



Phone Training – End User Reference Guide

Using the Handset

To place and answer calls with the handset, simply lift the handset. To change from handset to speakerphone, press **SPEAKER** and hang up the handset.

Using the Speakerphone

To place and answer calls using the speakerphone, press SPEAKER. You can use the speakerphone with all Cisco IP Phone 79XX features. To change from speakerphone to handset, lift the handset.

Adjusting the Handset, Speakerphone, and Headset Volume

To adjust volume:

- 1) To increase or decrease the volume, press the **up or down volume button**. The volume buttons adjust the volume for the current active voice receiver.
- 2) To save the volume settings for future calls, press **Settings** and then press the **Save** soft key.

Adjusting the Ringer Volume

To change the volume on the ringer:

- 1) Press the **volume** key to hear a sample ring.
- 2) While ring plays, press the **up or down volume button** to adjust to desired level.
- 3) To save the ring volume, press **Settings**, then press the **Save** soft key.

Changing the LCD Contrast

To improve the readability of the LCD, change the amount of contrast:

- 1) Press the **Settings** button
- 2) Select **Contrast** from the Settings menu
- 3) Press **up or down soft keys** or the volume keys to set the desired intensity of the display.
- 4) Press **OK** soft key to accept your changes.
- 5) To save this setting, press the **Save** soft key and exit the Settings menu.

Placing a Call

You can place a call with the Cisco IP Phone 7940(1)/7960(1)/7970 in any of the following ways:

- Lift handset and dial the number
- Press line button and dial the number
- Press **New Call** soft key and dial the number
- If using a headset, press **HEADSET** and dial the number
- To use the speakerphone, press **SPEAKER** and dial the number

Answering a Call

You can answer a call using the handset, speakerphone, or headset.

- To use the handset, lift the handset
- If using the speakerphone, press **SPEAKER**
- If using the headset, press **HEADSET** and press the line button of incoming call

Ending a Call

You can end a call using the handset, speakerphone, or headset.

- If using the handset, hang up the handset.
- If using the head set press **EndCall** softkey. This also works for speaker mode.
- If using the speakerphone, press **SPEAKER**.

Muting a Call

While on 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.

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

Placing a Call on Hold

While on a call you can place the call on hold so that the caller cannot hear you and you cannot hear the caller. You can answer other calls while a call is on hold.

- To place a call on hold, press the **Hold** soft key
- To return to the call, press the **Resume** soft key. If multiple calls are held, use the scroll key to select the desired call before pressing Resume.

Transferring a Call

To transfer a call to another phone:

- 1) Press the **Transfer** soft key. This places the call on hold
- 2) Dial the number to which you want to transfer the call
- 3) When dialed number rings, press **Transfer** and hang up, or when party answers, announce the call and press **Transfer** and hang up.
- 4) If no answer or call is refused, press **EndCall** then **Resume** soft key to return to caller.

Transferring a Call Directly to Voicemail

To transfer a call directly to a user's voicemail box:

- 1) Press the **Transfer** soft key. This places the call on hold
- 2) Press the * key
- 3) Dial the users extension
- 4) Press the **Transfer** soft key.
- 5) Press **EndCall** or hang up the phone.

Parking a Call

You can park an active call and then retrieve it from any other phone on the system.

- 1) During a call, press the **More** soft key until you see the **Park** soft key.
- 2) Press the **Park** soft key to park the call. The LCD screen will display the number the call now parked on. Make note of the number.
- 3) To retrieve the call, go to any phone and dial the **Call Park number**.

Pickup a Ringing Phone

To initiate a call pickup:

- 1) While the receiver is resting on hook, press the **PickUp** soft key,
- 2) The call will then ring on your phone.
- 3) When the phone is ringing you can answer it like a normal phone call.

Using Do Not Disturb (DND)

To enable DND:

- 1) While the receiver is resting on hook, press the **More** soft key then press **DND** soft key.
- 2) The phone will show Do Not Disturb is Active
- 3) When you get a call the phone will beep and show the Caller-ID. You may answer the call as normal.
- 4) To disable DND use the same procedure that you used to enable it.

Redialing 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.

Viewing or Dialing Missed, Received and Placed Calls

If your phone display indicates you have missed calls, you can use the Missed Calls option in 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 ***Missed Calls*** from the Directory menu. The call history for missed calls is displayed on the LCD.
- 3) If desired, click the ***Dial*** soft key to speed dial a number from the missed calls list. You might need to use the ***EditDial*** soft key to add digits to the front of the number. For example, if the call was an outside long distance call, you would need to add digits to the front of the number.
- 4) Press the ***Exit*** soft key twice to exit the directory menu.

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

- 1) Press ***DIRECTORIES*** button
- 2) Use the scroll key to select the desired call history option, ***Received*** or ***Placed*** calls
- 3) Follow 3 & 4 above.

Placing a Conference Call

To initiate a conference call:

- 5) During a call, press the ***More*** soft key, then ***Confrn*** soft key. This will automatically select a new line and place the party on hold.
- 6) Dial next extension number.
- 7) When call is answered, announce conference and press ***Confrn*** to connect all parties.
- 8) Continue with steps 1-3 until all parties are added (6 including call initiator)

Once the call initiator hangs up, the call is terminated.

Conference Call Tips

- If a conference call is placed on hold, the parties *cannot* hear each other. Consider muting the call instead.
- To place a conference calls on speakerphone. Just press SPEAKER. Press MUTE to mute the speaker.
- Only 6 parties are allowed per conference call, *including* the call initiator.

