Getting Started with Your Cisco 7940 or 7960 IP Phone

Key Features of Your Cisco IP Phone

Refer to the following illustrations and table to identify the keys and parts on your Cisco IP Phone and to find a description of related features.

Figure 2: Cisco IP Phone 7960

Figure 3: Cisco IP Phone 7940

The main features of the Cisco IP Phone models 7960 and 7940 are defined in the following table.

<table>
<thead>
<tr>
<th></th>
<th>Feature Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Handset with indicator light</td>
</tr>
<tr>
<td></td>
<td>Functions like a traditional handset. The light strip at the top of the handset blinks</td>
</tr>
<tr>
<td></td>
<td>when the phone rings and remains lit to indicate a new voice mail message (</td>
</tr>
<tr>
<td></td>
<td>depending on your message system).</td>
</tr>
<tr>
<td>2</td>
<td>LCD screen</td>
</tr>
<tr>
<td></td>
<td>Displays features such as the time, date, your phone number, caller ID, line/call</td>
</tr>
<tr>
<td></td>
<td>status and soft key tabs.</td>
</tr>
<tr>
<td>3</td>
<td>Cisco IP Phone model type</td>
</tr>
<tr>
<td></td>
<td>Indicates your Cisco IP Phone model.</td>
</tr>
<tr>
<td>4</td>
<td>Line or speed dial buttons</td>
</tr>
<tr>
<td></td>
<td>Opens a new line, speed dials the number on the LCD screen, or ends a call. The</td>
</tr>
<tr>
<td></td>
<td>Cisco IP Phone 7960 has six line or speed dial buttons and the 7940 has two.</td>
</tr>
<tr>
<td>5</td>
<td>Footstand adjustment</td>
</tr>
<tr>
<td></td>
<td>Adjusts the angle of the phone base.</td>
</tr>
<tr>
<td>6</td>
<td>Directories button</td>
</tr>
<tr>
<td></td>
<td>Provides access to call histories and directories (if available).</td>
</tr>
<tr>
<td>7</td>
<td>i button</td>
</tr>
<tr>
<td></td>
<td>Displays help on your LCD screen for a phone key or function (if available).</td>
</tr>
<tr>
<td>8</td>
<td>Settings button</td>
</tr>
<tr>
<td></td>
<td>Provides access to phone settings such as contrast and ring sound, network</td>
</tr>
<tr>
<td></td>
<td>configuration, and status information.</td>
</tr>
<tr>
<td>9</td>
<td>Speaker button</td>
</tr>
<tr>
<td></td>
<td>Toggles the speaker on or off.</td>
</tr>
<tr>
<td>10</td>
<td>Mute button</td>
</tr>
<tr>
<td></td>
<td>Toggles the mute on or off.</td>
</tr>
<tr>
<td>11</td>
<td>Headset button</td>
</tr>
<tr>
<td></td>
<td>Toggles the headset on or off.</td>
</tr>
<tr>
<td>12</td>
<td>Volume button</td>
</tr>
<tr>
<td></td>
<td>Increases or decreases volume for the handset, headset, or speakerphone (</td>
</tr>
<tr>
<td></td>
<td>depending upon which is currently active). Also controls the ringer volume (on-</td>
</tr>
<tr>
<td></td>
<td>hook), and the LCD contrast.</td>
</tr>
<tr>
<td>13</td>
<td>Services button</td>
</tr>
<tr>
<td></td>
<td>Provides access to phone services (if available).</td>
</tr>
<tr>
<td>14</td>
<td>Messages button</td>
</tr>
<tr>
<td></td>
<td>Provides access to a message system (if available).</td>
</tr>
<tr>
<td>15</td>
<td>Navigation button</td>
</tr>
<tr>
<td></td>
<td>Enables you to scroll through text and select features displayed on the LCD screen.</td>
</tr>
<tr>
<td>16</td>
<td>Dial pad</td>
</tr>
<tr>
<td></td>
<td>Works exactly like the dial pad on a traditional telephone.</td>
</tr>
<tr>
<td>17</td>
<td>Soft keys</td>
</tr>
<tr>
<td></td>
<td>Enables you to engage any of the functions displayed on the corresponding LCD tabs.</td>
</tr>
<tr>
<td></td>
<td>Soft key functions change depending on the status of the phone (for example,</td>
</tr>
<tr>
<td></td>
<td>if the phone is active or idle).</td>
</tr>
</tbody>
</table>
How Do I Get Help with Keys and Features?

Use the \textit{i} button to get on-the-spot help with specific keys and features. This helpful information is displayed on your phone's LCD screen.

For help with the \textit{i} button feature, itself:

\begin{itemize}
  \item \textbf{Press} the \textit{i} button twice quickly (without selecting a feature) when the phone is idle.
\end{itemize}

For help with a specific key (including a soft key):

\begin{itemize}
  \item \textbf{Press} the \textit{i} button once, then press any key to display information about that key.
\end{itemize}

For help with a specific feature (if available):

First, \textbf{press} the \textbf{Directories}, \textbf{Settings}, or \textbf{Services} buttons, shown here, to display a list of available features on the LCD screen. Use the \textbf{Navigation} button to scroll through the list and to highlight a feature. \textbf{Press} the \textit{i} button twice quickly to display information about the selected feature.

\begin{itemize}
  \item \textbf{Note}: The \textit{i} button feature is not supported by some protocols.
\end{itemize}
Getting Started with Your Cisco 7940 or 7960 Telephone

Tips for Using Your Phone

How Do I Use the Handset (Receiver)?

The handset (receiver) on your Cisco IP Phone functions in the same way as a handset on a traditional phone. To place and answer calls with the handset, simply lift the handset. To hang up, place the handset back in its cradle.

To switch from the handset (receiver) to the speakerphone, press the Speaker button on the front of your phone during a call, then hang up the handset.

Tips The light strip at the top of your handset blinks when your phone rings and remains lit to indicate that you have received a new voice mail message.

How Do I Use the Speakerphone?

To place and answer calls using the speakerphone:

Press the Speaker button.
You can use the speakerphone in conjunction with all of the features on your Cisco IP Phone.
To switch from speakerphone to handset during a call, simply lift the handset (receiver).
Getting Started with Your Cisco 7940 or 7960 Telephone
Tips for Using Your Phone

How Do I Use the Headset (Headphones)?

To place and answer calls using a headset (headphones), plug an approved headset into the back of the phone base and press the Headset button on the front of your phone.

You can use the headset in conjunction with all of the features on your Cisco IP Phone, including the Volume and Mute buttons. Use these buttons to adjust the volume to the ear piece and to mute the speech path from the headset microphone.

The Cisco IP Phone models 7960 and 7940 support four- or six-wire headset jacks. For more information on using a headset, contact support personnel at ECC.

How Do I Plug in the Headset (Headphones)?

The illustration below shows the headset port and other cable connection ports on the Cisco IP Phone models 7960 and 7940.

To plug in the Headset (Headphones):

Cisco IP Phone cable connections

- **Step 1.** Turn the telephone over so you are looking at the base.
- **Step 2.** Locate the socket that shows a picture of a headset (headphones) next to it.
- **Step 3.** Plug the approved headset (headphones) into the socket.
How Do I Make a Telephone Call?

To Place a Call:

- **Lift** the handset (receiver) and **dial** the number.
- **Press** the line button that corresponds with your extension and dial the number that you want to reach.
- **Press** the **NewCall** soft key and dial the number.
- If you are using a headset, **press** the **Headset** button and dial the number.
- If you are using the speakerphone, **press** the **Speaker** button and dial the number.

Line buttons also can be used for speed dialing. If the system administrator or you have established speed dial numbers, **press** a **Speed dial** button to place a call to the corresponding number.

How Do I Answer a Call?

To answer an incoming call:

- **Lift** the handset (receiver).
- OR
  - If you are using a headset, **press** the **Headset** button, then **press** the line button of the incoming call.
  - OR
  - To use the speakerphone, **press** the **Answer** soft key or the **Speaker** button.
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Tips for Using Your Phone

How Do I End a Call?

To end a call:

*Hang up* the handset.

**OR**

If you are using a headset, *press* the Headset button or the EndCall soft key.

**OR**

If you are using the speakerphone, *press* the Speaker button or the EndCall soft key.

How Do I Redial a Number?

To redial the most recently dialed number:

*Press* the Redial soft key.

Doing so without lifting the handset activates the speakerphone or headset.
Getting Started with Your Cisco 7940 or 7960 Telephone
Tips for Using Your Phone

How Do I Locate Numbers that I Want to Redial from the Directory for Calls I Miss, Receive, and Place?

To view or dial Missed Calls:

Step 1  Press the Directories button.

Step 2  Have Missed Calls selected from the Directory menu on the LCD screen (Press the up or down Navigation button, if necessary).

Step 3  Press the select soft key to view the history for missed calls.

Step 4  If desired, press the Dial soft key to speed dial a number from the missed call list. (note: Press the up or down Navigation button, if necessary, to select the missed call you would like to return).

Step 5  Press the Exit soft key twice to exit the Directory menu.

Note: You might need to use the EditDial soft key to add digits to the front of the number. For example, if the call was from an outside caller, you need to add “9” to the front of the number.
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Tips for Using Your Phone

To view or dial Received and Placed Calls:

**Step 1** Press the Directories button.

**Step 2** Press the up or down Navigation button to select the Received or Placed Calls history option.

**Step 3** Press the select soft key to view the history of these calls.

**Step 4** If desired, press the Dial soft key to speed dial a number from the call list history. (note: Press the up or down Navigation button, if necessary, to select the call you would like to redial).

**Step 5** Press the Exit soft key twice to exit the Directory menu.

**Note:** You might need to use the EditDial soft key to add digits to the front of the number. For example, if the call was from an outside caller, you need to add “9” to the front of the number.
Getting Started with Your Cisco 7940 or 7960 Telephone 
Tips for Using Your Phone

To make a call from the Corporate Directory:

**Step 1** Press the Directories button.

**Step 2** Have Corporate Directory selected from the Directory menu on the LCD screen (Press the down Navigation button 3 times).

**Step 3** Press the select soft key to display the directory search options.

**Step 4** Press the down Navigation button to select the search option: First Name, Last Name, or Number as shown on the LCD screen.

**Step 5** Use the numbers corresponding to the letters on the dialing pad to enter a name or number to find in the directory.

**Step 6** If desired, press the Dial soft key (first button) to speed dial a number from the missed call list. (note: Press the up or down Navigation button, if necessary, to select the missed call you would like to return).

**Step 5** Press the Exit soft key twice to exit the Directory menu.

Note: You might need to use the EditDial soft key to add digits to the front of the number. For example, if the call was from an outside caller, you need to add "9" to the front of the number.
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Tips for Using Your Phone

How Do I Place Calls on Hold Then Return to the Caller? (includes multiple calls on single and multiple lines)

When you put a call on hold, the call remains active even though you and the other party cannot hear one another. You can answer other calls while a call is on hold.

Note Keep in mind that when you put a call on hold, a beeping tone generates or music plays. If you put a conference call on hold, you subject the other conference participants to the beeping tone or music. For conference calls, consider using the Mute feature, instead.

To place a call on hold:

Step 1. Press the more soft key, if necessary.
Step 2. Press the Hold soft key

To return to the call:

Step 1. Press the Resume soft key.
If multiple calls are on hold on the same line, 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, then use the Navigation button to select the desired call. Press Resume.

If you cannot use the Navigation button because only one line displays on your phone's LCD screen, press the line button next to the call shown on the LCD screen that you want to resume. If your phone opens a new line at this point, press the EndCall soft key to return to the desired call.

(Some of these steps might not apply to MGCP phones.)

Tips If you are talking on one line when a second call rings on another line, you can press the answer soft key to automatically put the first call on hold.
Getting Started with Your Cisco 7940 or 7960 Telephone
Tips for Using Your Phone

How Do I Transfer a Call?
To transfer a call to another phone:

Step 1  During a call, press the Transfer soft key. This puts the call on hold.

Step 2  Dial the number or office extension to which you want to transfer the call.

Step 3  When it rings on the other end, press Transfer again. Or, when the party answers, announce the call and then press Transfer.

Step 4  If you are using a handset, hang up.

If the party refuses the call, press the End Call soft key to return to the original call.

How Do I Mute a Call?
You can mute the handset, headset, or speakerphone during a call. The mute feature temporarily disables your phone's microphone. Mute prevents the party or parties on the other end of the line from hearing you, but does not interfere with your ability to hear them.

To mute a call:

Press the Mute button.

To disengage mute, press Mute again.
Getting Started with Your Cisco 7940 or 7960 Telephone

Tips for Using Your Phone

How Do I Set Up Call Forwarding?

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

Call forwarding should be set up when you want all calls to be redirected to a different number where you can answer the calls. For example, if you are going to be working in another office. You can forward calls to an IP Phone or to a traditional analog phone.

To set up call forwarding on your phone:

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

2. **Step 2** Enter the number to which you want to forward all of your calls.

   After you enter the number, an animated phone icon with a flashing right arrow appears in the upper-right corner of the LCD screen to show you that your calls are being forwarded. The LCD also displays a message confirming the number or extension to which your calls are being forwarded.

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

**Note** Be sure to enter the number exactly as you would if you were placing a call to that number. For example, enter an access code such as 9 or the area code, if necessary. Your system administrator might restrict the call forwarding feature to numbers within your company.

**Tips** You can forward all calls from your phone to another phone even if you are not at the location of your Cisco IP Phone. To do this, you need access to a web page. For instructions, see the "How to Set Up Call Forwarding When Not at Your Phone" section.

How Does Call Forwarding Work with My Voice Mail System?

Call forwarding sends all incoming calls intended for your Cisco IP Phone to another number. However, your Cisco IP Phone does not relinquish the forwarded call at the new number unless the call is answered (in other words, picked up by a person or a mechanical answering machine). Your Cisco IP Phone considers a forwarded call "unanswered" after a certain number of rings. Unanswered, forwarded calls are redirected to your voice mail system (if one is available for your Cisco IP Phone).
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Tips for Using Your Phone

How Do I Use Call Pickup?

You can answer an incoming call that is ringing on a telephone extension other than your own by using the call pickup feature.

There are two types of call pickup available on the Cisco IP Phone, as described below.

Note: Call pickup and group call pickup are optional features configured by your system administrator; your phone does not support these features by default.

To Pick Up Calls Within Your Group:

Call pickup allows you to pick up incoming calls within your own group. A "group" in this sense is any consolidation of Cisco IP Phone extensions, as defined by your system administrator. For example, your group might contain co-workers in neighboring offices or cubes.

You would activate call pickup so that an incoming call delivered to another extension in your group rings on your extension.

Step 1  Press any available line button on your Cisco IP Phone.

Step 2  Press the more soft key (two times) until you see the GpickUp tab

Step 3  Press the PickUp soft key. The call now rings on your phone.

Step 4  Answer the incoming call (pick up the handset, press the headset button or press the speaker button).

Tips If there is more than one incoming call involved when you activate call pickup, the first unanswered call will ring at your phone.
Getting Started with Your Cisco 7940 or 7960 Telephone

Tips for Using Your Phone

To Pick Up Calls Outside of Your Group:

Group call pickup allows you to pick up incoming calls within your own group or in other groups. A "group" might contain co-workers in neighboring offices or cubes.

You must dial the appropriate call pickup group number to pick up a call outside of your group. A call pickup group number is provided to you by your system administrator.

Step 1  Press any available line button.

Step 2  Press more soft key (three times) until you see the GpickUp tab.

Step 3  Press the GPickUp soft key.

Step 4  Dial the required call pickup group number.

Step 5  Answer the incoming call that is redirected to your phone (pick up the handset, press the headset button or press the speaker button).

Step 6  To pick up a call using a different call pickup group number, hang up and begin again at Step 1.

Tips If there is more than one incoming call involved when you activate group call pickup, you receive the first unanswered call. If there is no unanswered call in the group, or if you dial an invalid group number, you receive a fast busy tone.
How Do I Park a Call?

Park a call when you want to store the call and then retrieve the call from another phone in the Cisco CallManager system (for example, a phone in someone else's office or in a conference room). Call park numbers are pre-configured for this purpose by your system administrator.

To Park a Call:

Step 1  During an active call, press the more soft key (three times) until you see the Park tab.

Step 2  Press Park. The LCD screen displays the special call park number at which the call is stored. If the screen does not display a call park number, the call park feature is not available to you.

Step 3  Make a note of the call park number, 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 any phone in the Cisco CallManager system, 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. See your system administrator for this time limit.
Getting Started with Your Cisco 7940 or 7960 Telephone
Tips for Using Your Phone
How Do I Make Conference Calls?
Your Cisco IP Phone supports conference calls, enabling you to talk with multiple parties at the same time. You can place “conference calls” or “meet-me calls.”

To Place a Conference Call:

Step 1  During a call, press the more soft key (4 times) until you see the Confrn tab.

Step 2  Press the Confrn soft key. Doing so automatically activates a new line and puts the first party on hold.

Step 3  Place (dial) a call to another number or extension.

Step 4  When the call connects, press Confrn again (you may need to press the more soft key again) to add the new party to the conference call.

Step 5  If you are using the Cisco CallManager version of the phone, you can Repeat these steps to add parties to the conference call.

Conference Call Tips:
• To end a conference call, all but one party must hang up.
• Once the conference call initiator disconnects, no additional parties can be added.
• To mute a conference call, (on the handset, headset or speaker) press Mute. The conference parties cannot hear you but you can hear them.
• To put a conference call on hold, press the Hold soft key.
  Note: Keep in mind when you put a call on hold, a beeping tone generates or music plays. If you put a conference call on hold in order to place or answer another call, you subject the other conference participants to the beeping tone or music that automatically generates when the call is on hold. To avoid disrupting the other callers, consider muting the call instead.
• To place a conference call on the speakerphone, press the Speaker button.
• Press the Trnsfer soft key to transfer a conference call to another person. Dial the number to which you want to transfer the call and then press Trnsfer again. All parties will be transferred.
Meet-Me Conference Calls

Your Cisco IP Phone supports Meet-Me conferences. A Meet-Me conference allows other callers to dial into the conference call. A Meet-Me conference requires a special conference number which is pre-configured for this purpose by your system administrator.

To Establish a Meet-Me Conference:

Before You Begin, contact your system administrator for the necessary Meet-Me conference number or numbers.

Step 1  Press the more soft key (twice) until the Meet-Me tab displays.

Step 2  Press the Meet-Me soft key.

Step 3  Dial the Meet-Me conference number.

Step 4  Follow the voice instructions to establish the Meet-Me conference.

To Join a Meet-Me Conference:

To join a Meet-Me conference, simply dial the Meet-Me conference number provided by the Meet-Me conference initiator. You are connected to the conference once the conference initiator has dialed in and established the conference. You do not need to press the Meet-Me soft key on your Cisco IP Phone.

Note  If you need help connecting your phone to the network, a computer, or a power source, contact your system administrator.
How Do I Change the LCD Contrast?

To change the LCD contrast:

**Step 1**  *Press* the *Settings* button.

**Step 2**  Have *Contrast* selected from the Settings menu on the LCD screen. (*Press* the up or down *Navigation* button, if necessary).

**Step 3**  *Press* the *Up* or *Down* soft keys (or the Volume buttons) to set the desired display contrast.

**Step 4**  *Press* the *OK* soft key to accept your changes

**Step 5**  *Press* the *Exit* soft key
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Tips for Using Your Phone

How Do I Adjust the Volume for the Handset (Receiver), Speakerphone (Phone Speaker), and Headset (Headphones)?

To adjust the volume on the handset, speakerphone, or headset:

**Step 1** *Pick up* the receiver, *press* the speaker button, or *press* the headset button.

**Step 2** *Press* the up or down *Volume* button when the handset, speakerphone, or headset is in use.

**Step 3** To save the volume setting for future calls, *press* the Save soft key. (This last step does not apply to SIP and MGCP phones.)

How Do I Adjust the Ringer Volume?

To change the volume used by the ringer:

*Press* the up or down *Volume* button while the handset (receiver) is in its cradle. Continue *pressing* the *Volume* button to hear sample rings and to adjust the volume to the desired level.

This setting is automatically saved.
How Do I Change the Ringer Sound?

To change the sound used by the ringer:

**Step 1** Press the **Settings** button.

**Step 2** Press the down **Navigation** button (one time) so that **Ring Type** is selected from the Settings menu on the LCD screen.

**Step 3** Press the **Select** soft key.

**Step 4** To scroll through the list of ring types, press the up or down **Navigation** buttons.

**Step 5** Press the **Play** soft key to hear the selected ring type.

**Step 6** When you find the ring type you want, press **Select**.

**Step 7** Then press the **OK** soft key.

**Step 8** Press the **Save** soft key to save your selection and exit the **Settings** menu.

(This procedure does not apply to MGCP phones.)