

Quick Start Guide - Cisco 7960 IP Reception Handset

What Is In This Document?

This document contains basic user information for the Cisco 7960 IP phone.


The document is not intended as an exhaustive technical guide, rather is user orientated and covers common tasks and questions.










Cisco 7960 IP Phone





Phone Basics

Feature	Function
Soft Button	<p>'Soft Button' refers to one of the four buttons at the bottom of the phone's display area. The function of these buttons change (hence the term 'Soft') depending on what operation the phone is performing. The relevant current function for a Soft button is always shown on the display immediately above the button.</p>
Line Button	<p>The Cisco 7960 IP Phone can have multiple phone lines (numbers) configured on it. The 7960 has six line buttons located immediately to the right of the phone display.</p> <p>If your phone has been configured for multiple lines, the phone display will have individual line details adjacent to the relevant line button.</p> <p>When you pick up your phone handset, the phone symbol next to the line you are using will change to indicate that the line is 'Off Hook'.</p> <p>You can select which line you wish to use by pressing the relevant line button on the phone before dialling. If you don't select a line to use, the phone will automatically select the first available line on your phone.</p>
Navigation Button 	<p>The Navigation button is a vertical rocker switch located just below the phone display. This Up / Down button is used to scroll the phone display whenever a multi choice menu is presented. The current selection on the phone display will be contrast highlighted.</p>

Basic Call Functions

Feature	Function
<p>Placing a Call</p>	<p>Dial '0' to get a line out</p> <p>You can make a call with the IP Phone in any of the following ways:</p> <ul style="list-style-type: none"> • Lift the handset and dial the number • Dial the number without lifting the handset, then press the Dial soft button • Press a line  button and dial the number • If using a headset, press HEADSET  button and dial the number • If using the Speaker, press SPEAKER  button and dial the number • Press the more soft button and then the NewCall soft button and dial the number (this method works for all speaker modes – handset, headset or speaker) • Press the directories  button <ul style="list-style-type: none"> • Scroll with the Navigation button or press the relevant number to highlight the desired Directory – missed, received and placed calls • Press the Select soft button, to search for and highlight the entry you require • Press the Dial soft button
<p>Answering a Call</p>	<p>You can answer a call using the handset, headset (if you have a headset connected), or speaker.</p> <ul style="list-style-type: none"> • To use the handset, lift the handset • To use a headset, press HEADSET  button • To use Speaker, press the Answer soft button or SPEAKER  button
<p>To reject the call</p>	<ul style="list-style-type: none"> • Press the DND soft button <p>This will send the call to the next answering point, e.g. voicemail or another extension, if configured.</p>
<p>Ending a Call</p>	<p>You can end the current call by: -</p> <ul style="list-style-type: none"> • If using the handset, hang up the handset. • If using the headset, press the EndCall soft button (this method works for all speaker modes – handset, headset or speaker) • If using Speaker, press SPEAKER  button

Feature	Function
<p>Mute a Call <i>The caller is unable to hear you but you can hear them</i></p>	<p>While on a call, you can mute the handset, headset, or speakerphone.</p> <ul style="list-style-type: none"> To mute a call, press the MUTE  button (the mute button will light up red and a beep is heard when the button is pressed) To disengage mute, press the MUTE  button again
<p>Placing a Call on Hold <i>While on a call, you can place the call on hold so that the caller cannot hear you and you cannot hear the caller. If applicable you can answer other calls while a call is on hold.</i></p>	<ul style="list-style-type: none"> To place a call on hold, press the Hold soft button To go back to a held call use the Resume soft button If calls on multiple lines are on hold, press the required line button or press the Navigation button The held call(s) will flash on the screen
<p>Transferring a Call <i>You can transfer a call to another phone either as a 'Blind' or a 'Consultative' transfer</i></p> <p style="text-align: center;">Blind Transfer</p> <p style="text-align: center;">Consultative Transfer</p> <p>If the called party is unable to take the call or is not at their desk</p>	<ul style="list-style-type: none"> During a call, press the Transfer soft button. This places the first call on hold Dial the number to which you want to transfer the call, then perform the relevant next step:- <p>When you hear ringing, press Transfer again or simply hang up</p> <p style="text-align: center;">OR</p> <p>Wait until the called party answers, announce the call and then press Transfer or simply hang up</p> <ul style="list-style-type: none"> Have them hang up (or you press End Call) Press the Resume soft button to return to the original held call <p>Note: You can transfer a call to an external number, remember to dial "0" first, note that this will tie up a two (2) lines until the call has ended.</p>

Other Call Functions





Feature	Function
<p>Call Pickup <i>Call pickup allows you to answer a call that comes in on a phone other than your own. When you hear an incoming call ringing on another phone, you can redirect the call to your phone by using the call pickup feature</i></p>	<p>There are two types of Call Pickups available on Cisco IP Phones. <u>Note:</u> If no particular Groups are configured, then all extensions will be placed in the one group.</p> <p>Group Pick Up with no groups configured If you hear another phone ringing</p> <ul style="list-style-type: none"> Lift the handset and press the GPickUp soft button followed by * <p>Group Pick Up with configured groups If you hear another phone ringing in a pre-configured pickup group:</p> <ul style="list-style-type: none"> Lift the handset and press the GPickUp soft button Dial the relevant group number eg. 1 The call will be diverted to your phone <p>If no groups have been defined on you system</p> <p>Call Pick Up This allows users to pick up calls from particular phones. If you hear another phone ringing:</p> <ul style="list-style-type: none"> Lift the handset Press the PickUp soft button Dial the extension of the ringing phone The call will be diverted to your phone
<p>Making a Conference Call <i>To turn a call into a conference call (note - first two parties must initially be connected on a call)</i></p>	<ul style="list-style-type: none"> During a call, press the more soft button (you may need to press this twice on some systems) and then the Confrn soft button This will give you a dial tone and place the other party on hold Place a call to another person you want to include (Dial '0' to get a line out) When the call connects, press the more soft button (you may need to press this twice on some systems) and then Confrn again to add this person to the conference call
<p>Call Forward All Calls <i>Allows you to forward all your call to another destination</i></p> <p>To set Call Forwarding</p> <p>To cancel Call Forwarding</p>	<ul style="list-style-type: none"> Press the more soft button Press the CFwdALL soft button. You will hear 2 confirmation beeps Dial the number to which you want to forward all your calls Dial the number exactly as you would if you placing a call to that number (Dial '0' to get a line out) Press the # button or End Call soft button <p>The phone display will be updated to show 'Forwarded to 0xxxxxxx'</p> <ul style="list-style-type: none"> Press the more soft button Press CFwdALL soft button

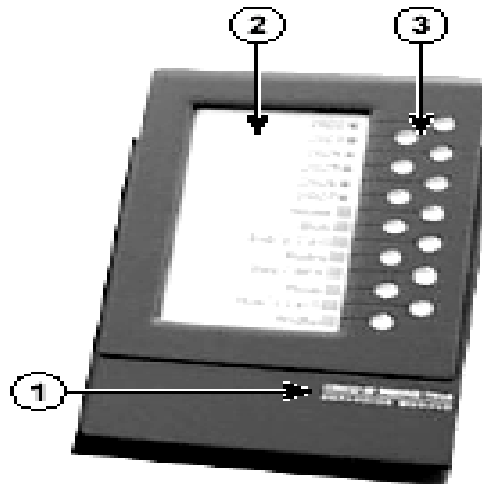
Feature	Function
<p>To Call Forward to Voicemail <i>(if your system has the voicemail module installed)</i></p>	<ul style="list-style-type: none"> • Press the more soft button • Press CFwdALL soft button • Press messages button • Press the # button or EndCall soft button <p>Note: If the handset has multiple incoming line buttons programmed on it, and you need Call Forwarding for each line, you must select the line first by pressing the associated line button then follow the above instructions.</p>

Additional Call Functions

Feature	Function
<p>Speed Dials <i>If this has been configured, this allows you to access the system-wide speed dials</i></p>	<ul style="list-style-type: none"> • Press directories button • Using the Navigation button, highlight Local Speed Dial • Press Select soft button • You will see the list of speed dials that have been programmed into your system • Press the Navigation button to highlight the entry • Press Dial soft button to dial the number

Adjusting Phone Settings

Feature	Function
<p>Adjusting the Phone Volume <i>The volume of the handset, headset or speakerphone can be adjusted as follows</i></p>	<p>With the phone off hook (using either handset or speakerphone):</p> <ul style="list-style-type: none"> Press the up or down volume button.  to select the desired volume for your handset, headset, or speakerphone Unless the setting is saved the volume adjustment is applicable only for the current call To save the volume setting for future calls, press the Save soft button
<p>Adjusting the Ringer Volume <i>To change the volume of the phone ringer</i></p>	<ul style="list-style-type: none"> Press the volume  button to hear a sample ring While the ring plays, press the up or down volume button to adjust the volume to the desired level To save the ring volume setting, press the Save soft button
<p>Changing the Ringer Sound <i>To change the ring type used by the phone</i></p>	<ul style="list-style-type: none"> Press the Settings  button Select Ring Type from the Settings menu Press the Select soft button to select 'Default Ring' To scroll through the list of ring types, press the Navigation button Press the Play soft button to hear the selected ring type When you find the ring you want, press Select then press the OK Press Exit soft button twice
<p>Changing the Display Contrast <i>To change the contrast setting of the phone LCD display</i></p>	<ul style="list-style-type: none"> Press the Settings  button Select the Contrast option on the Settings menu Press the Up or Down soft button to set the desired intensity Press the OK soft button to accept your changes To save and exit this Contrast setting, press the Save soft button. Otherwise, press the Exit soft button to exit the Settings menu



Cisco 7914 Expansion Module

Product Description

	Feature	Function
1	Cisco IP phone model type	Show the Cisco IP Phone model number
2	LCD Screen	Displays the extension number or name of the extension user. The icons indicating line status appear and function the same as those on the Cisco IP Phone 7960G
3	LEDs	<p>Fourteen lighted buttons Each button corresponds to one line. The light beneath each button indicates the state of the corresponding line, as follows:</p> <ul style="list-style-type: none"> • Line available: light off • Line in use by you: light steady green • Line in use by someone else: light steady red • Line ringing: light flashing amber • Call on hold: light flashing green • Call is being transferred: light steady green

Basic Call Functions

Feature	Function
Transferring a Call	<ul style="list-style-type: none"> • Press Trnsfer soft button • Press the line button of the extension you want to transfer to <p>NOTE: This method of transferring is known as a ‘blind’ transfer, there is no opportunity to announce the call</p>
Adjusting the display contrast	<p>On the Cisco IP Phone 7960G:-</p> <ul style="list-style-type: none"> • Press settings button • Select Contrast and then press Select • Select Expansion Module(s) from the Contrast menu • The Expansion Module 1 Contrast screen appears