

7971 Basic Phone Overview



98454

1	Programmable buttons	Configurable buttons that provide access to various phone features
2	Footstand button	Allows you to adjust the angle of the phone base.
3	Display button	Awakens the touchscreen from power-save mode or disables it for cleaning: No color—Touchscreen available ready for input, Green flashing—Touchscreen disabled, Green steady—Touchscreen and backlight disabled
4	Messages button	Typically auto-dials your voice message service (varies by service).
5	Directories button	Opens/closes the Directories menu. Use it to view and dial from call logs (Missed, Received, and Placed) and a corporate directory.
6	Help button	Activates the Help menu.
7	Settings button	Opens/closes the Settings menu. Use it to control touchscreen appearance and ring sounds.
8	Services button	Opens/closes the Services menu.
9	Volume button	Controls the volume and other settings.
10	Speaker button	Toggles the speakerphone on or off.
11	Mute button	Toggles the Mute feature on or off.

12	Headset button	Toggles the headset on or off.
13	Navigation button	Allows you to scroll through menus and highlight items. Use in conjunction with softkeys to activate highlighted items. Also, while the phone is on-hook, press the Navigation button to access phone numbers from your Placed Calls log.
14	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
15	Softkey buttons	Activates a softkey. You can also activate a softkey by pressing the softkey label on the touchscreen.
16	Handset light strip	Indicates an incoming call and new voice message.
17	Touchscreen	Shows phone features.

Getting Help on Your Phone

Your Cisco IP Phone provides a comprehensive online help system. Help topics appear on the touchscreen. See the table below for details.

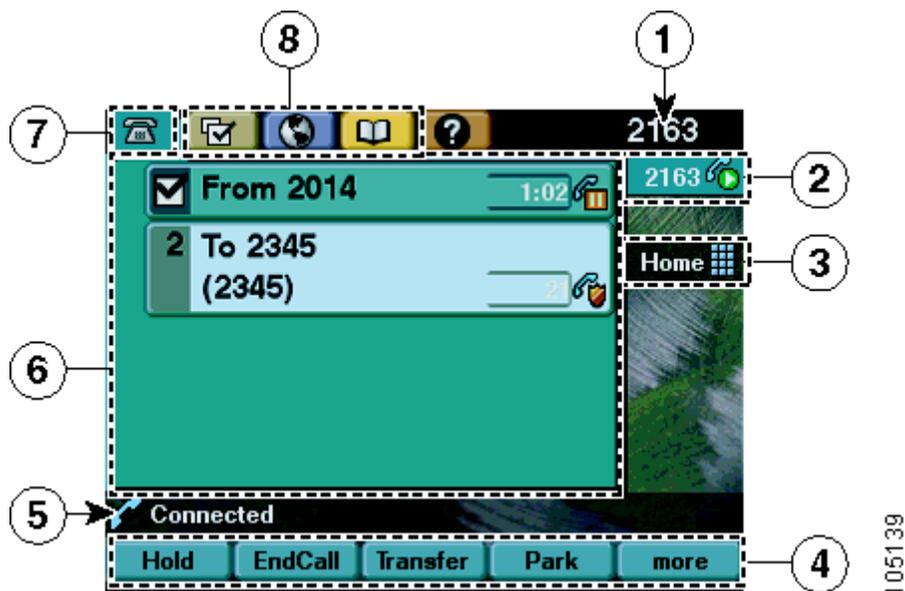
If you want to...

- View the main menu press  on your phone and wait for several seconds for the menu to display. If you are already in Help, press Main. Main menu topics include:
 - About Your Cisco IP Phone—descriptive details about your phone
 - How do I...?—procedures and information about common phone tasks
 - Calling Features—descriptions and procedures about calling features
 - Help—tips on using and accessing Help
- Learn about a button or softkey press , then quickly press a button or softkey.
- Learn about a menu item press , then quickly press the menu item on the touchscreen. Or, press  twice quickly with the menu item highlighted.
- Get help using Help press . After a second or two, press  again or choose Help from the Main Menu.

7970 Touchscreen Overview

Touchscreen Features

This is what your main touchscreen might look like with active calls and several feature menus open. Press (or tap) with your fingertip to activate touch-sensitive items on your touchscreen.



1	Primary line	Displays your primary phone number or office extension. If several tabs are open, the time and date appear here also, alternating with the line number.
2	Line area and call overview	Displays all configured lines or phone numbers assigned to the phone. Also shows an overview of current calls on each line. The active call is highlighted.
3	Programmable button labels	Displays configuration of each programmable button.
4	Softkey labels	Each displays a softkey function. Activate a softkey by pressing either the softkey label on the touchscreen or (the softkey button).
5	Status line	Displays current audio mode icon, status information and prompts.
6	Call activity	Displays your current calls per line, caller ID, call duration, and call state.
7	Phone tab	Appears when there is call activity. Press this tab to return to the call activity area from another screen.
8	Feature tabs	Each indicates an open feature menu. Press a tabs to switch between open menus. (To open a menu, press a feature button).

Choosing Touchscreen Items

To choose a touchscreen item...	Do this...
By touch	Press (or tap) an item on the touchscreen with your fingertip. Pressing a phone number on the touchscreen can cause the phone to dial the number.
By item number	Press the corresponding number on your keypad. For example, press 4 to choose the fourth item in a menu.

By scrolling

Press the Navigation button to highlight an item in a list. Tap the item with your fingertip or press a relevant softkey such as Select or Dial to finish the action.

7941 Basic Call Handling

Using the Speaker

You can use the speaker in conjunction with all of the features on your IP Phone.

- To place and answer calls using the speaker, press the Speaker button.
- To switch from the handset to the speaker during a call, press the Speaker button and then hang up the handset.
- To switch from the speaker to the handset, simply lift the handset.

Placing a Call

You can use any of the following methods to place a call:

- Lift the Handset and dial the number.
- Press a Line button corresponding to your extension and dial the number.
- Press the Speaker button and dial the number.
- Press the Headset button if it is not activated and dial the number.
- Press the New Call softkey and dial the number.
- Enter the number and press the Dial softkey.
- Press the button that corresponds with your Speed dial.
- Press the Redial softkey to dial the last number dialed. Unless you first choose a secondary line, this feature uses your primary line.

Dialing from a Phone Log

You can search for and dial the numbers of missed calls, received calls, and placed calls by accessing your phone log through the Directories button. Your IP Phone can store up to 32 calls in each of these directories.

1. Press the Directories button.
2. Choose Missed Calls, Received Calls, or Placed Calls.
3. Press the corresponding number or use the Navigation button to highlight the desired number, and press the Dial softkey. Press the Exit softkey twice to exit the Directory menu.

If you are trying to call a number that is outside the University you will have to use edit dial and add a 9 and 1 before the number.

Answering a Call

To answer an incoming call use one of the following methods:

- Lift the handset.
- Press the Answer softkey.
- To answer with the speakerphone, press the Answer softkey, the Speaker button or the flashing line button.
- If using a headset and the button is lit, press the Answer softkey or the flashing line button.

Answering a Call using Call Waiting

To switch from a connected call to answer a ringing call:

- Press the Answer softkey or press the Blinking Amber Button for the line with the incoming call. The other call is placed on hold automatically.

To switch between calls on one line:

- Highlight the call you are switching to and press the Resume softkey. The other call is placed on hold automatically.

Ending a Call

To end a call use one of the following methods:

- Using the handset hang up the handset or press EndCall softkey.
- Using the headset press the Headset button. If you want to keep the headset activated, press the EndCall softkey.
- Using the speakerphone press the Speaker button or press the EndCall softkey.

Using Hold and Resume

To place a call on hold:

1. During the call, highlight the call you want to put on hold and press the Hold softkey.
2. To return to a call, highlight the appropriate call and press the Resume softkey.

To return to a call on hold when you have multiple calls on multiple lines on hold:

1. Press the appropriate line button. If there is a single call holding on this line, the call will resume automatically. If there are multiple calls holding, make sure that the appropriate call is highlighted.
2. Press Resume.

Note: If you have multiple lines on hold and want to see the phone number for a call you have on hold, press the ? button followed by the line button of the call on hold.

Using Mute

To mute a call:

- Press the Mute button to mute the handset, headset, or speakerphone during a call. This temporarily disables your phone's microphone so you can hear other parties but they cannot hear you.

7941 Advanced Call Handling

Transferring Calls

To transfer a call without talking to the transfer recipient:

- Press Transfer and enter the target number. The original call is automatically placed on hold. When you hear the call ringing, press Transfer again to complete the transfer. To cancel the transfer, press EndCall.

To transfer a call when talking to the recipient before transferring:

- Press Transfer and enter the target number. Wait for the transfer recipient to answer. If the recipient accepts the transferred call, press Transfer again to complete the transfer.) If the recipient refuses the call, press Resume to return to the original call. To cancel the transfer, press EndCall.

To transfer two current calls to each other (direct transfer):

- Scroll to highlight any call on the line and press Select. Repeat this process for the second call. With one of the selected calls highlighted, press DirTrfr. (You might need to press more to see DirTrfr.) The two calls connect to each other and drop you from the call.

Send a call to your voice messaging system:

- Press iDivert. The call is automatically transferred to your voice message greeting. You can use iDivert with a call that is active, ringing, or on hold.

Using Call Park

You can park a call when you want to store the call before retrieving it from another phone in the CallManager System.

1. During an active call, press the more softkey and then select the Park softkey.
2. The LCD screen displays the number where the call is parked.
3. Before hanging up the phone, take note of this number.
4. To retrieve the parked call enter the call park number from any Cisco IP Phone in your network.

Using Call Pickup

You can answer an incoming call to your extension that is ringing on an extension other than your own by using the call pickup feature. You will be able to pick up a call from within your own group (a “group” is any consolidation of IP Phone extensions, as defined by your telecomm administrator. For example, your group might contain coworkers from neighboring cubes or your business unit).

Answer a call that is ringing on another extension within your call pickup group:

1. Press PickUp.
2. Press Answer to connect to the call.

Answer a call that is ringing on another extension outside your group:

1. Press GPickUp.
2. Enter the group pickup code.
3. Press Answer to connect to the call.

Answer a call that is ringing on another extension in your group or in an associated group:

1. Press OPickUp.
2. Press Answer to connect to the call.

Note: When you press PickUp and GPickUp, you connect to the call that has been ringing for the longest time. With OPickUp, your system administrator can associate multiple call pickup groups with your group and assign a priority to the groups. When you

press OPickUp, you connect to the ringing call in the pickup group with the highest priority.

Forwarding All Calls

You can set up call forwarding to forward all your incoming calls on line one to another phone number or voice mail.

Note: This feature only applies to the first line on your phone. An ACD (Agent) line should never be set up for forwarding.

1. Press the CfdwAll softkey. You will hear two beeps.
2. Dial the number to which you want to forward all of your calls. Make sure to enter in this number exactly how you would if you were placing a call from your office phone.
3. You can cancel call forward all so that incoming calls will call your extension again by pressing the CfdwAll softkey.

Placing a Conference Call

1. During a call, press the more softkey and then the Confm softkey. The first party is placed on hold.
2. Dial another number or extension.
3. When the call connects, press Confm again to add the new party to the call.
4. Repeat the first three steps to add additional participants.

Note: If the person at the number that you are attempting to conference in is not available, press the Resume softkey to return to the first party on the line.

Removing a Conference Call Participant

1. During a conference call that you initiated, press the more softkey and then the ConfList softkey.
2. Use the Navigation buttons to select the participant you wish to remove and press the remove softkey.

Note: While viewing the list, press the Update softkey to get an updated list of the participants.

Initiating a Meet-me Conference Call

A Meet-me conference allows other callers to dial into the conference call.

1. Obtain necessary Meet-me conference number(s) from your telecomm administrator.
2. Lift the handset or some other method to go offhook.
3. Press the more softkey until you see the Meet-me softkey.
4. Press the Meet-me softkey.
5. Dial the Meet-me conference number to establish the conference. Now others can join the conference call by dialing the Meet-me conference number.

Joining a Meet-me Conference Call

- Dial the Meet-me conference number provided by the Meet-me Conference initiator. You will be connected to the conference.

Note: If the Meet-me conference has not yet been established, you will get a busy tone.

7941 Customizing Phone Settings

Adjusting the Handset, Speakerphone, and Headset Volume

You can adjust the volume of the caller for the handset, speakerphone, and headset separately. When you change the volume for one, the others are not affected.

1. Press the up or down Volume button when the handset, speakerphone, or headset are in use.
2. To save this volume setting for future calls, press the Save softkey.

Adjusting the Ringer Volume

To change the volume of the ringer:

- Press the up or down Volume button to hear sample rings and to adjust the volume to the desired level. The ringer volume setting will be automatically saved.

Personalizing the Ringer Sound

To change the ringing sound on each of your lines:

1. Press the Settings button.
2. Use the Navigation button to select User Preferences and then press the Select softkey.
3. Use the Navigation button to select Rings and then the Select softkey. You will see two different ring types on the LCD screen: default ring and a ring type for each of your lines.
4. To select the ring type for the default tone, use the Navigation button to highlight Default Ring and then the Select softkey.
5. Use the Navigation button to scroll through the list of ring types and press the Play softkey to hear the selected ring.
6. Press the Select softkey and then the Save softkey to accept and save your default ringer selection.
7. Press the Exit softkey to exit the Settings menu.

Note: To configure a specific line, use the Navigation button to scroll through the list of your lines. When you find the line you want to configure, press the Select softkey and follow steps 4 and 5 above.

Changing the LCD Contrast

To improve the readability of the LCD screen, follow these steps to adjust the contrast:

1. Press the Settings button.
2. Use the Navigation button to select User Preferences and then press the Select softkey.
3. Use the Navigation button to highlight Contrast and then the Select softkey.
4. Press the Up or Down softkeys to adjust the contrast of your LCD screen.
5. Press the Save softkey to accept and save your settings.

Changing the Background Image

To change the background image on your phone:

1. Press the settings button
2. Select User Preferences
3. Select Background images
4. Press Select to choose an image or Exit to return to the menu

7970 Customizing Touchscreen Settings

You can adjust brightness, viewing angle, and background image of the touchscreen and also change the language that your touchscreen uses.

If you want to...	Then...
Change the touchscreen brightness	Choose  > User Preferences > Brightness. To make adjustments, press Up, Down or  . Then press Save. Press Cancel to revert to the previously saved setting.
Adjust the touchscreen to accommodate your viewing angle	Choose  > User Preferences > Viewing Angle. To make adjustments, press Up, Down or  . Then press Save. Press Cancel to revert to the previously saved setting.
Change the background image	Choose  > User Preferences > Background Images. To view available images, use the touchscreen or Navigation button. Press Select to choose an image. Press Preview if you want to see how the background will look and Exit to return to the selection menu. Press Save to accept the image or press Cancel to revert to the previously saved setting.

7941 Voice Mail

Checking Your Voice Mail



To check your voice mail push the Messages button and follow the instructions given. You can also check your voicemail via your e-mail inbox. If you need to check your voice mail from an off campus location simply dial your number and enter your pin.

Inbox

Search Inbox

Arranged By: Date Newest on top

Today

BRUCE, JURDEN E 8:43 AM

Voice Mail from BRUCE, JURDEN E (11 seconds)

Yesterday

- Kevin Young Tue 10:45 PM
Bulletin and Childrens Services
- Laura Young Tue 10:15 PM
Stay time at Wesley
- Laurice M; Carly Nickson Tue 9:40 PM
Syllabus: ASES32091100
- LOFTON, BRANDY M Tue 9:42 PM
Ftr: ASES32091100 - Group presentations
- STOLARSKI, J Tue 9:35 PM
ASES32091100 - Group presentations
- LOFTON, BRANDY M Tue 8:56 PM
Ftr: group ASES32091100
- Bary William Nichols Tue 8:19 PM

Play | Play on Phone | Edit Notes

Voice Mail from BRUCE, JURDEN E (11 seconds)

Microsoft Exchange on behalf of BRUCE, JURDEN E

Sent: Wed 6/4/2008 8:43 AM

To: Spradlin, Jacob Walter



Audio Notes:

You received a voice mail from BRUCE, JURDEN E at 44495

Caller-Id: [44495](tel:44495)
Job Title: Computer Systems Specialist
Company: Sam Houston State University
Work: [\(936\)294-4495](tel:(936)294-4495)
E-mail: JEB017@SHSU.EDU

Sent by Microsoft Exchange Server 2007