Quick Reference

Cisco IP Phone 7960/7940 for IOS Telephony Service Version 2.0

Basic Call Features

To place a call:

- Lift the handset and dial the number.
- Press a line button and dial the number.
- Press a speed-dial button (if your phone is configured with speed-dial buttons).
- Press the **SPEAKER** button and dial the number.
- Press the **NewCall** soft key and dial the number.

To answer a call:

- Lift the handset.
- Press the line button associated with the call.
- Press the **Answer** soft key.
- Press the **SPEAKER** button.

To end a call:

- Hang up the handset.
- Press the **SPEAKER** button.
- Press the **EndCall** soft key.

To place a call on hold:

- During an active call, press the **Hold** soft key.

- To return to the call, press the **Resume** soft key.

To redial the most recently dialed number:

- Lift the handset and press the **Redial** soft key, or simply press the **Redial** soft key to activate the speakerphone.

To change between handset and speakerphone during a call:

- *Handset to speakerphone:* Press the **SPEAKER** button and hang up the handset.

- *Speakerphone to handset:* Lift the handset.

To mute a call:

- Press the **MUTE** button. The **MUTE** button automatically lights, indicating that the calling party cannot hear you.
- To turn off mute, press **MUTE** again (or lift the handset).

To transfer a call:

1 During a call, press the **Transfer** soft key. This places the call on hold.

Note: Press the **Resume** soft key to return to the original call.

2 Place a call to another person by dialing the number.

3 The call is transferred.

4 Hang up.

To place a conference call:

1 During a call, press the **Confrn** soft key to open a new line and put the first party on hold.

2 Place a call to another number.

3 When the call connects, press the **Confrn** soft key again to add the new party to the call.

Hold and Pick Up

To hold a call:

1 During an active call, press the **Hold** soft key.

To pick up a call:

2 Go to another phone.

• Press the **PickUp** soft key.

• Select a line and press the **PickUp** soft key.

• Press the **SPEAKER** button and press the **PickUp** soft key.

3 Dial the extension of the phone where the call is put on hold to resume conversation.

Volume Controls

To adjust the volume for the current call:

• Press the up or down **VOLUME** button to increase or decrease the volume of your handset, headset, or speakerphone.

To adjust the volume for all calls:

1 Press the **settings** button.

2 Press the up or down **VOLUME** button to increase or decrease the volume of your handset, headset, or speakerphone.

3 Press the **Save** soft key to save the desired setting.

Ring Sound

To change the ring sound:

1 Press the **settings** button.

2 Use the scroll key to scroll to the Ring Type option on the Settings menu.

3 Press the **Select** soft key to display the list of ring types.

4 Use the scroll key to select a ring type.

5 Press the **Play** soft key to hear a sample of the selected ring type.

6 Press the **Select** soft key and then press the **OK** soft key to save your selection.

7 Press the **Save** soft key to exit.

LCD Contrast

To adjust the contrast of the LCD:

1 Press the **settings** button.

2 Press the **Select** soft key to select the Contrast option on the Settings menu.

3 Press the **up** or **down** soft key to set the desired intensity of the display.

4 Press the **OK** soft key to save your setting.

5 Press the **Exit** soft key to exit.

Call History Features

To view missed calls, received call, or placed call:

1 Press the **directories** button.

2 Use the scroll keys to select the desired call history option on the Directory menu.

3 Press the **Select** soft key to display the desired call history option.

4 When you are finished, press the **Exit** soft key twice to exit.

To speed dial a missed call, received call, or placed call:

1 Press the **directories** button.

2 Use the scroll keys to select the desired call history option on the Directory menu.

3 Use the scroll keys to select the number you want to speed dial.

4 Press the **Dial** soft key to speed dial the selected number.

Messages

To access messages:

• Press the **messages** button to place a speed-dial call to your message system (if a message system is configured).

Note: When you have one or more new messages, the message waiting indication (MWI) light on your handset is lit (if MWI is configured) and an envelope icon flashes on your LCD screen.