

# Cisco 7960/7940 Reference Guide



1. Handset with indicator light—Blinks when phone rings, Stays lit when there is a message.
2. LCD screen—Displays features such as time, date and calls.
3. Cisco IP Phone model type—Model of phone. These are model 7940.
4. Line or speed dial button—7940 models have 2 lines available.
5. Footstand adjustment—Raises or lowers the phone. Hold the button in while adjusting.
6. Directories button—Provides call history.
7. ? button—Provides information on the next key pressed.
8. Settings button—Change phone ring and contrast here.
9. Speaker button—Turns the speaker on and off.
10. Mute button—Turns mute on or off.
11. Headset button—Turn headset on or off. (If you have one)
12. Volume button—Increases or decreases the volume.
13. Services button—Provides access to phone services (if available).
14. Messages button—Allows retrieval of your messages.
15. Navigation button—Allows you to scroll through the text on the LCD screen.
16. Dial pad—Same as a regular phone.
17. Soft keys—These change depending on what is currently happening on the phone.

## Quick Reference Cisco IP Phone 7960/7940 Series

Basic Phone Features  
Voice Mail  
Volume and Ringer Sound

### 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 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 transfer a call:

- During a call, press the Transfer soft key. This puts the call on hold.
- Dial the number to which you want to transfer the call. As soon as you hear ringing, or after the party answers, press Transfer. Note: If

the transfer fails, press the Resume soft key to return to the original call.

#### **To transfer a call directly to voice mail:**

- Ask the caller to hold
- Press the Trnsfer soft key
- Press the \* key
- Dial the number to which you want to transfer (ie...6xxx)
- Press the Trnsfer soft key

#### **To forward all calls to another number:**

- Press the CFwdAll soft key. You will hear two beeps.
- 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.
- 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.

#### **To view or dial – missed / received / placed calls and the corporate directory:**

The Cisco IP Phone 7940/7960 keeps a history of all calls you make and receive, including the caller ID, date, and time of the call. You can use this information to redial a party.

- Press the directories button.
- Press the Scroll key to select the desired call history option: Missed Calls, Received Calls, Placed Calls, or Corporate Directory.
- Press the Select soft key to display the selected call history list.
- Press the Scroll key to scroll through the numbers listed in the selected call history list.
- If desired, press the Dial soft key to speed dial the highlighted number from the call history list.
- You might need to use the Edit soft key to add digits to the front of the number. For example, if the call was from an outside, long-distance caller, you will need to add the digits "91" to the front of the number.
- When you are finished, press the Exit softkey twice to exit the selected directory menu and exit the directories menu.  
*Note:* To enter any letter on your LCD screen, use a corresponding number key. For example, press 2 once for "a," twice for "b," and three times for "c." To back up press the << soft key.

#### **To place a conference call:**

*Conference calling allows from 3 to 16 parties to participate*

- During a call, press the more > Confrn soft keys to open a new line and put the first party on hold.

- Place a call to another number.
- When the call connects, press the Confrn soft key again to add the new party to the existing call with the first party.
- To establish a conference call between two calls, one active and the other on hold, press the Confrn soft key.

## **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.

#### **To access your voice mail from a phone other than your office phone:**

- Dial your phone number, when it goes to your voice mail greeting:
- Press \*
- It will ask for your ID (your ID is your extension), enter your extension
- It will ask for your password, enter your password
- Then retrieve your voice mail as usual

#### **To change your voice mail greeting from a phone other than your office phone:**

- Dial your phone number, when it goes to your voice mail greeting:
- Press the \* key
- It will ask for your ID (your ID is your extension), enter your extension
- It will ask for your password, enter your password
- Press 4, press 1 and follow the voice directions.

## **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:**

- Press the Settings button.
- Press 2 for Ring Type.
- Use the Navigation button to scroll through the list of ring types and press the Play soft key to hear samples.
- Highlight the ring you want, then press the Select soft key.
- 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.

# Cisco 7912/7911 Reference Guide



1. Cisco IP phone model type—Shows the Cisco IP phone model number
2. LCD screen—Displays information such as line/call status, phone number, and soft key tabs.
3. Soft keys—Engages the functions displayed on the corresponding LCD tabs.
4. Navigation button—Scrolls through text and selects features that are displayed on the LCD screen. Provides shortcut access to the Speed Dial menu when the phone is idle.
5. Menu button—Provides access to phone services.
6. Hold button—Places an active call on hold. Resumes a held call.
7. Keypad—Functions like a traditional telephone keypad.
8. Volume button—Increases or decreases handset volume and on-hook ring volume.
9. Handset with indicator light—Blinks when phone rings, Stays lit when there is a message.

## Cisco IP Phone 7912/7911 Series

Basic Phone Features  
Voice Mail  
Volume and Ringer Sound

### Basic Phone Features

#### To place a call:

- Lift the handset and dial the number.
- Press the NewCall soft key, then dial.
- If you have selected a number from a directory, press the Dial soft key.

#### To answer a call:

- Lift the handset.

#### To end a call:

- Hang up the handset.
- Press the EndCall soft key.

#### To redial a number:

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

#### To put a call on hold:

If you are on a call when a second call comes in, you hear a call-waiting tone or see a flashing indicator light on the handset rest, depending on the configuration of your phone.

#### To answer the new call:

- Press the Hold button. The original call is placed on hold.

#### To return to the original call:

- Press the Hold button again.

You can use the Hold button to switch between the calls.

#### To transfer a call:

1. During a call, press the Transfer soft key. The call is placed 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 Transfer. Note: If the transfer fails, press the Resume soft key to return to the original call.

#### To transfer a call directly to voice mail:

- Ask the caller to hold
- Press the Transfer soft key
- Press the \* key
- Dial the number to which you want to transfer (ie...6xxx)
- Press the Transfer soft key

#### To forward all calls to another number:

- Press the CFwdAll soft key. You will hear two beeps.
- 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.
- To cancel call forwarding, press the CFwdAll soft key.

## To view or dial – missed / received / placed calls and the corporate directory:

To access Cisco Unified CallManager Express phone services, including missed, received, or placed calls, perform the following steps:

1. Press the Menu button.
2. Press 2 on the keypad, or use the Navigation button to locate Directory, and press the Select soft key.
3. Use the Navigation button to scroll through the menu. Press the Select soft key to make your selection, or
  - Press 1 on the keypad for Missed Calls.
  - Press 2 on the keypad for Received Calls.
  - Press 3 on the keypad for Placed Calls.
4. Use the Navigation button to scroll through the call list.
5. Use the Select soft key to select a phone number.
6. Press the Dial soft key to place a call, or press the Exit soft key to return to the previous directory menu.
  - Press the EditDial soft key to place the cursor at the beginning of the number on the phone display.
  - Use the keypad to edit the digits as needed. Use the backspace (<<) soft key to erase digits that were entered incorrectly.
  - Press the Dial soft key to place the call.

To search the corporate directory by name or phone number, perform the following steps:

1. Press the Menu button.
2. Press 2 on the keypad for Directories, or use the Navigation button to scroll through the menu. Press the Select soft key to make your selection.
3. **(7912 phone)** Press 5 on the keypad for Directory Services, or use the Navigation button to scroll through the menu. Press the Select soft key to make your selection. Press 1 on the keypad for Corporate Directory or use the Navigation button to scroll through the menu. Press the Select soft key to make your selection.
3. **(7911 phone)** Press 5 on the keypad for Corporate Directory services. or use the Navigation button to scroll through the menu. Press the Select soft key to make your selection.
4. Press the Up or Down scroll button to select a field. Use the keypad to enter the search data, namely, the first name, last name, or number to be searched.
5. Press the Search soft key. The search results are displayed.
6. Use the Up or Down scroll button to select an entry.
7. Press the Dial soft key to dial the number.
8. To exit the directory, press the Exit button.

## To place a conference call:

*Conference calling allows from 3 to 16 parties to participate*

- During a call, press the more > Confm soft keys to open a new line and put the first party on hold.
- Place a call to another number.
- When the call connects, press the Confm soft key again to add the new party to the existing call with the first party.
- To establish a conference call between two calls, one active and the other on hold, press the Confm soft key.

## Voice Mail

### To access your voice mail:

To retrieve voice-mail messages, press the Message soft key and follow the voice instructions.

### Alternate Method to Retrieve Voice-Mail Messages

To retrieve voice-mail messages, use the following method:

- Lift the handset and listen for the dial tone.
- Press the Menu button.
- Press 1 on the keypad, or use the Navigation button to locate Messages in the list of options.
- Press the Select soft key.
- Follow the voice instructions, or press the Exit soft key to return to the previous directory menu.

### To access your voice mail from a phone other than your office phone:

- Dial your phone number, when it goes to your voice mail greeting:
- Press \*
- It will ask for your ID (your ID is your extension), enter your extension
- It will ask for your password, enter your password
- Then retrieve your voice mail as usual

### To change your voice mail greeting from a phone other than your office phone:

- Dial your phone number, when it goes to your voice mail greeting:
- Press the \* key
- It will ask for your ID (your ID is your extension), enter your extension
- It will ask for your password, enter your password
- Press 4, press 1 and follow the voice directions.

## Volume and Ringer Sound

### To select the ring type:

To change the ring type, perform the following steps:

- Press the Menu button.
- Press 3 on the keypad, or use the Navigation button to locate Settings and then press the Select soft key. **(7911 phone)** then press 1 for user preference)
- Use the Navigation button to scroll through the options. Use the Select soft key to select ring type.
  - Use the Navigation button to scroll through the ring types.
  - Use the Play soft key to play the ring sound sample.
- 4. When you find the ring you want, press the Select soft key.
- 5. Press the Ok soft key to save your ring selection, or press the Cancel soft key to exit to the previous menu without changing the setting.
- 6. Press the Exit soft key to return to the previous directory menu.

### To adjust the ring volume:

Press the Up or Down Volume button while the handset is in its cradle.

### To adjust the volume for the current call:

Press the Up or Down Volume button while the handset is in use.