

**Using Your Cisco 7940/7941 or 7960/7961  
IP Telephone**

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# About the Cisco 7940G/7960G

- **The Cisco 7940/7941G and 7960/7961G are feature-rich IP phone providing:**
- **Programmable Feature Buttons for line appearances, speed dials etc. (Six on the 7960G; Two on the 7940G)**
- **Large Pixel-based Display with Adjustable Contrast**
- **Four Context-Sensitive Menu-Driven Soft Keys**
- **Hearing Aid Compatible Handset**
- **Full Duplex Speakerphone**
- **Dedicated Headset Jack**
- **Selectable Ring Tones**
- **On-Screen Call Logs**
- **Adjustable Pitch Kickstand**
- **Support for the Cisco 7914 Expansion Module (7960/7961G only)**
  - **20 Buttons (7960G + one (1) 7914)**
  - **34 Buttons (7960G + two (2) 7914s)**
- **Flexible Codec (G.711 and G.729)**
- **802.1P and 802.1Q Support for Virtual LAN Traffic Management**
- **Local Power or Power Over Ethernet Flexibility**
- **Integrated 10/100 Ethernet Switch**



# Cisco 7940G IP Phone Overview



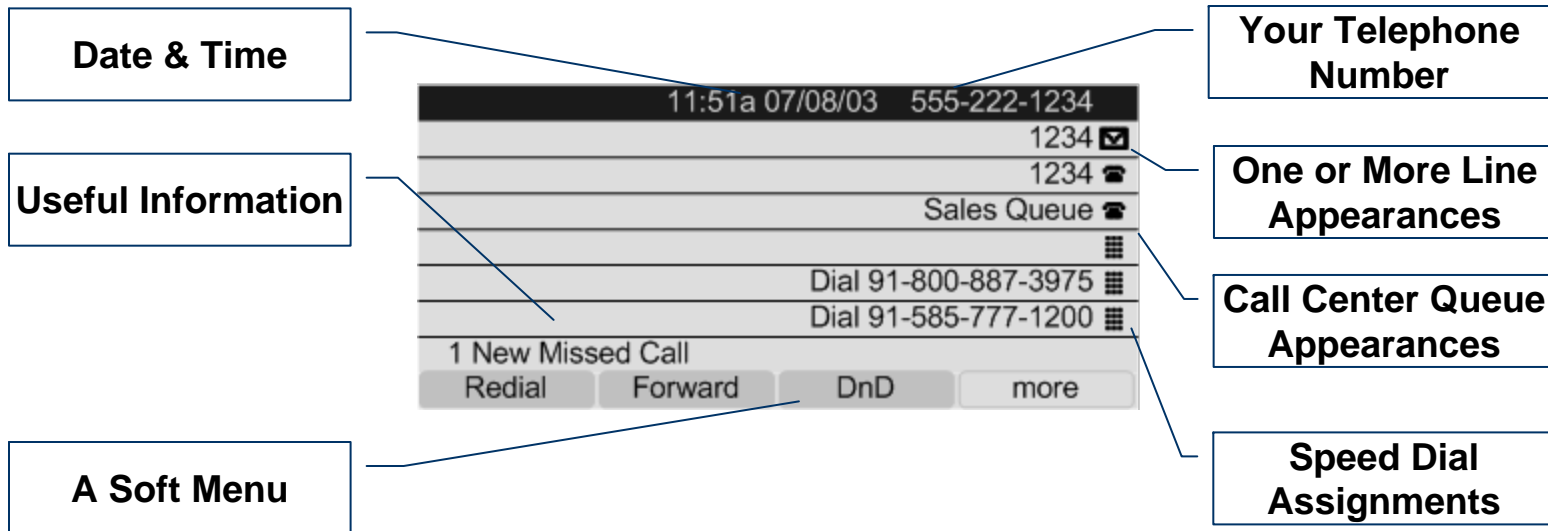
1. Handset
2. Message Waiting Light
3. Speaker
4. Display
5. Line/Feature Buttons
6. Foot Stand Adjustment
7. Soft Keys
8. Messages Button
9. Directories Button
10. Info Button
11. Settings Button
12. Services Button
13. Volume Up/Down Buttons
14. Speaker Button
15. Mute Button
16. Headset Button
17.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

# Cisco 7960G IP Phone Overview



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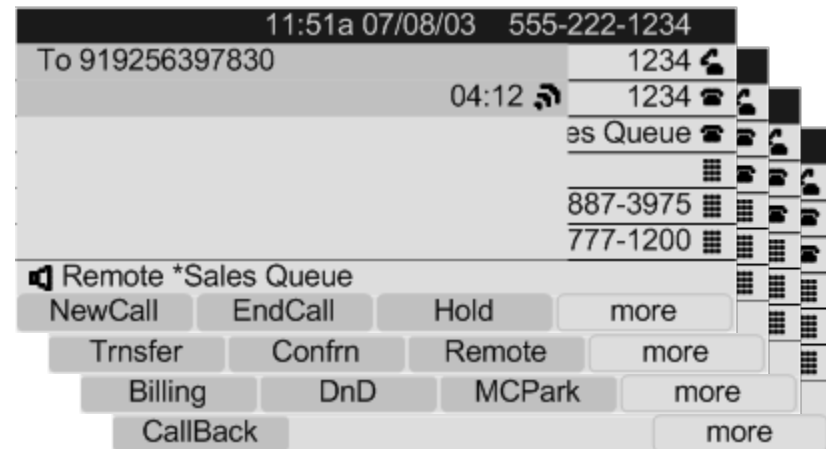
- The Cisco 7940G/7960G IP Phone features a large pixel-based display including:



- The Soft Menu works in conjunction with the four (4) soft keys that appear directly below the menu.
- The Soft Menu buttons change their functions depending upon the current state of the phone (i.e., inactive, active etc.)
- In some cases, you may need to press the More soft key to access additional features
- The specific soft key menu options and their position may differ depending upon the features assigned to your phone and how they are provisioned.



Phone Inactive



Phone Active

- **To Adjust the Display Contrast:**
  - Press the *Settings* button
  - Highlight *Contrast* using the up/down arrow scroll keys
  - Press the *Select* soft key
  - Use the *Up/Down* soft keys or the *Volume Up/Down* buttons to change the display contrast
  - Press the *OK* soft key
  - Press the *Save* soft key
- **To Adjust the Ring Volume**
  - While the handset is in the cradle and the speakerphone is off, use the *Volume Up/Down* buttons to change the Ring Volume.
- **To Adjust the Handset Volume**
  - Remove the handset from the cradle and use the *Volume Up/Down* buttons to change the Handset Volume. Press the *Save* soft key. Replace the handset.
- **To Adjust the Speakerphone Volume**
  - Press the *Speaker* button to activate the speakerphone and use the *Volume Up/Down* buttons to change the Speakerphone Volume. Press the *Save* soft key. Press the *Speaker* button again to disable the speakerphone.

- **To Change the Ring Type**
  - Press the *Settings* button
  - Highlight *Ring Type* using the *Scroll Up/Down* buttons or by pressing 2 on the keypad
  - Press the *Select* soft key
  - Use the *Up/Down* soft keys or the *Volume Up/Down* buttons to highlight the desired ring type. Press the *Play* soft key to hear the highlighted ring type.
  - Press the *Select* soft key to select the ring type
  - Press the *OK* soft key to exit the menu

- **The Cisco 7940G/7960G IP Phone rings differently for different types of incoming calls:**
  - **Internal Calls** – One Ring
  - **External Calls** – Two Rings
  - **Distinctive Ring** – If configured by the Service Provider, up to three separate numbers may be assigned to your phone that ring differently. These numbers don't have line appearances on the phone, but enable you to distinguish between callers by having them dial different numbers and having them ring differently. Calls to these numbers ring through on the primary line appearance.
  - **Priority Ring** – Enables you to configure certain callers as “priority callers”. Priority callers ring your phone with a different ring pattern.
- **To Answer an Incoming Call:**
  - **Lift the handset -or-**
  - **Press the line button for the inbound call to answer in speakerphone mode -or-**
  - **Press the *Speaker* button to answer in speakerphone mode -or-**
  - **Press the *Answer* soft key to answer in speakerphone mode -or-**
  - **Press the *Headset* button to use the headset.**

- **To Answer a Second Incoming Call While Already on a Call:**
  - Press the *Answer* soft key. The original caller will be placed on hold while you are connected to the second caller.
- **To Return to the Original Caller:**
  - Press the *Scroll Up/Down* buttons to highlight the original call and then press the *Resume* soft key.

- **To Make a Call**
  - **Using the Handset**
    - Lift the handset and dial the desired number
  - **Using the Speakerphone**
    - Press the *Speaker* button and dial the desired number
  - **Using On-Hook Dialing:**
    - Dial the desired number and:
      - Lift the handset -or-
      - Press the *Dial* button to use speakerphone mode -or-
      - Press the *Speaker* button to use speakerphone mode -or-
      - Press the line button for an available line to use speakerphone mode

- **Manual Dialing**

- To dial an internal extension: Dial the Extension Number

**Note:** You can use internal extension dialing even if the other extension resides in another location.

- To dial a local call: Dial the Outside Access Digit<sup>†</sup> + Telephone Number
- To dial a long distance call: Dial the Outside Access Digit + 1 + Telephone Number
- To dial an international call: Dial the Outside Access Digit + 011 + Country Code + City Code + Telephone Number

- **Redial**

- To redial the last number called: Press the *Redial* soft key or Dial \*07

- **Return Call**

- To call back the last person who called you
  - Dial \*69
  - Verify the number and press 1 to return the call
  - Wait for the called party to answer
- **Note: Return Call is only available if the previous caller's Caller ID information is available.**

<sup>†</sup> The Outside Access Digit is selected by the Service Provider. It is usually "9". In this case, to dial a long-distance number, dial 9 + 1 + 10-digit number

- **To Disconnect a Call**
  - **Replace the handset into the cradle -or-**
  - **Press the line button and replace the handset into the cradle -or-**
  - **Press the *EndCall* soft key -or-**
  - **Press the *Speaker* button (if using the speakerphone) -or-**
  - **Press the Headset button (if using the headset)**

# Setting Up Voicemail

- You must log into your voice mailbox at least once in order to start receiving voicemail messages.
- During initial setup, you will want to record your personal greetings. Until you record your personal greetings, your callers will hear a generic system greeting

- **To Change Your Voicemail Password**
  - Access your voice mailbox by pressing the **Messages** button
  - Select option **3** to change your voicemail password
  - Enter your new voicemail password followed by the **#** key
  - Enter your new voicemail password again followed by the **#** key to confirm
- **To Record Your Personal Greetings**
  - Access your voice mailbox by pressing the **Messages** button
  - Select option **5** to record your personal greetings.
  - **Select which greeting you'd like to record:**
    - Press **1** to record your **No Answer** greeting. This greeting is played for your callers when you don't answer your phone.
    - Press **2** to record your **Do Not Disturb** greeting. This greeting is played for your callers when you have the **Do Not Disturb** feature active.
    - Press **3** to record your **Busy** greeting. This greeting is played for your callers when you're talking on the phone.
    - Press **4** to record your **Name**
    - Press **\*** to return to the main menu.
  - **After the tone, record your greeting. Press the # key when finished.**

- **Once you've changed your password and recorded your personal greetings, you are ready to begin receiving voicemail messages.**
- **You also have the ability to configure:**
  - **Personal Distribution Lists** – These enable you to send or forward messages to a pre-defined group of recipients.
  - **Operator Assistance Number** – This is the extension or telephone number where callers will be transferred if they press 0 during your outgoing greeting.
- **These options are covered in the Voicemail module of this training.**

- 911
- Abbreviated Dial
- Anonymous Call Rejection
- Authorization Codes
- Automated Attendant
- Automatic Disaster Recovery (Auto-Remote)
- Billing Codes
- Call Back Queuing
- Call Block (Selective Call Rejection)
- Call Duration Display
- Call Forward – All Calls
- Call Forward – Busy
- Call Forward – Do Not Disturb
- Call Forward – No Answer
- Call Forward – Out of Service
- Call Pickup
- Call Restrictions/Toll Restrictions
- Call Return
- Call Trace
- Call Waiting
- Call Waiting with Caller ID
- Call Waiting with ID Manager
- Caller ID
- Caller ID Block
- Conferencing (N-Way)
- Direct Extension Assignment
- Direct Inward Dial
- Directed Call Pickup
- Distinctive Ring
- Do No Disturb
- End Call
- Find Me
- Group Speed Dial

# Feature Summary (cont'd)

- **Hold**
- **Hunt Groups**
- **Intercom**
- **Meet-Me Conference**
- **Message Waiting Indicator**
- **Multi-line Call Park**
- **Multiple Station Appearances/Bridged Line Appearances**
- **Music on Hold**
- **Mute**
- **Night**
- **Non-DID Numbers**
- **On-Hook Dialing**
- **One-Touch Transfer**
- **Permanent Caller ID Block Release**
- **Priority Call**
- **Privacy Guard**
- **Queue/ACD (Auto Call Distribution)**
- **Redial**
- **Remote Phone**
- **Release / End Call**
- **Remote Access to Call Forwarding**
- **Selective Call Forward**
- **Speaker**
- **Speed Dial**
- **Star Codes**
- **Time-of-Day Call Routing**
- **Transfer**
- **Urgent Call**
- **Virtual Ring**
- **Voice Mail**

- **911** – Allows the user to rapidly reach Emergency Services (e.g., fire, police, ambulance)
- **Abbreviated Dial** – Allows the user to create and use up to 100 personal speed dial codes (00-99).
- **Anonymous Call Rejection** – Rejects calls from callers who block display of their Name and/or Number information.
- **Authorization Codes** – Enables the user to override a Call Restriction/Toll Restriction using an authorization code before dialing the restricted call.
- **Automated Attendant** – Enables the company to automatically handle multiple incoming calls to various destinations.
- **Automatic Disaster Recovery (Auto-Remote)** – Automatically sets your phone into Remote mode in the event of a network failure.
- **Billing Codes** – Enables the user to associate a project/account code with a call for billing purposes.
- **Call Back Queueing** – Enables the system to automatically call the user back when a previously unavailable outgoing line becomes available.
- **Call Block (Selective Call Rejection)** – Allows the user to create a list of telephone numbers from which calls will not be accepted. Rejected calls hear a recorded announcement.
- **Call Duration Display** – Shows the elapsed time in the phone's display since the current call was initiated.

- **Call Forward – All Calls** – Enables the user to forward all incoming calls to an alternate extension or number.
- **Call Forward – Busy** – Enables the user to forward incoming calls to an alternate extension or number when the user is busy on another call.
- **Call Forward – Do Not Disturb** – Enables the user to forward incoming calls to an alternate extension or number when the user's phone is set to Do Not Disturb.
- **Call Forward – No Answer** – Enables the user to forward incoming calls to an alternate extension or number in a Ring/No Answer condition (i.e., when not answered).
- **Call Forward – Out of Service** – Enables the user to forward incoming calls to an alternate number when their phone is out-of-service due to a network (e.g., LAN or WAN) outage or power failure.
- **Call Pickup** – Enables the user to answer another phone within a pre-defined group.
- **Call Restrictions/Toll Restrictions** – Limits the types of outbound calls that can be made by a user.
- **Call Return** – Dials the telephone number of the last incoming call if the number is known.
- **Call Trace** – Records the telephone number of the last received call. The number is provided to the service provider for further legal action.

- **Call Waiting** – Provides the user notice of an incoming call without disconnecting an existing call.
- **Call Waiting with Caller ID** – Delivers Caller ID information to the user for calls received while on an existing call.
- **Call Waiting with ID Manager** – Enables the user to handle call waiting calls without interrupting the current call.
- **Caller ID** – Delivers Calling Party Number and/or Name information to the user for incoming calls.
- **Caller ID Block** – Prevents delivery of the user's Caller ID information for the next outbound call (i.e., per-call blocking).
- **Conferencing (N-Way)** – Enables the user to join multiple parties together into a single conference call.
- **Direct Extension Assignment** – Enables the user to program a phone with their telephone number, extension and profile using an IVR.
- **Directed Call Pickup** – Enables the user to answer a specific phone within a pre-defined group.
- **Distinctive Ring** – Enables the user to have up to three telephone numbers for incoming calls which ring differently on their telephone.

- **Do No Disturb** – Enables the user to instantly redirect incoming calls to an alternate destination (e.g., voicemail, secretary etc.) while still being able to make outbound calls. The Do Not Disturb destination can be changed by the Service Provider.
- **End Call** – Enables the user to disconnect a call without having to hang up the handset.
- **Find-Me** – Enables the user to route inbound calls to multiple destinations (e.g., cell phone, home phone) in a Ring/No Answer condition (i.e., when not answered).
- **Group Speed Dial** – Enables all the users within a company to share a common set of speed dial numbers. Group Speed Dial numbers are managed by the Service Provider.
- **Hold** – Enables the user to place a call on hold.
- **Hunt Groups** – Enables the system to route calls to a group of users based upon different hunt order selections. Multi-Line Hunt Groups and Directory Number Hunt Groups are supported.
- **Intercom** – Allows the user to make and receive direct extension-to-extension intercom calls.
- **Meet-Me Conference** – Enables the user to schedule and participate in a Meet-Me conference.
- **Message Waiting Indicator** – Provides visual indication of a new voicemail message.

- **Multi-Line Call Park** – Enables the user to park one or more calls or pick up a call parked by another user.
- **Multiple Station Appearances/Bridged Line Appearances** – Enables a user to have line appearances for multiple numbers on a single phone.
- **Music on Hold** – Provides music to callers while placed on hold. The music is selectable by the Service Provider.
- **Mute** – Disables the microphone of the handset, headset and/or speakerphone while in an active call.
- **Night** – Enables the “night mode” of the auto-attendant configuration for after hours call handling.
- **On-Hook Dialing** – Allows the user to dial a number while the handset remains in the cradle.
- **One-Touch Transfer** – Enables assignment of one-touch transfer buttons for instant transfers to other users or other user voice mailboxes.
- **Park** – Allows the user to park a call or pick up a call parked by another user.
- **Permanent Caller ID Block Release** – For user’s with permanently blocked Caller ID (per-line blocking), enables the sending of the user’s outbound Caller ID information for the next call only (per-call unblocking).

- **Priority Call** – Allows the user to configure a list of “priority callers” that will have a unique ring tone to identify them as priority callers
- **Privacy Guard** – Allows the user to screen inbound anonymous calls before deciding how to handle the call.
- **Queue / ACD (Auto Call Distribution)** – Enables the user to participate in one or more ACD queues for routing of incoming calls. Calls may be routed using top-to-bottom, bottom-to-top or longest idle routing.
- **Redial** – Redials the last number called.
- **Release / End Call** – Allows the user to disconnect a call without having to hang up the handset.
- **Remote Access to Call Forwarding** – Allows the user to remotely change their Call Forwarding configuration by calling an assigned telephone number.
- **Selective Call Forward** – Allows the user to configure a list of callers to have their calls selectively forwarded to an alternate extension or number.
- **Speaker** – Allows the user to conduct a hands-free phone call.
- **Speed Dial Buttons** – Allows the user to assign a favorite telephone number to button for one-touch dialing.

- **Star Codes** – Allows use of traditional star codes similar to an analog phone.
- **Time-of-Day Call Routing** – Allows the user to handle calls differently depending upon the day-of-week or time-of-day.
- **Transfer** – Allows the user to transfer an active call to another extension or number
- **Urgent Call** – Allows the user to configure an urgent call treatment such that urgent callers will ring through even while Do Not Disturb is active.
- **Virtual Ring** – Allows the user to configure certain nuisance callers to hear a phantom ring tone. These calls never ring the users phone or reach voicemail.
- **Voicemail** – A feature-rich messaging capability to answer calls that you miss.

- **911 provides rapid access to emergency services (e.g., fire, police, ambulance etc.)**
- **When calling 911, your Caller ID information is provided to the Emergency Services agent regardless of any Caller ID privacy feature you may have enabled.**
- **When calling 911, all potentially disruptive features (e.g., Call Waiting, Call Park, Hold etc.) are disabled.**
- **When calling 911, you will not be allowed to disconnect the call until the Emergency Services agent disconnects first. This prevents inadvertent disconnection and ensures that the line remains open until the agent receives all the necessary information.**
- **If configured to do so, the system will also notify a pre-defined internal contact (e.g., security guard) that a 911 call has been placed by calling them and playing an announcement or by recording an Urgent message into their voice mailbox.**

- **Abbreviated Dialing enables you to create up to 100 speed dial codes for your personal use**
- **To create or modify an abbreviated dial code:**
  - **Lift the handset and dial 75# to access the Abbreviated Dial IVR Menu**
  - **Press 1 to program a new code**
  - **Enter the 2-digit code (i.e., 00-99) you wish to program/reprogram (or \* to cancel)**
  - **Enter the extension or telephone number you wish to assign followed by the # key. For external numbers, be sure to include the outside access digit (usually 9).**
  - **Press the # key to save (or press \* to exit without saving).**
- **To use an abbreviated dial code:**
  - **Dial \*3 followed by the 2-digit code you wish to use and press the Dial soft key (or lift the handset)**
- **To delete an abbreviated dial code:**
  - **Lift the handset and dial 75# to access the Abbreviated Dial IVR Menu**
  - **Press 1 to program a new code**
  - **Enter the 2-digit code (i.e., 00-99) you wish to program followed by the # key (or press \* to exit)**
  - **Press the # key to save (or press \* to exit without saving).**

- **Speed dial enables you to assign favorite telephone numbers to speed dial buttons for one-touch dialing.**
- **To assign a favorite telephone number to a one-touch dial button:**
  - **Lift the handset and dial 74#**
  - **Press the button to program. You can use any available button of the six programmable buttons on the 7960 (two on the 7940).**
  - **Enter the extension or telephone number to assign followed by the # key. Enter the number the same as if you were dialing it (e.g., Outside Access Digit + Telephone Number for an external number).**
- **To use a speed dial button:**
  - **Press the speed dial button associated with the number you wish to call.**
- **To modify a speed dial button:**
  - **Repeat the process of programming a speed dial button, shown above.**
- **To delete a speed dial button:**
  - **Lift the handset and dial 74#**
  - **Press the button to delete**
  - **Press the # key**

- **Anonymous Call Rejection prevents inbound calls from callers who block the display of their Caller ID information. Rejected callers will hear an announcement that the party they are calling does not accept anonymous calls.**
- **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

- **In some cases, a phone may be restricted from making certain types of calls (e.g., long distance). Authorization Codes can override these restrictions by dialing an Authorization Code before dialing the number. Note that different users may have different authorization codes depending upon the types of calls that they are allowed to dial.**
- **To make a call that requires an authorization code:**
  - **Lift the handset**
  - **Dial the Outside Access Dial Digit + #**
  - **At the new dial tone, enter the authorization code provided by your Service Provider**
  - **Dial the number you wish to call**
- **If you enter an invalid authorization code, you will receive a fast busy signal.**

- **Automated Attendants can be configured to automatically handle incoming calls. Automated Attendants support custom configuration including menu structures, custom music and announcements, time-of-day/day-of-week routing etc.**
- **Automated Attendants are provisioned by your Service Provider based upon your design specifications. Once provisioned, custom prompts can be recorded by dialing into the system and following the menu prompts. Your Service Provider will provide instructions to guide you through this process.**
- **If the Automated Attendant is configured to route calls to you through Dial-by-Name or through a menu selection, the calls will route through to your primary line appearance. These calls will show the Caller ID information for the original caller.**

- **Billing codes allow you to associate a project code or account code with a call for billing purposes. Billing codes associated with a call are displayed in the call detail records.**
- **To enter a billing code during a call**
  - **Using Star Codes:**
    - Dial \*02
    - Enter the billing code
    - Press the # key
  - **Using the Menu:**
    - Press the *More* soft key repeatedly until the *Billing* soft key is visible
    - Press the *Billing* soft key
    - Enter the billing code for the call using the numeric keypad.
    - Press the *More* soft key repeatedly until the *Billing* soft key is visible again
    - Press the *Billing* soft key
    - Note that the other party will not hear any key DTMF tones as you make the entries.

- **Call Back Queuing instructs the system to call you back when a previously unavailable outgoing line becomes available.**
- **If you try to make an external call when no outgoing lines are available, you will hear a recorded announcement. If you wish to enable Call Back Queuing while listening to the recorded announcement:**
  - **Press the *More* soft key repeatedly until the *Call Back* soft key is visible.**
  - **Press the *Call Back* soft key.**
  - **Hang up**
  - **When an outgoing line becomes available, the system will call you back. When you answer the call, the system will dial the external number for you.**
  - **If you try to access the line while waiting for the system to call you back, you will hear an announcement. To continue waiting, follow the same steps to re-enable Call Back Queuing. If you simply hang-up, Call Back Queuing will be disabled.**
- **Alternately, you can simply wait on the line for a line to become available. Hold-on Queuing will automatically redial the number for you when a line becomes available. See Hold-on Queuing for more information.**
- **If a trunk doesn't become available within 15 seconds after enabling Call Back Queueing, Call Back Queueing will automatically expire.**
- **If you are on another call (e.g., an internal call) when the system calls you back, it will ring in as a second line appearance, if available.**

- **Call Block allows you to program your phone not to accept calls from certain people. Blocked callers receive a message stating that you are not accepting calls.**
- **The Call Block IVR Menu simplifies configuration of the Call Block feature**
- **To Enable/Disable Call Blocking**
  - **Lift the handset and dial \*60 to access the Call Block IVR menu**
  - **Press 1 to enable/disable the Call Block feature**
  - **Hang up**
- **To Add a Number to the Call Block List**
  - **Lift the handset and dial \*60 to access the Call Block IVR menu**
  - **To block the number of the last call received:**
    - Press 2 from the Call Block IVR menu and hang up
  - **To block a new number:**
    - Press 3 from the Call Block IVR menu to add phone numbers to the list
    - Enter the 10-digit number to be blocked followed by the # key. Do not include the Outside Access Digit when entering numbers into the Call Block List.
    - Press # to save the entry or \* to exit without saving
    - Hang up

# Call Block (Selective Call Rejection) (cont'd)

- **To Hear the List of Blocked Numbers**
  - Lift the handset and dial \*60 to access the Call Block IVR menu
  - Press 4 from the Call Block IVR menu to hear the first number on the list.
  - Press # to hear the next number. After the last number, you will hear the first number again.
  - When you are done listing the numbers, press \* to return to the Call Block IVR menu or simply hang up.
- **To Delete a Number from the List of Blocked Numbers**
  - Lift the handset and dial \*60 to access the Call Block IVR menu
  - Press 5 from the Call Block IVR menu to delete numbers
  - **To remove a specific number:**
    - Press 1 followed by the number you wish to remove followed by #
    - Press # to save the change or \* to cancel
  - **To remove select numbers to remove from a list:**
    - Press 2 to hear the list of numbers. After each entry, press 1 to delete the entry, press # to hear the next entry or press \* to exit to the Call Block IVR menu.
  - **To remove all numbers from the list**
    - Press 3

# Call Block (Selective Call Rejection) (cont'd) **FreedomPipe**<sup>TM</sup>

- **Note: If you forward your telephone, your Call Block settings will be ignored until you remove call forwarding.**

- **Call Forward (All Calls) allows you to forward all incoming calls to another extension or number. Calls forwarded to internal extensions that are not answered will roll back to your own voicemail. Calls forwarded to external numbers that are not answered will roll to the voicemail box associated with the forwarding destination, if available. Note: Your account must be configured by the Service Provider to allow you to forward calls to externally.**
- **To enable or modify Call Forwarding**
  - **Using the Menu:**
    - Press the line button for the line you wish to forward
    - Press the *Forward* soft key
    - Enter the extension or telephone number for the forwarding destination. For external numbers, be sure to include the Outside Access Digit.
    - Press the *EndCall* soft key
  - **Using Star Codes:**
    - Lift the handset and dial 72#
    - Enter the extension or telephone number for the forwarding destination followed by the # key. For external numbers, be sure to include the Outside Access Digit.
    - Press # to confirm followed by 2 to exit.
    - Hang up
- **When your phone is forwarded, your display will indicate *Fwd* in the display.**

- **To Cancel Call Forward (All Calls)**
  - **Using the Menu:**
    - Press the line button for the line you wish to cancel forwarding
    - Press the *Forward* soft key
    - Press the *EndCall* soft key
  - **Using Star Codes:**
    - Lift the handset and dial 72##
    - Hang up

- **Remote Access to Call Forwarding allows you to change your Call Forwarding (All Calls) settings from any telephone.**
- **To enable or modify Call Forward (All Calls) from a remote location:**
  - **Dial the telephone number provided by your Service Provider for Remote Access to Call Forwarding.**
  - **Enter your 10-digit telephone number followed by the # key**
  - **Enter your phone password followed by the # key**
  - **Enter the new forwarding number followed by the # key. For external numbers, be sure to include the Outside Access Digit.**
  - **After hearing the verification announcement, hang up.**
- **To Cancel Call Forward (All Calls) from a remote location:**
  - **Dial the telephone number provided by your Service Provider for Remote Access to Call Forwarding.**
  - **Enter the your 10-digit telephone number followed by the # key**
  - **Enter your phone password followed by the # key**
  - **Press ##**
  - **After hearing the verification announcement, hang up.**

- **Call Forward (Busy) allows you to forward incoming calls to another extension or number when you are busy on the phone. Calls forwarded to internal extensions that are not answered will roll back to your own voicemail. Calls forwarded to external numbers that are not answered will roll to the voicemail box associated with the forwarding destination, if available. Note: Your account must be configured by the Service Provider to allow you to forward calls to externally.**
- **To enable or modify Call Forward (Busy):**
  - Lift the handset and dial 76#
  - Enter the extension or telephone number for the forwarding destination followed by the # key. For external numbers, be sure to include 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) allows you to forward incoming calls to another extension or number when you don't answer. Calls forwarded to internal extensions that are not answered will roll back to your own voicemail. Calls forwarded to external numbers that are not answered will roll to the voicemail box associated with the forwarding destination, if available. Note: Your account must be configured by the Service Provider to allow you to forward calls to externally.**
- **To enable or modify Call Forward (No Answer):**
  - Lift the handset and dial 78#
  - Enter the extension or telephone number for the forwarding destination followed by the # key. For external numbers, be sure to include 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) allows you to forward incoming calls to another number when your phone is out of service due to a network outage or power failure. The forwarding destination for Call Forward (Out of Service) is configured by your service provider.**
- **To enable Call Forward (Out of Service):**
  - Lift the handset and dial 70#
  - Press # to confirm followed by 2 to exit.
  - Hang up
- **To cancel Call Forward (Out of Service):**
  - Lift the handset and dial 71#
  - Hang up

- **Call Pickup allows you to answer another phone within your Call Pickup Group. Call Pickup Groups are managed by your Service Provider. Note: Call Pickup is sometimes referred to as Group Pickup or Group Call Pickup.**
- **To Pickup a Call from another phone:**
  - **Using the Menus**
    - Press the *More* soft key repeatedly until the Group soft key is visible
    - Press the *Group* soft key
  - **Using Star Codes**
    - Lift the handset and dial \*06
- **If there are multiple inbound calls ringing within your Call Pickup Group, Call Pickup will answer the call that has been ringing the longest.**

- **Call Return dials the telephone number of the last incoming call. If the original incoming call was shown as “Unknown”, Call Return is not available.**
- **To Return a Call:**
  - **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 Call Restrictions/Toll Restrictions, you will not be able to return restricted calls.**

- **Call Trace captures the phone number of an offending inbound call for use by the Service Provider with the appropriate authorities. Call Trace must be performed immediately after an offending call.**
- **To Trace a Call:**
  - Hang up from the offending call
  - Lift the handset and dial \*57
  - A recorded announcement will notify you if the Call Trace was successful.
- **If another call arrives during the offending call (i.e., Call Waiting) or before you trigger the Call Trace, you will not be able to use Call Trace for the offending call.**

- **Call Waiting enables you to answer an incoming call without disconnecting an existing call.**
- **To Answer an Incoming Call While Already on a Call:**
  - Press the *Answer* soft key. The original caller will be placed on hold.
- **To Return to the Original Caller:**
  - Use the *Scroll Up/Down Buttons* to highlight the original caller
  - Press the *Resume* soft key
- **If your phone is configured with Caller ID, you will also see Caller ID for call waiting calls.**

- **Call Waiting with ID Manager allows you to handle call waiting calls without interrupting an existing call.**
- **When a call waiting call arrives, you can:**
  - **Put the existing call on hold and answer the new call**
  - **Press 1 to send the new call waiting call to voicemail.**
  - **Press 2 to send a “Please Hold” announcement to the new caller.**
  - **Press 3 to send a “Call Me Back” announcement to the new caller.**
- **Call Waiting with ID Manager is only available for call waiting calls that arrive on the same line. If you have appearances of multiple phone numbers on your phone, calls arriving on different numbers will not have this capability.**

- **Caller ID Block enables you to prevent sending your Caller ID information for a single outbound call (i.e., per-call blocking).**
- **To block sending your Caller ID information for a call:**
  - **Lift the handset and dial \*67**
  - **At the secondary dial tone, dial the extension or telephone number**

- Conferencing enables you to join multiple parties together into a single call. The maximum number of parties that you can join together depends upon your service provider.
- To add a party to an existing call:
  - Press the *More* soft key repeatedly until the *Confrn* soft key is visible.
  - Press the *Confrn* soft key to place the existing call on hold and provide dial tone
  - Dial the extension or number of the person that you'd like to add to the call. Be sure to include the Outside Access Digit for external calls.
  - After the party answers, press the *Confrn* soft key to join the parties together. If you reach voicemail or the party doesn't wish to join the conference, press the *EndCall* soft key followed by the *Resume* soft key to return to the original call/conference without adding the party to the call.
  - Repeat these steps to add additional parties to the call.
- If you initiate a conference call and then hang up, the other parties will be able to continue the call after you disconnect.

- **Direct Extension Assignment allows you to reassign a telephone with your own telephone number and profile.**
- **To assign your number and profile to a phone:**
  - **Lift the handset and dial 588**
  - **Enter your 10-digit telephone number followed by the # key**
  - **Enter your phone password followed by the # key.**
- **Direct Extension Assignment can only be used to assign a telephone number and profile to a telephone of the same type (e.g., a Cisco 7960 profile can only be assigned to another Cisco 7960).**

- **Directed Call Pickup allows you to answer a specific phone within your pre-defined Directed Call Pickup Group. Directed Call Pickup Groups are managed by your Service Provider.**
- **To Pickup a Call from a specific phone:**
  - **Using a Directed Call Pickup feature button**
    - Press the *More* soft key repeatedly until the *DC Pickup* soft key is visible.
    - Press the *DC Pickup* soft key
    - Enter the extension number you wish to answer. Note: The extension must be within your own Directed Call Pickup Group.
  - **Using Star Codes**
    - Lift the handset and dial \*12
    - At the dialtone, dial the extension number of the extension you wish to answer. Note: The extension must be within your own Directed Call Pickup Group.

- **Do Not Disturb makes your phone unavailable for incoming calls. Incoming calls will automatically get routed to your voicemail. Alternately, your Service Provider can configure your Do Not Disturb destination to be any other extension or telephone number.**
- **To enable Do Not Disturb:**
  - Press the *DnD* soft key -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* soft key –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 Do Not Disturb active and they get routed to your voicemail.**

- **Group Speed Dial provides up to 1000 extension numbers that are configured to automatically dial other numbers. Group Speed Dial extensions are configured by your Service Provider. Group Speed Dial extensions can be used by any user within your company.**
- **To Dial a Group Speed Dial:**
  - **Lift the handset and dial the Group Speed Dial extension you wish to call**

- **Hold enables you to place a call on hold for rapid retrieval from the same phone. Calls placed on hold can not be retrieved from other extensions (see Call Park).**
- **To place the current call on hold:**
  - **Press the *Hold* soft key. Depending upon your configuration, the held party will either hear silence, music on hold or an announcement.**
- **To retrieve the held call:**
  - **Press the *Resume* soft key**
- **When a call is placed on hold, your phone will ring once every minute to remind you that you have a held call.**

- **Hold-On Queuing allows you to wait for a busy outgoing line to become available.**
- **When you try to make an external call and all outgoing lines are busy, you will hear a recorded announcement. If you hold the line and wait, the system will automatically dial the number for you when a line becomes available.**
- **Alternately, you can use Call Back Queuing, if available, to have the system call you back when a line becomes available. See Call Back Queuing for more information.**

- **Hunt Groups route incoming calls to a member of a defined group based upon a pre-selected hunt order. Hunt Groups are configured by your Service Provider.**
- **To Answer a Call Routed to You by a Hunt Group:**
  - **Simply answer the call as you would any other incoming call.**
- **Your Service Provider can change Hunt Group membership and select the hunt order (e.g., Top-to-Bottom, Bottom-to-top, Longest Idle, Round Robin, or Series Completion).**

- **Intercom allows you to make an announcement through another person's phone and have them be able to respond instantly in hands-free mode using their speakerphone. Intercom is not supported on analog phones and some IP telephones.**
- **To initiate an Intercom call:**
  - **Press the *More* soft key repeatedly until the *Intcom* soft key is visible.**
  - **Press the *Intcom* soft key**
  - **Dial the extension of the other party**
  - **If the other party has Do Not Disturb enabled or they are already on the phone, you will get a busy signal when you try to Intercom them.**
- **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.**

- **Multi-Line Call Park 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* soft key repeatedly until the *MCPark* soft key is visible.
  - Press the *MCPark* soft key
  - The system will select a Call Park extension and park the call at that extension. The system will announce the Call Park Extension to you and display it on the telephone display.
  - Hang up
- **To Retrieve a Parked Call:**
  - Lift the handset
  - Dial the Call Park Extension of the call you wish to retrieve

- **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 indicate “Microphone Mute On” to indicate 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.**

- **Automated Attendants often have different behaviors for daytime callers versus after-hours callers. The Night capability can be assigned to a user's phone (e.g., the office manager, receptionist etc.) 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 – Temporary Night Mode temporarily overrides the normal day-of-week/time-of-day logic. It instantly 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* soft key once.
  - **Permanent – Permanent Night Mode overrides the normal day-of-week/time-of-day logic and remains in the Night Mode until the user manually changes the state back to Normal.**
    - To enable Permanent Mode, press the *Night* soft key twice.
    - To disable Permanent Mode, press the *Night* soft key twice again.

- **One-Touch transfer allows you to transfer a caller to another extension or directly to a voice mailbox for another extension using a single keypress.**
- **To use One-Touch transfer to transfer an active call to another extension or to a mailbox:**
  - **Press the *Trn* soft key**
  - **Press the One-Touch Transfer Key for the target destination**
  - **Press the *EndCall* soft key**
- **Your Service Provider can assign One-Touch Transfer buttons to your phone. One button will need to be assigned for each desired destination (i.e., extension or voice mailbox).**
- **The number of One-Touch Transfer buttons that can be assigned to your phone is limited only by the number of buttons available on your phone. For additional One-Touch Transfer buttons, consider adding one or more Cisco 7914 expansion units to your Cisco 7960G. Each expansion unit provides 14 additional buttons. You may use a maximum of two expansion units on a Cisco 7960G (i.e., 34 buttons).**

- **If your phone is configured to prevent sending of Caller ID information for all outbound calls, Permanent Caller ID Block Release allows your Caller ID information to be sent for a single phone call. This feature is useful to reach someone who is using Anonymous Call Rejection.**
- **To allow sending of Caller ID information for a single call:**
  - **Lift the handset and dial \*82**
  - **At the second dial tone, dial the extension or telephone number you wish to reach**

- **Priority Call allows you to define a list of callers that should be identified as priority callers using a unique ring tone when they call you.**
- **A Priority Call IVR menu assists you in maintaining your list of priority callers**
- **To enable/disable Priority Call**
  - **Lift the handset and dial \*61**
  - **The IVR will notify you whether Priority Call is currently enabled or disabled**
  - **Press 1 to enable/disable the Priority Call feature**
  - **Hang up**

- **To add a member to your Priority Call List:**
  - Lift the handset and dial \*61
  - The IVR will notify you whether Priority Call is currently enabled or disabled
  - Press 2 to add members to the Priority Call list
  - For an external number, enter the 10-digit telephone number of the new member followed by the # key. Do not use an Outside Access Digit.
  - For an internal number, enter the extension number of the new member followed by the # key.
  - Press # to save the entry or \* to cancel
  - Press 2 to add another member, Select another menu option or hang up
- **To hear the list of current Priority List members:**
  - Lift the handset and dial \*61
  - The IVR will notify you whether Priority Call is currently enabled or disabled
  - Press 3 to hear the first member of the list
  - Press # to hear each successive member. If you reach the end of the list, you will hear the first member again.
  - Press \* to return to the Priority Call menu when you are done listening

- **To delete a member from the Priority Call list:**
  - **Lift the handset and dial \*61**
  - **The IVR will notify you whether Priority Call is currently enabled or disabled**
  - **Press 4 to delete telephone numbers**
  - **To remove a specific number from the Priority Call list:**
    - Dial 1 followed by the number you wish to remove followed by #
    - Press # to save the change or \* to cancel
  - **To remove select numbers to remove from the Priority Call list:**
    - Press 2 to hear the list of numbers. After each entry, press 1 to delete the entry, press # to hear the next entry or press \* to exit to the Priority Call IVR menu.
  - **To remove all numbers from the list:**
    - Press 3
  - **Hang up**

- **Privacy Guard enables you to screen inbound anonymous calls before deciding whether or not to accept the call. Anonymous callers will be asked to either enter an Access Code or record their name. Callers who enter the correct access code will have their call completed. Callers who record their name will have to wait for you to hear their recorded name and decide whether or not to accept the call.**
- **To answer an anonymous call using Privacy Guard:**
  - **When an anonymous caller records their name, your phone will ring. The Caller ID will indicate PrivacyGuard.**
  - **Lift the handset**
  - **The name of the caller will be announced.**
  - **Choose how to handle the call:**
    - Press 1 to accept the call.
    - Press 2 to play an announcement to the caller indicating that you are unavailable
    - Press 3 to transfer the caller to voicemail
    - Press 4 to play an announcement to the caller that you wish to be added to their Do Not Call list.

- **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

- **Queue/Automatic Call Distribution distributes calls arriving at a designated number to a predefined group of call center agent phones. In order to receive calls from a given queue, the agent must be assigned to the queue by the service provider and be logged into the queue.**
- **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, contact your Service Provider to be assigned to the queue. If desired, you may log into multiple queues simultaneously.
  - 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). If you are logged into multiple queues, information about the queue that most recently routed a call to you will be displayed.
- **To Answer a Queue Call**
  - When a Queue Call is routed to your phone, the phone will ring and your queue line appearance will blink
  - Press the line button associated with the desired queue call. Note that if you simply lift the handset, you will activate your primary line appearance rather than selecting the call center Queue.
  - 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.**

- **Redial dials the last number you dialed.**
- **To Redial**
  - **Using the Menu**
    - Press the *Redial* soft key
  - **Using Star Codes**
    - Lift the handset and dial \*07

- **Release/End Call disconnects the active call without having to replace the handset into the cradle. This feature is useful when you want to make multiple successive calls or if you are using a headset.**
- **To Release the active call:**
  - Press the *EndCall* soft key

- **Remote Phone enables you to work from a remote location while still receiving your business calls and leveraging many of your business phone features while using any other phone (e.g., home phone, cell phone etc.) available at the remote location.**
- **When Remote Phone is enabled:**
  - **Inbound calls to your business phone will ring simultaneously to your business phone and your pre-configured Remote Phone.**
  - **Click-to-Dial features will call your Remote Phone before calling the desired party.**
- **Remote Phone is configured via the Web Portal. Refer to the *Web Portal User Guide* for further information.**

- **Selective Call Forward allows you to selectively forward calls from certain callers.**
- **To enable/disable Selective Call Forward:**
  - Lift the handset and dial \*63
  - The IVR will notify you whether Selective Call Forward is currently enabled or disabled
  - Press 1 to toggle the Selective Call Forward feature
  - Hang up

- **To hear the forwarding number:**
  - Lift the handset and dial \*63
  - The IVR will notify you whether Selective Call Forward is currently enabled or disabled
  - Press 3 to hear the forwarding number
  - Hang up
- **To enter/modify the forwarding number:**
  - Lift the handset and dial \*63
  - The IVR will notify you whether Selective Call Forward is currently enabled or disabled
  - Press 2 to enter the forwarding number
  - Enter the forwarding number followed by the # key. When entering an external Forwarding Number, be sure to include the Outside Access Digit.
  - Press # to save the entry or press \* to cancel
  - Hang up

- **To add a member to your Forwarding List:**
  - Lift the handset and dial \*63
  - The IVR will notify you whether Selective Call forward is currently enabled or disabled
  - Press 4 to add members to the Forwarding List
  - For an external number, enter the 10-digit telephone number of the new member followed by the # key. Do not include an Outside Access Digit.
  - For an internal number, enter the extension number of the new member followed by the # key.
  - Press # to save the entry or \* to cancel
  - Press 4 to add another member, Select another menu option or hang up
- **To hear the list of current Forwarding List members:**
  - Lift the handset and dial \*63
  - The IVR will notify you whether Selective Call forward is currently enabled or disabled
  - Press 5 to hear the first member of the list
  - Press # to hear each successive member. If you reach the end of the list, you will hear the first member again.
  - Press \* to return to the Selective Call Forwarding menu when you are done listening

- **To delete a member from the Forwarding List:**
  - Lift the handset and dial \*63
  - The IVR will notify you whether Selective Call Forward is currently enabled or disabled
  - Press 6 to delete telephone numbers
  - **To remove a specific number from the Forwarding List:**
    - Press 1 followed by the number you wish to remove followed by #
    - Press # to save the change or \* to cancel
  - **To remove select numbers to remove from the Forwarding List:**
    - Press 2 to hear the list of numbers. After each entry, press 1 to delete the entry, press # to hear the next entry or press \* to exit to the Selective Call Forward IVR menu.
  - **To remove all numbers from the list:**
    - Press 3
  - Hang up

- **Time-of-Day Call Routing enables you to handle inbound calls differently depending upon the day-of-week or time-of-day. Using Time-of-Day Call Routing, you can have up to three different configurations for different periods plus a default treatment for normal call handling. You can configure different Time-of-Day Call Routings for all inbound calls or just for specific inbound callers.**
- **Time-of-Day Call Routing is configured via the Web Portal. For more information about configuring Time-of-Day Routing, refer to the *Web Portal User Guide*.**

- **Transfer enables you to transfer an active call to another extension or telephone number.**
- **To transfer an active call:**
  - **Press the *More* soft key repeatedly until the *Trnsfer* soft key is visible.**
  - **Press the *Trnsfer* soft key**
  - **Dial the extension or telephone number to which you want to transfer the call**
  - **If the called party answers, you may consult with them. To finish the transfer, hang up –or- press the *Resume* soft key to cancel the transfer and return to the holding party.**
  - **If the called party doesn't answer, hang up to transfer the call into the called party's voice mailbox or press the *Resume* soft key to cancel the transfer and return to the holding party.**
- **Note: Pressing the *EndCall* soft key will disconnect both parties (i.e., calling party and called party).**

- **Urgent Call is an incoming call treatment that allows certain callers to ring through even while you have Do Not Disturb active.**
- **Urgent Call treatment is assigned using the Web Portal. For more information, refer to the *Web Portal User Guide*.**

- **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, refer to the *Web Portal User Guide*.**

# Star Code Summary

<b>Feature</b>	<b>Set</b>	<b>Cancel</b>
Abbreviated Dial	75# + Menu	75# + Menu
Anonymous Call Rejection	*77	*87
Call Block	*60 + Menu	*60 + Menu
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#	71#
Call Forward – Selective	*63 + menu	*63 + menu
Call Return	*69	NA
Call Trace	*57	NA
Call Waiting	NA	*70 + no.
Caller ID Block	*67	NA
Group Call Pickup	*06	NA
Perm. Caller ID Block Release	NA	*82 + no.
Priority Call	*61 + menu	*61 + menu
Privacy Guard	*88 + menu	*88 + menu
Speed Dial	74# + menu	74# + menu