

## FORWARDING ALL CALLS FROM YOUR PHONE (vm=2000)

Use this procedure to forward all of your incoming calls to an alternate number.

1. Press the CFWDALL soft key. You should hear two beeps.
2. Enter the number to which you want to forward all of your calls.  
Remember to enter the number exactly as you would if you were to call that number. A flashing right arrow will appear in the upper-right corner of the LCD, indicating that all calls have been forwarded. The LCD will also display the number to which your calls are being forwarded.
3. To cancel forwarding of calls, press the CFWDALL soft key. You will hear two beeps and the flashing arrow will no longer display in the upper-right corner of your LCD.

## FORWARDING ALL CALLS WHEN NOT AT YOUR PHONE

If not at your phone, you may use a computer to configure your phone to forward calls.

1. Log in to the Cisco CallManager IP Phone configuration User Log In page:  
<http://10.1.1.7/ccmuser>  
(id:Your 4 digit extension . (Password:12345)
2. Choose Cisco 7960 from the SELECT A DEVICE TO CONFIGURE drop-down list.
3. Click "Forward all calls to a different number" from the list of available configuration options.
4. Enable the check box next to the line you want to forward.
5. Type the number to which you want to forward all incoming calls.
6. Click UPDATE. To cancel, follow the same procedure except in Step 4, clear the check box next to the line being forwarded.
7. Click LOG OFF to exit the configuration utility.

## CONFIGURING SPEED DIAL BUTTONS

You may configure up to five line buttons on the Cisco IP 7960 phone to speed dial the numbers you use most.

1. Log in to the Cisco CallManager IP Phone configuration User Log In page:  
<http://.../ccmuser>
2. Choose Cisco 7960 from the SELECT A DEVICE TO CONFIGURE drop-down list.

3. Click "Update your Speed Dial buttons/Print your button template" from the list of available configuration options.
4. Enter the phone numbers and display text you want to associate with your speed dial buttons.
5. When you are done, click UPDATE to store your settings. To restore your previous settings, click CANCEL.
6. Click LOG OFF to exit the configuration utility.

### USING SPEED DIAL BUTTONS

1. Press the line key with the desired named item.

### CHANGING THE RING SOUND

1. Press the SETTINGS button.
2. Select the RING TYPE from the Settings Menu.
3. Press the SELECT soft key.
4. Scroll through the list of ring types and when the desired type appears press the PLAY soft key to hear a sample.
5. When you find the ring you want, press SELECT and then press the OK soft key.
6. Press the SAVE soft key to save your updated selection and exit the Settings Menu.

[http://www.cisco.com/warp/public/779/largeent/avvid/products/7960/read\\_me.htm](http://www.cisco.com/warp/public/779/largeent/avvid/products/7960/read_me.htm)  
7960 tutorial

[http://www.cisco.com/warp/public/779/largeent/avvid/products/7960/related\\_topics.htm](http://www.cisco.com/warp/public/779/largeent/avvid/products/7960/related_topics.htm)

## USING THE HANDSET

To place and answer calls with the handset, simply lift the handset (or press the NEWCALL soft key), and an idle line will be selected for you. Begin dialing.

To change from the handset to the speakerphone, press SPEAKER and hang up the handset.

## USING THE SPEAKERPHONE

To place and answer calls using the speakerphone, press SPEAKER (or press the NEWCALL soft key). You can use the speakerphone with all Cisco IP 7960 phone features. To change from the speakerphone to the handset, lift the handset.

## USING THE HEADPHONE

To place and answer calls using the headset, plug the headset \* into the back of the phone base (marked with headset icon) and press HEADSET, (or press the NEWCALL soft key). You can use the headset with all Cisco IP 7960 phone features. The VOLUME and MUTE controls also adjust volume to the earpiece and mute the speech path of the headset.

\*for approved models visit <http://www.cisco.com>

## ADJUSTING VOLUME FOR HANDSET, HEADSET AND SPEAKERPHONE

To increase or decrease the volume of your handset, headset or speakerphone.

1. Press the VOLUME key to hear a sample ring.
2. While the ring plays, press the up or down volume key to adjust to the desired level.
3. To save volume setting for future calls, press SETTINGS and then press the SAVE soft key.

(Make sure and note the device icon while adjusting the volume to confirm you are adjusting the appropriate volume).

### **ANSWERING A CALL**

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

To use the handset, lift the handset.

To use the headset, press HEADSET.

To use the speakerphone, press the ANSWER soft key or the SPEAKER button.

### **ENDING A CALL**

If using the handset, hang up the handset.

If using the headset, press the ENDCALL soft key. This method also works for all other speaker modes. If using the speakerphone, press SPEAKER.

### **MUTING A CALL**

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

To activate the mute function, press MUTE. (Lite will turn red next to the key)

To disengage mute function, press MUTE again. (Lite will go out)

### **PLACING A CALL ON HOLD**

While on a call, you may place the call on hold so that the caller cannot hear you and you cannot hear the caller. You may answer other calls on your set while a call is on hold.

To place an active call on hold, press the HOLD key.

To return to the call, press the RESUME soft key. If multiple calls on one line 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 of the line to which you want to switch and use the scroll keys to select the desired call before you press RESUME.

### **TRANSFERRING A CALL**

While on an active call, press the TRNSFER soft key. The call will now be on hold. Enter the number you want to transfer to (external, auto dial, speed call ok). Once you hear ringing, press TRNSFER again, OR once the party answers, announce the call and press TRNSFER. Hang up if the party accepts the call. If the party refuses the call, press the RESUME soft key to return to the original call.

### **REDIALING THE LAST NUMBER CALLED**

To redial the most recently called number, lift the handset and press the REDIAL soft key. Alternatively, you may simply press REDIAL to activate the speakerphone or headset. To redial the most recently called number from a line other than your primary line, select the desired line button and then press REDIAL.

### **ACCESSING VOICE MAIL**

The red light on your handset will illuminate when you have a voice mail message.

1. Press the MESSAGES button and follow the voice instructions.

### PLACING A CONFERENCE CALL

During an active call, press the MORE soft key and then the CONFRN soft key. This will automatically select a new line and place the other party on hold. Call the other person. When the call connects, press CONFRN again to add this person to the conference call. You may repeat these steps to add a total of 4 people to the same conference call. Attendees may be either internal, external or both.

NOTE: Once the conference call initiator disconnects, no new conferees may be added.

### ESTABLISHING A MEET-ME CONFERENCE CALL

A Meet Me Conference call allows other callers to call into a conference call. A Meet-Me conference requires a special conference number that may be requested from your Asbury Park system administrator. Once the special number has been assigned follow the steps below:

1. Select an idle line key.
2. Press the MORE soft key 1x to display the MEET-ME option.
3. Press the MEET-ME soft key.
4. Enter the assigned Meet-Me conference number.
5. Follow the voice instructions to establish the Meet-Me conference.

### JOINING A MEET-ME CONFERENCE CALL

To join a Meet-Me conference in session, select an idle line key and enter the assigned Meet-Me conference number given to you by the Meet-Me conference initiator. You may not enter the call until the initiator has called in and established the call.

### VIEWING OR DIALING CALLS FROM THE CORPORATE DIRECTORY

1. Press the DIRECTORIES button.
2. Toggle to option 4-Corporate Directory.
3. Press the SELECT soft key.
4. Toggle to FIRST or LAST.
5. Begin typing the desired individual's name as per your previous selection.
6. If necessary SEARCH the provided list for the desired party.
7. Press DIAL.

## VIEWING OR DIALING RECEIVED AND PLACED CALLS

A history of all calls made missed and received are logged on your phone including the caller id, time and date of the call.

1. Press the DIRECTORIES button.
2. Use the SCROLL key to select the desired call history option: Missed, Received or Placed Calls.
3. Press the SELECT soft key to display the call history list.
4. If desired, press the DIAL soft key to speed dial a number from the call history list. (NOTE: You might need to use the EDITDIAL soft key to add a "9" to the front of the number.)
5. When you are finished, press the EXIT soft key twice to exit the Directory menu.