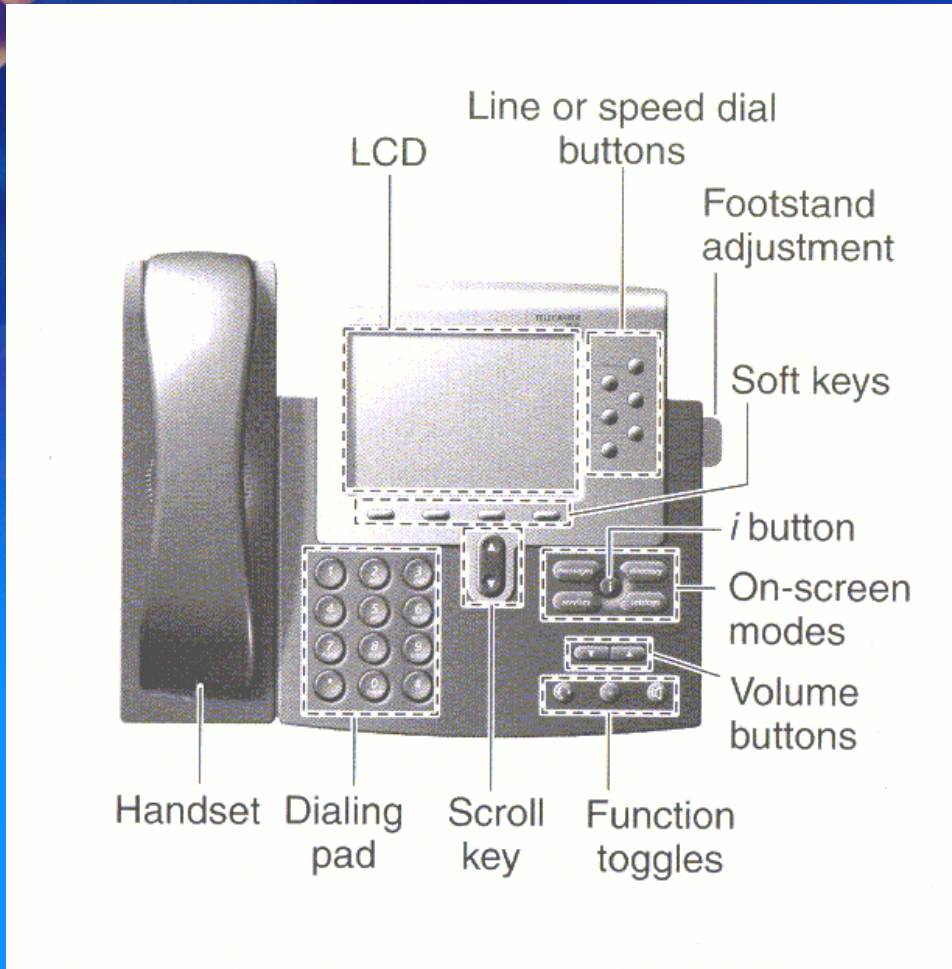# CISCO 7960/7942 IP PHONE

Cisco IP Phone 7960/7942 Operation

- ◈ **To place and answer calls with the handset, simply lift the handset.**

- ◈ **To place and answer calls using the speakerphone, press SPEAKER. You can use the speakerphone with all Cisco IP Phone 7960/7942 features.**

- ◈ **To place and answer calls using the headset, plus the approved headset into the back of the phone base and press HEADSET. You can use the headset with all Cisco IP Phone 7960/7942 features.**

Cisco IP Phone 7960/7942 Operation

◆ **To change from handset to speakerphone, press SPEAKER and hang up the handset,**

◆ **To change from speakerphone to handset, lift the handset.**

Adjusting the Handset, Headset, and Speakerphone Volume

◆ **Step 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.**

◆ **Step 2**

◆ **To save the volume setting, press settings, and then press the SAVE soft key.**

Adjusting the Ringer Volume

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

Placing a Call

- **Lift the handset and dial the number.**
- **Press a line button and dial the number.**
- **If using a headset, press HEADSET and then dial the number.**
- **To use the speakerphone, press SPEAKER and dial the number.**
- **Press the NewCall soft key and dial the number, This method works foe all speaker modes.**

Answering a Call

◆ **Lift the handset.**

◆ **If using a headset. press HEADSET.**

◆ **To answer the call via speakerphone, press the ANSWER soft key.**

Ending a Call

- **If using the handset, hang up the handset.**

- **If using the speakerphone. press SPEAKER.**

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

Placing 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 scroll key to select the desired call before you press RESUME.**

Muting a Call

- **To mute a call, press MUTE button.**
- **To disengage mute, press MUTE again.**

Viewing/Dialing Missed Calls

◈ **Step 1**

◈ **Press the directories button.**

◈ **Step 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.**

Viewing/Dialing Missed Calls

◈ **Step 3**

◈ **If desired, click the DIAL soft key to speed dial a number from the missed call list.**

◈ **Step 4**

◈ **Press the EXIT soft key twice to exit the Directory menu.**

Viewing/Dialing Received and Placed Calls

◆ **Step 1**

◆ **Press the Directories button.**

◆ **Step 2**

◆ **Use the scroll key to select the desired call history option: Missed Calls, Received Calls, or Placed Calls.**

◆ **Step 3**

◆ **Press the SELECT soft key to display the call history list.**

Redialing the Last Number Dialed

◆ **To redial the most recently 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.**

Transferring a Call

◆ **Step 1**

◆ **During a call, press the Transfer soft key. This places the call on hold.**

◆ **Step 2**

◆ **Dial the number to which you want to transfer the call**

Transferring a Call

◈ **Step 3**

◈ **When you hear ringing, press Transfer again, or when the party answers, announce the call and press Transfer. If the party refuses the call, press the Resume soft key to return to the original call.**

◈ **Step 4**

◈ **Hang up**.

Forwarding All Calls

- **Step 1**
- **Press the CFwardAll soft key. You will hear two beeps.**
- **Step 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.**

Forwarding All Calls

◆ **The LCD will also display a message with the number to which your calls are being forwarded.**

◆ **Note: Be sure to dial the number exactly as you would if you were to call that number. For example, dial an access code such as "9" or the area code, if necessary.**

Using Call Pickup

◈ **Step 1**

◈ **Press any available line button on your IP phone.**

◈ **Step 2**

◈ **Press the PickUp soft key. The call now rings on your phone.**

◈ **Step 3**

◈ **Press Answer to answer the incoming call.**

Parking a Call

◈ **Step 1**

◈ **During an active call, press the more soft key until you see the Park tab.**

◈ **Step 2**

◈ **Press Park. The display will show the number to which the call was parked.**

Parking a Call

◆ **Step 3**

◆ **Make a note of the Call Park number and then hang up. The call is now parked at that number, allowing you to retrieve it from another phone.**

To retrieve a parked call:

◆ **From any phone in the Cisco Call Manager system, dial the Call Park number at which the call was parked**

Placing a Conference Call

◆ **Step 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.**

◆ **Step 2**

◆ **Place a call to another person.**

Placing a Conference Call

◈ **Step 3**

◈ **When the call connects, press Confrn again to add this person to the conference call.**

◈ **Step 4**

◈ **Repeat the first three step to add people to the conference call.**

Meet-Me Conference Calls

◆ **Step 1**

◆ **Press the more soft key twice to display the Meet-Me tab.**

◆ **Step 2**

◆ **Press the Meet-Me soft key.**

◆ **Step 3**

◆ **Dial the Meet-Me conference number. It can be 01, 02 or 03.**

Meet-Me Conference Calls

◆ **Step 4**

◆ **Follow the voice instructions to establish the Meet-Me conference.**

To join a Meet-Me conference,

◆ **simply dial the Meet-Me conference number provided by the Meet-Me conference initiator.**

◆ **you do not need to press the Meet-Me soft key on the Cisco IP Phone**

Changing the Ring Sound

◈ **Step 1**

◈ **Press the settings button.**

◈ **Step 2**

◈ **Select Ring Type from the Settings menu.**

◈ **Step 3**

◈ **Press the Select soft key.**

Changing the Ring Sound

◈ **Step 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.**

◈ **Step 5**

◈ **Press Select and then press the OK soft key.**

◈ **Step 6**

◈ **Press the Save soft key to save your selection and exit the Settings menu.**

Changing the LCD Contrast

◇ **Step 1**

◇ **Press the settings button.**

◇ **Step 2**

◇ **Select the contrast option on the settings menu.**

◇ **Step 3**

◇ **Press the Up or Down soft key to set the desired intensity of the display.**
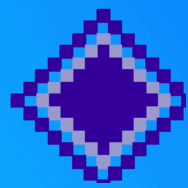
Changing the LCD Contrast

◆ **Step 4**

◆ **Press the OK soft key to accept your changes.**

◆ **Step 5**

◆ **To save this contrast setting, press the Save soft key. Otherwise, press the Exit soft key to exit the settings menu.**