

Cisco Unified IP 7962G Phones Quick Reference Guide



Place a Call

Use one of the following methods to place a call:

- Lift the handset and dial the number.
- Dial the number, and then lift the handset.
- Dial the number, and then press the **Dial** soft key.
 - local off campus, dial 8 then 7 digit number
 - long distance, dial 8 +1 +area code + 7 digit number
 - International, dial 8 + 011 + country code + city code + number

Note: Use the **backspace (<<)** soft key to erase digits that you enter incorrectly.

Redial a Number

Press **Directories** button

Select **MISSED CALLS**

Arrow up or down to desired number

Press **Dial**, lift receiver to proceed with call

Hold a Call

To place a call on hold while on the call:

- Press the **Hold** soft key.

To retrieve a held call:

- Press the **Resume** soft key.
 - If multiple calls are on hold, use the **Navigation** button to select the desired call before you press **Resume** soft key.
 - If multiple calls on multiple lines are on hold, press the line button for the line that you want to pick up. The active call on the other line is automatically put on hold.

Mute a Call

- While on a call, press the **Mute** button.

The **Mute** button lights indicating that the other party cannot hear you.

To deactivate the **Mute** function, do one of the following:

- Press the **Mute** button again.
- Lift the handset if you are using mute with your speakerphone.

Transfer a Call

- During a call, press the **Transfer** soft key. The call is placed on hold.
- Dial the number to which you want to transfer the call.
- Wait for the call to be answered. Announce the call to the transfer recipient. Press the **Transfer** button then hang up the handset.
- If the transfer fails, press the **Resume** soft key to return to the original call.

Cancel Transfer

- To cancel your transfer call-transfer attempt:
 - Press the **EndCall** soft key.
- To reconnect to the original caller:
 - Press the **Resume** soft key.

Call Forward All

To forward all incoming calls to another number:

- Press the **CFwdALL** soft key. You hear a confirmation beep.
- Dial the number to which you want to forward all your calls. Dial the number exactly as if you were placing a call to that number. Remember to include locally required prefix numbers.

The phone display is updated to show that calls will be forwarded.

-Enter 6-9999 to forward to Voice Mail

To Cancel Call Forwarding

- Press the **CFwdALL** soft key.

Conference Call

To create a three-party conference call:

- Dial the first party
- Press the **More** soft key then the **Confrn** soft key to open a new line and put the first party on hold.
- Dial the second party. When the call connects, press **Confrn** again to add the new party to the call.
- To add third party to the conference:

Press the **Confrn** soft key on the Cisco Unified IP phone.

Current two callers will be placed on hold.

Press an available **Line** button and call the caller you want to add to the conference.

- Press the **Confrn** soft key.

All parties will connect to conference.

End Conference Call

- Hang up the handset, or press the **EndCall** soft key.

Call Pick Up

To pick up a call that is on hold or a call that is ringing at another extension:

- Press the **PickUp** soft key.
- Press the **Answer** soft key.

Adjust the Volume for the Current Call

- During a call, press the **Up** or **Down Volume** button.
 - Press the **Save** soft key to apply the new volume level to future calls.

Adjust the Ring Volume

- Press the **Up** or **Down Volume** button while the handset is in its cradle and the phone is idle.

Select the Ring Type

- Press the **Settings** button.
- Highlight option **1 User Preferences**.
- Press the **Select** soft key.
- Select **1 Rings**.
- Use the **Navigation** button to scroll through the list of ring types. Press the **Play** soft key to hear samples.
- Highlight the ring you want, and then press the **Select** soft key.
- Press the **Ok** soft key to select your setting.
- Press the **Save** soft key to save the setting, or press **Cancel** to exit to the previous menu without changing the setting.
- Press the **Exit** soft key to go to the main directory menu.

Adjust the Display Contrast

- Press the **Settings** button.
- Highlight option **1 User Preferences**.
- Press the **Select** soft key.
- Press **4** for **Contrast**, or use the **Select** soft key.
- Use the **Down** or **Up** soft key to change the contrast.
- Press the **Save**
- Exit** soft key.
- Cancel** to exit to the previous menu without changing the setting.
- Press the **Exit** soft key to go to the main directory menu.

View Call History

- Press the **Directories** button.
- Use the **Navigation** button to scroll and select the desired call list. Press the **Select** soft key, or:
 - Press **1** on the keypad for Missed Calls.
 - Press **2** on the keypad for Received Calls.
 - Press **3** on the keypad for Placed Calls.
- Press the **Exit** soft key to return to the previous directory menu.

Place a Call from Call History

- Use the **Navigation** button to scroll through the call history list.
- Use the **Up and Down** arrow buttons to select a phone number. The digits appear on the phone display.
- To dial the number as it appears on the phone display:
 - Press the **Dial** soft key.

Clear Call History

To clear all numbers in the directory histories:

- Highlight the desired directory log.
- Press the **Clear** soft key

Manage Call Waiting

If you are on a call when a second call comes in, you either hear a call-waiting tone or see a flashing indicator light on the handset rest.

To answer the new call on the same line:

- Use the **Navigation (up/down arrows)** button to select the call.

- Press the **Answer** soft key to answer the call. The call on the other line is automatically put on hold.

To return to the original call:

- Use the **Navigation** button to reselect the call.
- Press the **Resume** soft key to reconnect to the call.

For calls on a separate line:

- Press the **Line** button for the incoming call. The call on the other line is automatically put on hold.

To return to the original call:

- Press the **Line** button associated with the original call.

Retrieve Voice Messages

Press the **Messages** button, and follow the voice instructions.

VOICE MAIL SERVICES

Initial Set Up

- Press the **Message** button.
- Enter a password. (**Default password is 88003#**)
- Please follow system instructions for the following:
 - Record your name.
 - Set a new password.
 - Record your greeting.
- **Please wait until you hear “You Have Finished Enrollment” then hang up.**

To Check Messages from your telephone:

- Press the **Message** button and log on.
- New messages will start to play.
- Follow prompts to manage individual messages.

To Check Messages from outside the office:

- On-Campus Dial 6-9999
- Off-Campus Dial 575-646-9999
- When the greeting begins to play, press *
- Enter last 5 digits of your extension number (id), press #
- Enter your pin then press #
- Follow prompts to listen and manage your messages

To Change Your Recorded Name:

- Press the **Message** button and log on.
- When greeting starts, Press **4 >3 >2**.
- At the tone, **record your name**, or press * to keep the current recording.

To Change Your Password:

- Press the **Message** button and log on.
- Press **4 >3 >1**.
- Enter new password and press #. Enter new password again to confirm then press #.

To Record a Greeting:

- Press the **Message** button and log on.
- Press **4 > 1 > 1**.
- After your current greeting, press **1** to rerecord new greeting
- Press #
- Follow prompts

To Enable or Disable a Greeting:

(You can enable or disable **only** your alternate greeting by phone.)

- Press the **Message** button and log on.
- Press **4 >1 >1**.
- After your current greeting, press **2** to enable or disable your alternate greeting.

Note: When your alternate greeting is enabled, it overrides all other greetings.

To Reply to a Message:

- After listening to the message, press **4**. Record your reply.
- Press # to send the reply, or press **1** for message options.

Message Options are the same as above.

- Follow the prompts to handle the original message.

To Forward a Message:

- After listening to the message, press **5**.
- Follow prompts to address the forwarded message.
- Press # to forward the message as is, or press **2** to record an introduction, or press **3** for message options.
- Press # to forward the message as is, or press **1** for message options.