Cisco IP Phone 7940/7960 Quick Reference – Phone and Call Features

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.
- To switch from the speakerphone to the headset (headphones) you 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.
- Press the NewCall soft key and dial the number.
- Press the Speaker or Headset button and dial the number.

To answer an incoming call:
- Lift the handset (receiver).
- Press the line button associated with the call.
- Press the Answer soft key or the Speaker button.
- Press Speaker/Headset button.

To end a call:
- Hang up the handset.
- Press the EndCall soft key.
- Press Speaker/Headset button.

To recent most recent number dialed
Press the Redial soft key. (Doing so without lifting the handset activates the speakerphone or headset)

To place a call on hold:
1. While on a call press the Hold soft key.
2. To return to the call 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.

To mute a call:
Press the Mute button.
To disengage mute, press Mute again.

To adjust the volume on the handset, headset & speakerphone:
For the current call, press the up or down volume key.
For all calls,
1. Press the up or down volume key.
2. Press the Settings button and then press the Save soft key.

To change the ringer sound:
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.

To change the LCD contrast:
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 Volume buttons) to set the desired display contrast.
4. Press the OK soft key to accept your changes
5. Press the Exit soft key

To transfer a call to another phone:
1. During a call, press the Transfer soft key. This puts the call on hold.
2. Dial the number or office extension (one time) so that the party is notified.
3. To switch from the speakerphone to headset & speakerphone:

To forward all calls to another number:
1. Press the CFwdAll soft key. You should hear two beeps.
   The flashing arrow will no longer display next to your phone number on the LCD, indicating that forward all calls is not active.

To view or dial missed, received or placed calls:
1. Press the Directories button.
2. Press the up or down Navigation button, if necessary, for Missed Calls, Placed Calls or Received Calls option.
3. Press the select soft key to view the history.
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).
5. Press the Exit soft key twice to exit the Directory menu.

To place a conference call:
1. During a call, press the more soft key (4 times) until you see the Confrn tab.
2. Press the Confrn soft key. Doing so automatically activates a new line and puts the first party on hold.
3. Place (dialed) a call to another number or extension.
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.
5. If you are using the Cisco CallManager version of the phone, you can repeat these steps to add parties to the conference call.