

## Anoka-Ramsey Community College IP Phone Quick Reference

You can access the eLearning Tutorial on Cisco System's web site to learn how to use the basic features of your Cisco Phone. Utilizing your Internet browser, access the URLs listed below. Choose the link for your model of phone.

Cisco IP Phone 7940

[http://www.cisco.com/warp/public/779/largeent/avid/products/7940\\_2005/index.html](http://www.cisco.com/warp/public/779/largeent/avid/products/7940_2005/index.html)

Cisco IP Phone 7960

[http://www.cisco.com/warp/public/779/largeent/avid/products/7960\\_2005/index.html](http://www.cisco.com/warp/public/779/largeent/avid/products/7960_2005/index.html)

### ***Accessing and Utilizing Cisco IP Phone Features***

**LCD:** The IP Phone "desktop" which displays the time, date, your phone number, caller ID, line/call status and the soft key tabs.

**Line buttons:** Open a new line number on the LCD screen.

**Soft keys:** Soft key functions change depending on the status of the phone (for example, whether you are on a call or whether the phone is not in use). The key's current function is shown on the LCD screen.

**? button:** Displays online help for a phone key or function.

**On-screen Mode buttons:** Provide access to the voice mail system, call histories, directories, and phone settings such as contrast and ring type.

**Volume buttons:** Increase or decrease the volume for the currently active voice receiver: handset, headset, or speakerphone. The volume keys also control the ringer volume (if on-hook).

**Function toggles:** Toggles the HEADSET, MUTE, and SPEAKER functions on and off.

**Scroll key:** Enables you to move among different soft key options displayed on LCD screen.

**Dialing pad:** Press the dial pad buttons to dial a phone number. Dial pad buttons work exactly like those on your existing telephone.

**Handset:** Lift the handset and press the dial pad numbers to place a call, review voice mail messages, answer a call, and so on.

### **Accessing Online Help**

The Cisco IP Phone 7940/7960 includes detailed online help for all phone keys and functions.

- Press the ? button and then any key to display online help for that key.

- Press the ? button twice quickly to display information about a selected feature
- Press the ? button twice quickly during an active call to view network statistics about the active call.

Almost all Cisco IP Telephone Features are accessed via the softkeys located at the bottom of the phone's LCD screen. Most of these features can only be accessed when a line is active. Meaning, the softkeys will be grayed out until the receiver is lifted off the cradle or the speakerphone button is pressed.

### ***How to Use the Handset, Headset, and Speakerphone***

1. To place and answer calls with the handset, simply lift the handset.
2. To place and answer calls using the speakerphone, press SPEAKER. You can use the speakerphone with all Cisco IP Phone 7960/7940 features.
3. To place and answer calls using the headset, plug the approved headset into the back of the phone base and press HEADSET. You can use the headset with all Cisco IP Phone 7940/7960 features.
4. To change from handset to speakerphone, press SPEAKER and hang up the handset.
5. To change from speakerphone to handset, lift the handset.

### ***Adjusting the Handset, Headset, and Speakerphone Volume***

1. To increase or decrease the volume of your handset, headset, or speakerphone, press the up or down VOLUME button. The VOLUME buttons adjust the volume for the currently active voice receiver.
2. To save the volume setting for future calls, press the Save soft key.

### ***Adjusting the Ringer Volume***

1. Press the VOLUME key to hear a sample ring.
2. While the ring plays, press the up or down VOLUME key to adjust the volume to the desired level.
3. To save the ring volume settings, press settings and then press the Save soft key.

### ***Changing the LCD Contrast***

1. Press the settings button.
2. Select the Contrast option on the Settings menu.
3. Press the Up or Down soft key to set the desired intensity of the display.
4. Press the OK soft key to accept your changes.
5. To save this contrast setting, press the Save soft key. Otherwise, press the Exit soft key to exit the Settings menu.

### ***Changing the Ring Sound***

1. Press the settings button.
2. Select Ring Type from the Settings menu.
3. Press the Select soft key.
4. To scroll through the list of ring types, press the scroll key. Each ring type automatically plays when you select it using the scroll key.
5. Press Select and then press the OK soft key.
6. Press the Save soft key to save your selection and exit the Settings menu.

### ***Placing a Call, you can place a call using the handset, headset, or speakerphone***

Lift the handset and dial the number. (Prefix a 9 for external calls)

OR

Press a line button and dial the number.

OR

If using a headset, press HEADSET and then dial the number.

OR

To use the speakerphone, press SPEAKER and dial the number.

OR

Press the NewCall soft key and dial the number. This method works for all speaker modes.

### ***Answering a Call, you can answer a call using the handset, headset, or speakerphone***

Lift the handset.

OR

If using a headset, press HEADSET.

OR

To answer the call via speakerphone, press the Answer soft key.

### ***Ending a Call, you can end a call using the handset, headset, or speakerphone***

If using a handset, hang up the handset.

OR

If using the speakerphone, press SPEAKER.

OR

If using the headset, press the EndCall soft key. This method works for all speaker modes.

### ***Placing a Call on Hold***

1. Press the Hold soft key.

### ***To Resume the call***

Press the Resume soft key. If multiple calls are on hold, use the scroll key to select the desired call before you press Resume.

### ***Viewing/Dialing Missed Calls***

If your phone indicates you have missed calls, you can use the Missed Calls option on the Directory menu to view call history and call back the missed call.

1. Press the directories button.
2. Press the Select soft key to select the Missed Calls option on the Directory menu. The call history for missed calls will be displayed on the LCD.
3. If desired, click the Dial soft key to speed dial a number from the missed call list.

**Note:** You may need to use the EditDial soft key to add digits in the front of the number. For example, if the call was from an outside caller, you need to add the digit “9” to the front of the number.

4. Press the Exit soft key twice to exit the Directory menu.

### ***Viewing/Dialing Received and Placed Calls***

The Cisco IP Phone 7940/7960 keeps a history of all calls you make and receive, including caller ID, time, and date of the call.

1. Press the directories button.
2. Use the scroll key to select the desired call history option: Missed Calls, Received Calls, or Placed Calls.
3. Press the Select soft key to display the call history list.
4. If desired, select the Dial soft key to speed dial a number from the call history list.

**Note:** You may need to use the EditDial soft key to add digits to the front of the number from the Received Calls Directory. For example, if the call was from an outside caller, you need to add the digit “9” to the front of the number.

5. When you are finished, press the Exit soft key twice to exit the Directory menu.

### ***Redialing the Last Number Dialed***

To redial the most recent dialed number, lift the handset and press the Redial soft key. Alternatively, you can simply press Redial to activate the speakerphone or headset. To redial the most recently dialed number from a line other than your primary line, select the desired line button and then press Redial.

### ***Forwarding All Calls***

This procedure is used to forward all incoming calls to another number.

1. Press the CfwdAll soft key. You will hear two beeps.

2. Enter the number to which you want to forward all your calls. A flashing right arrow will appear in the upper-right corner of the LCD, indicating that all calls are being forwarded. The LCD will also display a message with the number to which your calls are being forwarded.

**Note:** Be sure to enter the numbers exactly as you would if you were to call that number (e.g. 916175551212). To forward directly to voicemail, hit the CFwdALL softkey, then the messages button on the phone.

### ***To cancel forwarding of all calls***

1. Press the CfwdAll soft key. You will hear two beeps and the flashing arrow will no longer display in the upper-right corner of the LCD, indicating that call forward is not active.

### ***Muting a Call***

While in a call you can mute the handset, headset, or speakerphone, preventing the party you are speaking to from hearing what you or someone else in the room is saying.

1. Press MUTE.

### ***To disengage mute***

1. Press MUTE again.

### ***Transferring a Call***

1. During a call, press the Trnsfer soft key. This places the call on hold.
2. Dial the number to which you want to transfer the call.
3. When you hear ringing, press Trnsfer again, or when the party answers, announce the call and press Trnsfer. If the party refuses the call, press the Resume soft key to return to the original call.
4. Hang up.

### ***Placing a Conference Call***

1. During a call, press the More soft key and then the Confrn soft key. This will automatically select a new line and place the other party on hold.
2. Place a call to another person.
3. When the call connects, press Confrn again to add this person to the conference call.
4. Repeat the first three steps to add people to the conference call.
5. Up to six people can be added to a conference call.