**Training Manual for Cisco IP Phones 7940 & 7960**

### DIALING CODES

<table>
<thead>
<tr>
<th>Type</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extension</td>
<td>Last 4 digits of DID number</td>
</tr>
<tr>
<td>Local</td>
<td>9 + 7 Digit Number</td>
</tr>
<tr>
<td>Long Distance</td>
<td>8 + 1 + Area Code + Phone Number + 6 Digit LD ID Code</td>
</tr>
</tbody>
</table>

### 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 **Transfer** 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 **Transfer** again

**Announcing the Transfer/Caller**
- While on a call, press the **Transfer** 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 **Transfer** 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 **Transfer** soft key
- Press * and dial the extension
- Press the **Transfer** 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 **Confrn** 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 **Confrn** again to add this party to the conference call
- Repeat these steps to include additional callers
1. In a browser, open the following link: http://www.mnsu.edu/telecomm/.
2. Click the Configure your phone link.

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.

5. Once logged in, you will see the following screen.
6. Move your mouse to **User Options** and click **Device** on the drop down menu.
7. Click the **Speed Dials** button.

---

**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 \((9 + \text{number})\).
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.