
VOIP User Documentation (Cisco 7940/7960 Series)

Dialing Instructions:

Notes:

Placing A Call

- Lift handset **OR**
- Press desired line key **OR**
- press SPEAKER button **OR**
- press the NEW CALL softkey

Once you have dial-tone, simply dial the 10-digit number you are calling (**There is no need to dial a 1**).

International calls are made by dialing 011 + the number.

Answering A Call

- Lift handset **OR**
- press desired link key **OR**
- press the SPEAKER button **OR**
- press the ANSWER softkey

Ending A Call

- Hang up **OR**
- Press END CALL softkey **OR**
- if using the speakerphone, press the SPEAKER button

Placing A Call On Hold

- press the HOLD softkey

To return to a held call press the HOLD button again.

Mute

- press the MUTE key

While a call is muted the other party can not hear you. To return to a conversation press the MUTE key again. The mute key applies to both the handset and speakerphone.

Last Number Redial

- Lift the handset and press the REDIAL softkey **OR**
- Press the REDIAL button and use the speakerphone.

Call Forwarding

- Press the CFwdAll button
- Enter the phone number to forward calls to (including area code)
- Press Accept softkey

While Call Forward is in effect you can call out from your telephone but can not receive incoming calls. To cancel Call Forwarding press the CFwdAll button again.

Dialing Instructions:

Notes:

Transferring A Call – (Cold Transfer)

- press the 'more' softkey
- press the Trnsfer (the caller is placed on hold)
- dial the extension you wish to transfer the call to
- when you hear ringing press the Trnsfer softkey to transfer the call

You can press the Dial softkey after dialing the extension to speed up the time it takes to dial the number.

Pressing the # key will accomplish the same.

Transferring A Call – (Warm Transfer)

- press the 'more' softkey
- press the Trnsfer softkey (the caller is placed on hold)
- dial the extension you wish to transfer the call to
- wait for an answer and annouce the call
- press the Trnsfer softkey to transfer the call

You can press the Dial softkey after dialing the extension to speed up the time it takes to dial the number.

Pressing the # key will accomplish the same.

Transferring A Call – (Blind Transfer)

- press the 'more' softkey
- press the BlndXfr (the caller is placed on hold)
- dial the extension you wish to transfer the call to
- press the Dial softkey

Pressing the # key will accomplish the same as pressing the Dial softkey.

Conference

- While on a call press the Confrn softkey – this places caller on hold
- dial the telephone number you wish to add to the call
- when the called party answers you can talk privately
- to complete the conference call press the Join softkey

Feature Buttons

Messages (Voice Mail)

- Lift the handset and press the MESSAGES button to access your voice mail **OR**
- Simply press MESSAGES

Follow voice mail instructions to retrieve message or change user options.
For details, see the TRACI.net VOIP Voice Mail Road Map.

Directories

- press the DIRECTORIES button to display available directories
- select the desired directory (missed calls/received calls/placed calls/personal directory)
- select an entry in the directory you wish to call and press the DIAL softkey to dial the number

You can save numbers to your personal directory by pressing the Keep softkey while reviewing the numbers in each directory.

Settings

- Used to edit the settings of your phone like Ring Type, Screen Contrast, Do Not Disturb, Call Waiting, etc.

Customizing Your Telephone

Display Contrast

- press the SETTINGS button
- select CONTRAST
- press the UP and DOWN soft keys to adjust contrast
- press the OK soft key to save the changes and exit

Ring Type

- press the SETTINGS button
 - select RING TYPE
 - press the UP and DOWN soft keys to select a ring
 - press the PLAY soft key to hear the selected ring type
 - press the SELECT soft key to make your choice
 - press the OK soft key to save
- Different ring types can be selected to multiple lines.

Volume Adjustment - Ringer

- While not on a call, press the VOLUME bar up or down to adjust volume

Volume Adjustment - Handset/Speaker

- While on a call, press the VOLUME bar up or down to adjust volume

Setting Your Phone on Do Not Disturb

- press the Settings button
 - press 6 (Call Preferences)
 - press Yes softkey
 - press Save softkey
 - press Back softkey
- When Do Not Disturb is activated, you can place calls, but can not receive calls.
- To deactivate Do Not Disturb, simply press the DND softkey