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Getting Started

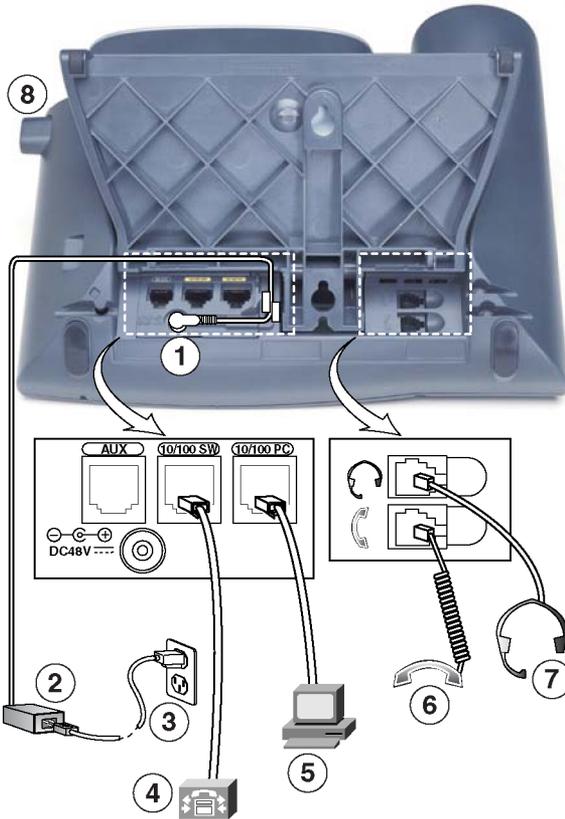
Using this Guide

This guide provides you with an overview of the features available on your phone. You can read it completely for a solid understanding of your phone's capabilities, or refer to the table below for pointers to commonly used sections.

If you want to...	Then...
Connect your phone	See Connecting Your Phone
Use your phone after it is installed	Start with An Overview of Your Phone
Learn about the phone buttons	See An Overview of Your Phone - Understanding Buttons and Hardware
Learn about the phone screen	See An Overview of Your Phone - Phone Screen Features
Use your phone as a speakerphone	See Basic Call Handling - Using a Handset, Headset, and Speakerphone
Mute calls	See Basic Call Handling - Using Mute and Volume
Changing the Volume	See Basic Call Handling - Using Mute and Volume
Make calls	See Basic Call Handling - Placing a Call
Put calls on hold	See Basic Call Handling - Using Hold and Resume
Transfer calls	See Basic Call Handling - Transferring Calls
Make conference calls	See Advanced Call Handling - Conference Calling
Set up speed dialing	See Advanced Call Handling - Speed Dialing
Parking a call	See Advanced Call Handling - Parking a Call
View your missed calls	See Using Call Logs and Directories
Listen to your voice messages	See Accessing Voice Messages

Connecting Your Phone

Typically, your service provider will setup each phone to connect to the corporate IP telephony network. If that is not the case, refer to the graphic and table below to connect your phone.



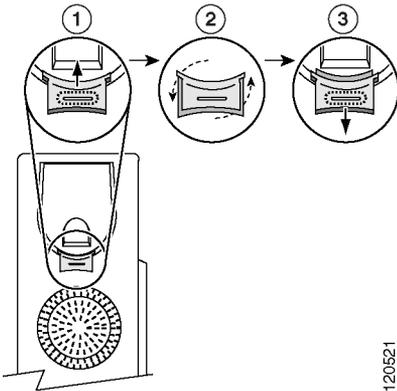
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1	DC adaptor port (DC48V) for phones not provided with in line power	5	Access port (10/100 PC) for connecting your phone to your computer
2	AC-to-DC power supply	6	Handset port
3	AC power cord	7	Headset port
4	Network port (10/100 SW) for connecting to the network	8	Footstand button

Adjusting the Footstand / Handset Rest

Footstand - To change the angle at which your phone sits on your desktop, adjust the footstand while pressing the footstand button.

Handset Rest - When you connect your phone, you might want to adjust the handset rest to ensure that the receiver will not slip out of the cradle. See the table below for instructions.



1	Set the handset aside and pull the square plastic tab from the handset rest.
2	Rotate the tab 180 degrees.
3	Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.

Signing In to Your Phone

After your phone is connected to the network, your phone may require login information prior to allowing you to make or receive calls. If this is the case, your phone will display “Log In” on the second line of the screen of the phone. To log in to your phone, use the numeric keypad to enter your 10-digit phone number, User ID, or global extension number as provided by your service provider in the UID/Phone# field. Then, use the teal colored scroll button to move the blinking cursor to the PIN Code field. Do this by pressing the lower (down) half of the up-down scroll button. Then, enter your PIN Code as provided by your system administrator. Unless you have been otherwise notified, your PIN Code is often the last 4 digits of your phone number or extension. After you have entered your all information press [Submit].

Your phone will then start the log in process.

Choosing the Proper Headset

Your phone system supports a number of third party headsets. Users are advised to test a variety of headsets for performance for a few days prior to purchasing and deploying large numbers of a given headset.

An Overview of Your Phone

Your Cisco 7960G or 7940G is a full-feature telephone that provides voice communication over the same data network that your computer uses, allowing you to place and receive phone calls, put calls on hold, transfer calls, make conference calls, and so on.

Understanding Buttons and Hardware

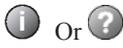
You can use the illustrations below to identify buttons and hardware on your phone.



Cisco 7960G IP Phone (Above)



Cisco 7940G IP Phone (Above)

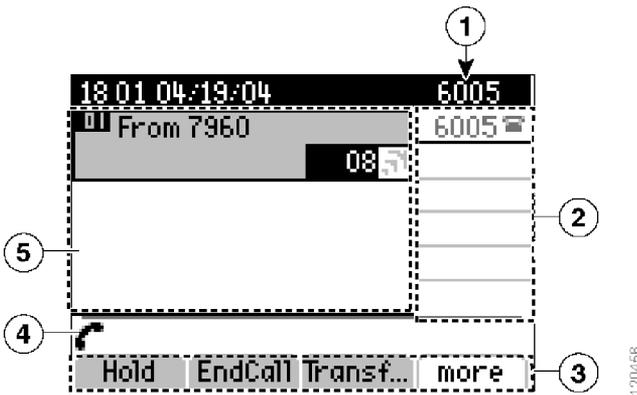
	Item	Description	For more info...
1	Handset light strip	Indicates an incoming call or new voice message.	Accessing Voice Messages
2	Phone Screen	Shows phone features and status.	An Overview of Your Phone
3	Model Type	Indicates your phone model.	
4	Line / Speed Dial / One-Touch Dial 	Access your phone line, show your speed dial menu, or quickly dial an established number.	Advanced Call Handling
5	Footstand button	Allows you to adjust the angle of the phone base	Connecting Your Phone
6	Directories Button 	Opens / Closes the contacts menu.	Using Call Logs and Directories
7	Help Button 	For future use...	
8	Settings button 	Opens / Closes the settings menu.	
9	Speaker button 	Toggles the speakerphone on or off.	Basic Call Handling
10	Mute button 	Toggles the mute feature on or off.	Basic Call Handling
11	Headset button 	Toggles the headset on or off.	Basic Call Handling
12	Volume button 	Controls the volume.	Basic Call Handling
13	Services button 	Opens / Closes the services menu.	
14	Messages button 	Connects you to the voice mail system.	Accessing Voice Messages
15	Navigation button	Scrolls up and down through menus and on screen display information.	
16	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.	Basic Call Handling

	Item	Description	For more info...
17	Soft key buttons	Each activates an option displayed on phone screen.	Phone Screen Features

For purposes of illustrating a soft key in this manual it will be represented in []. For example if the instructions state press [Hold] it means to press the button directly below the hold soft key on the screen to perform stated action. Sometimes you will have to press [more] to see the referenced soft key.

Phone Screen Features

This is what your main phone screen might look like with an active call.



1	Phone # / Ext. #	
2	Line / Feature	Line and speed dial feature buttons
3	Soft key labels	Each displays a soft key function
4	Status line	Displays information about current phone status or call status.
5	Call activity area	Displays current calls including Caller ID, call duration, and call status.

Cleaning the Phone

Gently wipe the phone screen, handset, and other areas of the phone with a soft, dry cloth. Do not use any liquids or powders on the phone. Using anything other than a soft, dry cloth can contaminate phone components and cause failures.

Understanding Lines vs. Calls

To avoid confusion about lines and calls, refer to these descriptions:

Lines - Each phone has one “Line” associated with it. This “Line” is associated with your extension number or your direct dial phone number. For purposes of this documentation, this is a single “Line”, but is capable of handling multiple phone conversations at any one time.

Calls - Each line can support multiple calls. By default, your phone supports six connected calls per line, but your system administrator can adjust this number according to your needs. Only one call can be active at any time—unless you are in a conference call.

Line and Call Icons

Your phone displays icons to help you determine the line and call state.

Icon	Line or Call Status Description
On-hook Line 	No call on this line.
Off-hook Line 	Your phone is off hook or you are placing a call.
Outgoing Call 	You are placing a call and it is ringing through.
Connected Call 	This call or line is connected.
Incoming Call 	An inbound call is ringing on your phone.
Holding Call 	You have placed this call on hold.

Feature Availability

The operation of your phone system and the features available may vary, depending upon the feature set chosen by your company and how the administrator has configured your phone system. Therefore, some of the features included in this guide might not be available to you or may work differently on your phone system. Contact your IT administrator or your service provider’s technical support for any questions regarding feature availability.

Basic Call Handling

Basic call-handling tasks can be managed with a range of features and services. Feature availability can vary; see your IT administrator or contact your service provider's technical support staff for more information.

Using a Handset, Headset and Speakerphone

When talking on your phone you have three different options for communicating:

Handset - The handset works like a typical handset for any phone. Pick up the handset to make or receive a call.

Headset - The headset feature allows a user to make and receive calls without having to pick up the handset. To activate the headset press  and the headset indicator light will be green when on. To deactivate the headset press the button again and the light will go off. Picking up the handset will also disable the headset mode. Remember headsets can perform differently for different phones and situations. Users are advised to test a variety of headsets for performance for a few days prior to purchasing and deploying large numbers of a given headset.

Speakerphone - The speakerphone allows you to make and receive calls using the speaker located underneath the handset. Simply press the  and the speaker is activated. You may answer and end calls quickly with this button. To switch from the handset to the speaker while on a call press the speaker button first then simply place the handset on the cradle.

Using Mute and Volume (Including Ringer)

Mute - With Mute enabled, you can hear other parties on a call but they cannot hear you. You can use Mute in conjunction with the handset, speakerphone, or a headset. You can toggle Mute on and off by pressing . When mute is activated the button will be illuminated bright red.

Volume - Adjust the volume of your call during a call by pressing the  to the left or right until you have the desired volume level. If you want this change to be permanent press [Save]. Also use this to adjust the ring volume when there is no call connected.

Placing a Call

Here are some easy ways to place a call on your phone system:

If you want to...	Then...	For more info...
Place a call using the handset	Pick up the handset and enter a number.	Using a Handset, Headset and Speakerphone

If you want to...	Then...	For more info...
Place a call using the speakerphone	Press  and enter a number.	Using a Handset, Headset and Speakerphone
Place a call using a headset	Press  and enter a number. If headset light was already lit, press [NewCall] and enter a number.	Using a Handset, Headset and Speakerphone
Redial a number	Press [Redial] to dial the last number.	Using Call Logs
Place a call while another call is active	Press Hold, then Press [NewCall]. You may then dial a number.	Using Hold and Resume
Dial from call logs	Press  , choose the call log (Missed, Received, or Placed calls), scroll to the desired call, and pick up the handset or press [Dial].	Using Call Logs
Click-to-Dial	Locate desired number either in your web portal or via Outlook integration and click the number you wish to dial. The phone will start dialing out on speakerphone (or headset if you are in headset mode).	Web Portal Guide
Quick Dial	On the 'Main' tab in the web portal type the number in the field before quick dial and press <Enter> or click on (Quick Dial).	Web Portal Guide

Tip: If you make a mistake while dialing, press << to backspace. Also, pressing (#) eliminates the pause after you are finished dialing and before the phone starts ringing out.

Answering a Call

You can answer a call by simply lifting the handset, or you can use other options:

If you want to...	Then...	For more info...
Answer with a headset	Press  if unlit. If it is already lit, press [Answer].	Using a Handset, Headset, and Speakerphone
Answer with the speakerphone	Press  or press [Answer].	Using a Handset, Headset, and Speakerphone
Switch from a connected call to answer an incoming call	Press [Answer].	Using Hold and Resume
Send call directly to voice mail	Press [GotoVM].	Accessing Voice Messages

Ending a Call

To end a call, simply hang up. Here are some more details:

If you want to...	Then...
Hang up while using the handset	Return the handset to its cradle or press [EndCall].
Hang up while using a headset	Press  or to keep headset mode active, press [EndCall].
Hang up while using the speakerphone	Press  or [EndCall].
Hang up one call but preserve another call	Place the call you want to preserve on hold by pressing [Hold]. Then highlight the call you wish to disconnect, using the navigation button and press [EndCall]. If necessary remove the call to be disconnected from hold first by pressing [Resume].
Hang up from the web portal	Click Disconnect from the 'Main' tab.

Using Hold and Resume

You can hold and resume calls. When you put a call on hold, the Hold icon  appears next to the caller ID.

If you want to...	Then...
Put a call on hold	Make sure the appropriate call is highlighted, then press [Hold].
Remove a call from hold	Make sure the appropriate call is highlighted, then press [Resume].

Tip: Engaging the Hold feature will play music-on-hold for the party being placed on hold.

Switching Between Multiple Calls

You can switch between multiple calls:

If you want to...	Then...
Switch from one call to another without disconnecting the original call.	Place the first call on hold by pressing [Hold]. Then, highlight the call you wish to switch to. Finally, press [Resume].
Switch from a connected call to answer an incoming ringing call.	Highlight the incoming call and press [Answer]. The original call will automatically be placed on hold.

Transferring Calls

Transfer redirects a connected call to another party, which may be another user on your phone system or even an outside party.

If you want to...	Then...
Blind Transfer - Transfer a call without talking to the transfer recipient.	From an active call, press [Trnsfr]. Then, dial the number of the party to transfer the call to. When the call starts ringing through, press [Trnsfr] again.
Attended Transfer - Talk to the transfer recipient before completing the transfer.	From an active call, press [Trnsfr]. Dial the number of the party you wish to potentially transfer to. Wait for the transfer recipient to answer. To complete the transfer, press [Trnsfr] again. To abort the transfer and return to the original call, press [EndCall] on the call with the transfer recipient. Then, highlight the original phone call and press [Resume].
Use One-Touch Dials speeds up transferring calls. See the Web Portal section on how to establish One-Touch Dials.	From an active call, press the corresponding One-Touch Dial. This will initiate the transfer. You can wait for the party to answer and then press [Trnsfr] or when the call starts ringing press [Trnsfr] and the call will be transferred to that party.
To abort a transfer and return to the original call.	Press [EndCall] on the call with the transfer recipient even if it is still ringing then highlight the original phone call and press [Resume].

Forwarding All Calls to Another Number

You can use “Call Forward All” to redirect incoming calls for your phone to another phone number.

If you want to...	Then...
Activate Call Forwarding	Press [CFwdAll] (press [more] if necessary to show [CFwdAll]). From the “Forward All” screen, press [Change]. Enter the number to forward calls to, then press [OK]. Finally, press [Exit].
Cancel Call Forwarding	Press [CFwdAll]. Press [Cancel]. Finally, press [Exit].

Tip: When call forwarding is activated, your phone will display this information on the phone’s idle screen whenever the phone is idle with no calls.

Do Not Disturb (DND)

Placing your phone in [DND] keeps your phone from ringing. It will also show you as unavailable in Our Phones with a bold X.

Viewing Multiple Calls

Understanding how multiple calls are displayed on your phone can help you organize your call-handling efforts.

In standard viewing mode, your phone generally displays calls as follows:

- Calls with the longest duration display at the top of the list.
- Calls of a similar type are grouped together. For example, calls that you have interacted with are listed at the top, and ringing calls are listed last.

Our Phones

“Our phones,” represented on the phone as [OurPhns] will give you snap-shot status of all parties within your phone system. If a user is not logged in or in Do-Not-Disturb (DND) you will see a bold X to the left of that users’s name. If a user is on a call you will see a symbol that looks like two handsets to the left of that user’s name. Status information is also available under the ‘Our Phones’ tab on the user Web Portal.

Intercom

Allows for hands free answering or to intercom to another user’s phone within your phone system.

To use intercom press [OurPhns] and then press [ICom]. Then highlight the user in [OurPhns] you wish to intercom and press [Dial] or pick up the handset and it will automatically contact their extension. You will hear an audible beep letting you know you are connected. Once you hear this beep you can start speaking and the other party’s speakerphone will start playing what you are saying. You can use the headset or speakerphone on your phone to start an intercom session. When you are finished hang up or press [EndCall].

Overhead Paging

If requested, Overhead Paging is available.

To Overhead Page, simply dial extension # _____, speak and hang-up.

Advanced Call Handling

Conference Calling

Your phone system allows you to join three or more parties into one telephone conversation, creating a conference call. Conference calls in the system are managed with a virtual “Conference Room” mode on the phone. When you enter conference room mode, the phone’s display will provide a scrollable list of parties currently in the conference and provide soft keys to manage those connected parties as well as managing the conference. Conference mode is automatically started on your phone any time you send a party to the virtual conference room. The conference mode is ended when you press [EndAll].

For further details related to conference calling, please see the following table:

If you want to...	Then...
Start a conference	With a call connected to your phone, press [Confrn]. You will enter Conference Mode with a conference of two parties, you and the call you sent to the conference room.
Add a party to the conference	During the conference, press [NewCall]. Conference mode will temporarily be suspended. Dial your new party. When ready to return to the conference, press [Confrn]. If you do not wish to add this call to the conference, simply hang up and you will auto-return to the conference.
Answer an incoming call during a conference	Simply highlight the ringing call and press [Answer]. The conference will be suspended into the background. You may then add the new call into the conference or end the call. You will return to the conference room automatically after either of these activities.
Start a sidebar	Starting a sidebar allows you to take an individual caller already involved in the conference to a private conversation. Highlight the party you wish to sidebar and press [Consult]. Then you [Answer] this call again and you are connected to that individual party. While you are in a sidebar the conference call is still going on in the background. If you are finished with this party you may hang up or rejoin them to the conference call as normal.
End the conference	From the conference room screen, press [EndAll]. All parties in the conference will be disconnected.

Speed Dialing

The phone system allows you to configure a number of easy to access speed dials. Your system administrator may also establish a number of company wide speed dials to appear on your speed dial list.

If you want to...	Then...
Access your speed dials	Press the second  button from the top, to the right of the phone's screen.
Dial a speed dial entry	Highlight the desired speed dial entry from your list, and press [Dial].
Update your speed dials	Updating speed dials can be performed on the Web Portal. Please see the Web Portal section for more details.

Phone Portability / Changing Phones

If your system administrator has provided you with the appropriate account information, you may be able to sign into any other phone at your company's facility with your phone account. When you do so, that phone will instantly become your phone and the phone you were originally logged into will automatically log off. All your calls will ring to the current phone and you may place calls as normal.

See the table on the following page for more details on how to sign in on an alternate phone.

If you want to...	Then...
Sign in to a different phone	If this phone is normally used by another user and that user is currently signed into this phone, you must first sign them out of this phone. See Log Out from a phone (below). If the phone is displaying the sign in screen, simply enter your direct dial number, User ID, or global extension number and use the navigation key to move to the PIN code field. Enter your pin code and press [Submit].
Log Out from a phone	Press the  button to reveal the services menu (may be necessary to press twice). Highlight the Log Out option and press [Select]. The phone will reboot.

Call Intercept

Call intercept allows you to intercept or steal a call that was intended for another user within your phone system. Your service provider must setup a list of users that you are permitted to intercept calls from.

To intercept a call pickup the handset or press speakerphone and then press **. The call will be re-routed to your phone.

Call Recording

The call record feature either records all calls, records on demand, or records no calls. This feature is configured by your service provider. Recorded calls are accessible on the web portal under 'Logs'. Play will be next to the corresponding call log.

To record a call on demand you must first allow the call to be answered. The press [Record]. Please note that when you start a recording you may not stop a recording until that call has ended.

Parking a Call

Parking a call is an advanced hold feature that allows you to place a call on hold and pick that call up at any other phone on your phone system. To see how to set up One-Touch Dial parking slots please refer to the Web Portal section of the user guide.

If you want to...	Then...
Place a call in any parking slot	Press [more] and then press [Park]. This will park the call in the first available parking slot.
Place a call in a One-Touch Dial parking slot (1-10).	Press the corresponding One-Touch Dial and the call will be parked in that slot.
Resume a call from a parking slot that you have assigned a One-Touch Dial	Press the corresponding One-Touch Dial and the call will auto answer on your phone.
Resume a call from a parking slot when you have not assigned a One-Touch Dial	Press [more] until you see [PickUp]. Pressing [PickUp] will give you a display of all calls currently parked and their corresponding caller ID. Highlight the correct call and press [GetCall]. You may also type in the corresponding number on the keypad to retrieve the call (i.e. the call is in slot 2 press '2' on the number pad).

Using Call Logs and Directories

This section describes how you can use call logs and directories / contact lists. You can get quick access to both call logs and directories by pressing .

Using Call Logs

Your phone maintains records of your missed, placed, and received calls.

If you want to...	Then...
View your call logs	Enter the directories screen by pressing the directories button on your phone. Scroll to highlight which log category (missed, received, or placed) you wish to view. Press [Select].
Erase your on-phone call logs	Enter the directories screen by pressing the directories button on your phone. Press [Clear].
Dial from a call log entry	Highlight the entry you wish to call. Pick up the handset or press [Dial].

Directory / Contacts Dialing

You may access a user configured personal directory and a business wide company directory from your phone. The personal and enterprise directory are managed from the user web portal. The items placed in your personal contacts directory will only appear on your phone. The Enterprise Contacts directory is configured by your system administrator and typically contains business contacts frequently accessed by many users at your company.

If you want to...	Then...
Access your personal directory on the phone	Enter the directories screen by pressing the directories button on your phone. Scroll to highlight "Personal Contacts". Press [Select].
Access your enterprise directory on the phone	Enter the directories screen by pressing the directories button on your phone. Scroll to highlight "Enterprise Contacts". Press [Select].
See details of a contact in either directory	Highlight a contact and press [Select].
Dial a contact	Highlight which of the contact's phone numbers you wish to dial from the contact's details. Then, pick up the handset or press [Dial].

Accessing Voice Messages

Your phone system comes with voice mail.

When you have voice mail, a red light will light up on your telephone handset. Additionally, a flashing envelope will appear on the right edge of your phone's screen.

In order to check your voice mail or set up your voice mail options, you must sign in to your voice mail system. In order to sign in to your voice mail system from your phone, simply press the  (messages) button. You will be prompted to enter a password. Enter your PIN code to proceed. Unless you have been otherwise informed (or have changed your PIN code), your PIN code is the same as the last 4 digits of your direct phone number or extension number. After entering the PIN code, you may simply wait for the voice prompts to continue, or press # to signify that you have finished entering your PIN code and are ready to proceed.

Once signed into the voice mail system, you will be presented with the main menu.

From the main menu, you have the following options:

1	New Messages - Press to listen to your new messages	
2	Old Messages - Press to listen to your old messages	
3	Advanced Options - Currently Not Used	
0	Mailbox Options:	
	1	Record Unavailable Message
	2	Record Busy Message
	3	Record User Name
	4	Record and Activate Temporary Greeting / Update Greeting
	5	Change pin code
	*	Return to the main menu
*	Help	

In "listening to messages mode", after listening to a message you have these options:

3	Advanced Options - Currently Not Used
4	Previous Message - Move to the previous message
5	Replay - Replay the current message
6	Next Message - Move to the next message
7	Delete Message - Delete the current message
8	Forward Message - Forward message to another phone user
*	Main Menu - Return to main menu

While listening to a message play, you have these options:

0	Pause
1	Move to first message in current mailbox
2	Restart Message
4	Previous Message
5	Skip to the end of this message
6	Next Message
7	Delete Message
8	Forward Message
*	Skip back 3 seconds
#	Skip forward 3 seconds

User Web Portal

Your phone service includes a computer based component. In order to access the full features of your phone service, you may connect to the User Web Portal.

To visit the Web Portal, please contact your service provider for the web page URL.

When prompted, you must provide login information. You should get your user name and password from your service provider.

This is a brief description of the User Web Portal. Please refer to the additional guide for full details and how to best utilize all functions of your phone system.

The User Web Portal is divided into the following sections:

Main	The main screen provides information on the status of your phone and any current calls.
Directory	Directories section is used to view and manage personal and enterprise contact directories, as well as speed dials.
Voice Mail	In the voice mail area, you can view and manage your voice mail messages as well as configure some voice mail options.
Conference	The conference screen lets you manage your on-phone conference calls from the web browser.
Call Mgt.	Call Management allows you to alter features such as Do-Not-Disturb (DND) and call forwarding from the web portal. Additionally, you may create follow-me phone dialing lists for those callers you wish to be available to while you are away from the office.
Logs	The Logs section allows each user to review call history of all incoming and out going calls from their extension. Details include the time a call is initiated, name and number of the caller, name and number of the person who was called, the duration of the call and any recordings of that call. Administrator level access allows viewing of all extensions.
Our Phones	This section allows you to see the status of all the phones in your company (such as whether a party is in Do-Not-Disturb (DND) or busy on the phone).
Faxes	The faxes section allows you to retrieve and print faxes received at your personal fax number. You can also quick send a PDF from this section.