

7960 IP Phone Diagram, front.

Your phone has six line buttons.

The Cisco 7960 IP telephone provides easy access to a wide range of business features.

SOFT KEYS

Features available based upon the state of your phone

RING VOLUME

- With your phone idle, press the volume key to hear the current ring volume
- Press either the up or down volume key to change the ring volume
- When the ring times out, the setting will be saved

RING TYPE

- Press the SETTINGS button
- Press the 2 on the dialing pad or scroll to Ring Type
- Press "Select" button twice
- Use the scroll key to select a ring type
- Press the PLAY soft key to hear the ring type
- Press the SELECT soft key to save the ring type

TO PLACE A CALL

Internal

- Lift Handset, press the Speaker button, line button or the New Call soft key
- Dial Extension

External

- Lift Handset, press the Speaker button, line button or the New Call soft key
- Local – Dial 9 + Number
- Long Distance – Dial 8 + 1 + Number

LAST NUMBER REDIAL

- Press the REDIAL soft key

CALL HOLD

To Place a Call on Hold

- From an existing conversation, press the HOLD soft key

To Retrieve a Call on Hold

- Press the RESUME soft key
- If there are multiple calls on hold, scroll to the desired line before pressing the RESUME soft key

CALL FORWARD

- When your phone is idle, press the CFWDALL soft key
- Enter the number, OR press MESSAGE key for sending calls directly to Voicemail

To Cancel

- Press the CFWDALL soft key

TO TRANSFER A CALL

- During a call, press the TRANSFER soft key
- Dial the number
- Announce the call
- Press the TRANSFER soft key to complete the transfer, hang up

OR

- If the person you attempt to transfer the call to is not available, press the END CALL soft key and the RESUME soft key to return to the original caller

CONFERENCE CALL (maximum of 6)

While a call is in progress, press the MORE soft key and then press the CONFRN soft key. Dial the extension or outside number.

- After the party answers, press the CONFRN soft key to bring the parties together

To add additional parties

- Repeat the above steps

To reconnect to the Conference when a called party isn't joining

- If the person you attempt to bring into the conference is not available, press the END CALL soft key and then the RESUME soft key to return to the conference call

To remove the last party

- Press the MORE soft key
- Press RMLSTC soft key to drop the last party

PICK UP

If your group is set up in software

- When a phone is ringing within your group
- Get dial tone
- Press the MORE soft key until you see PICK UP, then select the feature
- The call will begin ringing on your phone with the caller Id of the person the call was for
- To accept the call, press the ANSWER soft key
- You are now connected

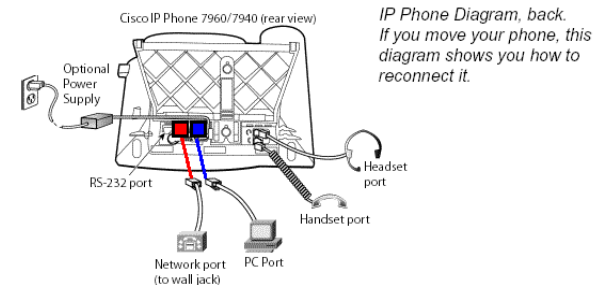
CALL PARK

To Park a Call

- On an existing call, press the MORE soft key and then the PARK soft key, the call is automatically placed into a park position, note the position
- Hang Up

To Retrieve a Parked Call

- Dial the park position to which the call was parked, you are now connected



IP Phone Diagram, back.
If you move your phone, this diagram shows you how to reconnect it.

FAST DIALS

Programming the fast dials

- Press the DIRECTORIES button
- Scroll to and select Personal Directory
- If prompted, enter your UserID (network login name) and PIN (12345); press SUBMIT.
- Scroll to and select Personal Fast Dials
- Scroll to the next available line
- Press the SELECT soft key
- Press the ASSIGN soft key
- Enter the number
- Press the UPDATE soft key

Using the fast dials

- Press the DIRECTORIES button
- Scroll to and select Personal Directory
- If prompted, enter your UserID (network login name) and PIN (12345); press SUBMIT
- Scroll to and select Personal Fast Dials
- Scroll to the line number or enter the line number on the dialing pad
- Press the DIAL soft key

Using the Internet for Fast Dial Programming

- Address: <https://FastDial/cmuser>
- Network login username
- Password: 12345

DIRECTORIES

- To view Missed, Received or Placed calls, press the DIRECTORIES button
- Scroll to the directory that you would like to view
- Press the SELECT soft key
- To place a call to one of the phone numbers from within the directory, press the DIAL soft key if it's an internal number or press the EDIT DIAL soft key, press the 9 on the dialing pad, then press the DIAL soft key if it's an external number

LCD CONTRAST

- Press the SETTINGS button
- Press the 1 on the dialing pad or scroll to Contrast
- Use the UP and DOWN soft keys to change the contrast
- Press the OK soft key to save the setting

“?” INFORMATION BUTTON

- Press the ? button and then any other button on your phone to get information on how to use that button or key

VOICE MAIL SETUP AND ACCESS

To enroll with voice mail (first use)

- Press the **Messages** button.
- Enter the first time enrollment password = 12345.
- Follow prompts to:
 - Record your name – press # key as soon as you say your name
 - Record a greeting
 - Set a new password (min 6-15 digits)

To rerecord your name press 4 then 3 and follow prompts

To log on to voice mail from your phone

- Press the **Messages** button.
- Enter your password, press the # key

To log on to voice mail from another inside phone

- Press the **Messages** button.
- Press the * key when voice mail answers
- Enter your ID (7 digit extension), then press # key.
- Enter your password, then press the # key.

To log on to voice mail from outside

- Dial the external voice mail phone number 261-9800 or your own 7 digit extension
- Press the * key when voice mail answers
- Enter your ID (7 digit extension), then press # key.
- Enter your password, then press the # key.

TO TRANSFER A CALLER DIRECTLY TO VOICEMAIL

- While connected to the caller, press the TRANSFER soft key
- Press *01
- Enter the person's 5 digit extension you are transferring to
- Press the TRANSFER soft key again, quickly

TO LEAVE A QUICK MESSAGE IN SOMEONES MAILBOX

- Get dial tone
- Press *01
- Enter the person's 5 digit extension you would like to leave a message for
- Record your message
- Hang up