Quick Reference

Cisco Unified IP Phone 7960G Cisco Unified IP Phone 7940G for Cisco CallManager Express 3.2 and Later

	Feature	Function
1	Cisco Unified IP phone model type	Shows the Cisco Unified IP phone model number.
2	LCD screen	Displays information such as line/call status, phone number, and soft key tabs.
3	Line or speed-dial buttons	Opens a new line, speed-dials a phone number, or ends a call.
4	Footstand adjustment	Allows you to adjust the angle of the phone base.
5	Directories button	Provides access to phone directories.
6	Question "?" button	Not in use.
7	Settings button	Provides access to phone settings such as display contrast and ring sound.
8	Speaker button	Toggles the speaker on and off.
9	Mute button	Toggles mute on and off.
10	Headset button	Toggles the headset on and off.
11	Volume button	Increases or decreases handset, headset, ringer, or speakerphone volume.
12	Services button	Provides access to phone services.
13	Messages button	Provides access to a message system.
14	Navigation button	Scrolls through text and selects features that are displayed on the LCD screen.
15	Keypad	Functions like a traditional telephone keypad.
16	Soft keys	Engages the functions displayed on the corresponding LCD tabs.
17	Handset with indicator light	Functions like a traditional handset.

Soft Key Legend

Your Cisco Unified IP phone is equipped with soft keys that point to feature options displayed along the bottom of the LCD screen. Soft keys change according to the state of the phone. Functionality will vary depending on your system configuration.

Soft Key	Function
<< or >>	Navigates to edit characters.
Acct	Consult your administrator on the use of this soft key.
Answer	Answers an incoming call.
Callback	Notifies callers that the called line is free.
Cancel	Cancels the last selection.
CFwdALL	Forwards all calls.
Clear	Clears directory history.
Confrn	Connects callers to a conference call.
Delete	Deletes selected number.
Dial	Dials the displayed number.
DND	Activates the Do-Not-Disturb feature.
Down	Decreases the LCD screen contrast.
EditDial	Selects a number and activates the cursor for editing.
EndCall	Ends the current call.
Exit	Exits from current selection.
Flash	Provides hookflash functionality for three-way calling and call waiting.
GPickUp	Selectively picks up calls coming into a phone number that is a member of a pickup group.
Hold	Places an active call on hold. Resumes a held call.
Login	Provides PIN-controlled access to restricted phone features.
more	Scrolls through additional soft key options (for example, use the **more** soft key to locate the DND soft key).
NewCall	Opens a new line on the speakerphone to place a call.
Ok	Confirms the selection.
Park	Forwards calls to a location from which the call can be retrieved by anyone on the system.
PickUp	Selectively picks up calls coming into another extension.
Play	Plays a sample of the ring sound.
Redial	Redials the last number dialed.
Resume	Returns to an active call.
Save	Saves the last change.
Search	Initiates a search in the local directory.
Select	Selects the highlighted option.
Trnsfer	Transfers active calls to another extension.
Up	Increases the LCD screen contrast.

Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

Copyright © 2004 Cisco Systems, Inc. All rights reserved. Cisco, Cisco IOS, Cisco Systems, and the Cisco Systems logo are registered trademarks of Cisco Systems, Inc. or its affiliates in the United States and certain other countries. All other brands, names, or trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0401R)

Printed in the USA on recycled paper containing 10% postconsumer waste.

78-16634-01
DOC-7816634=

Hold a Call

- Press the **Hold** soft key.
- To retrieve a held 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**.
  - If multiple calls on multiple lines are on hold, press the line button for the line that you want to pick up. The active call on the other line will automatically be put on hold.

Mute a Call

- While on a call, press the **Mute** button. The **Mute** button lights, indicating that the other party cannot hear you.
- To deactivate the mute function:
  - Press the **Mute** button again.
  - Lift the handset if you are using mute along with speakerphone.

Place a Conference Call

1. During a call, press the **more** soft key and then the **Confrn** soft key to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press **Confrn** again to add the new party to the call.

End a Conference Call

To end a conference call, call initiators may use one of the following methods:

- To disconnect all parties, press the **EndCall** soft key.
- To end the conference but remain connected to the most recent call, press the **Confrn** soft key. The older call is placed on hold.
- To disconnect from the conference, hang up the handset.

Retrieve Voice-Mail Messages

Select an available phone line, press the **Messages** button, and follow the voice instructions.

Transfer a Call

There are two ways to transfer a selected call to another number. Blind transfer immediately redirects the call without your speaking to the transfer recipient. Consult transfer redirects the call after you speak to the transfer recipient.

1. During a call, press the **Trnsfer** soft key. This places the call on hold.
2. Dial the number to which you want to transfer the call.
3. To make a blind transfer, hang up the handset or press the **Trnsfer** soft key when you hear the line ringing.

   To make a consult transfer, press the **Trnsfer** soft key after the party answers, speak to the party and hang up the handset.

Note If the transfer fails, press the **Resume** soft key to return to the original call.

To cancel your call transfer attempt and reconnect to the original caller, press **EndCall** and then **Resume**.

Forward All Calls

1. Press the **CFwdAll** soft key. You will hear a confirmation beep.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as you would if you were placing a call to that number. Remember to include locally required prefix numbers.

   The phone display will be updated to show that the call is forwarded.
3. Press the pound key (**#**) or the **EndCall** soft key.

To cancel call forwarding:

- Press the **CFwdALL** soft key.

Use Call Pickup

To pick up calls from another extension:

1. Press the **PickUp** soft key.
2. Dial the extension number of the Cisco Unified IP phone that you want to pick up. Control of the call will be transferred to your phone.

Place a Call from Your Local Directory

1. Press the **Directories** button.
2. Press the **Up** or **Down** navigation button or press **4** to select the local directory.
3. Press the **Up** or **Down** navigation button to select the Last, First, or Number field search option.
4. Using the keypad, enter the last name or first name for the entry.

   When entering letters, select the appropriate number key of the letter you want, and press that key the number of times that equals the position of the target letter. For example, to enter a B, press the 2 key two times, and to enter a C, press the 2 key three times. Use the (**<<**) soft key to make corrections while entering data.
5. Press the **Search** soft key to find your selection.
6. If your search results in multiple listings, use the **Up** or **Down** navigation button to select the correct number.
7. Press the **Dial** soft key to dial the selected number.

Program Personal Speed-Dial Buttons

1. Select an available phone line by lifting the handset, by pressing the **NewCall** soft key, or by pressing a button. Listen for the dial tone.
2. Press the pound key (**#**).
3. Press the speed-dial button that you want to program. A short beep confirms that you are starting programming for this button.
4. Enter the speed-dial number. The digits will appear on the phone display. The backspace soft key (**<<**) is available to let you reenter digits that were entered incorrectly.

   To remove a speed-dial number without replacing it with a new one, press the pound key (**#**).
5. Press the same speed-dial button a second time to indicate that you have finished entering the speed-dial digits and to store the new speed-dial number.
6. Hang up the handset, or press a new speed-dial button and repeat the process.

Place a Call from Your Speed-Dial Numbers

1. Select an available phone line (off hook, press **NewCall** or select a **Line Button**).
2. Press the **Directories** button.
3. Press the **Up** or **Down** navigation button to select a speed-dial option.
4. Select the desired phone number from the speed-dial menu or enter the entry number on the phone keypad.

Activate Do Not Disturb (DND)

For visual call alerting and information without audible ringing, use DND. Calls receive normal call-forward-busy and no-answer treatment.

To activate or deactivate the Do-Not-Disturb feature:

1. Press the **more** soft key to locate the DND soft key.
2. Press the **DND** soft key.

For More Information

For additional information on using your Cisco Unified IP phone, contact your local administrator.

You can print additional copies of this card at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/access/ip_ph/ip_ks/cme32/index.htm

You can find instructions for ordering additional documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm