# Using the Cisco 7960G and 7940g Series IP Telephones

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Standard Manager / Secretary Setup (7960 Series)

The diagram below explains the standard relationship between the manager and secretary phones. This setup is designed for

- **Secretary's Private Line**
  - Published number
  - Rings on secretary’s phone

- **Manager's Public line**
  - Published number
  - Flashes on manager’s phone
  - Rings on secretary’s phone

- **Manager's Private Line**
  - Number not published
  - Rings on manager’s phone

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**Secretary’s Phone**

**Secretary’s Line**
Default line for all outgoing calls.
Number published.

**Manager’s public Line**
All calls to this line will ring on secretary’s phone.
Secretary can then transfer calls through to the Manager on the private line.

**Speed Dials**
Assigning the manager’s private line as a Speed Dial allows you to transfer calls through quicker.

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**Manager’s Phone**

**Public Line**
Default line for all outgoing calls
Number published.
All calls ring on secretary’s phone.
You can manage what happens when a call comes in on this line via Cisco Call Manager (see Section 1).

**Private Line**
Receives calls transferred through from secretary
Not published, cannot be called from on campus.

**Speed Dial**
Assigning your public line as a Speed Dial helps you put calls back to the secretary more easily.
1. Setting up your phone – using Cisco Call Manager

Before you can use your Speed, Abbreviated, Fast Dials and Personal Address book, you must enter the numbers. You can do this using any ISD networked PC.

From any ISD networked PC, go to http://10.200.1.10/ccmuser/logon.asp

Username: Your usual network username
Password: The extension of your phone

Speed and Abbreviated Dials
You have four Speed Dials which should be used for the numbers you call the most.

Abbreviated Dials
You have 99 Abbreviated Dials which are very quick to use but you must remember slot numbers e.g. managers mobile = slot 12. (See Fast Dials as an alternative.)

- From the main menu select ‘Add/Update your Speed Dials’.
- The top four slots are for your Speed Dials. The remaining slots are for Abbreviated Dials.
- Enter the information.
- If you are entering an external number enter a ‘9’ before the number and the area code.
- Click on ‘Update’ at the bottom of the page.
- To return to the main menu click on ‘Return to menu’ option at the bottom of the page.

Speed Dials appear on LCD if you press the Navigation Button.

To use an Abbreviated Dial key in the number of the slot number you require and press [AbbrDial].

Personal Address Book
If you are receiving your handset after July 2006, you will need to subscribe to your fast dials and address book before you can start using them.

This is a very quick, one off process. Please see follow the accompanying guide ‘Configuring Your Address Book And Fast Dials’.

Your Personal Address book is completely private. The minimum amount of information you must add to assign the contact as a Fast Dial is a first and last name and at least one telephone number. You can add up to three numbers for each contact with H, W and M for home, mobile and work.

- From the main menu select ‘Configure your Cisco Personal Address Book’. From here you can enter contacts by clicking on ‘Add a New Entry’ and build up your Personal Address book. When entering external numbers you DO NOT need to enter a ‘9’, enter the area code if necessary and don’t leave any spaces in the number.
- To return to the main menu click on ‘Return to menu’ option at the bottom of the page.

Fast dials
You have 99 Fast Dials which take a little bit longer to bring up on your phone; however, you will see a list of names rather than having to remember a slot number. Fast Dials are assigned from your Personal Address Book.

Once you have entered a contact into your Personal Address Book you can set them as a Fast Dial.

- From the main menu select ‘Configure your Cisco Personal Address Book’.
- Click on ‘fast dials’ (bottom right).
- Click on one of the slots.
- Highlight an entry from the list under Personal Address Book Entry.
- Choose a directory number from the drop down box below.
- Click on ‘Insert’ button and your entry will now appear on the list of Fast Dials
- To return to the main menu click on ‘Return to menu’ option at the bottom of the page.

To view Fast Dials on your phone press Menu, select Services then My Fast Dials. Use the Navigation Button to scroll down the list, and press dial, or key in the number of the slot you require.
Forwarding / Diverting your phone from your PC
You can forward / divert your phone from any ISD networked PC using Cisco Call Manager. From the main menu:

- Click on the first option ‘Forward all calls to a different number’.
- Forward calls to another number or voicemail by checking the box on the left.
- Click update.
- To return to the main menu click on ‘Return to menu’ option at the bottom of the page.

Password to browser services
You should change your password for security reasons.
From the main menu select ‘Change your Password’.
Enter your passwords and click ‘Update’.
To return to the main menu click on ‘Return to menu’ option at the bottom of the page.

Setting up your phone – using Cisco Call Manager
Before you can use your Speed, Abbreviated, Fast Dials and Personal Address book, you must enter the information. You can do this using any ISD networked PC.

From any ISD networked PC, go to http://10.200.1.10/ccmuser/logon.asp

TIP: save the page to your favourites list to make it easier to access in future.

Username: Your usual network username
Password: The extension of your phone

Speed and Abbreviated Dials
You have four Speed Dials which should be used for the numbers you call the most.

Abbreviated Dials
You have 99 Abbreviated Dials which are very quick to use but you must remember slot numbers e.g. managers mobile, slot 12. See Fast Dials as an alternative.

- From the main menu select ‘Add/Update your Speed Dials’.
- The top four slots are for your Speed Dials. The remaining slots are for abbreviated dials.
- Enter the information. If you are entering an external number enter a 9 and area code.
- Click on ‘Update’ at the bottom of the page.
- To return to the main menu click on ‘Return to menu’ option at the bottom of the page.

Speed Dials appear on LCD if you press the Navigation Button.

To use an Abbreviated Dial key in the number of the slot you require and press [AbbrDial].

Personal Address Book
Your Personal Address book is completely private. The minimum amount of information you must add is a first and last name. If you wish to assign the contact as a Fast Dial you must add either a home, work or mobile number as well.

- From the main menu select ‘Configure your Cisco Personal Address Book’. From here you can enter contacts by clicking on ‘Add a New Entry’ and build up your Personal Address book.
- To return to the main menu click on ‘Return to menu’ option at the bottom of the page.
Changing the ring settings
You can specify what you would like your phone to do when it rings depending on which line the call comes in on.
- Click on 'change the ring settings for your phone'.
- You will see both lines for your phone.
- Use the drop down arrows to change what you would like your phone to do when it's idle and rings, or when you are on the phone and you receive a second incoming call.
- Click on 'Update' to save the changes.

Changing the ring tones
You can choose a different ring tone for each of the lines attached to your phone.
- From your phone press 'Settings'.
- Select number 2 'Ring Type'.
- You can change the default ring for your phone or select one of the specific lines to change the ring for call coming in on that line only.
- Highlight the ring tone you would like and press Select.

Change the message waiting alert
You can decide how you would like the phone to alert you that you have voicemail.
- Click on 'change the message waiting lamp policy for your phone'.
- You can specify a different reminder for each line.
- Use the drop down box to make your selection
- Click on 'Update'.
- To return to the main menu click on 'Return to menu' option at the bottom of the page.
Forwarding / Diverting your phone from your PC
You can forward / divert your phone from Browser Services (available on ISD networked PCs). From the main menu:
- Click on the first option ‘Forward all calls to a different number’.
- Select the line you wish to forward by checking the box on the left.
- Enter the receiving number or check the voicemail box.
- Click update.
- To return to the main menu click on ‘Return to menu’ option at the bottom of the page.

Password to browser services
You should change your password for security reasons.
- From the main menu select ‘Change your Password’.
- Enter your passwords and click ‘Update’.
- To return to the main menu click on ‘Return to menu’ option at the bottom of the page.

Handling Calls

Answering a Call
- Lift the handset.
- If you are using a headset, press the Headset button, then press the line button of the incoming call.
- To use the speakerphone, press the [Answer] soft key or the Speaker button

Ending a Call
- Replace the receiver.
- If you are using a headset, press the Headset button or the [End Call] soft key.
- If you are using the speakerphone, press the Speaker button or the [End Call] soft key. If you have a caller on hold, replacing the receiver will not end the call. Be aware whenever you have multiple calls in action that you do not leave a caller waiting on the line—see Holding Calls.

Muting a Call
You can mute the handset, headset, or speakerphone during a call. The mute feature will temporarily disable your phone’s microphone. Mute prevents the party or parties on the other end of the line from hearing you, but does not interfere with your ability to hear them.
- To mute a call, press the Mute button.
- To disengage mute, press Mute again.

Putting a Call on Hold
When you put a call on hold, the call remains active even though you and the other party cannot hear one another. You can answer other calls while a call is on hold.
- To put 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 Navigation button to select the desired call before you press Resume.
Call shuttle

Scenario – someone phones you with a question. You are unsure of the answer, but know who has the answer. You can put the caller on hold, make a telephone call to the other person, get the answer and then return to the original caller.

Making a second call whilst on the phone

- Place the 1st call on hold.
- Press [New Call].
- Dial / retrieve the new number.
- Press [Dial].

You now have two calls open. Both Caller IDs will be displayed on the LCD and a small black arrow on the left hand side indicates which call is active.
- End a call by pressing [End call], or shuttle between the two.

Shuttling between two calls

In this case you will have two people on the line and will be speaking to them one at a time while the other caller is on hold.

- Press [hold] again to put both callers on hold.
- Both caller IDs will be flashing on the screen—notice the call timers.
- Use the Navigation Button to move between the two calls. The black arrow to the left of the Caller ID box tells you which caller you are with.
- Press [Resume] to take the call off hold.

You can repeat this as often as you want and end the calls when ready.

Seeing and answering another call waiting

While on a call you will hear a beep and see another number appear on the LCD. You have three options.

1. End the call you are on and answer the incoming call:
   - Pressing the hang up button by hand (the one on the handset underneath where the listening part of the receiver is) both ends the current call and picks up the incoming call straight away.

2. Continue with the call you are on. The new incoming caller will go to your voicemail after the default 18 seconds.

3. Ask the first caller to hold while you answer the call from the second person.
   - Press [Answer]. This automatically puts the first caller on hold.
   - You can now shuttle between the two calls (see Call Shuttle) or use [End Call] to end one of the calls.

Call pick up

Answering someone else’s phone within ‘your hunt group’. The phones in your office may already be set up as a ‘hunt group’. If not contact your line manager. To request any changes you will need to supply an IDJ to Telephony Changes at Clifford Whitworth. Further details can be found at

http://www.isd.salford.ac.uk/telephony/
When you hear a phone in your group ring:

- Pick up your receiver.
- Press [more...].
- Press [PickUp].
- Your phone will start to ring and you will see on the LCD who the call is to and from.
- Press [Answer] to connect the call.

**Transferring a call**

Transferring a call with these phones is simple because your phone has a transfer button.

- During the call press [Transfer]. This automatically puts the caller on hold.
- Dial / retrieve the new number.
- Press [Dial].
  You can then wait for the person to answer the phone and speak to them, or transfer the call straight away.
- Press [Transfer] again when you are ready to transfer the call. Alternatively, replacing the receiver will also transfer the call.
- If there is no answer, or the transfer is refused, press [End call].
  You will still have the original caller on hold.
- Press [Resume] to retrieve the original call.

**Secretary putting a call through to the manager**

If you want to transfer a call that came in on the manager’s public line to the manager’s phone, you will transfer the call to their private line using the process above. Setting up the manager’s private number as a speed dial on your phone makes this easier.

**Call forward / Diverting your phone**

Diverting your phone to another number, or to voicemail:

- While the phone is On-Hook, press [CFwdAll]. If your phone is Off-Hook needs you to press [more..], then [CFwdAll].
- You will hear a double beep.
- Dial in the number you want your calls forwarded to, or press [message].
- A message will appear on the LCD saying ‘Calls forwarded to...’.
- You will also see a little phone and arrow flashing in the top right hand corner of the LCD. A message on the LCD telling you that you have voicemail overrides the ‘Calls forwarded to...’ message, in which case only the little flashing arrow and phone will indicate that your calls are forwarded.

**Taking the call forward off**

- Press [CFwdAll].
- LCD Display message returns to ‘Your current options’.

**Call Park or Call Moving**

Scenario – you receive a call, and need to go to another workstation to get a file. You can transfer the call onto the network, and then pick it up from another phone.

- Whilst on the call press [more..] then [Park].
- The LCD displays the call park number – make a note of this number.
- Put the phone down and go to the other telephone.
To retrieve a Parked Call

- Dial the call park number to retrieve your original call. You have 90 seconds to retrieve the call before it will ring again on your original phone.

Conference calling – including the ‘Meet Me’ facility

Scenario: you are on a call and cannot make a decision without consulting a third colleague. Rather than delay the decision by arranging a face to face meeting between three people you can simply call the colleague and have a three way conference by phone.

Arranging a conference call

- During a call press [more..] and then [Confrn].
- This automatically places the 1st call on hold.
- Place a call to another number.
- During the 2nd call press [Confrn] again to add the new party to the call. You are the conference initiator and the only one who can invite new callers into the conference. You can remove the last caller from the conference by pressing [RmLstC].
- Repeat to add other parties.

Ending a conference call

- Press [End call].
- The other parties will still be in conference, but nobody else can be invited to or removed from the conference.

‘Meet Me’ conference call

Initiating a ‘Meet Me’ conference call allows you to organise a conference for a certain time and invite whomever you choose to dial into the conference from their phone.

Scenario – you have a regular meeting on Friday mornings at 10am and want to hold it via telephone.

You must arrange a ‘Meet Me’ conference in advance by contacting the ISD Service Desk on extension 52444. You will be given a meet me conference telephone number which you distribute to everybody you want to call into the conference. Callers then dial the given number at the specified time.

- The ‘Meet Me’ conference initiator must start the Meet Me conference by dialling in first.
- Lift the handset.
- Press [more..]
- Press [MeetMe].
- Enter ‘Meet Me’ telephone number.
- This starts the Meet Me process, other callers now simply dial into the conference. Callers dialling in DO NOT have to press [MeetMe].
Voicemail – Enrolling

The first time you enter your voicemail box you will be asked to enrol:
- Press message.
- Follow voice instructions to enrol.
- The default pin number is 295 500 #.

How do you know you have voicemail?
- Red light will be solid on your handset.
- Message on LCD saying You Have Voicemail.

Listening to your messages
- Press message.
- Enter your voicemail pin followed by #.
- Follow voice instructions.

Retrieving your Voicemail from another phone on or off campus
- From an external extension dial 0161 295 6255. From an internal extension dial 56255.
- You must then press *
- You will be asked for your ID (which is your extension number) followed by #.
- You will then be asked to enter your Voicemail pin followed by #.

Call Logs and Corporate Directory

The following are classed as directories and are available on your phone:
- Missed calls log.
- Received calls log.
- Placed calls log.
- Corporate directory - allows you to search for telephone numbers of all staff already using the new system.

- Press the Directories button.
- Using the Navigation button select the desired directory, then press the [Select] soft key, or press the appropriate number.
- To place a call from any directory, use the Navigation button to select the record or press the appropriate number, then press the [Dial] soft key.

Corporate directory

This is found under Directory Services. It is a University-wide directory which allows you to search for any staff member who has the a new phone.

- Press the Directories button.
- Using the Navigation button select the Corporate Directory, then press the [Select] soft key, or press number 4.
- Use the keypad to type in as much or little information as you wish (initials is usually enough) and press [search]. This is similar to text messaging, e.g. press 3 twice to make an ‘e’.
- All matches will be listed on LCD.
- Use navigation button (up and down arrow) and press [dial] to place the call.
Redial
To redial the most recently dialled number, press the [Redial] soft key. Doing so without lifting the handset activates the speakerphone or headset.

General
Volume
To adjust the ringer volume:
  - Leave the phone on hook.
  - Press the volume button.

To adjust the call volume
  - Pick up the receiver.
  - Press the volume button.
  - Press the [save] soft key to retain the change.

Changing the LCD Contrast
- Press the Settings button.
- Select Contrast from the Settings menu.
- Press Up or Down soft keys for the desired display contrast.
- Press OK soft key to confirm changes.
- Press Exit soft key

Quality Report
QRT – Quality Report. Press this key if you are experiencing a bad line for example. The Call Manager will then generate a report.

International Calling
By default all handsets are configured to allow local and national calls and calls to mobile phones. Should you require International dialling you will need to supply an IDJ and send it to Telephony Changes at Clifford Whitworth. Details can be found at

http://www.isd.salford.ac.uk/telephony/ipt

Further help and advice
Training
All staff are advised to attend the 2 hr telephony training session. Further information about the training is available online on the IP Telephony website www.isd.salford.ac.uk/ipt/

Alternatively contact the trainer Amina Helal a.helal@salford.ac.uk.
Using the ? Button for Instant Help

Using the ? button can provide you with on-the-spot help for specific buttons and features. This helpful information is displayed on your phone’s LCD screen.

- Press the ? button once, then press the button or soft key to display information about that button or soft key.

Help with specific features
- First, press the Directories, Settings or Services buttons to display a list of available features. Use the Navigation button to scroll through the list and select a feature. Press the ? button twice quickly to display information about the selected feature.

For help with the ? button feature, itself.
- When the phone is idle, press the ? button twice quickly (without first selecting a feature). This brings up help about using the ? button.

Online Training

An online training course is also available to all staff through Blackboard (the Virtual Learning Environment). To access this use the desktop icon or the link from the University homepage. Login using your network username and password. The course is called IP Telephony and comprises of a series of short video clips, which can be followed right through, or used as a reference tool to find out about a particular feature.