

# End User Phone Training 7945/7965 Reference Guide



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

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

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

The Corporate Directory contains all extension information for all employees.

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

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

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

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

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

To change the ringer type:

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

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

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

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

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

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

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

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

To adjust volume:

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

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

To change the volume on the ringer:

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

## ***Line Appearances***

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

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

## ***Placing a Call***

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

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

## ***Placing a Call Using the Abbreviated Dial (Speed Dial)***

You can place a call using the Abbreviated Dial Directory:

- Type the number associated to the phone line you want to call.
- To initiate the call press **AbbrDial** soft-key.

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

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

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

### ***Answering a Call***

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

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

### ***Ending a Call***

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

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

### ***Muting a Call***

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

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

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

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

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

### ***Transferring a Call***

To transfer a call to another phone:

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

### ***Transfer a Call Using the Abbreviated Dial***

To transfer a call using the Abbreviated Dial Directory:

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

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

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

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

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

To transfer a call to another phone:

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

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

To leave a message directly in a Unity Voicemail box

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

### ***Call Forward All***

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

### ***DND***

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

### ***CallBack***

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

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

To send inbound calls directly to voicemail:

- While the phone is ringing press the **iDivert** soft-key to send the call directly to voicemail.
- If the call is a Forwarded call from another extension, pressing **iDivert** will prompt the user to select the appropriate voice mail box to send the call to. The user receiving the call will be able to select his/her voice mail box or the person's voice mail box whose phone is forwarded.

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

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

### ***Parking a Call***

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

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

## ***Call Pickup***

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

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

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

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

To log in or out of a Hunt Group:

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

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

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

To initiate a conference call:

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

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

## ***Conference Call Tips***

- Make sure that the person being called (rather than a voice mail message) is included in the conference call.
- To place a conference call on speakerphone, press SPEAKER. Press MUTE to mute the speaker.
- Only 8 parties are allowed per conference call, *including* the call initiator.

## General Phone System Information



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

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

### Notes