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

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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