Cisco IP Phone **7960 / 7940**

Quick Reference Guide

ClearVoice Telecom

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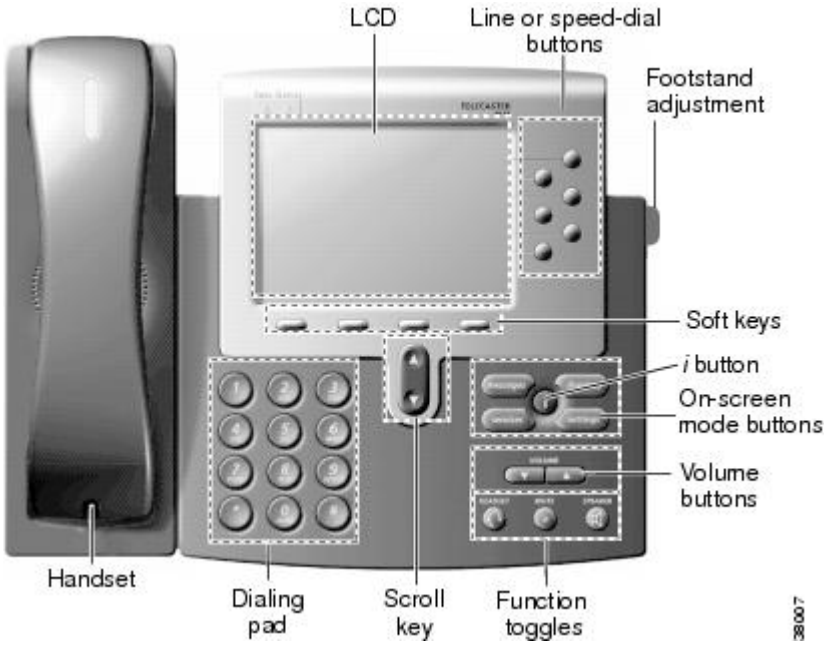

Phone Screen Icons

Call State	
	Incoming call
	Off-hook
	On-hook
Selected Device	
	Handset in use
	Headset in use
	Speakerphone in use
Other Features	
	Speed Dial
	Message waiting
	Phone service URL assigned

Button Icons

	Messages
	Services
or	Help
	Directories
	Settings
	Speaker
	Mute
	Headset

Feature	Description
LCD screen	The IP Phone "desktop" that displays the time, date, your phone number, caller ID, line/call status and the softkey tabs.
Line or speed dial buttons	Opens a new line, speed dials the number on the LCD screen, or ends a call. **Note** The Cisco SIP IP Phone model 7940 has four lines; and the model 7960 has six lines.
Foot stand adjustment	Adjusts the tilt angle of the phone base.
Softkeys	Softkey functions change depending on the status of the phone (for example, when you are on a call or the phone is not in use). The softkey function is shown at the bottom of the LCD screen.
? button	Displays online help for a phone key or function.
On-screen mode buttons	Provides access to the voice mail system (when available), call histories, directories (when available), phone settings, such as display contrast and ring type, and network configuration and status information.
Volume button	Increases or decreases the volume for the currently active voice receiver: handset, headset, or speakerphone. The volume button also controls the ringer volume (if on-hook), and the display contrast of the LCD screen.
Function toggle buttons	Toggles the headset, mute, and speaker functions on and off.
Scroll key	Enables you to move among different softkey options displayed on the LCD screen.
Dialing pad	Press the dial pad buttons to dial a phone number or enter alphabetical characters.
Handset	Lift the handset and press the dial pad buttons to place a call, review voice mail messages, answer a call, and perform other phone functions.

CALLS

Placing a Call

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

- Lift the handset from the earpiece rest and enter the number using the dial pad.
- Enter the number using the dial pad and press Dial
- Press the Redial softkey to dial the last called number.
- If using a headset, press the **HEADSET** button and dial the number using the dial pad.
- To use the speakerphone, press the **SPEAKER** button and dial the number using the dial pad.

Dialing

- To dial an internal extension, dial the extension.
- To dial a local call, dial the Outside Access Digit and the number.
- To dial long distance, dial the Outside Access Digit a "1" and the number.
- To dial international, dial the Outside Access Digit then "011" the Country Code the City Code and then the number

Answering a Call

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

- To use the handset, lift the handset from the earpiece rest.
- To use a headset, press the **HEADSET** button
- To use the speakerphone, press the **Answer** softkey or the **SPEAKER** button.

To answer a second call while on a call:

- Press the **Answer** softkey. The original caller will be placed on hold while you are connected to the second caller.

To return to the original caller:

- Press the Scroll Up/Down buttons to select the original call
- Press the **Resume** softkey.

Ending a Call

To end a call:

- If using the handset, put the handset on the earpiece rest.
- If using the headset, press the **EndCall** softkey. This method also works for all speaker modes.
- If using the speakerphone, press the **SPEAKER** button.

Muting a Call

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

- **Step 1** To mute a call, press the **MUTE** button.
- Step 2 To disengage mute, press the MUTE button 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.

- **Step 1** To place a call on hold, press the **Hold** softkey.
- **Step 2** To return to the call, press the **Resume** softkey. If multiple calls are on hold, press the **Scroll** key to select the desired call before you press the **Resume** softkey. (If multiple calls on multiple lines are on hold, press the line button for the line to which you want to switch and use the **Scroll** key to select the desired call before you press the **Resume** softkey.)

TRANSFERS

Transferring a Call

Perform the following steps to transfer a call to another phone:

Step 1 Press the **more** softkey and then press the **Trnsfer** softkey. This places the call on hold.

Step 2 Dial the number to which you want to transfer the call.

Step 3 When the dialed number rings on the other end, press the **EndCall** softkey again, or when the party answers, announce the call and then press the **EndCall** softkey.

Step 4 Put the handset on the earpiece rest to hang up if the party accepts the call. If the party refuses the call, return to the original call by pressing the Resume softkey.

Voicemail Transfers

Perform the following steps to transfer a call directly into voicemail:

Step 1 Press the **more** softkey and then press the **Trnsfer** softkey. This places the call on hold.

Step 2 Dial 777 (or 577 depending on your number plan) and then the number or extension to which you want to transfer the call.

Step 3 Put the handset on the earpiece rest to hang up.

DIRECTORIES

Making Calls from the Directory

The Cisco IP Phone 7940/7960 maintains a directory of calls you missed, received, and placed. You can use these directories to locate numbers you want to dial. You can also use a corporate directory to quickly locate and call co-workers in your company.

The following sections describe what you can do with the directory:

Viewing or Dialing Missed Calls

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

Step 1 Press the **directories** button.

Step 2 Press the **Select** softkey to select **Missed Calls** from the Directory menu.

The call history for missed calls is displayed on the LCD screen. You can use the scroll keys to move up and down in the missed call list.

Step 3 Press the **Dial** softkey to speed dial the highlighted number, as displayed, from the missed call list. You might need to use the **Edit** softkey to add digits to the front of the number. For example, if the call was from an outside, long-distance caller, you might need to add the digits "91" to the front of the number displayed.

Step 4 Press the **Exit** softkey twice to exit the Missed Calls directory and the directories menus.

Viewing or Dialing Received and Placed Calls

The Cisco IP Phone 7940/7960 keeps a history of all calls you make and receive, including the caller ID, date, and time of the call. You can use this information to redial a party.

Step 1 Press the **directories** button.

Step 2 Press the **Scroll** key to select the desired call history option: Missed Calls, Received Calls, Placed Calls, or Personal Directory.

Step 3 Press the **Select** softkey to display the selected call history list.

Step 4 Press the **Scroll** key to scroll through the numbers listed in the selected call history list.

Step 5 If desired, press the **Dial** softkey to speed dial the highlighted number from the call history list.

You might need to use the **Edit** softkey to add digits to the front of the number. For example, if the call was from an outside, long-distance caller, you might need to add the digits "91" to the front of the number.

Step 6 When you are finished, press the **Exit** softkey twice to exit the selected directory menu and exit the directories menu.

CALL FORWARDING

Using Call Forwarding (Softkey)

Call Forwarding for the Cisco IP Phone 7940/7960 might be handled from a network configuration by the system administrator; or call forwarding can be set up by performing the following steps.

Step 1 Press the **Forward** softkey.

Step 2 Dial the Outside Access Digit enter the digits for the number (to which the phone will be forwarded) using the dial pad. Please **Forward** softkey to confirm the number.

Step 3 When finished dialing, verify **Forwarded to xxxxxxxxx** (which is the number the phone is forwarded to) is displayed above the softkeys on the LCD screen.

Disabling Call Forwarding

Call Forwarding for the Cisco IP Phone 7940/7960 can be disabled by performing the following steps.

Step 1 Press the **Forward** softkey. Press the **more** softkey. Press **EndCall** softkey.

Step 2 Verify the message **Forwarded to xxxxxxxxx** is no longer displayed on the LCD screen.

To Enable call forwarding (remotely)

To enable call forwarding from a remote location, call into our Call Forwarding System.

Step 1 Dial 208-287-5427.

Step 2 Enter your ten digit phone number (desk phone) followed by the # key.

Step 3 Then enter your web portal password followed by the # key. (Note: if you do not have web portal enable use 3278 as your password.)

Step 4 Enter the ten digit number that you would like your calls forwarded to, followed by the # key. Once the number is entered and accepted the call will disconnect.

Step 5 Hang up.

To disable the feature

Step 1 Dial 208-287-5427.

Step 2 Enter your ten digit phone number (desk phone) followed by the # key.

Step 3 Then enter your web portal password followed by the # key. (Note: if you do not have web portal enable use 3278 as your password.)

Step 4 Press the # key, to overwrite the forwarding number.

Step 5 Hang up.

To Enable call forwarding (Out of Service)

Call Forward (Out of Service) automatically forwards calls to another location when your business phone goes out of service due to switch failure, internet loss or power loss. This feature must be preconfigured prior to the outage. This feature is only for each individual phone sets and does not apply to ported main numbers. *Please call the Help Desk at 208-287-5524 to setup Main Number Out of Service Forwarding*

To enable Call Forward (Out of Service)

Step 1 Lift the handset and dial 70*.

Step 2 Enter the number using your dial pad.

Step 3 Press # to confirm the number.

Step 4 Press 2 to exit the menu.

Step 5 Place the handset on the earpiece rest.

To disable Call Forward (Out of Service)

Step 1 Lift the handset and dial 71*

Step 2 Place the handset on the earpiece rest.

CONFERENCE CALLS (N WAY)

The Cisco IP Phone 7940/7960 supports conference calls, enabling you to talk with two other calling parties.

These sections describe how to make conference calls with the phone:

Placing a Conference Call

Turn a call into a conference call by performing the following steps.

Step 1 During a call, press the **Confrn** softkey. This selects a new line and places the other party to whom you were speaking on hold.

Step 2 Place a call to another number by using the dial pad to enter the digits of the other party (include the Outside Access Digit, if necessary) to include on the conference call.

Step 3 When the call connects, press **Confrn** again to add the other party to the conference call.

Conference Call Tips

- When the conference call initiator disconnects, the conference call is terminated (if the cdnf_join_enable parameter is set to disabled).
- To place a conference call on hold, press the **Hold** softkey. The other parties can not talk among themselves. To avoid disrupting the other callers, consider muting the call instead. To mute the call, press the **MUTE** button.
- To place a conference call on speakerphone, press the **SPEAKER** button. Press the **MUTE** button to mute the speakerphone. The conference parties cannot hear you but you can hear them.
- The Cisco IP Phone 7940/7960 only allows three parties in a conference call.
- Call waiting calls cannot be conferenced in; the conferencing node must establish both legs of the 3-Way conference.

INTERCOM

Intercom lets you make an announcement through another person's phone, allowing them to respond instantly in hands-free mode using their speakerphone.

To initiate an Intercom call:

Step 1 Press the more softkey

Step 2 Press the Intcom softkey

Step 3 Dial the extension of the other party

Note: If the other party had Do Not Disturb enabled or they are on the phone, you will get a busy signal when you try to Intercom.

Receiving an Intercom call

When someone initiates an Intercom call to your phone and your phone is idle, your phone will beep and your speakerphone will be enabled

As a security feature the phone will continue to beep through the intercom session.

VOICE MAIL

Voice mail allows you to access messages left by callers when you are unavailable to take their call. Voice mail is an optional feature configured by your system administrator. Your particular phone setup might not support accessing voice mail in this way.

These sections describe how to use voice mail with the Cisco IP Phone 7940/7960:

Accessing Voice Mail

The LCD displays a text message indicating the number of voice mail messages in your mailbox. The red light on your handset also lights when you have a voice mail message.

To access voice mail, press the **messages** button and follow the voice instructions, you will be required to enter your password followed by the # sign.

Mailbox Main Menu

To access your main Menu mailbox enter your password followed by the # sign. Press *

Press 1 Inbox
Press 2 Play saved messages
Press 3 Change password
Press 4 Play back personal greeting
Press 5 Record personal greeting
Press 6 Access personal distribution group
Press 7 Compose a message
Press 8 Hear or change your customer operator number
Press * Exit the voicemail system

Message Options

Press **2** Reply to the message
Press **3** Dial telephone of originator
Press **4** Delete the message
Press **5** Save the message
Press **6** Forward the message
Press **7** Replay the message
Press **8** Continue to next message

Message Speed Options

Press **77** Start Over
Press **7** Rewind
Press **8** Pause
Press **9** Fast Forward
Press **99** End

Configuring Voice Mail

To set up voice mail, press the **messages** button and follow the voice instructions.
Enter your password followed by the # sign.

Step 1 Press * to access mailbox menu
Step 2 Press 5 to record your personal greeting
Press 1 To record your greeting for No Answer
Press 2 To record your greeting for Do Not Disturb (DnD)
Press 3 To record your greeting for Busy
Press 4 To record your Name
Press 5 To return mailbox greeting to System Defaults
Press * To exit to the Main Menu
Step 3 Record your message
Step 4 Press # when you have completed the recording
Press 1 to Review the recording
Press 2 to Delete and re-record
Press 3 to Save and Use the recording.

DO NOT DISTURB

You can block incoming calls by configuring the Do Not Disturb feature. Blocked calls are logged in the Missed Calls directory.

Perform the following steps to configure the Do Not Disturb feature.

To enable Do Not Disturb:

- Press the **DnD** softkey on the main LCD screen. The **Do not disturb is active** message is displayed on the LCD screen.

To disable Do Not Disturb:

- Press the **DnD** softkey. The **Do not disturb is active** message will disappear from the LCD screen.

You can record a special voicemail greeting that callers will hear when you have DnD active and they are routed to voicemail.

CALL PARK (MULTI-LINE)

Call Park (Multi-Line) allows you to park one or more calls and then pick up these calls from any phone.

To Park a Call:

Step 1 Press the more softkey twice

Step 2 Press the MCPark softkey. The system parks the call at a call park extension. The system makes and audible announcement of the call park extension to you and displays the extension number on the LCD display.

Step 3 Press the EndCall softkey or place the handset on the earpiece rest to hang up.

To Retrieve a Parked Call:

Step 1 Lift the handset and dial the call park extension of the call you wish to retrieve.

STAR CODES

To use star codes, pick up your hand set and dial the corresponding code to enable or disable that feature.

Feature	Enable	Disable
Anonymous Call Rejection	*77	*87
Authorization Codes - non-SIP (Bus. only)	outside access code + # + auth code + number	N/A
Authorization Codes - SIP (Bus. only)	outside access code + # + # + auth code + number	N/A
Billing Codes (Bus. only)	Flash + *02+code+#	N/A
Call Block (aka Selective Call Rejection)	*60+menu	*60+menu
Call Forward (All)	72*+menu	73*
Call Forward (Busy)	76*+menu	77*
Call Forward (No Answer)	78*+menu	79*
Call Forward (Out of Service - OOS)	70*+menu	71*
Call Return (with IVR)	*69	N/A
Call Trace	*57	N/A
Call Waiting (suspend for current call)	N/A	*70
Caller ID Block (block caller ID for current call only)	*67 + dialed number	N/A
Directed Call Pickup (Bus. only)	*12	N/A
Do Not Disturb	*04	*04
Group Call Pickup	*06	N/A
Hold	Flash	Flash
Indicated Call Park (retrieve only) (Bus. only)	Dial Park Number	
Multiline Call Park (park call) (Bus. only)	Flash + *11	N/A
Multiline Call Park (retrieve call) (Bus. only)	Dial Park Number	N/A
N-Way Conference	Flash	N/A
Permanent Caller ID Block Release [Perm. Per Call Block]	N/A	*82+number
Priority Call	*61+menu	*61+menu
Privacy Guard	*88+menu	*88+menu
Queue/ACD (log in/out) (Bus. only)	*10	*10
Redial	*07	N/A
Selective Call Forward	*63+menu	*83+menu
Selective Call Rejection (aka Call Block)	*60+menu	*60+menu
Speed Dial	74*+menu	74*+menu
Transfer	Flash + *08 + number + Flash	N/A
Voice Mail (access mailbox)	*09	*09

CONTACT INFORMATION

Main Office	208-287-5500
Billing Questions	208-287-5521
Technical Support	208-287-5524
Customer Service	208-287-5519
Fax	208-375-8721

Website
www.clearvoicetel.com

Help Desk Email
support@clearvoicetel.com

FOR SERVICE OUTAGES CALL

208-287-5524

Thank you for choosing Clear Voice Telecom!

If you have additional questions, please contact the Help Desk at 208-287-5524