

# Cisco IP Phone 7060 & 7940 FAQ

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## Cisco IP Phone Tutorial:

### 7960 E- learning Recommended Site:

[http://www.cisco.com/E-Learning/bulk/public/celc/7960\\_Tutorial/index.html](http://www.cisco.com/E-Learning/bulk/public/celc/7960_Tutorial/index.html)

### (7960 E-learning Older Version :)

[http://www.cisco.com/warp/public/779/largeent/avvid/products/7960/router\\_page.htm](http://www.cisco.com/warp/public/779/largeent/avvid/products/7960/router_page.htm)

### 7940 E- learning site:

[http://www.cisco.com/warp/public/779/largeent/avvid/products/7940/router\\_page.htm](http://www.cisco.com/warp/public/779/largeent/avvid/products/7940/router_page.htm)

## Placing a Call:

*You can place a call in any of the following ways:*

- A. Lift Handset dial 9 and the number (outside)
- B. Press a line button dial 9 and the number
- C. Press the Speaker button dial 9 and the number
- D. Press the NEWCALL soft key dial 9 and the number
- E. Dial 9 and the number and then press the soft key DIAL

## Answering a Call:

*You can answer a call in any of the following ways:*

- A. To use the handset, lift the handset
- B. To use the speakerphone, press the ANSWER soft key or the SPEAKER button.

## Ending a Call:

*You can end a call in any of the following ways:*

- A. Using the handset, hang up the handset
- B. If using the headset, press the ENDCALL soft key
- C. If using the speakerphone, press the SPEAKER button

## Placing a Call on Hold:

1. While on a call, press the HOLD soft key
2. To get the call back, press The RESUME soft key. If multiple calls are on hold, use the navigation key to select the desired call before you press RESUME.

## Transferring a Call:

1. While on a call, Press the TRNSFER soft key
2. Dial the extension number
3. When it rings on the other end, press the TRNSFER soft key again, or when the party answers, announce the call and press the TRNSFER soft key.
4. Hang up if the party accepts the call.
5. If the party refuses the call, press the ENDCALL and the RESUME soft key to get the call back.

## Using Direct Transfer:

- Direct Transfer provides another way to transfer a call.
- Use this feature with the DirTrfr soft key to join two established calls into one call and then immediately drop yourself from the call (no consult transfer).

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- An established call is a call-on-hold or an active (connected) call.
- When you use direct transfer, you must select two calls on the same shared line appearance.

### **Using Direct Transfer:**

1. While you are on an outside line, use the Navigation button to select the call that you already have on hold.
2. Press the Select soft key. The selected call displays a checkmark indicator on the phone's LCD screen.
3. Use the Navigation button to select the connected call. The call will be highlighted on the phone.
4. Press the DirTrfr soft key from either the connected call or the call-on hold. The connected call is joined with the call-on-hold.

### **Parking a Call:**

1. While on a call, Press the MORE soft key
2. Then press the PARK soft key. The display shows the number to which the call is parked. The number will stay on the display for 10 seconds.
3. Hang up

### **Retrieving a Parked Call:**

- If after 1 minute the parked call hasn't been retrieved, it will ring back to the extension which parked it.
1. Go to any phone and Pick up the handset
  2. Dial the park number
  3. Converse

### **Picking-up a Call in Your Pick Up Group:**

1. Lift the handset, Press the MORE soft key
2. Press the PICKUP soft key

### **To Redial the Last Number or Extension Dialed:**

1. Lift the handset and press the REDIAL soft key.

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

1. While on a call, press the MORE soft key then the CONFRN soft key. This will automatically select a new line and place the other party on hold.
2. Dial another number (9 & number) or dial the extension.
3. When the call connects, press the CONFRN soft key again to add this party to the conference call.

### **Viewing Participants in a Conference Call:**

- The Conference List feature allows you to see a list of names and directory numbers for participants in an ad hoc conference by pressing the ConfList soft key.
- (Ad hoc conferences enable the party who initiated the conference to add or remove conference participants.)
- Your Cisco IP Phone screen displays your connection status to the conference.
- Only participants in an ad hoc conference can use the ConfList soft key.
- The party who initiates the conference call has the additional capability of removing

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any conference participant by pressing the Remove soft key.

- Press the Endcall soft key to drop your connection from the call.
- If you initiated the call, you can disconnect at any time and the conference call remains active.

### ***Viewing Participants in an Ad-Hoc Conference Call:***

1. Use the Navigation button to select the active ad hoc conference call.
2. Press the ConfList soft key to display the list of conference participants. The list is sorted with the last participant shown at the top and the conference call initiator shown at the bottom (indicated by an "\*" on the screen).
3. While viewing the list, press the Update soft key to get an updated list of participants
4. If you initiated the conference call and need to remove a participant, use the Navigation button to select the participant name and press the Remove soft key.
5. Press the Exit soft key to exit the list and return to the conference call screen.

### **Using the Join Soft Key for Conference Calls:**

- You can use the Join feature to join all parties in established calls (active or on hold) into one call by using the Join soft key.
- The Join feature does not initiate a consultation call nor put the active call on hold
- Repeat these steps to add parties to the conference call.
- If you initiated the call, you can add or drop participants of the joined call. See Viewing Participants in a Conference Call.

### ***Joining a Call to an Ad-Hoc Conference Call:***

1. While you are on a call, use the Navigation button to select (highlight) the first call to join.
2. Press the Select soft key. A check mark is displayed next to the selected call.
3. Use the Navigation button to select another call.
4. Press the Select soft key. A check mark is displayed next to the selected call.
5. From one of the selected calls, press the more soft key,
6. Press the Join soft key. The selected calls are joined into one ad hoc conference call.

### **Meet-Me Conference:**

- A Meet-Me conference allows other callers to dial into the conference call.
- Outside parties will have to be transferred in to the Meet-Me conference.

### ***Initiating a Meet-Me Conference:***

1. Lift the handset
2. Press the MORE soft key.
3. Press the MEET-ME soft key
4. Dial the conference number

### ***Joining a Meet-Me Conference:***

1. Lift the handset

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2. Dial the conference number provided by the initiator.

## Forwarding All Calls:

- Call forward allows you to forward your calls to another extension, another off premise number or to the voice mail system.
1. Lift the handset.
  2. Press the CFwdALL soft key.
  3. You will hear two beeps, and then dial the outside number or extension number to where you want all calls forwarded. To forward all calls directly to your voicemail press the MESSAGES button.
  4. Hang up.
  5. To cancel Call Forwarding, press the CFwdALL soft key.

## Voice Mail:

- The red light on the handset indicates when you have a new voice mail.
- Your password must be at least four-digits long.
- The default password is 123456. For security reasons, you should change your password as soon as possible.

## Setting Up Voice Mail the First Time You Login:

1. Press the MESSAGES button.
2. Follow the voice instructions.
3. The default password is 123456. For security reasons, you should change your password as soon as possible.

## Accessing Voice Mail From Your Phone:

1. Press the MESSAGES button.
2. Enter your password followed by #.
3. Press 1 for new messages.

## Accessing Voice Mail From Another Phone:

1. Press the MESSAGES button.
2. When your greeting starts to play, Press the \* (star) button.
3. Enter your extension number.
4. Enter your Password followed by #.

## Accessing Voice Mail From Outside the Office:

1. Call your Direct Line telephone number
2. When your greeting starts to play, Press the \* (star) button.
3. Enter your extension number.
4. Enter your Password followed by #.

## Quick Transfer to Voice Mail:

- This will bypass ringing the person's phone and go straight to Voice mail.
1. While on a call, Press the TRANSFER soft key.
  2. Press the \* (star) button and dial the extension number.
  3. Press the TRANSFER soft key again

## Changing Personal Options:

1. Press the MESSAGES button.
2. Enter your password followed by #.
3. Press 4 for setup.

### **Making Calls From the Corporate Directory:**

1. Press the directory button
2. Use the scroll key to select corporate directory
3. Press the select soft key to display the directory search option
4. Use the scroll key to select the search option: fist name, last name, Number.
5. Use the numbers corresponding to the letters on the dialing pad to enter a name or number to find in the directory
6. Note: It is not necessary to enter a complete query to conduct a search.
7. Press the dial soft key to speed dial a number from the corporate directory.