prior to leaving you a voicemail) and write out if needed.

- Step 1)** Press the **Messages** button and follow the voice instructions.
- Step 2)** Press Option 4.
- Step 3)** Select Option 1 for Greeting Setup.
- Step 4)** Record your Greeting.

If you forget your password, please contact your network administrator.

## **Accessing Voicemail**

The red light on your Handset lights up when you have a voicemail message and the LCD displays the number of messages you have received.

- Step 1)** Press the **Messages** button and follow the voice instructions.
- Step 2)** Enter your passcode when requested.
- Step 3)** Press 1 key to hear your messages.

## **Checking Voicemail from an Outside Line**

- Step 1)** Dial the external voicemail number (**341-7999**) or dial one of the main numbers (Operators) and asked to be transferred to voicemail or when prompted for an extension, enter **7999**.
- Step 2)** Press the \* key.
- Step 3)** At the “Enter Your ID Number” prompt, enter your 4-digit phone number.
- Step 4)** Enter your passcode when prompted.
- Step 5)** Press 1 to hear your messages.

## **Making Calls from a Corporate Directory**

To find a name and phone number in the IP Phone Corporate Directory:

- Step 1)** Press the **DIRECTORIES** button
- Step 2)** Use the **SCROLL** button to select the Corporate Directory option on the menu.
- Step 3)** Press the **Select** soft key to display the directory search options
- Step 4)** Use the scroll key to select the search option: First Name, Last Name or Number.
- Step 5)** Use the numbers corresponding to the letters on the dialing pad to enter a name or number to find it in the directory. It is not necessary to enter a complete query to conduct a search.
- Step 6)** Then press the **Search** soft key to display all names that begin with the letters you chose.
- Step 7)** Press the Dial soft key to speed dial a number from the Corporate Directory.

**Notes:** For example: To spell Becky, press the 2 key twice for a B, press the 3 key twice for an E, press the 2 key three times for a C, etc.

Only IP Phone Users are listed in this directory.

Doing an unrefined search, the maximum entries that will be returned is two selections of 32 names. This is a protection to prevent network spikes while the Corporate Directory is being reviewed. Refine searches as needed.

---

## Audio Features

### Ringling Tone

Changing the Ringer Type.

- Step 1)** Press the **SETTINGS** button.
- Step 2)** Use the **SCROLL** button to select the **Ring Type** option on the **Settings** Menu.
- Step 3)** Press the **Select** soft key to display the list of available ring types.
- Step 4)** Use the **SCROLL** button to select (highlight) a ring type.
- Step 5)** Press the **Play** soft key to hear a sample of the selected ring type.
- Step 6)** Press the **Select** soft key and then press the **OK** soft key to save your selection.
- Step 7)** Press the **Save** soft key to save your selection and **exit** the Settings Menu.

### Adjusting the Ringer Volume (Review)

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

### Adjusting the Handset, Speakerphone or Headset Volume (Review)

- Step 1)** During a call, press the **Up or Down Volume** keys to increase or decrease the volume of your Headset, Speakerphone or Headset.
- Step 2)** To save the ring volume, press the **Settings** button and then press the **Save** soft key.

**Note:** The volume settings will only be changed for the option being used.

### Muting a Call (Review)

- Step 1)** During a call, press the **Mute** button.
- Step 2)** To disengage mute, press the **Mute** again.

**Note:** If you are using mute along with the speakerphone, lifting the handset will disengage the mute:

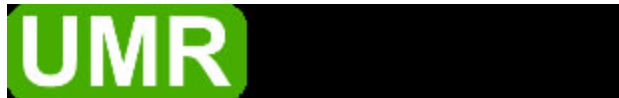
---

#### NOTES:

IT Solutions Center Number: 341-HELP

On-line phone tutorials are available at:

<http://campus.umn.edu/it/telecom/IPTelephonyDocs>



1870 Miner Circle  
101 Computer Science Building  
573-341-HELP  
[campus.umn.edu/helpdesk](http://campus.umn.edu/helpdesk)  
[help.umn.edu](http://help.umn.edu)