

# Cisco 7962/65 IP Phone Cheat Sheet

1	Handset with indicator light	Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and remains lit to indicate a new voice mail message.
2	LCD screen	Displays features such as the time, date, phone number, caller ID, line/call status and soft key tabs.
3	Cisco IP Phone model type	Indicates Cisco IP Phone model.
4	Line or speed dial button 	Opens a new line, speed dials the number on the LCD screen, or ends a call. The Cisco IP Phone 7960 has six line or speed dial buttons and the 7940 has two.
5	Footstand adjustment	Allows you to adjust the angle of the phone base.
6	Directories button 	Provides access to call histories and directories.
7	i button 	Displays help on LCD screen for a phone button or function.
8	Settings button 	Provides access to phone settings such as contrast and ring sound, network configuration, and status information.
9	Speaker button 	Toggles the speaker on or off.
10	Mute button 	Toggles the mute on or off.
11	Headset button 	Toggles the headset on or off.
12	Volume button 	Increases or decreases volume for the handset, headset, or speakerphone (depending upon which is currently active). Also controls the ringer volume (if on-hook), and the LCD contrast.
13	Services button 	Provides access to phone services (if available).
14	Messages button 	Provides access to a message system (if available).
15	Navigation button 	Enables you to scroll through text and select features displayed on the LCD screen.
16	Dial pad	Works exactly like the dial pad on a traditional telephone.
17	Soft keys	Enable you to engage any of the functions displayed on the corresponding LCD tabs. Soft keys point to feature options displayed along the bottom of the LCD screen. Soft keys change depending on the status of the phone.



Cisco 7962 IP Phone

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## Accessing Online Help

Users have access to detailed online help for most phone keys and functions.

- Press the **?** button
- Press any key to display online help for that key
- Press the **?** button twice to display information

## Additional Help

- Go to <http://www.cisco.com/comm/applications/CCNP/q1m/7961/index.htm> for an online interactive tutorial

## Changing the Ringer Type

- Press the **Settings** button
- Select **User Preferences**
- Select **Rings**
- Press the **Select** soft key
- Press the **Scroll** key to view different ring types
- Press **Play** soft key to hear ring types
- Press **Select** and then **OK** soft key to choose ring.

## Changing the LCD Contrast

- Press the **Settings** button.
- Select **User Preferences**
- Select **Contrast**
- Press the **up** or **down** softkey to set the desired intensity of the display.
- Press the **OK** softkey to save.
- Press the **Exit** softkey to exit.

## Adjusting the Handset, Speaker, Headset Volume

- While on a call, press the up or down volume button
- Press the **Save** soft key

*Note: the volume buttons adjust the volume for the active voice receiver.*

## Adjusting the Ringer Volume

- Press the **Volume** key to hear a sample ring
- Press the up or down **Volume** key to adjust volume

## Placing a Call

You can place a call with the Cisco IP Phone 7962/7965 in any of the following ways:

- Lift the handset  
*Or*
- Press a line button  
*Or*
- Press the **NewCall** soft key  
*then*
- Dial the number using 9 to get an outside line.

*To use a Headset*

- Press **HEADSET**
- Dial the number using 9 to get an outside line.

*To use the Speakerphone*

- Press **SPEAKER**
- Dial the number using 9 to get an outside line

## Redialing the Last Number Dialed

Redialing allows you to save a number you most recently dialed. You can redial the number by simply pressing the Redial soft key.

- Lift the handset
- Press the **Redial** soft key

## Answering a Call

When a call comes in, you can answer a call using one of the following, handset, headset, or speakerphone.

- Lift the **Handset**
- Press **HEADSET**
- Press the **Line Button** of the incoming call.
- Press the **Answer soft key**
- Press **SPEAKER** button.

## iDivert

- When your line rings, you may press the **iDivert** softkey to send the call directly to your voicemail.

## Ending a Call

You can end a call using any of the following ways:

*Handset*

- Hang up the **Handset**.

*Headset*

- Press the **EndCall** soft key.

*Speakerphone*

- Press **SPEAKER**.

## Muting a Call

While on a call, you can mute the handset, headset, or speakerphone; this prevents the party you are speaking to from hearing.

*To mute a call,*

- Press **MUTE**.
- The red light will appear and you will hear 1 beep acknowledging that the Mute is activated.

*To disengage mute*

- Press **MUTE** again.
- Red light will disengage and you will hear 2 beeps acknowledging call is active.

## Placing a Call on Hold

While on a call, you can place the call on hold, so that the caller cannot hear you and you cannot hear the caller.

*To place a call on hold*

- Press the **Hold** soft key.

*To return to the call*

- Press the **Resume** soft key.
- Select the line button of the call on hold.

*Multiple calls on hold*

- Select the Line button of the call on hold

## Transferring a Call

Transfer allows you to send a call to another extension.

*To perform a transfer:*

- Press the **Transfer** soft key.
- Dial the number to which you wish to transfer the call
- Listen to ringing
- Announce the caller
- Press **Transfer** soft key again
- Hang up

*If the party refuses the call*

- Press the **Resume** soft key to return to the original call.

## Call Park

Call Park allows you to place a call on hold and allow anyone in the office to retrieve the call.

- Answer the call.
- Press the **More** soft key.
- Select the **Park** soft key.
- Note where call is parked (i.e. #5)

*To retrieve a parked call*

# Cisco 7962/65 IP Phone Cheat Sheet

- Pick up the handset and type in the parked number (i.e. #2X #3X)

## Call Pickup

Call pickup allows you to answer phone calls either within your predefined pickup group.

- If you hear the phone ringing that you want to answer simply pick up the handset, select **More**, select **PickUp**, then the phone will start ringing on your handset, press **Answer** if you would like to answer the phone call.

## Conference Calling

Conferencing a call allows up to 8 different people on one phone call.

- To conference answer the call
- Press the **More** soft key.
- Press **Conf** soft key
- Type in who you want to conference (outside line 9) or extension.
- Then hit **Conf** to bring in all the users.
- Repeat process for multiple users to join in on conversation.

*Viewing list of conference participants*

- While on a conference call, select **More**, then press **ConfLi** and you will see a list of participants in the conference call

*Removing parties from Conference Call*

- If you initiate the conference call you can remove certain parties, to complete this press **More**, then select **ConfLi**, then using the arrows scroll through the names.

When you are highlighted on the name you wish to remove select **Remove**

*Creating a conference call when parties call you*

- If you have two parties on the same line and wish to join them into a conference call select **More**, then select **Join** and select the two calls you wish to join into a conference.

## Forwarding All Calls

Forward all Calls allow you to redirect all of calls to another phone.

- Press the **CFwdAll** soft key
- Listen for two beeps
- Enter the number to which you want to forward calls
- Look for flashing right arrow to appear in upper-right corner of LCD (confirmation)
- Look for message on LCD with the number your calls are forwarded to

*To cancel forwarding of all calls*

- Press the **CFwdAll** soft key
- Listen for one beep

*Note:* Flashing arrow should no Longer appear in upper right corner.

## Activating Do-Not-Disturb

- Press the **More** soft key.
- Press the **DND** soft key.

## Viewing or Dialing Missed, Received , or Placed Calls

Missed (received, or placed) calls option on the Directory menu allows the user to view call history and call

back missed (received or placed) calls.

- Press the **Directories** button
- Press the **Select** soft key to select Missed Calls (select Received Calls for received calls or Placed Calls for placed calls)
- Look at call history on LCD
- Press **EditDial** soft key to prepend the necessary “9” to return call.
- Press **Exit** soft key twice to exit Directory

## Making Calls from a Corporate Directory

- Press the **Directories** button
- Use the scroll key to select **Corporate Directory**
- Press the **Select** soft key to display the directory
- Use the scroll key to select the search option
- Use the numbers corresponding to the letters on the dialing pad
- Press the **Dial** soft key to dial number

## Using the Personal Address Book

- Press the **Services** button
- Select **Personal Directory**
- Select **Personal Directory** again
- To search for an existing entry, enter the last name, first name, or nickname and press the **Submit** softkey. To add a new entry, simply press the **Submit** softkey.
- Enter the first name, last name, and nickname for the new entry
- Press the **Phones** softkey to add the phone numbers for the new entry. Press the **Submit** softkey
- Press the **Exit** softkey to exit.

## Using the Personal FastDials

- Press the **Services** button
- Select **Personal Fast Dials**
- Navigate to the FastDial number you wish to assign as a speed dial
- Press the **Select** softkey
- Press the **Assign** softkey
- Enter a valid phone number and press the **Update** softkey
- Press the **Exit** softkey when finished

## Setting Up Voice Mail

- Press **Messages** button
- Default password is “12345”
- Follow the guided instructions.

## Accessing Voice Mail

*Inside Office – your phone*

- Look for message waiting indicator on handset
- Press the **Messages** button
- Enter your password followed by the “#”

*Inside Office – other phone*

- Press the **Messages** button
- Press “\*”
- Enter your extension followed by the “#”
- Enter your password followed by the “#”

*Outside Office*

- Dial **615-230-3625** for accessing voicemail from the outside
- If you are not prompted to enter a user ID, press \*
- Enter your extension followed by the “#”
- Enter your password followed by the “#”