







## YOUNGSTOWN CITY SCHOOLS CISCO 7960 & 7940 TELEPHONE USER GUIDE


### BUTTONS

 **LINE OR SPEED DIAL BUTTON** - Opens a new line or speed dials the number on the LCD screen.


 **DIRECTORIES** - Provides access to call histories and directories


 **SETTINGS** - Provides access to phone settings such as contrast and ring sound, network configuration, and status information.


 **SERVICES** - Provides access to any available phone services


 **MESSAGES** - Provides access to a message system, if available

 **QUESTION MARK** - Displays help on your LCD screen for a phone button or function

 **NAVIGATION** - Enables you to scroll through text and select features displayed on the LCD screen

 **SPEAKER** - To Place or Answer a Call Without Lifting the Handset

 **MUTE** - To Mute the Microphone in the Handset, Headset, or Speaker

 **HEADSET** - To Place or Answer a Call Using a Headset

**VOLUME CONTROL BAR** - Increases or decreases volume for the handset, headset or speaker phone (depending upon which is currently active.)



### VOLUME


#### Handset, Speaker, Headset Volume:

1. While listening, press the volume control keys
2. Press the SAVE softkey, to save the entry

#### Ringer Volume:

1. With the handset is in its cradle.
2. Press the Volume Control Bar
3. Ringer volume adjustments are permanent

### INDICATORS

 Observe indicators in your display that identify the state of the line.

### LCD SCREEN

**Displays** features such as your phone number, caller ID, line call status and softkeys tabs.

### SOFT KEYS

Enable you to engage any of the functions displayed on the corresponding LCD screen tabs. Softkeys point to feature options displayed along the bottom of your LCD screen. Softkeys change depending on the status of your phone.

### DIALING INSTRUCTIONS

#### To Place an Outside Call

1. HANDSET, SPEAKER button OR NEWCALL softkey
2. Dial 9 and the telephone number

#### To Place an Internal Call

1. HANDSET, SPEAKER button OR NEWCALL softkey
2. Dial the extension

#### To Answer a Call on Your Primary Line

- Lift the handset, OR press the **Answer** softkey

#### To Answer a Call on Another Line On Your Phone

- Press the corresponding Line Key, OR press the **ANSWER** softkey

#### To End a Call

- Hang Up the handset, OR press the **SPEAKER** button, OR press the **ENDCALL** softkey

### TO ANSWER A CALL ON YOUR ROLLOVER LINE

1. The second call will appear in your display.
2. Press the **ANSWER** soft key
  - *The first call is automatically put on Hold*
3. Use the **NAVIGATION** up/down key to highlight either call
4. Press the **RESUME** softkey to connect to the caller



## **HOLD**

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### **To Place a Call on Hold**

1. Press the **HOLD** softkey
  2. Hang up the handset
- Press the **RESUME** soft key, or the corresponding line button to return to call

## **REDIAL**

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### **To Redial Your Last Number**

1. Lift the handset
2. Press the **REDIAL** softkey

### **To Redial Your Last Number Handsfree**

- Press the **REDIAL** softkey

## **TRANSFER**

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### **To Transfer a Call to Another Extension:**

1. Press the **TRANSF...** softkey
2. Dial the appropriate extension
3. You may Announce the call in private
4. Press the **TRANSF...** softkey to complete the transfer

### **To Return on Busy or No Answer**

1. Press the **ENDCALL** softkey
2. Press the **RESUME** softkey or the appropriate line button

### **To Return to the Original Call:**

- Press the **RESUME** softkey or the appropriate line button

### **To Transfer A Caller Directly Into Voicemail**

1. Press the **TRANSF...** softkey
2. Press the **\*** key
3. Enter a mailbox number
4. Press the **TRANSF...** softkey

## **CALL PARK**

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### **To Park a Call in the System**

1. Press the **MORE** softkey to display the **PARK** prompt
2. Press the **PARK** softkey
3. Note the call park number in the display (6150 - 6170)

### **To Retrieve A Parked Call**

1. Lift the handset of any phone in the system
2. Dial the number of the parked call

## **CONFERENCE**

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### **CONFERENCE**

1. With an active call on the line
2. Press the **MORE** softkey to display the **CONFRN** prompt
3. Press the **CONFRN** softkey
4. You will hear dial tone, dial the extension or outside number
5. Announce the call in private
6. Press the **CONFRN** key to join all parties

### **If a Party Doesn't Answer or Doesn't Want to Join the Call**

1. Press the **ENDCALL** softkey
2. Press the **RESUME** softkey

### **To Permanently Remove Yourself From the Conference**

- Hang Up or press the End Call softkey

## **MEET-ME CONFERENCE**

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### **To Establish a MeetMe Conference**

1. Press the **Speaker** button or lift the handset.
2. Press the **MORE** softkey to display the **MeetMe** prompt
3. Press the **MeetMe** softkey
4. At the dial tone, dial the bridge number
  - (6100 - 6120)
  - wait for other conferees to join

### **To Join a Meet-Me Conference Call**

1. Dial the Bridge Number of the **MeetMe** conference provided to you by the initiator.
2. You will be connected to the conference.

*Note: If you dial in before the initiator, you will receive a busy tone and must try later. Do not press the **MEETME** softkey to join a **MeetMe** conference call.*

## **CALL PICKUP**

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### **To Pick Up a Call Ringing at Another Telephone**

1. Lift the handset OR press the **SPEAKER** button
2. Press the **MORE** softkey to display the **PICKUP** prompt
3. Press the **PICKUP** softkey, the call will begin to ring on your phone
4. Press the **ANSWER** softkey or the appropriate line button to answer.

## FORWARDING

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### To Forward Calls to Another Extension

1. No dial tone. Press the CFwdALL softkey
2. Dial the destination extension

### To Cancel Call Forwarding

- Press the CFwdALL softkey

### Call Forward Directly To Voicemail

1. No dial tone. Press the CFwdALL softkey
2. Press the MESSAGES key

## DIRECTORIES

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### View Missed, Received, or Placed Call History

1. Press the DIRECTORIES key
2. Use the scroll bar to highlight the desired option
  - OR press the corresponding number
3. Press the SELECT softkey

### Exit While Viewing a Call History

- Press the EXIT softkey twice

### Edit/Speed Dial a Missed, Received or Placed Call

1. Press the DIRECTORIES key
2. press Select for a Directory/Log Menu item
3. Scroll to highlight the desired number
4. Press the EDIT DIAL softkey
5. Enter "9 and or (1 if necessary)" before the number
6. Press the DIAL softkey

### Search of the Corporate Directory

1. Press the DIRECTORIES key
2. Select the Corporate Directory or press 4
3. Search using either first name, last name or extension. *It is not necessary to enter the entire name Use a \* as a wild card to access the entire Corporate Directory.*
4. Press the SEARCH softkey

## MESSAGES

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### To Access your Mailbox

1. Press the Messages key
2. Unity Voice Mail will prompt you to enter your Password in order to access your mailbox

### For Information on How to Use the Voice Mail

- Reference the Voice Mail instruction sheet provided.

## SETTINGS

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### To Adjust the Display Contrast

1. Press the SETTINGS key
2. Use the scroll bar to highlight CONTRAST
3. Press the SELECT softkey
4. Press the Up and Down arrow softkeys
5. Press the OK softkey to save your selection
6. Press the EXIT softkey.

### To Choose a Ring Type

1. Press the SETTINGS key
2. Use the scroll bar to highlight RING TYPE or 2
3. Press the SELECT softkey
4. Use the scroll bar to select an option
5. Press the PLAY softkey to hear the ring
6. Press the SELECT softkey
7. Press the OK softkey
8. Press the EXIT softkey

## SERVICES

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In order to build your Personal Address Book and Fast Dial numbers you must Access the internet and log in to the User Options Web Page. Use the instruction sheets provided. The telephone numbers and settings that you have established from the Cisco CallManager User Options web pages are associated with your phone.

### To Access Your Personal Address Book

1. Press the SERVICES button on your IP Phone.
2. From the Services Menu select Address Book.
3. Press the SELECT softkey
4. Use the Navigation key to highlight number
5. Press the DIAL softkey

### To Access Your Fast Dials

1. Press the SERVICES button on your IP Phone.
2. From the Services Menu select Fast Dials
  - OR press the corresponding number on your keypad.
3. Press the number of the Fast Dial you wish to call.