## 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:

- Tell the caller that you will be placing them on hold
- Press the More softkey twice
- Press the MCPark softkey
- The system parks the call at a Call Park extension. The system announces the Call Park Extension and displays it on the telephone display
- Hang up

### To Retrieve a Parked Call:

- Lift the handset and dial the Call Park Extension of the call you wish to retrieve

## Conferencing

Conferencing lets you join multiple parties together on a single call. The maximum number of parties is determined by your service provider.

### To add a party to an existing call:

- Press the More softkey twice
- Press the Confrn softkey to place the existing call on Hold and provide dial tone
- Dial the extension or number that you would like to add. Be sure to include the Outside Access Digit for external calls.
- After the party answers, press the Confrn softkey to join the parties together. If you reach the voicemail or the party doesn't want to join the conference, press the EndCall softkey followed by the Resume softkey to return to the original call without adding the new party.
- Repeat these steps to add new parties.

If you initiate a conference call and then hang up, the other parties will be able to continue the call after you disconnect.

For information about Meet-Me Conferencing, see the Meet-Me conferencing Quick Reference Card.



# Cisco 7940/7960 IP Phone Quick Reference Card

Cisco 7940/7940G IP Phone
Cisco 7960/7960G IP Phone
SCCP Protocol
Release 5.6

## Adjusting the Phone

### To Adjust Display Contrast

- Press the Settings button
- Press 1 to select Contrast
- Adjust the contrast using the Up/Down softkeys
- Press the OK softkey
- Press the Exit softkey

### To Adjust Ring Volume

With the handset in the cradle and speakerphone off, use the Volume Up/Down buttons.

### To Adjust Handset Volume

Remove the handset from the cradle and use the Volume Up/Down buttons. Replace the handset.

### To Adjust Speakerphone Volume

Press the Speaker button and use the Volume Up/Down buttons. Press Speaker button again

### To Adjust Ring Type

- Press the Settings button
- Press 2 to select Ring Type
- Highlight the desired ring with the Scroll Up/Down buttons
- Press the Select softkey to select the ring
- Press the OK softkey to exit the menu

## Disconnecting a Call

### To Disconnect a Call:

- Replace the handset on the cradle -or-
- Press the EndCall softkey -or-
- Press the Speaker button (if using the speakerphone) -or-
- Press Headset button (if using a headset)

## Receiving a Call

The Cisco 7940/7960 IP Phone has distinctive rings for incoming calls:

- Internal Calls - one ring
- External Calls - two rings
- Distinctive Ring - If configured by the Service Provider, you can have 3 numbers with different rings. You can distinguish between callers by having them call a specific number. These calls ring on the primary line appearance.
- Priority Ring - Identifies "priority callers" with a different ring pattern. See Priority Call.

### To Answer an Incoming Call:

- Lift the handset -or- answer in speakerphone mode by:
  - Pressing the line button -or-
  - Pressing the Speaker button -or-
  - Pressing the Answer softkey



- Press Headset button to use the headset

### To Answer a 2nd Call While on a Call:

Press the Answer softkey. The original caller will be placed on hold while you are connected to the 2nd caller.

### To Return to the Original Caller

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

## Making a Call

### To Make a Call:

- Using the Handset - Lift the handset and dial the desired number
- Using the Speakerphone - Press the Speaker button and dial
- Using On-Hook Dialing - Dial the desired number and lift the handset -or- to use speakerphone mode:
  - Press the Dial button -or-
  - Press the Speaker button -or-
  - Press the line button.

## Dialing

### To Dial:

- An internal extension - Dial the extension
- A local call - Dial the Outside Access Digit + the number
- Long distance - Dial the Outside Access Digit + 1 + the number
- International - Dial the Outside Access Digit + 011 + Country Code + City Code + Number

### To Redial the Last Number Called

- Press the Redial softkey or Dial *07

### To Return a Call to the Last Caller

- Lift the handset and dial *69
- Verify the number and press 1 to return the call
- Wait for the called party to answer

Note: If your phone has Toll Restrictions, you will not be able to return restricted calls.

## Abbreviated Dialing

Abbreviated Dialing lets you create up to 100 personal 2-digit speed dial codes.

### To program an Abbreviated Dial Code

- Lift the handset and dial 75*
- Follow the voice prompts
- When entering an external number, include the Outside Dial Digit.

### To modify an Abbreviated Dial Code

- Lift the handset and dial 75*
- Follow the instructions to program a new Abbreviated Dial Code using the same Abbreviated Dial Code

### To use an Abbreviated Dial Code

- Lift the handset and dial *3
- Enter the desired 2-digit speed dial code

## Anonymous Call Rejection

Anonymous Call Rejection prevents inbound calls from callers who block the display of their Caller ID.

### To enable Anonymous Call Rejection

- Lift the handset and dial *77
- Hang up

### To disable Anonymous Call Rejection

- Lift the handset and dial *87
- Hang up

## Speed Dial

Speed dial lets you assign favorite telephone numbers to speed dial buttons for one-touch dialing.

### To Access the Speed Dial Menu

- Lift the handset, dial 74* and follow the voice prompts.

### Speed Dial Notes:

- To modify a Speed Dial button, follow the instructions to program a new Speed Dial button using the same Speed Dial button.
- To delete a Speed Dial button, follow the instructions to program a new Speed Dial button. Instead of entering a new telephone number, press # to enter an empty phone number.
- When entering an external Speed Dial Number, include the Outside Access Digit.
- To Use a Speed Dial, lift the handset and press the Speed Dial button

## Authorization Code

Authorization codes enable you to override any call restrictions on the phone when you place a call.



### To make a call with an Authorization Code

- Lift the handset
- Press 9 (or the appropriate access code if different)
- Press the # sign
- Enter your authorization code
- When you enter the correct code, you will hear a dial tone.
- Dial the phone number

## Billing Codes

Billing Codes enable you to track calls by associating a billing code with each call.

### To enter a billing code for a call using star codes:

- During a call, press *02
- Enter the billing code and the # sign

### To enter a billing code for a call using the menu:

- Press the More softkey twice
- Press the Billing softkey
- Enter the billing code for the call using the numeric keypad
- Press the More softkey twice
- Press the Billing softkey
- Note that the other party will not hear key DTMF tones as you make entries

If you enter multiple billing codes during a call, only the last billing code will be recorded.

## Call Block (Selective Call Rejection)

With Call Block you can program your phone to decline calls from certain people. The Call Block Menu provides step-by-step instructions on enabling/disabling the feature and managing the Call Block List.

### To Access the Call Block Menu

- Lift the handset, dial *60 and follow the voice prompts

Note: When entering an external telephone number to the Call Block List, enter the 10-digit number. Do not include the Outside Access Digit.

## Call Forward (All Calls)

Call Forward (All Calls) lets you forward incoming calls to another number.

### To enable/modify Call Forwarding using the menu:

- Press the button for the line to forward
- Press the Forward softkey
- Enter the telephone number for the forwarding destination. When entering an external Forwarding Number, be sure to include the Outside Access Digit.
- Press the EndCall softkey



### To enable/modify Call Forwarding using Star Codes:

- Lift the handset and dial 72*
- Enter the phone number for the forwarding destination followed by #. When entering an external Forwarding Number, be sure to include the Outside Access Digit.
- Press # to confirm followed by 2 to exit
- Hang up

### To enable/modify Call Forwarding from a remote location:

- Dial the number for Remote Access to Call Forwarding specified by your Service Provider.
- Enter your complete telephone number + #. If your phone is configured as an extension-only (i.e., non-DID) line, enter your company's complete main telephone number + * + your extension number + #.
- Enter your telephone password + #
- Enter the new forwarding number + #. For external numbers use the Outside Access Digit, usually 9.
- After hearing the verification, hang up

### To disable Call Forwarding using the menu:

- Press the line button for the forwarded line
- Press the Forward softkey
- Press the EndCall softkey

### To disable Call Forwarding using Star Codes:

- Lift the handset and dial 73*
- After hearing the verification, hang up

### To disable Call Forwarding from a remote location:

- Dial the number for Remote Access to Call Forwarding (provided by your Administrator)
- Enter your complete telephone number + #
- Enter your telephone password + #
- Press ##
- After hearing the verification, hang up

## Call Forward (Busy)

Call Forward (Busy) forwards calls to another number when you are already on a call.

### To enable/modify Call Forward (Busy)

- Lift the handset and dial 76*
- Enter the extension or phone number for the forwarding destination followed by #. For external numbers, use the Outside Access Digit.
- Press # to confirm followed by 2 to exit
- Hang up

### To cancel Call Forward (Busy)

- Lift the handset and dial 77*
- Hang up



## Call Forward (No Answer)

Call Forward (No Answer) lets you forward calls to another number when you don't answer.

### To enable/modify Call Forward (No Answer)

- Lift the handset and dial 78*
- Enter the extension or number for the forwarding destination followed by #. For external numbers, use the Outside Access Digit.
- Press # to confirm followed by 2 to exit
- Hang up

### To cancel Call Forward (No Answer)

- Lift the handset and dial 79*
- Hang up

## Call Forward (Out of Service)

Call Forward (Out of Service) automatically forwards calls to another location when your business phone goes out of service. The forwarding destination for Call Forward (Out of Service) is configured through the web portal or phone. When entering an external forwarding number, include the Outside Access Digit.

### To enable Call Forward (Out of Service)

- Lift the handset and dial 70*
- Press # to confirm followed by 2 to exit
- Hang up

### To disable Call Forward (Out of Service)

- Lift the handset and dial 71*
- Hang up

## Call Forward (Selective)

Selective Call Forward lets you forward calls from certain callers. The Selective Call Forward Menu provides step-by-step instructions on enabling/disabling the feature, changing the forwarding number and managing the Call Forward List.

### To access the Selective Call Forward Menu

- Lift the handset, dial *63 and follow the voice prompts

Note: When entering an external Forwarding Number, include the Outside Access Digit. When entering an external telephone number to the Call Forward List, enter the 10-digit number. Do not include the Outside Access Digit.

## Direct Extension Assignment

Direct Extension Assignment lets you temporarily reassign a telephone with your own telephone number and profile.

**To temporarily assign your number and profile to a phone:**

- From the temporary phone, lift the handset and dial 588
- Enter your complete telephone number + #. If your phone is configured as an extension-only (i.e., non-DID) line, enter your company's complete main telephone number + * + your extension number + #.
- Enter your phone password followed by the # key

**To reassign the original telephone number to the guest phone:**

- Follow the steps above using the original telephone number and password that were assigned to the phone.

**To reassign your own number and profile back to your own phone:**

- Pick up the handset of your phone
- After the voice prompt, enter your complete telephone number followed by the # key
- After the voice prompt, enter your phone password followed by the # key
- Hang up

Direct Extension Assignment requires that the temporary phone is the same model as your own (e.g., Cisco 7940/7960).

## Directed Call Pickup

Directed Call Pickup lets you answer a specific phone within your Directed Call Pickup Group.

**To pickup a call using the menus**

- Press the More softkey twice
- Press the DC Pickup softkey
- Enter the extension you wish to answer. The extension must be in one of your Directed Call Pickup Groups.

**To pickup a call using Star Codes**

- Lift the handset and dial *12
- At the dial tone, dial the extension you want to answer. The extension must be within one of your Directed Call Pickup Groups.

## Do Not Disturb

Do Not Disturb makes your phone unavailable for incoming calls. Incoming calls will be routed to your voicemail or another extension, depending on your configuration.



**To enable Do Not Disturb:**

- Press the DND softkey or lift the handset, dial *04 and hang up
- The display will show "Do not disturb is active".

**To disable Do Not Disturb:**

- Press the DND softkey or lift the handset, dial *04 and hang up. The "Do not disturb is active" message will disappear.

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

## Group Pickup

Group Pickup allows you to answer another phone within your Call Pickup Group.

**To Pickup a Call from another phone using the menu:**

- Press the More softkey twice
- Press the Group softkey

**To Pickup a Call from another phone using Star Codes:**

- Lift the handset; dial *06

Note: If multiple inbound calls are ringing, the call that has been ringing the longest will be answered.

## Group Speed Dial

Group Speed Dial provides up to 1000 extensions that are configured to dial other numbers.

**To Dial a Group Speed Dial Number that has been created by the Service Provider:**

- Lift the handset and dial the Group Speed Dial extension you wish to call

## Hold

Hold lets you place a call on hold for rapid retrieval from the same phone.

**To place the current call on hold:**

- Press the Hold softkey

**To retrieve the held call:**

- Press the Resume softkey

When a call is placed on hold, your phone will ring once every minute to remind you that you have a held call.

## 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:**

- Press the More softkey
- Press the Intcom softkey



- Dial the extension of the other party

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

## Mute

Mute disables the microphone of the handset, speakerphone or headset so you can have a private conversation.

**To enable Mute:**

- Press the Mute button. The Mute button will glow red and the display will briefly note

"Microphone Mute On" to show that Mute is active.

**To disable Mute:**

- Press the Mute button again. The Mute button will go dark and the display will briefly indicate "Microphone Mute Off" to indicate that Mute is cancelled.

## Night

Companies often have different call treatments for daytime versus after-hours callers. The Night capability can be assigned to a user's phone to override the standard day-of-week/time-of-day logic.
The Night feature has three modes:

- Normal - Calls will be handled using the standard day-of-week/time-of-day logic. No action is required by the user when operating in Normal mode.
- Temporary Night Mode temporarily overrides the normal day-of-week/time-of-day logic. It toggles between day-mode and night-mode. At the change in the day-of-week/time-of-day schedule, the system will revert back to Normal operation
  - To enable Temporary Mode, press the Night softkey once.
- Permanent Night Mode overrides the normal day-of-week/time-of-day logic until the user manually changes the state back to Normal
  - To enable Permanent Mode, press the Night softkey twice
  - To disable Permanent Mode, press the Night softkey twice again

## One-Touch Transfer

One-Touch transfer lets you transfer a caller to another extension or to a voice mail box for another extension using a single key press. One-Touch Transfer buttons are assigned by the Service Provider.



- To transfer a call to another extension or to a mailbox, press the Trn softkey followed by the one-transfer key followed by EndCall.

## Permanent Caller ID Block Release

If your phone is configured to block sending Caller ID information, Permanent Caller ID Block Release sends your Caller ID information for a single phone call.

**To send your Caller ID for a call**

- Lift the handset and dial *82
- At the second dial tone, dial the extension or telephone number you wish to reach

## Priority Call

Priority Call lets you define a list of callers identified as priority callers using a unique ring tone when they call you. The Priority Call Menu provides step-by-step instructions on enabling/disabling the feature and managing the Priority List.

**To access the Priority Call Menu**

- Lift the handset and press *61
- Follow the voice prompts

Note: When entering an external telephone number to the Priority List, enter the 10-digit number. Do not include the Outside Access Digit.

## Privacy Guard

Privacy Guard screens inbound anonymous calls.

**To enable/disable Privacy Guard**

- Lift the handset and dial *88
- Press 1 to enable/disable Privacy Guard
- Hang up

**To change the Privacy Guard Access Code**

- Lift the handset and dial *88
- Press 2 to set or change the Access Code
- Enter the new access code followed by #
- Hang up

**To verify the Privacy Guard Access Code**

- Lift the handset and dial *88
- Press 3 to verify the Access Code
- After hearing the Access Code, hang up

## Automatic Call Distribution Queues

The service can distribute incoming calls arriving at a designated number to a defined group of agent phones. To answer calls, a user must be assigned to the queue by the administrator and be logged in.

### To Log Into a Queue

- Press the line button associated with the desired queue. If you do not have a line button for the desired queue, your Service Provider can assign you to the queue.
- When logged into a queue, the Queue Name will disappear from the status line.
- If enabled, the Display Queue Status feature will indicate the number of calls waiting in queue on your phone display (i.e., “Sales:3” indicates that 3 calls are waiting in the Sales queue). The system routes information about the queue that most recently routed a call to you.

### To Answer a Queue Call

- When a Queue Call is routed to your phone, the phone will ring and the display will indicate an incoming call on the line appearance associated with the queue.
- Press the line button associated with the desired queue call. If you simply lift the handset, you will activate your primary line appearance, not the Queue line.
- When finished talking to the caller, simply hang up and wait for the next call.

### To Log Out of a Queue

- Press the line button associated with the desired queue while there is no call present on the line

## Re-dial

### To re-dial the call you placed:

- Press the Redial softkey

## Transfer

Transfer enables you to transfer an active call to another extension or telephone number.

### To transfer an active call:

- Press the More softkey
- Press the Trnsfer softkey
- Dial the extension or telephone number to which you want to transfer the call
- If the called party answers, you may talk privately with them. To finish the transfer, hang up -or- press the EndCall softkey then the Resume softkey to cancel the transfer and return to the holding party.
- If the called party doesn’t answer, hang up to transfer the call to that party’s voice mailbox or press the Resume softkey to cancel the transfer and return to the holding party

Note: Press the EndCall softkey to disconnect both the calling party and called party.



## Virtual Ring

Virtual Ring is an incoming call treatment that plays continuous ring tone for certain callers. Callers configured for Virtual Ring never ring your phone or reach your voicemail.

Virtual Ring treatment is assigned using the Web Portal. For more information, see the Web Portal User Guide.

## Voice Mail

If you have any voice mail messages, your voice mail message waiting lamp indicator will glow red and your primary line appearance will indicate a flashing envelope icon.

### To access your voice mail:

- Lift the handset and press the Messages button
- Follow the prompts to use the voice mail system



## Star Code Summary

| Feature | Set | Cancel |
|---|---|---|
| Abbreviated Dial | 75* + menu | 75* + menu |
| Anonymous Call Rejection | *77 | *87 |
| Call Forward – All Calls | 72* + no. + # | 73* |
| Call Forward – Busy | 76* + no. + # | 77* |
| Call Forward – No Answer | 78* + no. + # | 79* |
| Call Forward – Out of Svc | 70* + menu | 71* |
| Call Forward – Selective | *63 + menu | *83 + menu |
| Call Return | *69 | N/A |
| Call Trace | *57 | N/A |
| Call Waiting | | *70 + no. |
| Caller ID Block | *67 | N/A |
| Directed Call Pickup | *12 + ext. | N/A |
| Do Not Disturb | *04 | *04 |
| Group Call Pickup | *06 | N/A |
| Perm. Caller ID Block Release | N/A | *82 + no. |
| Priority Call | *61 + menu | *61 + menu |
| Privacy Guard | *88 + menu | *88 + menu |
| Redial | *07 | N/A |
| Selective Call Block | *60 + menu | *60 + menu |
| Speed Dial | 74* + menu | 74* + menu |
| Voice Mail | *09 | N/A |



Cisco 7960 IP Phone

1. **Handset**
2. **Message Waiting Light**
3. **Speaker**
4. **Display**
5. **Line/Feature Buttons**
6. **Foot Stand Adjustment**
7. **Soft Keys**
8. **Messages Button**
9. **Directories Button**
10. **Info Button**
11. **Settings Button**
12. **Services Button**
13. **Volume Up/Down Buttons**
14. **Speaker Button**
15. **Mute Button**
16. **Headset Button**
17. **Scroll Up/Down Buttons**
18. **Dial Pad**
19. **Speed Dial/Queue Buttons**