



# Information Systems Cisco 7940/7942 IP Phone Quick Reference Guide





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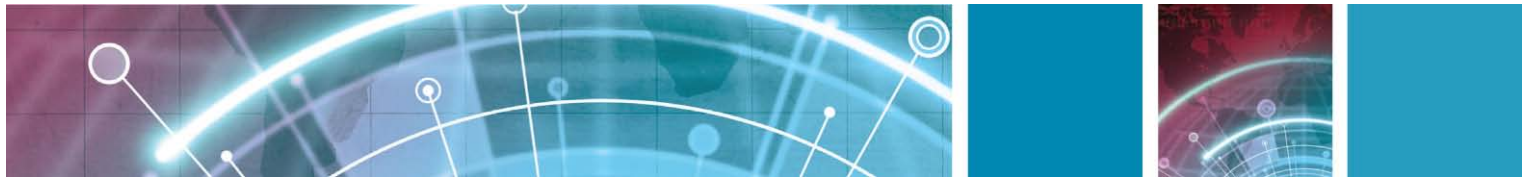
## Introduction:

This document has been written to help you get up and running with the new Cisco 7940 & 7942 IP Phones.

This document will show you how to make and receive a call. Change any phone settings, forward or put a call on hold and log into your Unity Voicemail box.

## Phone Overview:








## How Do I:

How Do I?	Solution	Tip
<b>Place a Call?</b>	Lift the handset and dial the number <b>OR</b> Press the <b>NewCall</b> softkey and dial the number (Enter the number with the phone on-hook, then press the <b>Dial</b> softkey or lift the receiver) Press the <b>Redial</b> softkey	
<b>Put a Call on Hold?</b>	Press the <b>Hold</b> softkey button. The call will display a paused symbol To return to the call, press the <b>Resume</b> button	A call on hold remains active even though you and the other party cannot hear each other. You can answer or place another call while a call is on hold.  <b>Note</b> as there is no hold music please keep the caller informed
<b>Adjust the Handset Volume?</b>	Press the up or down <b>Volume</b> button when the handset is in use. Press the <b>Save</b> softkey to save your change.	
<b>Adjust the Ringer Volume?</b>	Press the up or down <b>Volume</b> button when the handset is not in use (in the handset cradle).	
<b>Use the Speaker?</b>	<p><b>To activate the speaker:</b>            During a call, press the <b>Speaker</b> button, then hang up the handset.</p> <p><b>To switch from the speaker to the handset:</b>            Just pick up the handset.</p> <p><b>To turn off the speaker and hang up:</b>            Press the <b>Speaker</b> button.</p> <p><b>To adjust the speaker volume:</b>            Press the up or down <b>Volume</b> button when the speaker is in use.            Press the <b>Save</b> softkey to save your change.</p>	



How Do I?	Solution	Tip
<p><b>Operate the LCD Screen?</b></p>	<p><b>To control the cursor:</b>            Press the &gt;&gt; softkey to re-position the cursor.            Press the &lt;&lt; softkey to delete a character or digit in an entry.</p> <p><b>To select a menu item:</b></p>  <p>Press the <b>Navigation</b> button to select (highlight) a menu item. Then press the <b>Select</b> Softkey.            OR            Press the <b>number key</b> on your phone's dial pad that corresponds to the item number in the menu.</p>	<p>Operating your phone's LCD screen is easy. Use the Navigation button, softkeys, and the keypad to make your selections.</p> <p><b>Tip</b> To exit out of a menu on your phone's LCD screen, press the <b>Exit</b> softkey.</p>
<p><b>Adjust the LCD Contrast?</b></p>	<p>Press the <b>Settings</b> button.            Select <b>User Preferences</b> (7942 only)            Select <b>Contrast</b> from the menu.            Press the <b>Up</b> or <b>Down</b> softkeys to set the desired contrast.            Press the <b>Save</b> softkey to accept your changes.</p>	
<p><b>Use Unity Voice Mail?</b></p>	<p><b>Set up voice mail:</b>            Press the <b>Messages</b> button on your Cisco IP Phone or dial 85555 and enter your PIN (12345) when prompted. Allows you to:</p> <ul style="list-style-type: none"> <li>• Save a recorded name</li> <li>• Set up a voice greeting</li> <li>• Change your PIN or password.</li> </ul> <p><b>Access voice mail:</b></p>  <p>Press the <b>Messages</b> button or dial 85555 and follow the voice instructions</p>	<p><b>Tip</b> When you have one or more new voice mail messages, the red light on your phone's handset remains lit. (Press 0 for help)</p>




How Do I?	Solution	Tip
<p><b>View my Missed Calls?</b></p>	<p><b>To view your call records:</b></p> <p>Press the <b>Directory</b>  button.            Select <b>Missed Calls (1)</b>.            Or choose another list:            Received Calls (2)            Placed Calls (3)</p> <p><b>To dial from a call record:</b></p> <p><b>Step 1</b> Follow the steps above to open your Missed, Received, or Placed Calls directory.  <b>Step 2</b> Use the <b>Navigation</b> button to select (highlight) a particular record.  <b>Step 3</b> If necessary, use the <b>EditDial</b> softkey to add digits to the front of the number.  <b>Step 4</b> Lift the handset or press the <b>Dial</b> softkey.</p>	<p>Your phone's LCD display will indicate if you have missed a call.</p> <p>Use the Directories menu to view (and dial from) call records in your Missed Calls, Received Calls, and Placed Calls directories.</p> <p>A call record contains the time and date of the call, and a phone number (if available).</p>
<p><b>Set Up a Conference Call?</b></p>	<p><b>To turn a two-party call into a conference call:</b></p> <p><b>Step 1</b> During a call, press the <b>Confrn</b> softkey. Doing so automatically activates a new line and puts the first party on hold.  <b>Step 2</b> Place a call to another number or extension.  <b>Step 3</b> When the call connects, press <b>Confrn</b> again to add the new party to the conference call.            Repeat these steps to add parties to the conference call.</p>	<p><b>Note</b> Once the conference call initiator disconnects, no additional parties can be added.</p>
<p><b>Use Call Waiting?</b></p>	<p>To answer the new call, press the <b>Answer</b> softkey. When you do so, the original call is put on hold.            To return to the original call, select it (using the directional pad) and press the <b>Resume</b> softkey. You can use the <b>Hold</b> and <b>Resume</b> softkeys and directional pad to switch between the calls.</p>	<p>If you are on a call when another call comes in, you will hear a call waiting tone and see caller ID information on the phone's LCD screen.</p>



How Do I?	Solution	Tip
<p><b>Transfer a Call?</b></p>	<p><b>Step 1</b> During a call, press the <b>Trnsfer</b> softkey. Doing so automatically puts the call on hold.</p> <p><b>Step 2</b> Dial the number or office extension to which you want to transfer the call.</p> <p><b>Step 3</b> When the call rings on the other end, press <b>Trnsfer</b> again. Or, when the party answers, announce the call and then press <b>Trnsfer</b>.</p>	<p>If necessary, press the <b>Hold</b> button to return to the original call.</p>
<p><b>Forward All Calls?</b></p>	<p>To forward all of your incoming calls to another number:</p> <p><b>Step 1</b> Press the <b>CFwdAll</b> softkey. You will hear two beeps.</p> <p><b>Step 2</b> Enter the number to which you want to forward all of your calls. Enter the number exactly as you would if you were placing a call to that number.</p> <p><b>Step 3</b> After you enter the number, you will hear two beeps. The LCD screen displays a message confirming the number to which your calls are being forwarded.</p>	<p><b>Note</b> To cancel call forwarding, press the <b>CFwdAll</b> softkey.</p> <ul style="list-style-type: none"> <li>• You can use call forwarding to send your incoming calls to another Cisco IP Phone or to a traditional analog phone.</li> <li>• If call forwarding is active and there is no answer at the forwarded number (by a person, answering machine, or voice mail system), the call will be redirected to your voice mail system</li> </ul>



<b>Use a Headset</b>	<p>Press the Headset button  if you use a headset (It will glow green when activated)</p> <p>To answer a new call press the headset button again. At the end of the call press the headset button to disconnect.</p> <p>The phone will still be in headset mode ready for the next call.</p> <p>To go back to using the normal handset press the headset button until the light goes off.</p>	
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<b>Where to Find More Information</b>	<p>The IS Service Desk should be your first point of contact if you have problems using your Cisco IP Phone 7940 &amp; 7942 (call 88500). For training enquiries contact the centre for professional learning and development (CPLD).</p>
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