

# CISCO IP PHONE MODEL 7960 & UNITY VOICEMAIL

## Getting Started Manual



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## Getting Started

### Using LCD Icons

The Cisco IP Phone 7960 provides cues about its current status on the LCD screen. Often, the icons on the screen change depending on the task you are currently performing with the Cisco IP Phone.

### Using the IP Phone Configuration Utility

The Cisco CallManager enables you to make changes to your phone using your desktop computer and a web browser. You can use this utility to configure speed dial and change your password.

You can access the Cisco CallManager through the following link:

<http://www.saddleback.edu/itc/ITCIPP.html>

Once on this site, select the Cisco CallManager Logon Page link and you will be connected to the utility. Your logon will be the same as your computer logon. The temporary password is 123456.

### Tips

These tips assist you in becoming more familiar with the Cisco IP Phone:

- When accessing the Cisco IP Phone options, note the number listed next to the option. You can simply enter this number using the dialing pad to quickly access a feature.
- Explore your phone by experimenting with the different functions and observing their behavior. Use the user guide for instructions or refer to online help if you are not sure what to do next.
- The **more** soft key indicates that more options are available in a particular menu. Press it to see the additional options.
- When making an external call, always dial “9+1+area code+number”.

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## How to Use the Handset, Speakerphone, and Headset

You can place and answer calls with the handset, speakerphone, or a headset. These sections describe their use and how to adjust the volume of the call:

### Using the Handset

To place and answer calls with the handset, simply lift the handset. To change from handset to speakerphone, press **SPEAKER** and hang up the handset.

### Using the Speakerphone

To place and answer calls using the speakerphone, press **SPEAKER**. You can use the speakerphone with all Cisco IP Phone 7960 features. To change from speakerphone to handset, lift the handset.

### Using the Headset

To place and answer calls using the headset, plug the approved headset into the back of the phone base and press **HEADSET**.

You can use the headset with all Cisco IP Phone 7960 features. The Volume and Mute controls also adjust volume to the earpiece and mute the speech path of the headset. The headset activation key is located on the front of the phone.

The Cisco IP Phone 7960 supports a four- or six-wire headset jack (Plantronics H series compatible is required. In addition to the headset, you will need to order the compatible cord- Product. No. 26716-01). For information on the exact models supported, go to <http://www.cisco.getheadsets.com>.

## Adjusting the Handset, Speakerphone, and Headset Volume

To adjust the volume on the handset, speakerphone, or headset:

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**Step 1** To increase or decrease the volume of your handset, headset, or speakerphone, press the up or down volume button.

The volume buttons adjust the volume for the currently active voice receiver.

**Step 2** To save the volume setting for future calls, press the **Save** soft key.

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## Customizing Phone Settings

You can change various settings on your Cisco IP Phone 7960 to ensure that the ringer volume, ring sound, and LCD contrast are set appropriately for you. These sections describe the changes you can make:

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### Adjusting the Ringer Volume

To change the volume used by the ringer:

**Step 1** Press the **volume** key to hear a sample ring.

**Step 2** While the ring plays, press the up or down volume key to adjust the volume to the desired level.

**Step 3** To save the ring volume setting, press the **Save** soft key.

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### Changing the Ringer Sound

To change the sound used by the ringer:

**Step 1** Press the **settings**  button.

**Step 2** Select **Ring Type** from the Settings menu. Press the **Select** soft key.

**Step 3** Select **Default Ring** and press the **Select** soft key.

**Step 4** To scroll through the list of ring types, press the scroll key.

Press the **Play** soft key to hear the selected ring type.

**Step 5** When you find the ring you want, press **Select** and then press the **OK** soft key.


**Step 6** Press the **Exit** soft key twice to save your selection and exit the Settings menu.

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## Changing the LCD Contrast


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

**Step 1** Press the **settings**  button.

**Step 2** Select **Contrast** from the Settings  menu and press the **Select** soft key.

**Step 3** Press the **Up** or **Down** soft keys or the volume keys to set the desired intensity of the display.

**Step 4** Press the **OK** soft key to accept your changes.



**Step 5** To save this contrast setting, press the **Save** soft key and exit the Settings  menu.

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## Making Telephone Calls

### Placing a Call Using a Telephone Number

You can place a call with the Cisco IP Phone 7960 in any of the following ways:


- Lift the handset and dial the number.
- Press the **NewCall** soft key and dial the number.
- If using a headset, press **HEADSET**  and dial the number.
- To use the speakerphone, press **SPEAKER**  and dial the number.
- Enter a phone number and select the **Dial** soft key.
- If you have a speed dial list, you can select the speed dial number and select the **AbbrDial** soft key.

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### Answering a Call

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

- To use the handset, lift the handset.
- To use a headset, press **HEADSET** , and press the line button of the incoming call.

- To use the speakerphone, press the **Answer** soft key or the **SPEAKER**  button.
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## Call Waiting

The Cisco CallManager version of the Cisco IP Phone 7960 allows you to answer an incoming call while on another line.

**Step 1** During an active call you will hear a beep signaling an incoming call. The incoming call will be viewable on your phone screen. You may choose not to answer the call and allow it to roll over to voicemail.

**Step 2** Press the **Answer** soft key and your 1st line will automatically be placed on hold.

**Step 3** After completing the call press **Resume** and you will be connected to the 1st line.


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**Note:** You may toggle between the two lines by using your up & down scroll button highlighting each call and pressing **Resume**.

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## Ending a Call

To end a call:

- If using the handset, hang up the handset or press the **EndCall** soft key.
  - If using the headset, press the **EndCall** soft key. This method also works for all speaker modes.
  - If using the speakerphone, press **SPEAKER** .
- 

## 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 mute, press **MUTE**  again.

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## Placing a Call on Hold

While on a call, you can place the call on hold, so that the caller cannot 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 on hold, use the scroll key to select the desired call before you press **Resume**.
- If multiple calls on multiple lines are on hold, press the line button for the line to which you want to switch and use the scroll keys to select the desired call before you press **Resume**.

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## Transferring a Call

To transfer a call to another phone:

**Step 1** During a call, press the **Trnsfer** soft key. This places the call on hold.

**Step 2** Dial the number to which you want to transfer the call.

**Step 3** When it rings on the other end, press **Trnsfer** again, or when the party answers, announce the call and press **Trnsfer**. This will automatically disconnect you from the call.

If the party refuses the call, press the **Resume** soft key to return to the original call.

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## Redialing the 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.

To redial the most recently dialed number from a line other than your primary line, select the desired line button and then press **Redial**.

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## Parking a Call

The Cisco CallManager version of the Cisco IP Phone 7960 allows you to store or "park" a call at a specified number and then use any other phone in the Cisco CallManager system (for example, a phone in someone else's office or in a conference room) to retrieve the call. Call Park numbers are configured by your system administrator.


**Step 1** During an active call, press the **more** soft key until you see the **Park** tab.

**Step 2** Press **Park**. The display shows the number to which the call is parked.

**Step 3** Make a note of the Call Park number and then hang up. The call is now parked at that number, allowing you to retrieve it from another phone.

**Step 4** To retrieve the parked call from any phone in the Cisco CallManager system, dial the Call Park number at which the call was parked.

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 **Note** You have a limited amount of time to retrieve the parked call before it disconnects.

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## Using Call Pickup

The Cisco CallManager version of the Cisco IP Phone 7960 allows you to answer a call that comes in on a telephone extension other than your own. When you hear an incoming call ringing on another phone, you can redirect the call to your phone using the call pickup features.

Call Pickup and GroupPickup are optional features configured by the system administrator and your phone does not support these by default. You will be notified if you are placed in a Pickup group.

There are two types of call pickup available on the Cisco IP Phone:

- Call Pickup – pick up incoming calls within your own group. The appropriate call pickup number is dialed automatically when you choose this feature.
- Group Call Pickup – pick up incoming calls within your own group or in other groups. You must know and dial the appropriated call pickup group number when using this feature.

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## Picking up Calls in Your Group

Call Pickup allows you to pick up incoming calls within your own group. When you activate Call Pickup, it automatically dials the calls group number associated with the line you selected on your phone. If there is a call coming in on another telephone number in that same group, the call immediately begins ringing on your line. If there is more than one incoming calls in the pickup group, then you receive the first unanswered call. If there is no unanswered call in the group when you activate Call Pickup, your phone is placed back on hook.

**Step 1** Press the line button and the **more** soft key.

**Step 2** Press the **PickUp** soft key.

**Step 3** Answer the incoming call that is redirected to your phone.

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## Picking Up Calls Outside Your Group

Group Call Pickup allows you to pick up incoming calls within your own group or in other groups. You must dial the appropriate call pickup group number when using this feature.

If there is a call coming in on another telephone number in the call pickup group you dialed, that call immediately begins ringing on your line. If there is more than one incoming call in the pickup group, then you receive the first unanswered call. If there is no unanswered call in the group, or if you dial an invalid call pickup group number, you receive a fast busy tone.

**Step 1** Press the line button.

**Step 2** Press **GPickUp** soft key.

**Step 3** Dial the desired call pickup group number.

**Step 4** Answer the incoming call that is redirected to your phone.

**Step 5** To dial a different call pickup group number, hang up and begin again.

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## Making Calls from the Directory

The Cisco IP Phone 7960 maintains a directory of calls you miss, receive, and place. You can use this directory to locate numbers you want to redial. You can also use a corporate directory to quickly locate and call co-workers in your company.

### Viewing or Dialing Missed Calls

If your phone display indicates you have missed calls, you can use the Missed Calls option on the Directory menu to view call history and call back the missed call.

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**Step 1** Press the **directories**  button.

**Step 2** Press the **Select** soft key to select **Missed Calls** from the Directory menu.

The call history for missed calls is displayed on the LCD.

**Step 3** If desired, click the **Dial** soft key to speed dial a number from the missed call list. You can also pick up the handset or press the speaker button and the number will be dialed.

You might need to use the **EditDial** soft key to add digits to the front of the number. For example, if the call was from an outside, long-distance caller, you might need to add the digits "91" to the front of the number.

**Step 4** Press the **Exit** soft key twice to exit the Directory menu.

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### Viewing or Dialing Received and Placed Calls

The Cisco IP Phone 7960 keeps a history of all calls you make and receive, including the caller ID, time, and date of the call. You can use this information to redial a party.

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**Step 1** Press the **directories**  button.

**Step 2** Use the scroll key to select the desired call history option: Missed Calls, Received Calls, Placed Calls.

**Step 3** Press the **Select** soft key to display the call history list.

**Step 4** If desired, press the **Dial** soft key to speed dial a number from the call history list. You can also pick up the handset or press the speaker button and the number will be dialed.

You might need to use the **EditDial** soft key to add digits to the front of the number. For example, if the call was from an outside, long-distance caller, you might need to add the digits "91" to the front of the number.

**Step 5** When you are finished, press the **Exit** soft key twice to exit the Directory menu.

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## Making Calls from a Corporate Directory

The Cisco CallManager version of the Cisco IP Phone 7960 can access a directory of employee names and phone numbers. You can access a corporate directory to quickly find and call a co-worker.

To access a corporate directory:

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**Step 1** Press the **directories**  button.

**Step 2** Use the scroll key to select Corporate Directory.

**Step 3** Press the **Select** soft key to display the directory search options.

**Step 4** Use the scroll key to select the search option: First Name, Last Name, Number.

**Step 5** Use the numbers corresponding to the letters on the dialing pad to enter a name or number to find in the directory and press the **Search** soft key.

**Step 6** If necessary, scroll until the desired number is highlighted.

**Step 7** If desired, press the **Dial** soft key to speed dial a number from the corporate directory.

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## Using Call Forwarding


The Cisco CallManager version of the Cisco IP Phone 7960 includes call forwarding, which allows you to redirect calls made to your telephone to another phone. This is useful if you know you will be away from your desk for several days, for example, on a business trip or a vacation.

The Cisco CallManager version of the Cisco IP Phone 7960 enables you to forward all incoming calls to another number. You can forward all calls to an IP phone or non-IP phone.


To forward calls:

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**Step 1** Press the **CFwdAll** soft key. You should hear two beeps.

**Step 2** Enter the number to which you want to forward all your calls. A flashing right arrow appears in the upper-right corner of the LCD, indicating that all calls are being forwarded. The LCD also displays a message with the number to which your calls are being forwarded. If you want to forward your calls to voicemail, press the **CFwdAll** soft key and press the **messages**  button.

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 **Note** Be sure to enter the number with “9+1+area code+number if you are forwarding to an external number (if this option is available to you).

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To cancel forwarding of all calls, press the **CFwdAll** soft key. You should hear two beeps and see that the flashing arrow no longer displays in the upper-right corner of the LCD, indicating that call forwarding is not active.

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## Making Conference Calls

The Cisco IP Phone 7960 supports conference calls, enabling you to conference with 7 (seven) calling parties.

Placing a Conference Call

To turn a call into a conference call:

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**Step 1** During a call, press the **more** soft key and then the **Conf rn** soft key. This will automatically select a new line and place the other party on hold.


**Step 2** Place a call to another number.



**Step 3** When the call connects, press **Conf rn** again to add this party to the conference call.

You can repeat these steps to add parties to the conference call.

### Conference Call Tips

- To end a conference call, all but one party must hang up.
- Once the conference call initiator disconnects, no additional parties can be added.
- To place a conference call on hold, press the **Hold** soft key. The other parties can talk among themselves but they cannot hear you.

Keep in mind when you put a call on hold, a beeping tone automatically generates every few seconds. To avoid disrupting the other callers, consider muting the call instead. To mute the call, press the **MUTE**  button.

- To place a conference call on speakerphone, press **SPEAKER** . Press **MUTE**  to mute the speakerphone. The conference parties cannot hear you but you can hear them.
- If you are using the Cisco CallManager version of the phone, press the **Trnsfer** soft key to transfer a conference call to another person. Dial the number to which you want to transfer the call and then press **Trnsfer** again. All parties will be transferred.

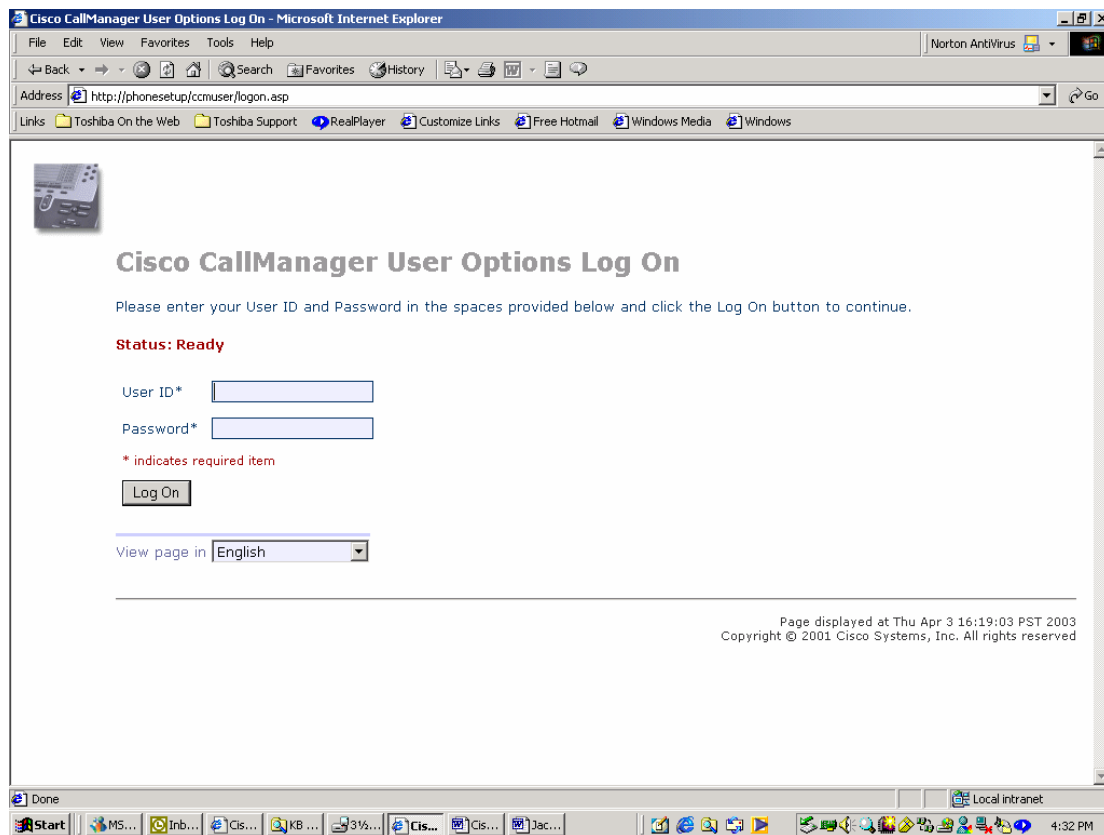
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## Configuring Speed Dial Buttons

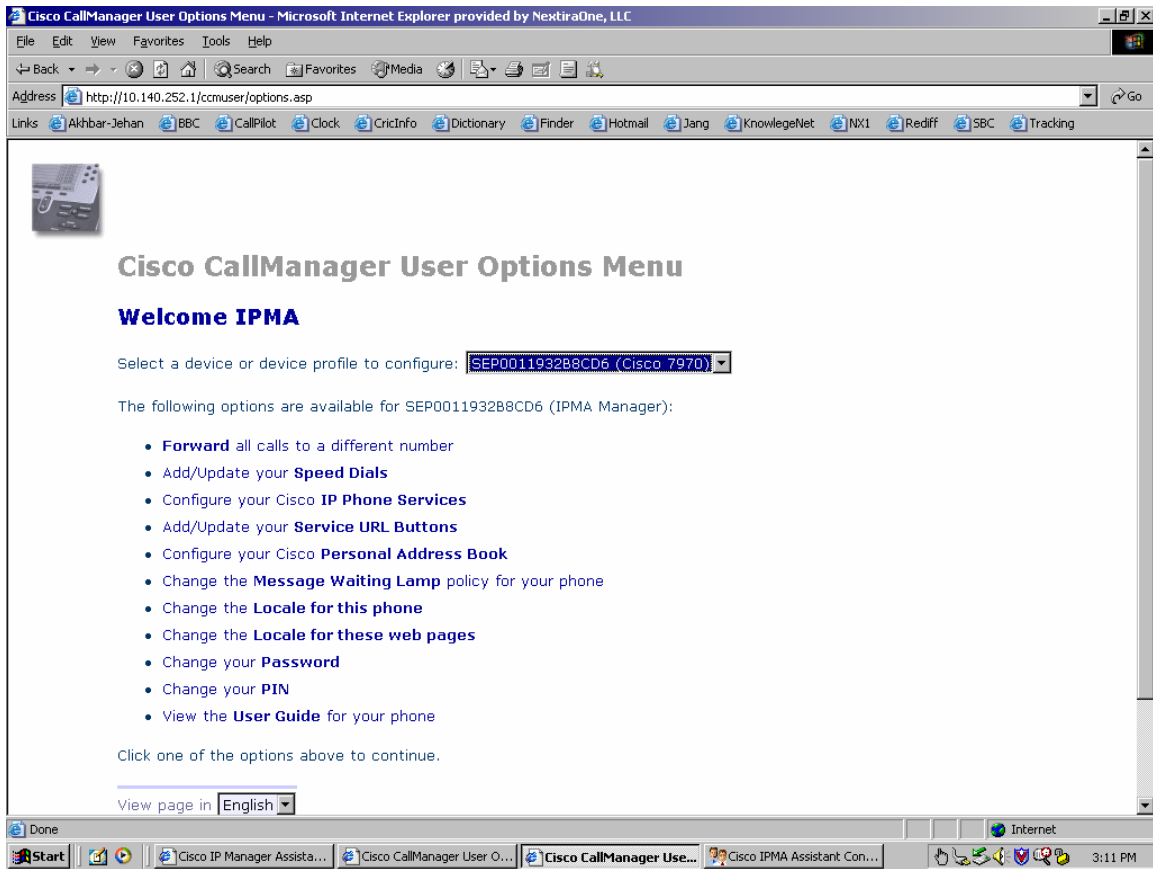
**Step 1** Using a web browser on your desktop computer, log in to the Cisco CallManager utility by going to <http://www.saddleback.edu/itc/ITCIPP.html> and selecting the Cisco CallManager link.

This will automatically take you to the Log on screen.

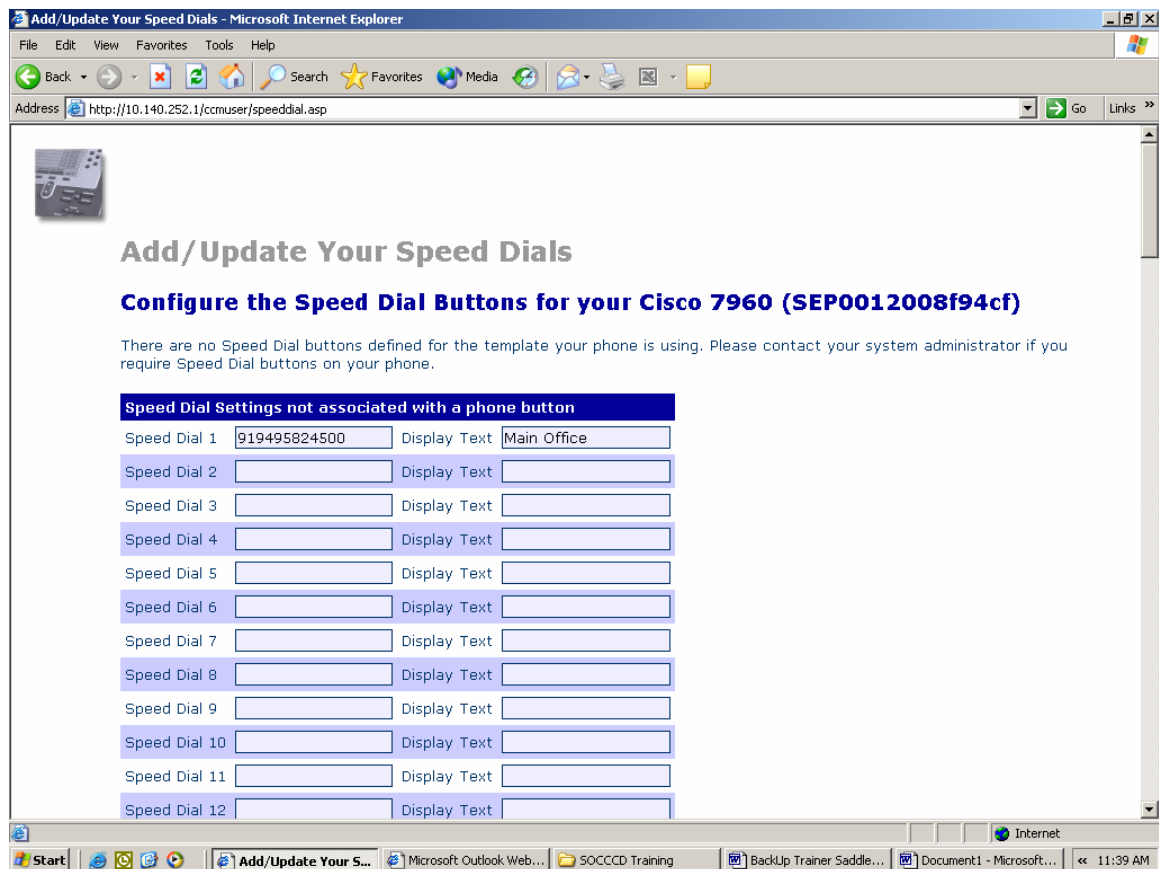
**Step 2** Log in using your first initial and last name, i.e., cfox (for Catherine Fox). Your *temporary* password is 123456. (It is recommended that you change this for security reasons.)



**Step 3** Click "Update your Speed Dial buttons/Print your button template" from the list of available configuration options.



**Step 4** Enter the phone numbers and display text you want to associate with your speed dial buttons. Remember to enter external numbers in the “9+1+area code+number” format.



**Step 5** When you are done, click **Update** to store your settings, or to restore your previous settings, click **Cancel** before clicking **Update**.

**Step 6** Print a copy of your Speed Dial list. Click **Log off** to exit.

**Note** Be sure to enter the numbers exactly as you would if you were to call that number. For example, include an access code such as "9+1+area code" for external numbers.

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## Using Speed Dial to Make Calls

**Step 1** Using the keypad, press the Speed Dial number you want to dial.


**Step 2** Select the **AbbrDial** soft key. The number being called will be displayed on your LCD screen.

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# Unity Voicemail

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Unity is the voicemail package that was selected for the Cisco IP Phone 7960. You may access Unity in the following two ways:

- Internally – Press the **messages**  button on your phone.
- Externally- Dial 949-348-6099.
- Your default password is 723686#. For security reasons, you must change your password as soon as possible.
- Your password has to be a minimum of 4 digits.
  - You **cannot** use:
    - Digits that are the same, i.e. 66666
    - Digits that are sequential, i.e. 5678
    - Digits that are the same as your extension
    - Digits that spell your name.
- Your ID (if requested by the system) is the same as your extension number.

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## Setting Up Your Voicemail

### Internally

**Step 1** Press the **messages**  button on your phone and follow the voice instructions.

**Step 2** Listen to the menu and follow the voice instructions.

### Remotely

**Step 1** Dial 949-348-6099.

**Step 2** Press the “ \* “ (asterisk) button when Unity answers.


**Step 3** Enter the ID (your extension number, then press “ # “ (pound sign button)

**Step 4** Listen to the menu and follow the voice instructions.

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# Accessing Your Voicemail

## Internally

**Step 1** Press the messages  button on your phone and follow the voice instructions

**Step 2** The red light on your handset lights when you have a voicemail message. The LCD also displays a text message indicating the number of voicemail messages in your inbox.

## Remotely

**Step 1** Dial 949-348-6099.

**Step 2** Press the “ \* “ (asterisk) button when Unity answers.

**Step 3** Enter your ID (your extension number) then press “ # “ (pound sign button)

**Step 4** Listen to the menu and follow the voice instructions.

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## Record a Greeting

**Step 1** Log on to Cisco Unity.

**Step 2** Press **4** > **1** > **1**.

**Step 3** After Cisco Unity plays your current greeting, press **1** to rerecord it,  
or  
press **3** to record a different greeting, choose the greeting, then rerecord it.

*Table 1 Use These Keys as You Record*

Key	Task	Key	Task
<b>8</b>	Pause or resume	<b>#</b>	End recording

*Table 2 Use These Keys Anytime*

Key	Task	Key	Task
<b>*</b>	Cancel or back up	<b>#</b>	Skip or move ahead

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## Check Messages

\* Note: Old messages are not deleted automatically. Delete unwanted messages frequently to save space.

**Step 1** Log on to Cisco Unity.

**Step 2** Press **1** to hear new messages,  
or  
press **3** to review old messages.

**Step 3** Use the following keys to manage your messages and to control playback.

*Table 1 Use These Keys During a Message*

Key	Task	Key	Task
<b>1</b>	Restart message	<b>6</b>	Fast playback
<b>2</b>	Save	<b>7</b>	Rewind, small
<b>3</b>	Delete	<b>8</b>	Pause or resume
<b>4</b>	Slow playback	<b>9</b>	Fast-forward to end
<b>5</b>	Change volume		

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## Reply to a Message

You can reply by phone only to messages from other people in the same voicemail system (e.g. from people on the Saddleback or Irvine campuses or in the District office). You cannot reply to messages from people who call in from other locations (e.g. vendors).

**Step 1** After listening to the message, press **4**.

**Step 2** Record your reply.

**Step 3** Press **#** to send the reply,

or

press **1** for message options.

*Table 7 Message Options*

Key	Option	Key	Option
<b>1</b>	Change addressing	<b>3</b>	Set special delivery
<b>2</b>	Change recording	<b>4</b>	Review message

**Step 4** Follow the Cisco Unity conversation to handle the original message.

*Table 8 Use These Keys as You Record*

Key	Task	Key	Task
<b>8</b>	Pause or resume	<b>#</b>	End recording

*Table 9 Use These Keys Anytime*

Key	Task	Key	Task
<b>*</b>	Cancel or back up	<b>#</b>	Skip or move ahead

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## Forward a Message

You can forward a message as is, or record an introduction that plays before the forwarded message. When addressing a message, press the “ # “ key twice ( # # ) to switch between spelling mode (name of person) and number mode (their extension).

You can forward messages from other people in the same voicemail system (e.g. from people on the Saddleback or Irvine campuses or in the District office). You cannot forward messages from people who call in from other locations (e.g. vendors).

- Step 1** After listening to the message, press **5**.
- Step 2** Follow the Cisco Unity conversation to address the forwarded message. Press the # key twice (##) to switch between spelling mode and number mode.
- Step 3** Press **#** to forward the message as is,  
or  
press **2** to record an introduction,  
or  
press **3** for message options.
- Step 4** Press **#** to forward the message as is,  
or  
press **1** for message options.

*Table 10 Message Options*

Key	Option	Key	Option
<b>1</b>	Change addressing	<b>3</b>	Set special delivery
<b>2</b>	Change recording	<b>4</b>	Review message

- Step 5** Follow the Cisco Unity conversation to handle the original message.

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## Send a Voice Message

When addressing a message, press the “ # “ key twice ( # # ) to switch between spelling mode (name of person) and number mode (their extension).

- Step 1** Log on to Cisco Unity.
- Step 2** Press **2**.
- Step 3** Switch to number mode, if in spelling mode, by pressing **#** twice.
- Step 4** Enter the number of the private list. (Private lists are numbered 1 through 20.)
- Step 5** Press **#** to record the message,  
or  
press **1** to add another name or list.
- Step 6** Press **#** to send the message,  
or  
press **1** for message options.

*Table 4 Message Options*

Key	Option	Key	Option
<b>1</b>	Change addressing	<b>3</b>	Set special delivery
<b>2</b>	Change recording	<b>4</b>	Review message

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## Change Your Password

- Step 1** Log on to Cisco Unity.
- Step 2** Press **4** > **3** > **1**.
- Step 3** Enter a new password and press **#**.
- Step 4** Enter the new password again to confirm it and press **#**.

*Table 3 Use These Keys Anytime*

Key	Task	Key	Task
<b>*</b>	Cancel or back up	<b>#</b>	Skip or move ahead

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## Playback Volume of Message

As you listen to a message by phone, you can adjust the volume of the message. The change does not affect the playback volume of other messages. You cannot adjust recording volume or the playback volume of greetings.

While listening to a message, you can toggle among these volume settings:

Press **5** once Increases the volume.

Press **5** again Decreases the volume.

Press **5** again Returns the volume to normal.

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## Change Your Recorded Name

- Step 1** Log on to Cisco Unity.
- Step 2** Press **4** > **3** > **2**.
- Step 3** At the tone, record your name,  
or  
press **\*** to keep the current recording.

*Table 1 Use These Keys as You Record*

Key	Task	Key	Task
<b>8</b>	Pause or resume	<b>#</b>	End recording

*Table 2 Use These Keys Anytime*

Key	Task	Key	Task
<b>*</b>	Cancel or back up	<b>#</b>	Skip or move ahead