

## FEATURE KEYS

### SOFT KEYS

Soft keys are self-labeling keys that provide the user with additional functionality. These keys are located in the display of the phone set and allow users to use selected features such as hold, transfer, conference, call forwarding, redial, etc.

### ENDCALL

The ENDCALL soft key disconnects you from a call. Helpful if using SPEAKER or a headset. Also allows you to disconnect from the caller last added to a conference call.

### SPEAKER

Allows you to dial a call or to have a conversation without holding your handset. When the called party answers, pick up the handset to speak privately.

### MUTE

Press MUTE (while on the SPEAKER) to disable the microphone and prevent the other party from hearing you.

### MESSAGES

Preprogrammed to dial the voice messaging system. A lamp on your phone set will notify you when you have a new message.

### SERVICES

See your administrator for information on your provided services.

### SETTINGS

Allows you to customize the options of your telephone including, volume, display contrast, ring type, etc. Press the SETTINGS key and follow the prompts on the display to customize your telephone settings.

### DIRECTORIES

Allows the user to track their call log, including missed calls, received calls, placed calls, and also build their own personal directory.

For problems or questions please call  
the DoIT Help Desk at X 6917

FOR YOUR NOTES:



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Cisco 7960 IP Telephone  
User Guide

## PLACING CALLS

Within the system:

Dial **4**-digit extension

Outside the system:

Dial **9 + 1 + 10**-digit telephone number

## HOLD

To place a caller on hold:

Press **HOLD**

To retrieve the call:

Press **RESUME**

## TRANSFER

To transfer a call to another extension:

Press **TRANSFER**

Dial **4**-digit extension

Announce call

Press **TRANSFER**

Call is transferred

If extension is busy or does not answer:

Press **ENDCALL**

Press **RESUME**

You are reconnected to caller

## CONFERENCE – 6 party

To establish a conference call:

Answer or place a call

Press **MORE**

Press **CONFRN**

Dial another party

(Announce conference)

Press **CONFRN**

To add additional parties

Press **MORE**

Press **CONFRN**

Dial another party

(Announce conference)

Press **CONFRN**

If added party is busy or does not answer:

Press **ENDCALL**

Press **RESUME**

The last party called is removed

## CALL PICK UP

To answer an incoming call ringing at another extension number within your Call Pick Up group:

To answer a ringing phone within your group:

Press any available **LINE** key

Press **MORE**

Press **PICKUP**

Press **ANSWER**

You are connected to the incoming call

## CALL FORWARD - All Calls

To temporarily redirect your incoming calls to another extension:

To program destination and activate feature:

Press **CFWDALL**

You will hear 2 beep tones

Dial number to receive calls

(For VM dial x 2345)

Confirmation of calls forwarded will

appear in the display

Calls are forwarded

To deactivate:

Press **CFWDALL**

## CALL PARK

To place an existing call in a special holding status to then retrieve it from another station:

To Park a call:

Press **MORE**

Press **PARK**

Note the Bin number provided in the display

(Bin numbers are 1180 – 1199)

Hang up

To retrieve the parked call from another station:

Lift handset

Dial the bin number provided when the call was parked

You are connected to call

## LAST NUMBER REDIAL

Lift handset

Press **REDIAL**

Number is redialed

## FAST DIALS

99 end-user programmable numbers accessed through your telephone sets **Services** Key or User Web pages – contact your system administrator for access to User Web pages.

To program via Services:

Press **SERVICES KEY**

Press **2 – FAST DIALS**

Press **ASSIGN**

Press **SELECT**

Dial number you want to store

Press **SUBMIT**

Press **OK**

To use stored numbers:

Press **SERVICES KEY**

Press **2 – FAST DIALS**

Scroll to number you want to dial

Press **DIAL**

## SPEED DIAL

To use: Lift handset

Press **Speed Dial** key

Programmed number is dialed

## VOICEMAIL

To retrieve your messages:

Press the **MESSAGE** key

Or dial x **2345**

Follow prompts