

Using Your New Cisco 7960 Phone

Cisco provides a free online tutorial for all features of your Cisco 7960 phone. You can use this at any time by going to the following link

http://www.cisco.com/warp/public/779/largeent/avvid/products/7960a/index_1020.htm

Making an Outside Call

Dial 8, then the number of the person you are calling.

Accessing Voicemail with your Phone

You can access voicemail by pressing the “Messages” button on the right hand side of the phone, or by dialing 5300 as before. (The voicemail system has not changed from what you have been using in Wheaton, passwords and greetings have remained intact)

SoftKeys

The 4 buttons just below the display are called “SoftKeys”. The functions of these buttons change depending on what your phone is currently doing.

If you are not on a call your SoftKey buttons are as follows:



Redial



New Call



CFwdALL



(No Action)

While you are on a call the buttons change to give the following options:



Hold



End Call



Transfer



More

Pressing the “More” button gives the following options:



**Park
(Not used)**



Conference



**RMList
(Not used)**



**More
(Brings you back to
screen 1)**

Transferring a Caller

1. Press the “Transfer” SoftKey that is located just below the display screen.
2. Dial the number of the extension you wish to transfer the caller to.
3. Press the “Transfer” button again to release the call to the extension.

Creating a Conference or “3-way” Call

1. Begin with one caller already on the line (It does not matter who initiates the first call)
2. Press the “More” then press the “Conference” SoftKey that is located just below the display screen.
3. Dial the number of the phone number of the person you wish to add to the conference.
4. Once the second party is on the line, press the “Conference” button again to join all parties together.
 - Subsequent additions to your conference call can be added by following steps 2, 3 & 4 with a maximum conference of 4 callers, including yourself.

Setting Up Speed Dials on Your Phone

1. Open your web browser to <http://ca-venice/ccmuser>
2. Login using your username and password (this is the same username and password you use to login to your computer.
3. Click Add/Update Speed Dials
4. Enter the phone number for the speed dial you wish to setup, then enter the name as you want it to appear on your phone (remember to add a 8 if the speed dial is an outside call)
5. Click the “Update” button.
 - The speed dial will now show on your phone. Press the circular button next to the display text to dial the speed dial.