

Quick Reference



Cisco Unified SIP IP Phone 7960G and Cisco Unified SIP IP Phone 7940G for Cisco CallManager Express 3.4



	Feature	Function
1	Cisco Unified SIP IP phone model type	Shows the Cisco Unified SIP IP phone model number.
2	LCD screen	Displays information such as line/call status, phone number, and soft key tabs.
3	Line or speed-dial button	Opens a new line, speed-dials a phone number, or ends a call. The Cisco Unified SIP IP Phone 7940G has two lines, and the Cisco Unified SIP IP Phone 7960G has six lines.
4	Footstand adjustment	Allows you to adjust the angle of the phone base.
5	Directories button	Provides access to phone directories.
6	Question “?” button	Not in use.
7	Settings button	Provides access to phone settings such as display contrast and ring type.
8	Speaker button	Toggles the speaker on and off.
9	Mute button	Toggles mute on and off.
10	Headset button	Toggles the headset on and off.
11	Volume button	Increases or decreases handset, headset, ringer, or speakerphone volume.

	Feature	Function
12	Services button	Provides access to phone services.
13	Messages button	Provides access to a message system.
14	Navigation button	Scrolls through text and selects features that are displayed on the LCD screen.
15	Keypad	Functions like a traditional telephone keypad.
16	Soft keys	Engage the functions displayed on the corresponding LCD tabs.
17	Handset with indicator light	Functions like a traditional handset and provides message waiting indicator light and message waiting indicator (stutter) tone.

Soft Key	Description
<< or >>	Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.
Accept	Accepts the current edits. For instance, adding an entry to your personal directory.
Add	Adds an entry to the personal directory.
Alpha	Toggles character input mode from numeric to alphanumeric.
Answer	Answers an incoming call.
BlndXfr	Redirects the call without allowing you to speak to the transfer recipient (known as a blind transfer).
Cancel	Cancels the last selection.

Soft Key	Description
CFwdALL	Forwards all calls.
ConfRn	Connects callers to a conference call.
DelAll	Deletes all entries in the personal directory.
Delete	Deletes the selected entry in the personal directory.
Dial	Dials the displayed number.
Down	Decreases the LCD screen contrast.
Edit	Selects a number and activates the cursor for editing.
EndCall	Ends the current call.
Exit	Exits from current selection.
Hold	Places an active call on hold. Resumes a held call.
more	Scrolls through additional soft key options (for example, use the more soft key to locate the Number soft key).
NewCall	Opens a new line on the speakerphone to place a call.
Number	Toggles character input mode from alphanumeric to numeric.
Ok	Confirms the selection.
Play	Plays the ring sound sample.
Redial	Redials the last number dialed.
Reorder	Reorder the entries in the Personal Directory.
Select	Selects the highlighted option.

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Note

- Complete numbered items in sequence.
- Bulleted items give you a choice - choose only one.
- Bolded terms are keys that you press.

Place a Call

- Lift handset then dial number.
- Press **NewCall** then dial number.
- Press **Speed Dial**.
- If you are using a headset, press **Headset**, dial number.
- To use the speakerphone, press **Speaker**, dial number.

Answer a Call

- Lift handset.
- If you are using a headset, press **Headset**.
- To use the speakerphone, press **Speaker** or **Answer**.

End a Call

- Hang up.
- If you are using a headset, press **Headset** or **EndCall**.
- To end a speakerphone call, press **Speaker** or **EndCall**.

Redial a Number

- Lift handset, press **Redial**.
- To use the speakerphone, press **Redial**.

Hold a Call**Hold**

- Press **Hold**.

Retrieve

- Press **Resume**.
- To retrieve multiple calls, use the **Navigation** button to select the call then press **Resume**.
- To retrieve call on multiple lines, press the line button.

Mute a Call**Activate**

- Press **Mute**.

Deactivate

- Press **Mute**.

- To deactivate **Mute** on a speakerphone call, lift the handset.

Transfer a Call**Blind Transfer**

1. Press **Trnsfr**.
2. Dial “transfer to” number.
3. Hang up or press **Trnsfr**.

Consultative Transfer

1. Press **Trnsfr**.
2. Dial “transfer to” number.
3. Wait for answer and announce caller.
4. Press **Trnsfr** to leave call. Press **Resume** to reconnects to caller.

Cancel

- Press **EndCall**.

Call Forwarding**All**

1. Press **CFwdAll**.
2. Dial “forward to” number.
3. Press **#** or **EndCall**.

Voice Mail Method 1

1. Press **CFwdAll**.
2. Dial voice mail number.
3. Press **#** or **EndCall**.

Voice Mail Method 2

1. Press **CFwdAll**.
2. Press **Messages** button.
3. Press **EndCall**.

Speed Dial

1. Press **CFwdAll**.
2. Press **Speed Dial** button.
3. Press **EndCall**.

Cancel

- Hang up.
- Press **CFwdAll**.

Speed Dial**Program Speed Dial**

1. Get a dial tone.

2. Press **#**.
3. Press **Speed-dial** to start.
4. Enter number to speed dial.
5. Press **Speed-dial** to finish.
6. Hang up.

Call From Speed-Dial

1. Get dial tone.
2. Press **Directories**.
3. Navigate to speed dial.
4. Press **Select**.

DND

1. Press **more**.
2. Press **DND**.

Intercom

1. Press **Menu**.
2. Navigate to **Directories**.
3. Navigate to **Speed Dial**.
4. Select **Intercom Speed Dial**.
5. Press **Mute** to answer.

Call From Local Directories

1. Press **Directories**.
2. Scroll to directory or press **4** for Local Directories.
3. Enter name for search.
4. Press **Search**.
5. Scroll to number.
6. Press **Dial**.

Call History**View Call History**

1. Press **Directories**.
 - Scroll to history list.
 - Press **1** for Missed Calls.
 - Press **2** for Received Calls.
 - Press **3** for Placed Calls.

Call from Call History

1. Press **Directories**.
2. Navigate to number.
3. Press **Select**.

4. Press **Dial**.

Clear Call History

- Press **Clear**. Clears all history.