



Information Systems

Cisco 7965 IP Phone Quick Reference Guide





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Introduction:

This document has been written to help you get up and running with the new Cisco 7965 IP Phone.

This document will show you how to make and receive a call. Change any phone settings, forward or put a call on hold and log into your Unity Voicemail box.

Overview of Phone:








How Do I:

How Do I?	Solution	Tip
Place a Call?	Lift the handset and dial the number OR Press the NewCall softkey and dial the number OR Press the Redial softkey	
Put a Call on Hold?	Press the Hold softkey button. The call will display a paused symbol To return to the call, press the Resume button	A call on hold remains active even though you and the other party cannot hear each other. You can answer or place another call while a call is on hold. Note as there is no hold music please keep the caller informed
Adjust the Handset Volume?	Press the up or down Volume button when the handset is in use. Press the Save softkey to save your change.	
Adjust the Ringer Volume?	Press the up or down Volume button when the handset is not in use (in the handset cradle).	
Use the Speaker?	<p>To activate the speaker: During a call, press the Loudspeaker button, then hang up the handset.</p> <p>To switch from the speaker to the handset: Just pick up the handset.</p> <p>To turn off the speaker and hang up: Press the Loudspeaker button.</p> <p>To adjust the speaker volume: Press the up or down Volume button when the speaker is in use. Press the Save softkey to save your change.</p>	



How Do I?	Solution	Tip
<p>Operate the LCD Screen?</p>	<p>To control the cursor: Press the >> softkey to re-position the cursor. Press the << softkey to delete a character or digit in an entry.</p> <p>To select a menu item:</p>  <p>Press the Navigation pad to select (highlight) a menu item. Then press Select (Centre button with a tick). OR Press the number key on your phone's dial pad that corresponds to the item number in the menu.</p>	<p>Operating your phone's LCD screen is easy. Use the Navigation button, softkeys, and the keypad to make your selections.</p> <p>Tip To exit out of a menu on your phone's LCD screen, press the Exit softkey.</p>
<p>Adjust the Screen Brightness?</p>	<p>Press the Settings button. Select User Preferences from the menu. Select Brightness from the menu. Press the Up or Down softkeys to set the desired contrast. Press the Save softkey to accept your changes.</p>	
<p>Use Voice Mail?</p>	<p>Set up voice mail: Press the Unity Voicemail button on your Cisco IP Phone or dial 85555 and enter your PIN (12345) when prompted. Allows you to save a recorded name Set up a voice greeting Change your PIN or password. (Press 0 for help)</p> <p>Access voice mail:</p>  <p>Press the Voicemail button or dial 85555 and follow the voice instructions</p>	<p>Tip When you have one or more new voice mail messages, the red light on your phone's handset remains lit.</p>




How Do I?	Solution	Tip
<p>View my Missed Calls?</p>	<p>To view your call records:</p> <p>Press the Directories  button. Select Missed Calls (1). Or choose another list: Received Calls Placed Calls</p> <hr/> <p>To dial from a call record:</p> <p>Step 1 Follow the steps above to open your Missed, Received, or Placed Calls directory. Step 2 Use the Navigation button to select (highlight) a particular record. Step 3 If necessary, use the EditDial softkey to add digits to the front of the number. Step 4 Lift the handset or press the Dial softkey.</p> <hr/> <p>To delete your call records:</p> <p>Select an entire directory and press the Clear softkey. Select a particular call record and press the Delete softkey.</p>	<p>Your phone's LCD display will indicate if you have missed a call.</p> <p>Use the Directories menu to view (and dial from) call records in your Missed Calls, Received Calls, and Placed Calls directories.</p> <p>A call record contains the time and date of the call, and a phone number (if available).</p>
<p>Set Up a Conference Call?</p>	<p>To turn a two-party call into a conference call:</p> <p>Step 1 During a call, press the Confrn softkey. Doing so automatically activates a new line and puts the first party on hold. Step 2 Place a call to another number or extension. Step 3 When the call connects, press Confrn again to add the new party to the conference call. Repeat these steps to add parties to the conference call.</p>	<p>Note Once the conference call initiator disconnects, no additional parties can be added.</p>



How Do I?	Solution	Tip
<p>Use Call Waiting?</p>	<p>To answer the new call, press the Answer softkey. When you do so, the original call is put on hold.</p> <p>To return to the original call, select it (using the directional pad) and press the Resume softkey. You can use the Hold and Resume softkeys and directional pad to switch between the calls.</p>	<p>If you are on a call when another a call comes in, you will hear a call waiting tone and see caller ID information on the phone's LCD screen.</p>
<p>Transfer a Call?</p>	<p>Step 1 During a call, press the Trnsfer softkey. Doing so automatically puts the call on hold.</p> <p>Step 2 Dial the number or office extension to which you want to transfer the call.</p> <p>Step 3 When the call rings on the other end, press Trnsfer again. Or, when the party answers, announce the call and then press Trnsfer.</p>	<p>If necessary, press the Hold button to return to the original call.</p>
<p>Forward All Calls?</p>	<p>To forward all of your incoming calls to another number:</p> <p>Step 1 Press the CFwdAll softkey. You will hear two beeps.</p> <p>Step 2 Enter the number to which you want to forward all of your calls. Enter the number exactly as you would if you were placing a call to that number.</p> <p>Step 3 After you enter the number, you will hear two beeps.</p> <p>The LCD screen displays a message confirming the number to which your calls are being forwarded.</p>	<p>Note To cancel call forwarding, press the CfwdAll softkey.</p> <ul style="list-style-type: none"> You can use call forwarding to send your incoming calls to another Cisco IP Phone or to a traditional analog phone. If call forwarding is active and there is no answer at the forwarded number (by a person, answering machine, or voice mail system), the call will be redirected to your voice mail system



How Do I?	Solution	Tip
<p>Use a Headset</p>	<p style="text-align: center;"></p> <p>Press the Headset button if you use a headset (It will glow green when activated)</p> <p>To answer a new call press the headset button again. At the end of the call press the headset button to disconnect.</p> <p>The phone will still be in headset mode ready for the next call.</p> <p>To go back to using the normal handset press the headset button until the light goes off.</p>	

<p>Where to Find More Information</p>	<p>The IS Service Desk should be your first point of contact if you have problems using your Cisco IP Phone 7965 (call 88500). For training enquiries contact the Training and Development Unit.</p>
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