

# End User Phone Training 7945/7965 Reference Guide



## ***Navigation (Scroll)***

The user may display his/her last calls out using the blue navigation button. Please note that the phone handset will display up (rather than on the cradle) when a Cisco user is on the phone. The navigation arrows will also be used to display menu options on the screen for a variety of Cisco phone functions.

## ***Using the Corporate Directory***

The Corporate Directory contains all extension information for all employees.

- Press ***DIRECTORIES*** button
- Use the scroll key or press "5" to select the ***Corporate Directory*** option.
- Use the phone keypad to enter the desired parties name or number.
- Press the ***Search*** soft-key to perform the function.
- Use the ***Scroll*** key or corresponding menu number to select the party.
- Press the ***Dial*** key to complete the call.

## ***Changing the LCD Brightness/Contrast***

To improve the readability of the LCD, change the amount of contrast:

- Press the ***Settings*** button
- Use the ***Scroll*** button on the phone to highlight the ***User Preferences*** press the ***Select*** soft-key.
- Use the ***Scroll*** button on telephone to highlight the ***Brightness*** or ***Contrast*** from the User Preferences menu.
- Press ***up or down soft-keys*** or the volume keys to set the desired intensity of the display.
- Press the ***Save*** soft-key to accept your changes.
- To return to the main phone screen, press the ***Settings*** button again.

## ***Changing the Ringer Type***

To change the ringer type:

- Press the ***Settings*** button
- Select ***User Preferences***
- Select ***Rings*** from the User Preferences menu
- If prompted, select appropriate line, such as ***Default***
- Use the ***Scroll*** button on the phone to identify a ringer type
- Press ***Play*** to hear a sample of the ringer type
- Press ***Select*** to pick the highlighted ringer type (please note the check mark)
- Press ***Save*** soft-key to accept your changes.
- To exit, press the ***Settings*** button to return to the main phone screen.

## ***Viewing or Dialing Missed, Received and Placed Calls***

If the phone display indicates there are missed calls, the user can view the Missed Calls option in the Directory menu to view call history and call back the missed caller.

- Press the **DIRECTORIES** button
- Press the **Select** soft-key to select **Missed Calls** from the Directory menu. The call history for missed calls is displayed on the LCD.
- If desired, click the **Dial** soft-key to speed dial a number from the missed calls list. You might need to use the **EditDial** soft-key to add digits to the front of the number. For example, if the call was an outside long distance call, you would need to add a "91" to the number. Press **More Details** to review additional information about the call.
- Press the **Exit** soft-key twice to exit the directory menu.

The Cisco IP Phone keeps a history of calls you make and receive, including the caller ID, time and date of the call. You can use this information to redial a party.

- Press **DIRECTORIES** button
- Use the scroll key to select the desired call history option, **Received** or **Placed** calls
- Follow 3 & 4 above.

*Call logs can also be deleted and or cleared from selected call types.*

## ***Adjusting the Handset, Speakerphone, and Headset Volume***

To adjust volume:

- To increase or decrease the volume, press the **up or down (+/-) volume button**. The volume buttons adjust the volume for the current active voice receiver.
- To save the volume settings for future calls, press the **Save** soft-key.

## ***Adjusting the Ringer Volume***

To change the volume on the ringer:

- Press the **volume** key to hear a sample ring.
- While ring plays, press the **up or down volume button** to adjust to desired level. Ringer volume is automatically saved on some phone models, other models may require you to press the **Save** soft-key.

## ***Line Appearances***

Line appearances are the extensions displayed on the phones. Some line appearances will be extension numbers, while some may be extension names.

- Direct lines will be displayed on the phones with descriptions providing the end user name and extension numbers.
- If configured, Group lines or Shared lines will be displayed on the phones with descriptions and extension numbers.

## ***Placing a Call***

You can place a call with the Cisco IP Phone 7945/7965 in any of the following ways:

- Lift handset and dial the extension or 9 for an outside number
- Press line button and the number
- Press **New Call** soft-key and dial the number
- If using a headset, press **HEADSET** and dial the number, or **New Call** if the headset is already active.
- To use the speakerphone, press **SPEAKER** and dial the number
- Dial the number. Press "<<" to backspace and correct input if required. Press the **DIAL** soft-key or lift the handset to initiate the dialing.

## ***Placing a Call Using the Corporate Directory***

You can place a call using the phone directory provided for you in your phones corporate **Directory**. This eliminates the need to look up numbers.

- Press the **Directories** button located on your phone.
- Use the **Scroll** button to select the **Corporate Directory**.
- Press the **Select** soft-key.
- Enter the first or last name of the person you would like to dial using your phones dial pad.
- Press **Search** soft-key
- Use the **Scroll** button to scroll to the person you would like to dial.
- When the person you would like to dial is highlighted, press the **Dial** soft key.

## ***Answering a Call***

You can answer a call using the handset, speakerphone, or headset.

- To use the handset, lift the handset
- If using the speakerphone, press **SPEAKER**
- If using the headset, press **HEADSET** and press the line button of incoming call. This can also be used in combination with the **ANSWER** soft-key if the headset is already active.

## ***Ending a Call***

You can end a call using the handset, speakerphone, or headset.

- If using the handset, hang up the handset or press the **EndCall** soft-key.
- If using the head set press the **HEADSET** button or press the **EndCall** soft-key..
- If using the speakerphone, press **SPEAKER** or press the **EndCall** soft-key..

## ***Muting a Call***

While on a call, you can mute the handset, headset, or speakerphone, preventing the party you are speaking to from hearing what you or someone else in the room is saying.

- To mute a call, press **MUTE**
- To disengage the mute function, press **MUTE** again.

## ***Placing a Call on Hold***

While on a call you can place the call on hold so that the caller can not hear you and you cannot hear the caller. You can answer other calls while a call is on hold.

- To place a call on hold, press the ***Hold*** soft-key
- To return to the call, press the ***Resume*** soft-key. If multiple calls are held, use the ***Scroll*** key to select the desired call before pressing ***Resume***.

## ***Transferring a Call***

To transfer a call to another phone:

- Press the ***Transfer*** soft-key. This automatically places the call on hold.
- Dial the number to which you want to transfer the call
- When dialed number rings, press ***Transfer*** and hang up, or when party answers, announce the call and press ***Transfer*** and hang up.
- If no answer or call is refused, press ***EndCall*** then ***Resume*** soft-key to return to original call.

## ***Transferring a Call Using the DirTrfr soft-key***

While one call is active and another call is on hold you can directly transfer the active call to a call on hold by using the following steps:

- Scroll to the call on hold.
- Press the ***DirTrfr*** soft-key. This automatically transfers the active caller to the caller on hold and removes the phone doing the transfer from the call.

## ***Transfer a Call Using the Corporate Directory***

To transfer a call to another phone:

- Press the ***Hold*** soft-key. This places the call on hold
- Press the ***Directories*** button located on your phone.
- Use the ***Scroll*** button to select the ***Corporate Directory***.
- Press the ***Select*** soft-key.
- Enter the first or last name of the person you would like to dial using your phones dial pad.
- Press ***Search*** soft-key
- Use the ***Scroll*** button to scroll to the person you would like to dial.
- When the person you would like to dial is highlighted, press the ***Dial*** soft-key.
- When dialed number rings, press ***UP*** navigation button then the ***DirTrfr*** soft-key and hang up, or when party answers, announce the call and press ***UP*** navigation button then the ***DirTrfr*** soft-key and hang up.
- If no answer or call is refused, press ***EndCall*** then ***Resume*** soft-key to return to caller.

## ***Transferring a Call Directly to Unity Voicemail***

To transfer a call directly to a user's voicemail box:

- Press the ***Transfer*** soft-key. This places the call on hold
- Press \* (asterisk) and dial the user's extension. Press the ***Transfer*** soft-key to transfer to Unity Voicemail

## ***Leaving a Message directly in a Unity Voicemail Box***

To leave a message directly in a Unity Voicemail box

- Press \* (asterisk) and dial the user's extension. Wait for the beep, leave the message.
- Press # to bypass the greeting.

## ***Call Forward All***

To forward phones, press ***CfwdAll*** soft-key and enter appropriate extension, external number or ***MESSAGES*** (for voice mail). To cancel, press ***CfwdAll*** soft-key again.

## ***DND***

Press ***DND*** (Do Not Disturb) to turn off the phone ringer when a user receives a new call. The user will see the phone call information on the screen and the red light will flash, but the ringer will not ring. Press ***DND*** to turn off the feature.

## ***CallBack***

The Cisco Call Back feature allows you to receive call back notification on your Cisco IP Phone when a called party line becomes available. To receive call back notification, press the ***CallBack*** soft-key while receiving a busy or ringback tone.

## ***Diverting Inbound Calls to Unity Voicemail***

To send inbound calls directly to voicemail:

- While the phone is ringing press the ***iDivert*** soft-key to send the call directly to voicemail.
- If the call is a Forwarded call from another extension, pressing ***iDivert*** will send the caller directly to YOUR voicemail (unless you don't have it) – otherwise it will prompt the caller to enter Unity credentials.

## ***Redialing Last number Dialed***

To redial the most recently dialed number, lift the handset and press the ***Redial*** soft-key. Alternatively, you can simply press ***Redial*** to activate the speakerphone or headset.

## ***Parking a Call***

You can park an active call and then retrieve it from any other phone on the system. Park numbers will display as “#90 - #99” numbers.

- During a call, press the ***More*** soft-key until you see the ***Park*** soft-key.
- Press the ***Park*** soft-key to park the call. The LCD screen will display the number the call now parked on. Make note of the number. It will display for 10 seconds after parking a call.
- To retrieve the call, go to any phone and dial the ***Call Park number***. The call will revert to the original caller if it is not picked up within 90 seconds.

## ***Call Pickup***

If telephone groups have been defined, users may pick up each other's telephone calls with the following steps. NOTE: Not all sites will have call pickup.

- Telephone rings on one of the phones in the defined group.
- Press the **Pickup** soft-key. (The call should now ring on your phone)
- Press the **Answer** soft-key.
- To pickup calls from another pickup group, use the **GrpPickup** soft-key and dial the group number to be picked up. Press the **Answer** soft-key to answer redirected call.

## ***Hunt Groups (previously known as UCD)***

*(Only applies if your number is part of a Pilot Number)*

To log in or out of a Hunt Group:

- Press the **More** soft-key button
- Press the **More** soft-key button
- Press the **HLog** soft-key button

NOTE: When logged out the display screen will say, "Logged out of Hunt Group".

## ***Placing a Conference Call***

To initiate a conference call:

- During a call, press the **More** soft-key, then **Confrn** soft-key. This will automatically select a new line and place the party on hold.
- Dial next extension number.
- When call is answered, announce conference and press **Confrn** to connect all parties.
- Continue with steps 1-3 until all parties are added 7 including the call initiator.
- Press the **More** soft-key then the **ConfList** soft-key to display a listing of the people on the conference. The initiator has an "\*" next to his/her name. The initiator has the ability to **Remove** conference attendees.

NOTE: Conference calls will disconnect external parties when all 'on-net' IP phone users have disconnected.

## ***Placing a Conference Call using the Join soft-key***

While one call is on hold and you have another active call:

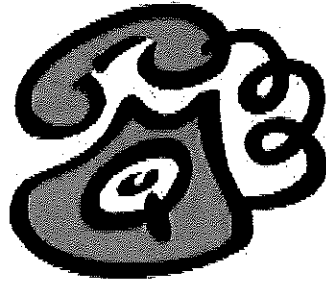
- Scroll to the active call.
- Press **More** soft-key then the **Join** soft-key. A checkmark will be placed to the left of the active call.
- Scroll to the call on hold.
- Press the **Resume** soft-key followed by the **More** soft-key then the **Join** soft-key
- The phones should now display **To Conference**.

## ***Conference Call Tips***

- Make sure that the person being called (rather than a voice mail message) is included in the conference call.
- To place a conference call on speakerphone, press SPEAKER. Press MUTE to mute the speaker.

- Only 8 parties are allowed per conference call, *including* the call initiator.





## ***General Phone System Information***

- This information may prove useful in the future.
- Please keep password information private.

Outside Access Code --	<u>9</u>
Call Park Numbers --	<u>#90 - #99</u>
Check VM Externally Number --	<u>785-368-7000 *</u>
911 Emergency Dial --	<u>9911 or 911</u>
Default Log In (ID) <i>Unity</i>	<u>Extension</u>
Default Password <i>Unity</i>	<u>258852</u>

### **Notes**