**Phoning Features:**

- 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.
- To switch from the speakerphone to handset (receiver), **lift** the handset.

**Note:** The Cisco IP Phone 7910 does not support 2-way speakerphone operation. The **Speaker** button provides a hands-free listen-only mode that allows you to listen to a phone conversation or messages, but does not allow you to talk. To be able to talk, you must use the handset (receiver). If you are using the handset (receiver), the **Mute** button can be toggled on and off to mute and activate the handset (receiver) microphone.

**For the 7940 & 7960 Model Only:**

- To switch from the speakerphone to the headset (headphones) have the headset plugged in and **press** the **Headset** button on the front of your phone.
- To switch from the headset to the speakerphone, **press** the **Speaker** button on the front of your phone.

**To place a call you can:**

- **Lift** the handset (receiver) and **dial** the number.
- **Press** the **line button** and dial the number that you want to reach.

**To answer an incoming call:**

- **Lift** the handset (receiver).

**To end a call:**

- **Hang up** the handset.

**To adjust hand/head-set & speaker volume:**

For calls in-progress, **press** the up or down volume key.

**To place a call on hold:**

**For 7910 Model:**

1. While on a call, **press** the **Hold** button.
2. To return to the call **press** the **Hold** button again.

**For 7940 & 7960 Model:**

1. While on a call **press** the **Hold** soft key.
2. To return to the call **press** the **Resume** soft key.

**To mute a call:**

- **Press** the **Mute** button. The **Mute** button automatically lights which indicates that the calling party cannot hear you.
- To disengage mute, **press** **Mute** again (or **lift** the handset).

**To transfer a call:**

**For 7910 Model:**

1. During a call, **press** the **Transfer** button. This places the call on hold.

**Note:** **Press** the **Hold** button to return to the original call.

2. Place a call to another person by **dialing** the number.
3. When it rings on the other end, **press** **Mute** again. Or, when the party answers, **press** **Mute**.
4. The call is transferred.
5. **Hang up**.

**For 7940 & 7960 Model:**

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

**Note:** **Press** the **Hold** button to return to the original call.

2. **Dial** the number or office extension to which you want to transfer the call.
3. When it rings on the other end, **press** **Transfer** again. Or, when the party answers, announce the call and then **press** **Transfer**.
4. **Hang up**.

**To access messages:**

1. **Dial 2800** (or 270-2800 from outside ECC) to access the voice-mail message system.
2. **Press** *
3. **Enter** your extension as your personal identification number.
4. **Press** #
5. **Enter** your password.

**To answer a Call on Hold from Another Phone:**

If you have two phones with the same extension on each phone and a call is answered on one phone, but you want to go to the other phone to talk with the caller, follow these steps:

1. The **first phone rings** and you answer the call.
   - The **second phone** in the office area also has the same extension number listed on it that the caller is on and you want to use the second phone to talk with the caller.
2. **Press **hold** on the first phone to put the party on hold.
3. Go to the second phone and **pick up** the handset/receiver.
4. **Press** the **line button** on the phone that is associated with the extension number that the caller is calling on.
5. You will now be reconnected with your caller on the second phone.

**To change the ringer volume:**

1. **Press** the **up** or **down** volume button to adjust the volume to the desired level.
To place a conference call:

If you are using a 7910 Model phone, skip steps 1-3 and begin with step 4 below.

For the 7940 & 7960 Model ONLY:
1. During a call, press the more soft key (4 times) until you see the Confrn tab.
2. Press the Confrn soft key to automatically activate a new line putting the first party on hold.
3. Continue to step 5 below.

For the 7910 Model ONLY:
4. During a call, press the Confrn button on the front of the phone.
5. Place (dialed) a call to another number/extension.
6. When the call connects, press Confrn again (you may need to press the more soft key again if you are using a 7940 or 7960 Model phone) to add the new party to the conference call.
7. You can repeat these steps to add up to 3 other parties to the conference call.

To change the LCD contrast:

For the 7910 Model:
1. Press the Settings button.
2. Press 5 on the dialing pad.
3. Press the up or down volume button to set the desired intensity of the display.
4. Press # on the dialing pad and then press the Settings button again.

For the 7940 & 7960 Models:
1. Press the Settings button.
2. Have Contrast selected from the Settings menu on the LCD screen. (Press the up or down Navigation button, if necessary).
3. Press the Up or Down soft keys (or the Volume buttons) to set the display contrast.
4. Press the OK soft key to accept your changes.
5. Press the Exit soft key

How Do I Use Call Pickup?

Call pickup allows you to answer an incoming call within your group that comes in and rings on a telephone extension other than your own. 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 office areas. When you hear an incoming call ringing on another phone, you can redirect the call to your phone. When you activate Call Pickup, it automatically dials the call pickup group number associated with the line you selected on your phone. If there is a call coming in on another telephone number in that same group, the call immediately begins ringing on your line. If there is more than one incoming call in the group, the first unanswered call. If there is no unanswered call in the group when you activate Call Pickup, your phone is placed back on hook.

On the Cisco IP Phones Call Pick up is as described below:

For the 7910 Model Call Pick Up Within Your Group:
1. Press the LINE button.
2. Press the Speed Dial 2 button (this is the Call Pick Up button).
3. Answer the incoming call that is redirected to your phone.

For the 7940 & 7960 Model Call Pick Up Within Your Group:
1. Press any available line button on your Cisco IP Phone.
2. Press the more soft key one time until you see the PickUp tab
3. Press the PickUp soft key. The call now rings on your phone.
4. Press the line button a second time.

Note: To request the call pick up feature to be set up on the IP Phones in your area, please contact the CITS Help Desk at x1835, by emailing helpdesk@ecc.edu or by submitting a help ticket at: http://helpdesk.ecc.edu.

To change the ringer sound:

For the 7910 Model:
1. Press the Settings button.
2. Press 4 on the dialing pad.
3. Press the up or down volume button to scroll through the list of ring types.
4. When you find the ring type you want, press # on the dialing pad and then press the Settings button again.

For the 7940 & 7960 Models:
1. Press the Settings button.
2. Press the down Navigation button (one time) so that Ring Type is selected from the Settings menu on the LCD screen.
3. Press the Select soft key to display the list of ring types.
4. To scroll through the list of ring types, press the up or down Navigation buttons.
5. Press the Play soft key to hear the selected ring type.
6. When you find the ring type you want, press Select soft key
7. Then press the OK soft key.
8. Press the Save soft key to save your selection and exit the Settings menu.