



Cisco 7960 Using the IP Phone

To Place a Call:

- Pick up the handset or press the **SPEAKER**, **LINE**, or **HEADSET** button.
- Enter the number you wish to call. Dialing a '9' or '1' is not necessary.
- Press the **DIAL** soft key, **#** key, or wait to connect.
 - If you are making an internal call to a 4- or 5-digit extension, you can interrupt the system delay by pressing the **DIAL** soft key, **#** key.

To Answer a Call

- When you hear the phone ring, pick up the handset, or
- Press the **ANSWER** soft key, or
- Press the **SPEAKER** or **HEADSET** button, or
- Press the **LINE** radial button.

To Put a Call on Hold:

- During an active call, press the **HOLD** soft key.
- To resume the call, press the **RESUME** soft key.

To Announce and Transfer a Call:

- During an active call, press the **MORE** soft key.
- Press the **TRANSFER** soft key.
- This will put the caller on hold and open a new line.
- Enter the phone number you wish to transfer the call to.
- When the party answers, press the **TRANSFER** soft key once more to complete the transfer
 - The person receiving the transfer will see YOUR caller ID number.

To Blind Transfer a Call (do not announce the call before transferring):

- During an active call, press the **MORE** soft key.
- Press the **BlndXfr** soft key.
- This will put the caller on hold and open a new line.
- Enter the phone number you wish to transfer the call to.
 - The person receiving the transfer will see the CALLER'S caller ID number.

To Create a 3-Way Conference Call:

- During an active call, press **CONFRN** soft key.
- This will place the current caller on hold and open a new line.
- Dial the number of the party you wish to add to the call.
- When the party answers, press the **JOIN** soft key to add the caller to the existing call.

To Answer a Call on Your Second Line:

- While the first call is active, and the second call begins ringing, press the **ANSWER** soft key to answer the call; this places the first call on hold.
- To reactivate the first call, press the **LINE** radial button to select the first call and press the **RESUME** soft key. This places the active (second) call on hold and reconnects the first call. **-OR-**
- If your extension is programmed on more than one line key, press the line key corresponding to the new incoming call.
- The new call will be answered and the first call is put on-hold.

To Change the Default Ring Tone:

- Press the **SETTINGS** button.
- Select the **Ring Type** menu option.
- Use the navigational keys to scroll through the different ring tones. Press **PLAY** to hear how the ringers sound.
- Press the **SELECT** soft key to select the current highlighted ring tone.

To View Missed, Received and Placed Calls:

- Press the **DIRECTORIES** button.
- Using the **DISPLAY CONTROL** keys, scroll to Missed, Received or Placed calls.
- Press the **SELECT** soft key to select a category.
- Using the **DISPLAY CONTROL** keys, scroll through the calls.
- The call logs will be reset if the phone is rebooted.

To Transfer a Call to Voicemail:

- During the active call, press the **HOLD** soft key.
- Press the **NEW CALL** soft key.
- Dial **766**. To transfer caller to your own voicemail, press the **#** key. To transfer caller to another voicemail box, enter the desired extension then **#**.

Voice Mail Controls

Menu 1	Key
Save	#
Delete	7
Replay Message / Skip Envelope	2
Fast Forward	3
Rewind	4
Play Message Envelope	5
Call Back Sender	8
Go to Menu 2	9
Menu 2	Key
Reply	1
Forward	2
Go to Menu 1	*

Voice Mail

To Access Your Voice Mail:

- Dial Your **MESSAGES** button.
- Enter your password.
- To navigate, follow the menu choices.

From Outside the Office:

- Dial your phone number.
- When the voice mail system answers, press the **#** key.
- Enter your password.
- To navigate, follow the menu choices.