


CISCO IP 7940/7960



1. Indicator light
2. LCD screen
3. IP Phone Series No.
4. Line or speed dial
5. Adjustable stand
6. Directories
7. Help
8. Settings
9. Speaker
10. Mute
11. Headset
12. Volume
13. Services
14. Messages
15. Navigation
16. Dial pad
17. Soft keys

Place a Call

- Lift handset
or
- For hands-free, press NEW CALL soft key or press SPEAKER button 
- Dial the number

Answer a Call

- Lift handset
or
- For hands-free, press ANSWER soft key or SPEAKER button

End a Call

- Hang up handset
or
- Press END CALL soft key

Place a call on hold

1. Press HOLD soft key
2. Press RESUME soft key or your LINE button to resume call

Place 2nd call on hold

1. Place 1st call on hold
2. Press HOLD soft key
3. Press NEW CALL soft key or your LINE button
4. Press END CALL soft key to end 2nd call
5. Press RESUME soft key to return to 1st call

Note: Use Navigation keys to alternate between 1st and 2nd call, and press RESUME soft key.

Transfer a Call

1. Press TRANSF soft key
2. Dial number
3. Announce call transfer (*optional*)
4. Press TRANSF soft key again to complete the transfer

Call Forward

1. Press CFWDALL soft key (*2 beeps*)
2. Dial number to forward calls to

To Deactivate:

1. Press CFWDALL soft key (*1 beep*)

Note: See Web Interface Section for forwarding calls online

Call Waiting


1. When you hear call waiting beep (*single alert*)
2. Press ANSWER soft key (*first call goes on hold*)
3. Use Navigation buttons to alternate between calls, and press RESUME soft key
4. Press END CALL soft key to disconnect the *selected* caller

To join calls:

- Press TRANSF soft key to join the 2 incoming callers and exit call yourself
or
- Press CONFRN soft key to join the 2 incoming callers and yourself in conference call


Check Messages

Red light on handset indicates new message.

To retrieve message(s): 

1. Press MESSAGE button
2. Follow prompts to check voice mail.

Retrieve missed, received, placed calls

1. Press DIRECTORIES button 
2. Use Navigation to highlight either *missed, received or placed calls*
3. Press SELECT soft key
4. Use Navigation to scroll through calls

To dial a number:

- Press DIAL soft key (*for internal calls*)
or
- Press EDIT DIAL soft key to add required extra digits to the number (i.e.: 9, 1)

Speed Dial

To program speed dial buttons, see Web Interface Section. To dial:

1. Press Speed dial button

Redial last number called

- Press REDIAL soft key
- Speaker for hands-free turns on automatically
or
- Lift handset

Mute a Call

Disables microphone 

1. Press MUTE button to activate
2. Press MUTE button again to deactivate

Switch between handset & speaker

1. If on SPEAKER, lift handset
2. If on handset, press SPEAKER button and replace handset

QUICK REFERENCE

Place a Conference Call

Up to six participants.

1. While on a call, press MORE soft key
 2. Press CONFRN soft key
 3. Call the next person
 4. Press CONFRN soft key
- Repeat as necessary.

Meet Me Conference

Requires special phone number from IITS.


To establish:

1. Lift handset
2. Press MORE soft key
3. Press MEETME soft key
4. Dial assigned Meet Me number

Join a Meet Me call:

1. Dial the assigned MEET ME conference number

Internal directory

1. Press DIRECTORIES key
2. Use Navigation to scroll to CORPORATE DIRECTORY 
3. Press SELECT soft key
4. Enter first or last name using dial pad (keep pressing a number key to toggle between letters; use << soft key to backspace and delete a letter)
5. Press SEARCH key
6. Use Navigation to highlight the name of the person you wish to call
7. Press DIAL soft key

PHONE SETTINGS

The Settings button allows you to personalize some of the features of your phone. A screen menu will assist you in adjusting various settings such as ringer type and contrast. Scroll through the options using the Navigation keys.



Volume

Ringer

1. Press [+] or [-] VOLUME keys to increase or decrease volume
2. Setting is saved automatically



Speaker, handset and headset

1. Press [+] or [-] VOLUME keys when handset, speaker or headset is in use
2. Press SAVE soft key to save setting

Ringer type

1. Press SETTINGS button
2. Use Navigation button to scroll to RING TYPE
3. Press SELECT soft key
4. Press PLAY soft key to hear sample ring
5. Press OK soft key to activate
6. Press SAVE soft key

LCD display contrast

1. Press SETTINGS button
2. Use Navigation to scroll to CONTRAST
3. Press SELECT soft key
4. Press UP or DOWN to increase or decrease contrast
5. Press OK soft key
6. Press SAVE soft key

WEB INTERFACE (CALL MANAGER)

Each user has their own personal Web site to allow them to manage some of the advanced phone features, such as:

- setting up speed dial
- forwarding calls
- activating and setting up **Fast Dial**
- activating and setting up **My Address Book**

Accessing Call Manager

The Call Manager for your phone is accessed through your personal account on the MyConcordia Portal at <http://www.myconcordia.ca>. For information about using the Portal, see the downloadable user guide at <http://web2.concordia.ca/portal/help/myconcordia.pdf>.

When you have accessed your personal portal page, click [CONFIGURE MY PHONE].

Select phone device

If you have multiple phone sets, you must select the one you wish to

configure from the drop-down menu on the main menu page.

Change your PIN

Click [CHANGE YOUR PIN] on the main menu. Enter **12345** as the current PIN, and select a new personal PIN consisting of 7-20 digits.

Your new PIN will be required to subscribe and activate special services such as *My Address Book and Fast Dial*.

Call forward

1. On the main menu, click [FORWARD ALL CALLS TO A DIFFERENT NUMBER]
2. Check box of phone extension you wish to forward
3. Select either **voice mail** (you must have voice mail to use this option!) or **this number** (and enter the phone number where you want your calls to go)
4. Click [UPDATE]
5. To stop call forwarding, clear the check box of the extension that is being forwarded, and click [UPDATE]

Configure speed dial

1. On the main menu, click [ADD UPDATE YOUR SPEED DIALS]
2. The next screen will display the number of speed dials options available for your phone.
3. Enter the phone number in first text box and the name you would like to have displayed on your phone set in the second text box.
4. Remember to affix a "9" to all external numbers
5. Click [UPDATE]

Change message waiting lamp

The default setting for this option is "Use System Policy". It is recommended that you leave this in place. The additional options are "Always light" and "Never light". If you choose "Never light", you will not have visual notification of new, incoming voice messages.

Select a user locale profile (language)

The User Locale determines the language on the phone's display and on the Web site. To change the language option:

1. Select the language of your choice from the drop-down menu
2. Click [UPDATE]

My Address Book

Store and retrieve telephone numbers. To use this service, it must first be activated online (one time only).

■ Activate Service (online):

1. From the main menu, click [CONFIGURE YOUR CISCO IP PHONE SERVICES]
2. Click [MY ADDRESS BOOK] under "Your Subscribed Services"
3. Enter **9** for the "Outside Access Code"
4. Enter User name (your phone number + **1** Ex.: Phone number 8483432 User ID will be 84834321) and new PIN
5. Click [UPDATE]

■ Add entries (online):

1. From the main menu, click [CONFIGURE YOUR CISCO PERSONAL ADDRESS BOOK]
2. Click [ADD A NEW ENTRY]
3. Enter information and click [INSERT]

■ Add entries (on the phone):

* Note that My Address Book must first be activated online

1. Press SERVICES button
2. Use Navigation key to scroll to "My Address Book"
3. Press SELECT soft key
4. Press SUBMIT soft key
5. Press NEW soft key
6. Use dial pad to enter name (keep pressing a key to toggle between letters)
7. Press SUBMIT soft key
8. Use dial pad to enter phone number(s)
9. Enter 4 digits for internal; enter 1 for long distance (9 is not necessary)
10. Press SUBMIT soft key (success message)
11. Press OK soft key

■ Dial a number:

1. Press SERVICES button
2. Use Navigation key to scroll to "My Address Book"
3. Press SELECT soft key
4. Enter partial (or whole) Last, First or Nickname using the dial pad
5. Press SUBMIT soft key (you may skip step 4 and scroll through entries)
6. Select a name from the list
7. Press DIAL soft key

Fast Dial

Store up to 99 numbers for fast dialling. To use this service, it must first be activated online (one time only).

■ Activate Service (online):

1. From the main menu, click [CONFIGURE YOUR CISCO IP PHONE SERVICES]
2. Click [FAST DIAL] under "Your Subscribed Services"
3. Enter **9** for the "Outside Access Code"
4. Enter User name (your phone number + **1** Ex.: Phone number 8483432 User ID will be 84834321) and new PIN
5. Click [UPDATE]

■ Add entries (online):

Adding a number from your personal Address Book

1. From the main menu, click [CONFIGURE YOUR CISCO PERSONAL ADDRESS BOOK]
2. Click [FAST DIALS]
3. Under "Description", click [(UNASSIGNED)]
4. Click a name already in your "Address Book"
5. Select a number from "Choose a Directory Number from your Personal Address Book" drop-down menu
6. Click [INSERT]

OR

Adding a number not in your personal Address Book

1. From the main menu, click [CONFIGURE YOUR CISCO PERSONAL ADDRESS BOOK]
2. Click [FAST DIALS]
3. Under "Description", click [(UNASSIGNED)]

4. Select "Enter a directory number" and enter a phone number (it is not necessary to include 9)
5. Click [INSERT]

■ Add entries (on the phone):

* Note that Fast Dial must first be activated online

1. Press SERVICES button
2. Use Navigation key to scroll to "Fast Dial"
3. Press SELECT soft key
4. Press ASSIGN soft key
5. Use Navigation to scroll to (UNASSIGNED)
6. Press SELECT soft key
7. Enter 4 digits for internal, and enter 1 for long distance (9 is not necessary)
8. Press SUBMIT soft key (success message)
9. Press OK soft key

■ Dial a number

1. Press SERVICES button
2. Use Navigation key to scroll to "Fast Dial"
3. Press SELECT soft key
4. Use Navigation key to select number
5. Press DIAL soft key

For more information visit the VoIP website at:

<http://voip.concordia.ca>