

# Galveston County

## CISCO 7960/7940 TELEPHONE USER GUIDE

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### BUTTONS ON YOUR PHONE



**SPEAKER** – This button is used to place or answer a call without lifting the handset. The button features a green light when in use.



**MUTE** – This button is used to mute the microphone in the handset, headset, or speaker. When muted, the button will be lit and red. To deactivate the mute feature, press the mute button again.



**HEADSET** – This button is used to place or answer a call when using a headset.



**VOLUME CONTROL BAR** – This button is used to adjust the volume for the handset, headset, and speaker.



**LINE BUTTON** – The 7960 telephone has six line buttons. The 7940 telephone has two line buttons.

**SOFT KEYS** – These four keys located below the LCD display allow you to access the feature options shown along the bottom of your screen. These options change depending on the status of your phone.



**HELP KEY** – Press this key and then any other button on your phone to display its function.



**NAVIGATION BAR** – This key is used to scroll through text and select features displayed on the LCD display.



**DIRECTORY KEY** – This key provides access to call histories and the corporate directory.



**SETTINGS KEY** – This key provides access to settings such as contrast and ring type.



**SERVICES KEY** – This key provides access to available phone services such as fast dials.



**MESSAGE KEY** – This key provides access to the voicemail system.

## DIALING AND ANSWERING CALLS

- **To Place an Outside Call**
  1. Lift the handset, press the **SPEAKER** button, or press the **NEWCALL** softkey
  2. Dial **9** and the telephone number
- **To Place an Internal Call**
  1. Lift the handset, press the **SPEAKER** button, or press the **NEWCALL** softkey
  2. Dial the **4-digit extension**
- **To Redial the Last Number Dialed**
  1. Lift the handset
  2. Press the **REDIAL** softkey
- **To Activate the Call Back Feature**
  1. While calling another extension, press the **Call Back** softkey.
  2. The Display will read: Call Back is activated on XXXXX (Ext. No.) Press the **Cancel** soft key to deactivate or Press **Exit** to quit this screen.
- **To Answer a Call on your Primary Line**
  1. Lift the handset or press the **ANSWER** softkey
- **To Answer a Call on another Line on your Phone**
  1. Lift the handset and press the corresponding **LINE** key, or press the **ANSWER** softkey. **IF**, switching from an active call to answer a second call, the first call is automatically put on hold.
- **To End a Call**
  1. Hang up the handset, press the **SPEAKER** button, or press the **ENDCALL** softkey

## HOLD

- **To Place a Call on Hold**
  1. Press the **HOLD** softkey
  2. Hang up the handset
- **To Reconnect with the Caller**
  1. Press the **RESUME** softkey, or the corresponding line button

**NOTE:** *If more than one call is on hold on your phone, use the up and down navigation key to highlight the call you want to return to.*

## **TRANSFER**

- **To Transfer a Call to another Extension**
  1. Press the **TRANSF...** softkey
  2. You will hear dial tone, **dial** the appropriate 5-digit extension
  3. You may announce the call in privacy
  4. Press the **TRANSF...** softkey again to complete the transfer
  
- **To Return to the Original Call on Busy or No Answer**
  1. Press the **ENDCALL** softkey
  2. Press the **RESUME** softkey or the appropriate line button
  
- **To Return to the Original Call**
  1. Press the **RESUME** softkey

## **DIRECT TRANSFER**

- **Transfer two Current Calls to each other**
  1. Use the  **Navigation** button to highlight the first of the two calls you wish to connect
  2. Press the **SELECT** soft key. This will put a check in the box next to this line.
  3. Repeat this process for the second call you wish to connect.
  4. With either one of the selected calls highlighted, press the **DirTrfr** soft key. (You may need to press the **More** soft key to see the **DirTrfr**). The two calls connect to each other and drop you from the call.

**NOTE:** *If you want to stay on the line with the callers, use **Join** to create a conference instead. For details, see the **Join Conference Calls** feature.*

## **iDIVERT**

- **Transfer a Ringing Call automatically to Voice Mail**
  1. When your phone is ringing, press the **iDivert** soft key. This soft key can be pressed at any time while the call is ringing on the IP Phone.

## **TO TRANSFER A CALLER DIRECTLY INTO A VOICE MAILBOX**

1. Press the **TRANSF...** softkey
2. Press the **\*** key
3. Enter a **mailbox number**
4. Press the **TRANSF...** softkey again

## CONFERENCE

- **To Conference up to 6 Parties**
  1. With an active call on the line, press the **MORE** softkey
  2. Press the **CONFERN** softkey
  3. You will hear dial tone, **dial** the appropriate extension or outside number
  4. You may **announce** the call in privacy
  5. Press the **CONFERN** softkey to join all parties
  
- **If a Party doesn't Answer or doesn't want to Join the Call**
  1. Press the **ENDCALL** softkey
  2. Press the **RESUME** softkey
  
- **To Remove yourself from the Conference**
  1. Press the **ENDCALL** softkey, or simply hang up
  
- **Join Conference Calls**
  1. Use the  **Navigation** button to highlight the first of the two calls you wish to connect
  2. Press the **SELECT** soft key. This will put a check in the box next to this line.
  3. Repeat this process for the second call you wish to connect.
  4. With either one of the selected calls highlighted, press the **JOIN** soft key. (You may need to press the **More** soft key to see the **JOIN**).

## MEET-ME CONFERENCE

- **To Establish a Meet-Me Conference up to 15 parties**
  1. After lifting the handset, press the **MORE** softkey
  2. Press the **MEETME** softkey
  3. At the dial tone, dial the bridge number provided by your System Administrator
  
- **To Join a Meet-Me Conference Call**
  1. **DIAL** the meet-me conference number provided to you by the conference initiator. [(614-575-) **6175 – 6179**]. If the initiator has dialed in, you will be connected
  2. If you dial in before the initiator, you will receive a busy tone and must try again a few minutes later.

## FORWARDING

- **To Forward Calls to another Extension**
  1. Without lifting the handset, press the **CFWDALL** softkey
  2. **DIAL** the destination extension number
  
- **To Cancel Call Forwarding**
  1. Press the **CFWDALL** softkey
  
- **To Forward your Calls directly into your Voice Mailbox**
  1. Without lifting the handset, press the **CFWDALL** softkey
  2. Press the **MESSAGE** key

## CALL PARK

- **To Park a Call in the System**
  1. Press the **MORE** softkey
  2. Press the **PARK** softkey
  3. **NOTE** the call park number in the display
  
- **To Retrieve a Parked Call**
  1. Lift the handset of any phone in the system
  2. **DIAL** the number of the parked call

## CALL PICK UP

- **When a phone rings at an extension within your call pickup group**
  1. Lift the handset
  2. Press the **MORE** soft key one time
  3. Press the **PICKUP** soft key
  4. The call to be picked up will begin to ring on your phone
  5. Press the **ANSWER** soft key and you will be connected to the call

## MESSAGES

- **To Automatically Dial Voice Mail and Access your Mailbox**
  1. Press the **MESSAGES** key
  2. Voice Mail will prompt you to enter your **password** to access your mailbox
  3. Press the **#** key

## SETTINGS

- **To Choose a Ring Type**
  1. Press the **SETTINGS** key
  2. Use the scroll bar to highlight **RING TYPE**, or press 2
  3. Press the **SELECT** softkey
  4. Use the scroll bar to select an option
  5. Press the **PLAY** softkey to hear the ring
  6. Press the **SELECT** softkey to choose a specific ring for your phone
  7. Press the **OK** softkey
  8. Press the **EXIT** softkey
  
- **To Adjust the Display Contrast**
  1. Press the **SETTINGS** key
  2. Use the scroll bar to highlight **CONTRAST**
  3. Press the **SELECT** softkey
  4. Press the **up and down arrow** softkeys
  5. Press the **OK** softkey to save your selection
  6. Press the **EXIT** softkey

## **DIRECTORIES**

- **To View Missed, Received, or Placed Call History**
  1. Press the **DIRECTORIES** key
  2. Use the scroll bar to highlight the desired option, or press the corresponding number
  3. Press the **SELECT** softkey
  
- **Exit While Viewing a Call History**
  1. Press the **EXIT** softkey twice
  
- **Edit and then Speed Dial a Missed or Received Call**
  1. Press the **DIRECTORIES** key
  2. Use the scroll bar to highlight the desired option, or press the corresponding number
  3. Press the **SELECT** softkey
  4. Use the scroll bar to highlight the entry you want to dial
  5. Press the **EDIT DIAL** softkey
  6. Enter **9** and or (1 if necessary) before the number
  7. Press the **DIAL** softkey
  
- **To Search the Corporate Directory**
  1. Press the **DIRECTORIES** key
  2. Select the Corporate Directory or press 4
  3. Search using either first name, last name or extension  
(It is not necessary to enter the entire name)
  4. Use a **\*** as a wild card to access the entire Corporate Directory
  5. Press the **SEARCH** softkey