












Cisco IP Phone 7960G and Cisco IP Phone 7940G for Cisco IOS Telephony Services

Button Legend

The Cisco IP Phone 7960G and the Cisco IP Phone 7940G differ only in the number of available line or speed-dial buttons. The Cisco IP Phone 7940G has two lines, and the 7960G has six lines.



	Feature	Function
1	Cisco IP phone model type	Shows the Cisco IP phone model number.
2	LCD screen	Displays information such as line/call status, phone number, and soft key tabs.
3	Line or speed-dial button	Opens a new line, speed-dials a phone number, or ends a call. The Cisco IP Phone 7940G has two lines, and the Cisco IP Phone 7960G has six lines.
4	Footstand adjustment	Allows you to adjust the angle of the phone base.
5	Directories button	Provides access to phone directories.

	Feature	Function
6	Question “?” button 	Not in use.
7	Settings button 	Provides access to phone settings such as display contrast and ring type.
8	Speaker button 	Toggles the speaker on and off.
9	Mute button 	Toggles mute on and off.
10	Headset button 	Toggles the headset on and off.
11	Volume button 	Increases or decreases handset, headset, ringer, or speakerphone volume.
12	Services button 	Provides access to phone services.
13	Messages button 	Provides access to a message system.
14	Navigation button 	Scrolls through text and selects features that are displayed on the LCD screen.
15	Dial pad	Functions like a traditional telephone dial pad.
16	Soft keys	Engage the functions displayed on the corresponding LCD tabs.
17	Handset with indicator light	Functions like a traditional handset.

Soft Key Legend

Your Cisco IP phone is equipped with soft keys that point to feature options displayed along the bottom of the LCD screen. Soft keys change according to the state of the phone.

The following is a comprehensive list of soft keys offered on the Cisco IP Phone 7940G/7960G. Functionality will vary according to your system configuration.

Soft Key	Function
<< or >>	Navigates to edit characters. Use the backspace soft key to erase digits that were entered in correctly.
Answer	Answers an in coming call.
Cancel	Cancels the last selection.
CFwdALL	Forwards all calls.

Soft Key	Function
Clear	Clears directory history.
Confrn	Connects callers to a conference call.
Delete	Deletes selected number.
Dial	Dials the displayed number.
DND	Enables the Do-Not-Disturb feature.
Down	Decreases the LCD screen contrast.
EditDial	Selects a number and activates the cursor for editing.
EndCall	Ends the current call.
Exit	Exits from current selection.
GPickUp	Selectively picks up calls coming into a phone number shared by a group.
Hold	Places an active call on hold. Resumes a held call.
Login	Provides PIN controlled access to restricted phone features. Contact your local administrator for additional instructions.
more	Scrolls through additional soft key options (for example, use the More soft key to locate the DND soft key).
NewCall	Opens a new line on the speakerphone to place a call.
Ok	Confirms the selection.
PickUp	Selectively picks up calls coming into another extension.
Play	Plays the ring sound sample.
Redial	Redials the last number dialed.
Resume	Returns to an active call.
Save	Saves the last change.
Search	Initiates a search in the local directory.
Select	Selects the highlighted option.
Trnsfer	Transfers active calls to another extension.
Up	Increases the LCD screen contrast.

Operating Your Cisco IP Phone

Place a Call

Use one of the following methods to place a call:

- Lift the handset and dial the number.
- Press the line button for your extension, then dial.
- Press the **Speaker** button, then dial.
- Press the **New Call** soft key, then dial.
- If you are using a headset, press the **Headset** button, then dial.
- If you have established speed-dial numbers, press a speed-dial button.
- If you have selected a number from a directory, press the **Dial** soft key.
- Use the backspace (<<) soft key to erase digits that were entered incorrectly.

Answer a Call

Use one of the following methods to answer a call:

- Lift the handset.
- If you are using a headset, press the **Headset** button. If necessary, press the line button to select between incoming call.
- To use the speakerphone, press the **Answer** soft key or the **Speaker** button.

End a Call

Use one of the following methods to end a call:

- Hang up the handset.
- If you are using a headset, press the **Headset** button or the **EndCall** soft key.
- If you are using the speakerphone, press the **Speaker** button or the **EndCall** soft key.

Redial a Number

Use one of the following methods to redial the most recently dialed number:

- Lift the handset and press the **Redial** soft key.
- Press the **Redial** soft key to dial using the speakerphone.

Hold a Call

To place a call on hold while on the call:

- Press the **Hold** soft key.

To retrieve a held call:

- Press the **Resume** soft key.
 - If multiple calls are on hold, use the **Navigation** button 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. Use the **Navigation** button to select the desired call. Press **Resume**.

**Note**

Because engaging the Hold feature can generate music or a beeping tone, avoid putting a conference call on hold.

Mute a Call

To mute a call:

- While on a call, press the **Mute** button.

The **Mute** button automatically lights, indicating that the other party cannot hear you.

To deactivate the mute function; do one of the following:

- Press the **Mute** button again.
- Lift the handset if you are using mute along with speakerphone.

**Note**

The Mute feature will not generate music or a beeping tone to the other parties during a call.

Manage Call Waiting

To select among calls on the same line, use the **Navigation** button.

Retrieve Voice-Mail Messages

To access voice messages, perform the following steps:

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- Step 1** Select an available Cisco IP phone line by lifting the handset, by pressing the speakerphone button, or by pressing a line button. Listen for the dial tone.
 - Step 2** Press the **Messages** button and follow the voice instructions.



Note When you have one or more new messages, the message-waiting indicator (MWI) light on your handset is lit if you have MWI configured.

Setting and Adjusting Your Cisco IP Phone

Adjust the Volume for the Current Call

To adjust the handset, speakerphone, or headset volume for the current call, perform the following steps:

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- Step 1** During a call, press the **Up** or **Down Volume** button.
 - Step 2** Press the **Save** soft key to apply the new volume level to future calls.
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Adjust the Ring Volume

Press the **Up** or **Down Volume** button while the handset is in its cradle.

Select the Ring Type

To change the ringer sound, perform the following steps:

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- Step 1** Press the **Settings** button.
 - Step 2** Press **2** for Ring Type, or use the **Navigation** button to scroll to Ring Type and press the **Select** soft key.
 - Step 3** Use the **Navigation** button to scroll through the list of ring types. Press the **Play** soft key to hear samples.
 - Step 4** Highlight the ring you want, and then press the **Select** soft key.
 - Step 5** Press the **Ok** soft key to select your setting.
 - Step 6** Press the **Save** soft key to save the setting, or press **Cancel** to exit to the previous menu without changing the setting.
 - Step 7** Press the **Exit** soft key to return to the main directory menu.
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Adjust the Display Contrast

To adjust the contrast in your LCD Display, perform the following steps:

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- Step 1 Press the **Settings** button.
 - Step 2 Press **1** for Contrast, or use the **Select** soft key.
 - Step 3 Use the **Down** or **Up** soft key to change the contrast.
 - Step 4 Press the **Ok** soft key
 - Step 5 Press the **Save** or **Exit** soft key.
 - Step 6 Press the **Ok** soft key to select your contrast setting.
 - Step 7 Press the **Save** soft key to save the setting, or press **Cancel** to exit to the previous menu without changing the setting.
 - Step 8 Press the **Exit** soft key to return to the main directory menu.
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Using Cisco ITS Features

Transfer a Call

To transfer a selected call to another number in one of two ways:

- Blind transfer—Immediately redirects the call without allowing you to speak to the transfer recipient (the person to whom you are transferring the call).
- Consult transfer—Redirects the call after first allowing you to speak to the transfer recipient.

To transfer a call, perform the following steps:

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- Step 1 During a call, press the **Transfer** soft key. The call is placed on hold.
 - Step 2 Dial the number to which you want to transfer the call.
 - Step 3 To make a blind transfer:
 - Hang up the receiver once you hear the line ringing.
 To make a consult transfer:
 - Press the **Transfer** button after the party answers, and hang up the receiver.
 If the transfer fails, press the **Resume** soft key to return to the original call.
 - Step 4 To cancel your call transfer attempt and reconnect to the original caller, press **EndCall** and then **Resume**.
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Forward All Calls

To forward all incoming calls to another number, perform the following steps:

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- Step 1** Press the **CFwdALL** soft key. You will hear a confirmation beep.
- Step 2** Dial the number to which you want to forward all your calls. Dial the number exactly as you would if you were placing a call to that number. Remember to include locally required prefix numbers.
- The phone display will be updated to show that calls are to be forwarded.
- Step 3** Press the pound key (#) or the **EndCall** soft key.
- To cancel call forwarding:
- Press the **CFwdALL** soft key.



Note

The soft-key and button sequence of **CFwdALL** soft key plus the **Messages** button will forwards calls to voice-mail.

The **CFwdALL** soft key plus a **speed-dial** button will forward calls to a speed dial number.

Pick Up Calls

To pick up a call that is on hold, or a call that is ringing at another extension, perform the following steps:

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- Step 1** Press the **PickUp** soft key.
- Step 2** Dial the extension number of the Cisco IP phone that you want to pick up.
- Control of the call will be transferred to your phone.
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To selectively pick up a call coming in to a number that is shared by a group, perform the following steps:

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- Step 1** Press the **GPickUp** soft key.
- Step 2** Dial the number shared by the group whose incoming call you want to pick up. If there is only one pickup group defined in the entire ITS system, you only need to press the **GPickUp** soft key.
- Control of the call will be transferred to your phone.
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Place a Conference Call

To place a conference, call perform the following steps:

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- Step 1** During a call, press the **More** soft key and then the **Confrn** soft key to open a new line and put the first party on hold.
- Step 2** Place a call to another number.
- Step 3** When the call connects, press **Confrn** again to add the new party to the call.
- Step 4** To add another party to the conference call, press the **Confrn** soft key to obtain a new line. The other parties are automatically placed on hold.

- Step 5** Dial the number of the next party you want to add to the conference call.
- Step 6** Repeat Steps 3 through 5 to connect additional callers.



Note When the call originator disconnects, additional parties cannot join the call in progress.

Place a Call from Your Local Directory

To access the local phone directory established by the system administrator, perform the following steps:

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- Step 1** Press the **Directories** button.
- Step 2** Press the Navigation **Up** or **Down** button to select the local directory.
- Step 3** Press the Navigation **Up** or **Down** button to select the Last, First, or Number field search option.
- Step 4** Using the dial pad, enter the last name or first name for the entry.
- When entering letters, select the appropriate number key of the letter you want, and press that key a number of times that equals the position of the target letter. For example, to enter a B, press the 2 key two times, and to enter a C, press the 2 key three times. Use the backspace (<<) soft key to erase characters that were entered incorrectly.
- Step 5** Press the **Search** soft key to find your selection.
- Step 6** If your search results in multiple listings, use the Navigation **Up** or **Down** button to select the correct number.
- Step 7** Press the **Dial** soft key to dial the selected number.
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Program Personal Speed-Dial Buttons

Once an administrator has defined one or more speed-dial instances for a Cisco IP phone, you can reprogram numbers that are not locked or can program numbers into an instance that has an empty dial string by following these steps:

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- Step 1** Select an available phone line by lifting the handset, by pressing the **NewCall** soft key, or by pressing a line button. Listen for the dial tone.
- Step 2** Press the pound key (#).
- Step 3** Press the speed-dial button that you want to program. A short beep confirms that you are starting to program this button.
- Step 4** Enter the speed-dial number. The digits will appear on the phone display. When you are entering speed-dial numbers on a Cisco IP Phone 7960G, use the backspace (<<) soft key to erase digits that were entered incorrectly.
- To remove a speed-dial number without replacing it with a new one, press the pound key (#).
- Step 5** Press the same speed-dial button a second time to indicate that you have finished entering the speed-dial digits and to store the new speed-dial number.
- Step 6** Hang up the handset, or press a new speed-dial button and repeat the process.
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Place a Call from Your System Speed-Dial Directory

To place a call from your system speed-dial directory, perform the following steps:

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- Step 1** Select an Available IP phone line (offhook or **NewCall**) and get a dialtone.
 - Step 2** Press the **Directories** button, or use the **Navigation** button to locate **Directory** and then press the **Select** soft key.
 - Step 3** Use the **Navigation** button to scroll through the options. Use the **Select** soft key to select speed-dial options.
 - Press **5** for the Local Speed Dial.
 - Press **6** for the Personal Speed Dial. (Functionality will vary depending on your system configuration.)
 - Step 4** Use the **Navigation** button to scroll through the speed-dial phone list.
 - Step 5** To dial the selected phone number, press the **Select** soft key, or enter the entry number on the dial pad.
 - Step 6** Press the **Exit** soft key to return to the previous directory menu.
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View Call History

To view recent missed, received, or placed calls, perform the following steps:

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- Step 1** Press the **Directories** button.
 - Step 2** Use the **Navigation** button to scroll and select the desired call list. Press the **Select** soft key, or
 - Press **1** on the dial pad for missed calls.
 - Press **2** on the dial pad for received calls.
 - Press **3** on the dial pad for placed calls.
 - Step 3** Press the **Exit** soft key to return to the previous directory menu.
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Place a Call from Call History

To place a call from the call history list, perform the following steps:

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- Step 1** Use the **Navigation** button to scroll through the call history list.
 - Step 2** Use the **Select** soft key to select a phone number. The digits will appear on the phone display.
 - Step 3** To dial the number as it appears on the phone display:
 - Press the **Dial** soft key.

To edit the number on the phone display before dialing:

 - a. Press the **EditDial** soft key to place the cursor at the beginning of the number on the phone display.
 - b. Use the dial pad to edit the digits as needed. Use the backspace (<<) soft key to erase digits that were entered incorrectly.
 - c. Press the **Dial** soft key to place the call.
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Clear Call History

To clear all numbers in the directory histories

- Press the **Clear** soft key.



Note The **Clear** soft key clears all call history lists. Selective clearing of call history lists is not supported.

Activate Do Not Disturb (DND)

For visual call alerting and information without audible ringing, use DND. Calls receive normal call-forward-busy and no-answer treatment.

To activate the Do-Not-Disturb feature, perform the following steps:

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- Step 1** Press the **More** soft key to locate the **DND** soft key.
- Step 2** Press the **DND** soft key. A display text message will indicate that the phone is in Do-Not-Disturb mode. To deactivate the Do-Not-Disturb feature, repeat Steps 1 and 2.
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Use Audio Paging

Audio paging provides a one-way voice path to the phones that have been designated to receive paging. It does not have a press-to-answer option like the intercom feature.

To use the paging function for paging a group, perform the following steps:

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- Step 1** Select an available phone line by lifting the handset, by pressing the **NewCall** soft key, or by pressing a button. Listen for the dial tone
- Step 2** Dial the designated paging group number.
- Each idle IP phone that has been configured with the paging number automatically answers using its speakerphone mode and the phone displays the caller ID.
- Step 3** When you finish speaking your message and hang up, the phones are returned to their idle states.
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Use the Intercom Feature

Cisco ITS supports intercom functionality for one-way and press-to-answer voice connections using a dedicated pair of intercom on two phones that speed dial each other.

To use the intercom feature:

- Press the intercom speed-dial button on the display.
- The called IP phone automatically answers the call in speakerphone mode with mute activated. A beep sounds to alert the recipient to the incoming call.

To respond to an intercom call:

- Press the **Mute** button, or lift the handset.