

TRAINING MANUAL FOR CISCO IP PHONES 7940 & 7960

DIALING CODES

Extension:	Last 4 digits of DID number
Local:	9 + 7 Digit Number
Long Distance:	8 + 1 + Area Code + Phone Number + 6 Digit LD ID Code

LINE KEY

Stacking: While on the phone, a tone will inform you of a caller waiting. This allows other callers to contact you while on another call. If not answered, the call goes to voicemail.

Line Appearances: A 4 digit extension number allowing you to monitor another person's telephone line and/or answer calls in their absence. These lines may or may not ring at your telephone.

DIRECTORY FEATURES

Viewing or Dialing Missed Calls

- Press the **directories** button
- Press the **Select** soft key to select **Missed Calls** from the Directory menu, the call history for missed calls is displayed
- Press the **Dial** soft key, use **EditDial** soft key to add any additional numbers
- Press the **Exit** soft key twice to exit the Directory menu

Viewing or Dialing Received and Placed Calls

- Press the **directories** button
- Use the scroll key to select the desired call history option: **Received Calls** or **Placed Calls**
- Press the **Select** soft key to display the call history list
- Use the **EditDial** soft key to modify the number, if necessary OR Press the **Dial** soft key to dial a number from the call history list
- Press the **Exit** soft key twice to exit the Directory menu

Making Calls Using the Directory

- Press the **directories** button
- Use the scroll key to move to Employee Search and press the **Select** soft key
- Use the numbers corresponding to the letters on the dialing pad to enter a name; use the scroll button to move between the last name and first name
- Press the **Submit** soft key to perform a search
- Press the **Dial** soft key to dial a number from this search or pick up the handset to automatically dial the number.

CUSTOMIZING YOUR PHONE

Adjusting the Ringer Volume

- Press the **VOLUME** key to hear a sample ring
- While the ring plays, adjust the volume by pressing up or down on the volume key

Changing the Ringer Sound

- Press the **settings** button
- Move to **Ring Type** using the scroll button
- Press the **Select** soft key
- Press the **Select** soft key to select the **Default** ring type
- To view the list of ring types, press the scroll key
- Press the **Play** soft key to hear the selected ring type
- To choose the ring you want press **Select** and then press the **OK** soft key
- Press the **Save** soft key to save your selection and exit the Settings menu

Changing the LCD Contrast

- Press the **settings** button
- Press the **Select** soft key to select **Contrast** from the Settings menu
- Press the **Up** or **Down** soft keys or the volume key to set the desired intensity of the display
- Press the **OK** soft key to accept your changes
- To save a contrast setting, press the **Save** soft key and exit the Setting menu

CALL PROCESSING

Placing a Call

- Lift the **Handset**
- Press **Speaker**
- Press the **New Call** soft key (uses the speaker)

Dialing Directly into an Individual's Voicemail

- Lift the **Handset**
- Press *
- **Dial** their **extension**

Answering a Call

- Lift the **Handset**
- Press **Speaker**
- Press the **Answer** soft key (uses the speaker)

Ending a Call

- Hang up the handset
- Press **Speaker**
- Press the **EndCall** soft key

iDivert – allows you to send an incoming call directly to voicemail whether the phone is idle or on a call.

- Press the **iDivert** soft key

Pick Up Group - allows you to answer a call that comes in on a line within your group.

- Press a line button or lift your handset
- Press the **PickUp** soft key
- Press the **Answer** soft key and respond to call which is redirected to your phone

Muting a Call - allows you to mute the handset, headset, or speakerphone, preventing the party you are speaking to from hearing what you or someone else in the room is saying or any background noise.

- To activate mute during a call, press the **MUTE** button
- To release mute, press the **MUTE** button again

Placing a Call on Hold

- To place a call on hold, press the **Hold** soft key
- To return to the call, press the **Resume** soft key (*Note: If multiple calls are on hold, use the scroll key to select the desired call before pressing **Resume***)

Transferring a Call

Unannounced Transfer (Blind)

- While on a call, press the **Trnsfer** soft key, the call is automatically put on hold
- Dial the number to which you want to transfer the call
- When it rings on the other end, press **Trnsfer** again

Announcing the Transfer/Caller

- While on a call, press the **Trnsfer** soft key, the call is automatically put on hold
- Dial the number to which you want to transfer the call
- When the party answers, announce the call.
 - * If the party accepts the call, press **Trnsfer** and hang up.
 - * If the party refuses the call, press the **EndCall** soft key and then press the **Resume** soft key to return to the original call

Direct Transfer (transferring a call directly into a mailbox)

- Ask caller to hold
- Press the **Trnsfer** soft key
- Press * and dial the extension
- Press the **Trnsfer** soft key

Redialing the Last Number Dialed

- Lift the handset and press the **Redial** soft key
- Press the **Redial** soft key to activate the speakerphone

Forwarding All Calls - allows you to forward all incoming calls to another extension

- Press the **CFwdALL** soft key, you should hear two beeps
- Enter the number to which you want to forward all of your calls or press the **messages** key to forward calls directly to voicemail
- To cancel forwarding of all calls, press the **CFwdALL** soft key

Parking a Call - allows you to store or “park” a number at a specified number (4000-4019) and then use any other phone in the Cisco CallManager system to retrieve the call.

- During an active call, press the **More** soft key until you see the **Park** tab
- Press the **Park** soft key. The display shows the number to which the call is parked
- Make a note of the Call Park number, then hang up.
- You have **120** seconds to retrieve the call before it returns back to the phone that parked the call
- To retrieve the parked call, dial the Call Park number (4000-4019) from any Cisco phone

Placing a Conference Call - allows you to talk with up to **6** calling parties including yourself.

- During a call, press the **More** soft key and then the **Confm** soft key, a new line is automatically selected and places the other party on hold
- Place a call to another number
- When the call connects, press **Confm** again to add this party to the conference call
- Repeat these steps to include additional callers

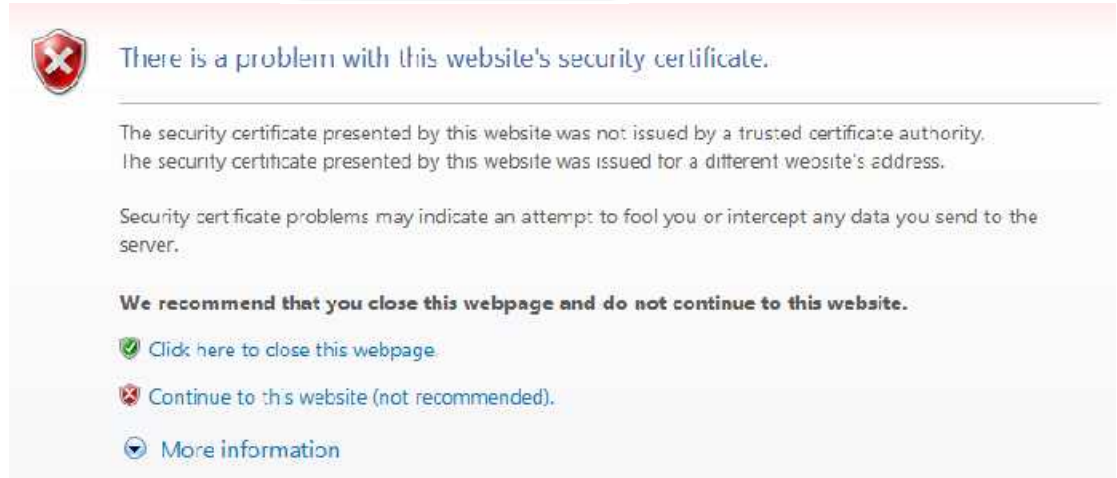
SETTING SPEED DIALS

1. In a browser, open the following link: <http://www.mnsu.edu/telecomm/>.
2. Click the **Configure your phone** link.

Quick Links

[Configure your phone](#)
[Implementation Schedule](#)
[Training](#)
[Phone Information](#)
[FAQ](#)

3. If you receive the following message, click **Continue to this website**.



4. Enter your **Username** and **Password**. These are the same as when logging on to your computer or email.

Logon

Username:

Password:

5. Once logged in, you will see the following screen.

Cisco Unified CallManager User Options

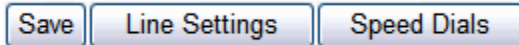
System version: 5.1.2.3000-2
Administration version: 1.7.0.0-1

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This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product, you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/web/export/crypto/trust/shaq.htm>. If you require further assistance please contact us by sending email to export@cisco.com.

6. Move your mouse to **User Options** and click **Device** on the drop down menu.
7. Click the **Speed Dials** button.



Status
i Status: Ready

Speed Dial Settings

Number	Label	ASCII Label
1	<input type="text"/>	<input type="text"/>

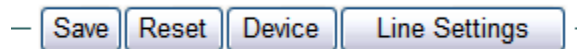
Abbreviated Dial Settings

Number	Label	ASCII Label
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>
10	<input type="text"/>	<input type="text"/>

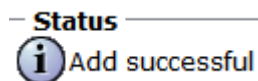
PROGRAMMING AND USING SPEED DIALS AND ABBREVIATED DIALS ON 7940/7960 PHONES

Programming Your Speed Dials:

1. Click in a Number box and type a phone number (*9 + number*).
2. Click in the Label box and type a name for the speed dial.
NOTE: The name only shows on this screen. It does not appear on your phone.
3. Once you have entered a Label, the ASCII Label will automatically fill in with that text but you can change it.
4. Click the **Save** button at the bottom of the screen. Maximum of 99 abbreviated and/or speed dials allowed.



5. Once you have clicked Save, you will receive a message that should tell you if your entry was added.



NOTE: You can print the speed dial list by clicking File, Print.

Using Abbreviated Dials (2 through 99):

1. With the phone on the hook, dial one of the codes you have programmed.
2. Press the **AbbrDial** soft key.
3. Lift handset or stay in hands-free mode.