

Cisco IP Phone 7962/7942

Quick Reference Guide



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Basic Call Features

Note:

**** New feature on IP Phone**

1. To place a call:

(any of the following method).

- 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.

2. To answer a call:

(any of the following method).

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

3. To end a call:

(any of the following method).

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

4. **** 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.

5. **** 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.

6. **** 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.

7. **** 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).

8. **** To transfer a call:**

- During an active call, press the **Transfer** soft key. This places the call on hold.
- Place a call to another person by dialing the number. When you hear the ringing tone, press **Transfer** again and hang up. The call is transferred.
- Or you can press **Transfer** and enter the target number. Consult with the recipient. Press **Transfer** again to connect the call. Otherwise, press the **Resume** button to return to the original call.

9. ** To place a conference call:

- Dial the 1st party phone number.
- Press the **Conf rn** soft key. (the first party will be placed on hold).
- Dial the 2nd party phone number and wait for answer.
- When the call connects, press the **Conf rn** soft key again to add the new party to the call.
- Repeat above steps to add in more parties.
- To display the list of conference participants, press the **ConfList** softkey.

Note:

Max 4 parties including yourself.

10. ** To park a call:

- During an active call, press the **More** soft key until you see the Park tab.
- Press the **Park** soft key to park the call. The LCD displays the number where the call is parked.
- Before you hang up, make a note of the call park number.
- To retrieve the parked call, go to any phone in your office and dial the call park number.

11. ** To pick up a call:

- Get a line as per **item 1**.
- Press the **More** soft key to display the PickUp tab.
- Press the **PickUp** soft key to transfer the call to your extension.
- Answer the incoming call that is now ringing on your phone.

Note:

The call group has been pre-defined such that phones within the common area are grouped together.

12. To forward all call:

- Press the **CfwdAll** soft key. You should hear two beeps.
- Enter the number to wish you want to forward all of your call. Be sure to enter the number exactly as you would if you were placing the call to that number from your office phone.
- To cancel call forwarding, press the **CfwdAll** soft key again.

13. ** To redirect incoming calls to voicemail:

- Press the **iDivert** softkey while you are receiving a call.
- The call is immediately sent to your voice mail.

14. ** To view Corporate Directory Services:

- Press the **Directories** button.
- Use the **Scroll** key to select the **Corporate Directory**.
- Press the **Select** soft key to display the directory search options.
- Use the **Scroll** key to select the search option: First Name, Last Name or Number.
- To perform a search, use the numbers corresponding to the letters on the dialing pad to enter a name or number and press the **Search** soft key.

Note:

It is not necessary to enter a complete query to conduct a search.

15. ** To use the CallBack:

- Dial the ext number..
- While you hear the busy tone or ringing tone, press the **CallBack** soft key. Otherwise, after 5 rings Voicemail will kick-in and this feature will not be applicable.
- A CallBack activation confirmation message will appear on the screen, "CallBack is activated on xxxx."
- To verify the status of the call back notification, press the **CallBack** softkey while your phone is idle. The above confirmation message will appear again.
- When the ext number you called is available to receive your call, you will receive an audio alert and a notification message will appear.
- Press the Dial soft key to call xxxx.

Note:

- CallBack is only available between IP Phones.

- CallBack does not work with Mobile Phone or external line. The LCD will show the message "CallBack can not be activated on xxxx" or "CallBack Failure" in such situation.

- CallBack does not work, if the called party has forwarded all calls to another extension.

16. ** To use abbreviated dialing:

- Dial a speed-dial index number while your phone is on-hook.
- The **AbbrDial** softkey appears on your phone.

- Press the **AbbrDial** softkey. The number associated with the abbreviated dialing index number that you entered is dialed.

Volume Controls

17. ** 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.

18. ** To adjust the volume for all calls:

- Press the **settings** button.
- Press the up or down **VOLUME** button to increase or decrease the volume of your handset, headset, or speakerphone.
- Press the **Save** soft key to save the desired setting.

Ring Tone

19. ** To change the ring tone:

- Press the **settings** button.
- Use the scroll key to scroll to the Ring Type option on the Settings menu.
- Press the **Select** soft key to display the list of ring types.
- Use the scroll key to select an extension.
- Use the scroll key to select a ring type.
- Press the **Select** follow by the **Play** soft key to hear a sample of the selected ring type.
- Press the **Cancel** soft key to cancel the selection or press the **OK** soft key to save your selection.

LCD Contrast

20. ** To adjust the contrast of the LCD:

- Press the **settings** button.
- Press the **Select** soft key to select the Contrast option on the Settings menu.
- Press the **up** or **down** soft key to set the desired intensity of the display.
- Press the **OK** soft key to save your setting.
- Press the **Exit** soft key to exit.

Call History Features

21. ** To view missed calls, received call, or placed call:

- Press the **directories** button.
- Use the scroll keys to select the desired call history option on the Directory menu.
- Press the **Select** soft key to display the desired call history option.
- When you are finished, press the **Exit** soft key twice to exit.

22. ** To speed dial a missed call, received call, or placed call:

- Press the **directories** button.
- Use the scroll keys to select the desired call history option on the Directory menu.
- Use the scroll keys to select the number you want to speed dial.
- Press the **Dial** soft key to speed dial the selected number.

Messages

23. ** To access messages from an IP Phone:

- Press the **messages** button to place a speed-dial call to your message system.
- If no voice mailbox is configured for your IP Phone extension, the system will prompt you to enter your "ID". Enter a valid 4 digits phone extension, which is configured with a voice mailbox.
- If there is a voice mailbox configured for your IP Phone extension, the system will prompt you to enter your password.
- Enter your 6 digits password follow by the "#" key. The Voicemail system will then read out the number of New messages and Saved messages found in your mail box. To hear your new messages press "1".

24. ** To access messages from an external phone, eg Handphone:

- Dial the Voice Mail number: **6828 0505**
- You will be prompted for you "ID".
- Enter your ID (i.e. your 4 digits extension number XXXX) and then press "#" key.
- You will then be prompted for you "Password".
- Enter your 6 digits password follow by the "#" key. The Voicemail system will then read out the number of New messages and Saved messages found in your mail box. To hear your new messages press "1".

Instant Help

25. ** To display instant help about buttons and features:

- Press the ? button once, then press a button or soft key. Highlight a feature in the Directories, Settings, or Services menu, then press the ? button twice quickly.