Instant Help

To display instant help about buttons and features:

- Press the **?** button once, then press a button or soft key.
- Highlight a feature in the Directories, Settings, or Services menu, then press the **?** button twice quickly.

For more information:

See your complete user guide. Go to: http://www.cisco.com/univercd/cc/td /doc/product/voice/c_ipphon/ ip_7960/user_gd/index.htm

CISCO SYSTEMS

Quick Reference

Cisco IP Phone 7960/7940 Series

Basic Phone Features

To place a call:

- Lift the handset and dial the number.
- Press the **line** button for your extension, then dial.
- Press the **Speaker** button, then dial.
- Press the **NewCall** soft key, then dial.
- If you are using a headset, press the **Headset** button, then dial.
- If you have established speed dial numbers, press a **Speed dial** button.
- If you have selected a number from a directory, press the **Dial** soft key.

To answer a call:

- Lift the handset.
- If you are using a headset, press the **Headset** button. If necessary, press the **line** button of the incoming call.
- To use the speakerphone, press the **Answer** soft key or the **Speaker** button.

To end a call:

- Hang up the handset.
- If you are using a headset, press the **Headset** button or the **EndCall** soft key.
- If you are using the speakerphone, press the **Speaker** button or the **EndCall** soft key.

To redial a number:

To redial the most recently dialed number, press the **Redial** soft key.

To view missed calls:

1. Press the **Directories** button.
2. Press **1** for Missed Calls.

To speed dial from a directory menu:

1. Press the **Directories** button.
2. Find the directory that you want, then press the corresponding item number. For example, press **3** for Placed Calls.
3. Press the **Dial** soft key to speed dial a selected number. Press **EditDial** to add or remove digits before dialing.

Note: To enter any letter on your LCD screen, use a corresponding number key. Press the key one or more times to display a particular letter. For example, press **2** once for "a," twice for "b," and three times for "c." To back up, press the **<<** soft key.

To put a call on hold:

- Press the **Hold** soft key.
- To return to the call, press the **Resume** soft key.
- If multiple calls are on hold, use the **Navigation** button to select the desired call before you press **Resume**.

- If multiple calls on multiple *lines* are on hold, press the **line** button for the line to which you want to switch and use the **Navigation** button to select the desired call. Press **Resume**.

Note: Because engaging the Hold feature generates music or a beeping tone, avoid putting a conference call on hold.

To place a conference call:

1. During a call, press the **more** soft key and then the **Confrn** soft key to open a new line and put the first party on hold.

2. Place a call to another number.

3. When the call connects, press **Confrn** again to add the new party to the call.

To transfer a call:

1. During a call, press the **Trnsfer** soft key. This puts the call on hold.

2. Dial the number to which you want to transfer the call.

As soon as you hear ringing, or after the party answers, press **Trnsfer**.

Note: If the transfer fails, press the **Resume** soft key to return to the original call.

To forward all calls to another number:

1. Press the **CFwdAll** soft key. You will hear two beeps.

2. Enter the number to which you want to forward all of your calls. Enter the number exactly as you would if you were placing a call to that number.

   An animated phone icon flashes in the upper-right corner of your LCD screen.

3. To cancel call forwarding, press the **CFwdAll** soft key.

To mute a call:

Press the **Mute** button. To disengage mute, press **Mute** again or lift the handset.

Voice Mail

To access your voice mail:

Press the **Messages** button and follow the voice instructions.

Note: When you receive a new message, a flashing envelope icon displays on your LCD screen. Depending upon your phone configuration, the light on your handset glows to indicate that you have received a new message.

Volume and Ringer Sound

To adjust the ringer volume:

Press the up or down **Volume** button while the handset is in its cradle.

To change the ringer sound:

1. Press the **Settings** button.

2. Press **2** for Ring Type.

3. Use the Navigation button to scroll through the list of ring types and press the **Play** soft key to hear samples.

4. Highlight the ring you want, then press the **Select** soft key.

5. Press the **OK** and **Save** soft keys.

To adjust the handset, speakerphone, or headset volume:

During a call, press the up or down **Volume** button. Press the **Save** soft key to apply the new volume level to future calls.

User Options Web Pages

Use these web pages to do the following: Change the default language for your web pages and phone, assign speed dial buttons, specify a message light policy, manage call forwarding, and subscribe to available features and services.

To access the main menu:

1. Use a Web browser to access the URL provided by your system administrator.

2. Enter your user ID and password and click **Log On**.

3. If needed, select your phone or profile.

Button Legend

Line or Speed Dial	Messages	Directories

? button

Navigation	Services	Settings

Volume

Headset	Mute	Speaker