Idaho State
UNIVERSITY

Cisco IP Phones 7942G and 7962G

USER GUIDE

The Cisco Telephone System-

The Cisco Unified Communications System is widely known in the Information Technology (IT) industry as a Voice-over-IP (VoIP) Telephone System. Combined with the Cisco Unity Voice Mail System it provides a seamless integration into ISU's computer network. In other words, our voice and data communications networks are converged. This is also true of the University's video distance learning network; voice, video and data are all transported over the IP network making our network a truly converged network.

To request installation, repair or service to a Cisco Telephone and/or Cisco Unity Voice Mail, call the NetCom Business Office at extension 4541 or enter an on-line Work Order at
http://www.isu.edu/netel/workorder.html

Quick Start User Guide-

The instructions contained in this document are intended as a Quick Start User Guide of the most commonly used basic telephone features.

1 Overview

This guide provides phone operating instructions, and feature descriptions for the Cisco IP Phone multiline models 7942G and 7962G. The 7942G has two lines and the 7962G has six lines.

Physical Description

	Name	Description
1	Line button	Opens new line, speed-dials phone number, or ends call. Buttons light to indicate status:
		Green, steady : Active call or two-way intercom call
		Green, flashing : Held call
		Amber, steady: Privacy in use, one-way intercom call, DND active.
		Amber, flashing: Incoming call or reverting call
		Red, steady : Remote line in use (shared line or BLF status)
2	LCD screen	Displays information such as line/call status, phone number, and soft key tabs.
3	Footstand adjustment	Allows you to adjust angle of phone base.
4	Messages button	Provides access to voice mail. Also, by pressing CFwdALL soft key + the Messages button, all calls will be forwarded to your voice mail greeting.
5	Directories button	Provides access to phone directories (and call logs of Missed Calls, Recieved Calls, and Placed Calls. (Personal and Corporate directory features are not available at this time)
6	Help button	Activates the Help menu. Press the Help button + any soft key or button on the phone and detailed information about that feature will be displayed.
7	Settings button	Provides access to phone settings such as LCD display contrast and ring tones.
8	Services button	Provides access to phone services. Current weather conditions and forcasts for Pocatello, Idaho Falls, Twin Falls, and Boise are available under the Services button.

	Name (continued)		Description (continued)
9	Volume button		Increases or decreases handset, headset, ringer, or speakerphone volume.
10	Speaker button		Toggles speaker on and off.
11	Mute button		Toggles mute on and off.
12	Headset button		Toggles headset on and off. (only available when using an integrated headset)
13	Navigation button		Scrolls through text and selects features that are displayed on the LCD screen.
14	Keypad		Functions as traditional telephone keypad.
15	Soft key buttons		Engages functions visible on corresponding LCD tabs.
16	Handset with indicator light		Functions as traditional handset and provides message waiting indicator light and message-waiting (stutter) tone.

Connecting Your Phone

This section shows and describes the connectors on your Cisco IP phone.
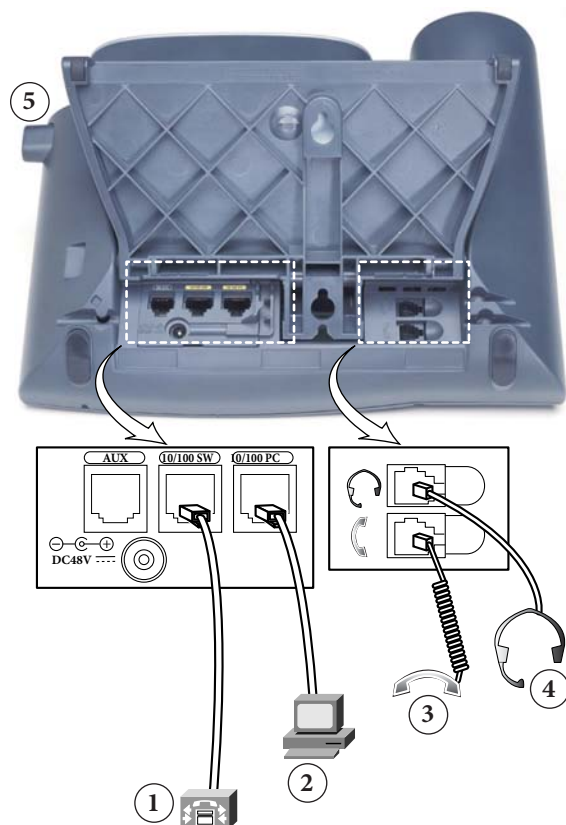
1	Network port (10/100 SW) for connecting to the network
2	Access port (10/100 PC) for connecting your phone to your computer
3	Handset port
4	Headset port
5	Footstand button

Adjusting the Handset Rest

When you connect your phone, you can adjust the handset rest so that the receiver does not slip out of the cradle. To adjust the handset:

1. Set the handset aside and pull the square plastic tab from the handset rest.
2. Rotate the tab halfway.
3. Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.
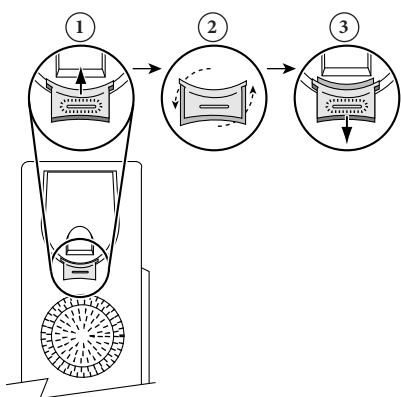
2 Operating Your Phone

This section describes how to operate your Cisco IP phone and includes information on soft keys and phone features.

Note Because there are differences in phone and site configurations, not all features described here will apply to your phone. Consult your system administrator for more information.

Soft Key Descriptions

Your Cisco IP phone is equipped with soft keys for call features and options. Soft keys are displayed along the bottom of the LCD screen and activated using the corresponding buttons. Soft keys can change according to the state of the phone. Following is a comprehensive list of soft keys offered. Functions and availabily depend on your system configuraion.

Soft Key	Function
<< or >>	Navigates to edit characters. Use the backspace soft key to erase digits that you entered incorrectly.
Answer	Answers an incoming call.
Cancel	Cancels the last selection.
CFwdALL	Forwards all calls.
Clear	Clears directory history.
Confrn	Connects callers to a conference call.

Delete	Deletes selected number.
Dial	Dials the displayed number.
DND	Enables the Do-Not-Disturb feature.
Down	Decreases the LCD screen contrast.
EditDial	Selects a number and activates the cursor for editing.
EndCall	Ends the current call.
Exit	Exits from the current selection.
Flash	Provides hookflash functionality for three-way calling and call waiting services provided by the phone company.
GPickUp	Selectively picks up calls coming into a phone number that is a member of a pick up group.
Hold	Places an active call on hold. Press the Resume soft key to retrieve the call off hold.
more	Scrolls through additional soft key options (for example, use the **more** soft key to locate the DND soft key).
NewCall	Opens a new line on the speakerphone to place a call.
Ok	Confirms the selection.
Park	Forwards calls to a location from which calls can be retrieved by anyone in the system.
PickUp	Selectively picks up calls coming into another extension.
Play	Plays ring sound samples.
Redial	Redials last number dialed.
RmLstC	Removes Last Participant from a Conference Call.
Resume	Return to active call.
Save	Saves last change.
Select	Selects highlighted option.
Trnsfer	Transfers an active call to another extension.
Up	Increases LCD screen contrast.

Select the Ring Type (you can set a different ring tone for each line on your phone) To

change the ringer tone:

1. Press the **Settings** button.
2. Use the **Navigation** button to scroll to **User Preferences** and press the **Select** soft key.
3. **Select Rings** and scroll through the list of ring types. Select the ring tone you want to hear.
4. Highlight the ring you want, and then press the **Play** soft key to hear the ring. Press **Select** to keep.
5. Press the **Save** soft key to save the setting, or press **Cancel** to exit to the previous menu without changing the setting.
6. Press the **Exit** soft key to go to the main directory menu.

Adjust the Ring Volume

Press the **Up** or **Down Volume** button while the handset is in its cradle and the phone is idle. Adjust until you hear the volume you want.

Adjust the Handset Volume

To adjust the handset, speakerphone, or headset volume for the current call:

1. During a call, press the **Up** or **Down Volume** button.
2. Press the **Save** soft key to apply the new volume level to future calls.

Adjust the Display Contrast

To adjust the contrast in your LCD display:

1. Press the **Settings** button.
2. Select **User Presferences**, navigate to **Contrast** and press **Select**.
3. Use the **Down** or **Up** soft key to change the contrast.
4. Press the **Save** soft key to save the setting, or press **Cancel** to exit to the previous menu without changing the setting.
5. Press the **Exit** soft key to go to the main menu.

Place a Call

Use one of the following methods to place a call:

- Lift the handset and dial the number.

  Dial the number, and then lift the handset.

  Dial the number, and then press the **Dial** soft key.

  Press the **Line** button for your extension, and then dial.

  Press the **Speaker** button, and then dial.

  Press the **New Call** soft key, and then dial.

  If you are using a headset, press the **Headset** button, and then dial. (only available when using an integrated headset) Dial the number, and then press the **Headset** button. (only available when using an integrated headset)

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Note Use the backspace (<<) soft key to erase digits that you enter incorrectly.

Dialing Instructions:

Dialing On-Campus Numbers From On-Campus.
Simply dial the four digit extension number of the person you are calling.
(Nxxx) ISU extension numbers fall between 1000 and 7999.

- For Pocatello Campus: extension numbers fall between 1000 thru 1099 and 2000 thru 7699.
- For Idaho Falls University Place Campus: extension numbers fall between 7700 and 7999.
- For Idaho Falls Heath Science Education Bldg: extension numbers fall between 1100 and 1125.
- For Twin Falls Campus: extension numbers fall between 1200 and 1299.
- For Meridian Campus: extension numbers fall between 1700 and 1999.

Dialing On-Campus Numbers From Off-Campus.
Dialing Pocatello Campus Numbers from the Pocatello Calling Area.
- Dial 282 + the extension number.

Dialing Idaho Falls Campus Numbers from the Pocatello or Idaho Falls Calling Area.
- Dial 282 + the extension number.

Dialing Meridian Campus Numbers from the Pocatello Calling Area.
- Dial 282 + the extension number.

Dialing Meridian Campus Numbers from the Boise Calling Area.
- Dial 373 + the extension number.

Dialing Off-Campus Numbers From On-Campus
Local Calls

- Dial   8 + number (Nxx-Nxxx)

Toll Free Calls
- Emergency Calls   911
- Local Calls   8 + Number.
- 800, 855, 866, 877, 888   8 + 1 + 8xx + Number
- Idaho Road Report   8 + 511
- Idaho Relay Service   8 + 711
- Idaho Dig Line   8 + 811
- Idaho Care Line   8 + 211

Long Distance Toll Calls
- University FAC/BENGALNET Continental U.S., Alaska and Hawaii.
                          9 + 1 + Area Code + Number + FAC + #
- University FAC/BENGALNET International.
                          9 + 011 + County Code + Number + # + FAC + #

Directory Assistance
- Directory Assistance   9 + 411 + FAC + #

Answer a Call

Use one of the following methods to answer a call:

Lift the handset.

Press the flashing **line** button.

If you are using the speakerphone, press the **Answer** soft key or the **Speaker** button.

End a Call

Use one of the following methods to end a call:

Hang up the handset or the **EndCall** soft key.

If you are using a speakerphone, press the **Speaker** button or the **EndCall** soft key.

Redial a Number

Use one of the following methods to redial a recently dialed call:

Lift the handset and press the **Redial** soft key.

Press the **Redial** soft key to dial using the

speakerphone.

Hold a Call

To place a call on hold while on a call:

Press the **Hold** soft key To retrieve a held call:

Press the **Resume** soft key
- If multiple calls are on hold, on the same line, use the **Navigation** button to select the desired call before you press **Resume**.
- If multiple calls on multiple lines are on hold, press the line button for the line that you want to pick up. The active call on the other line is automatically put on hold.

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Note Because the hold feature can generate music or tones, avoid using hold when dialed into a remote conference system. Conferences that are created locally on your phone can safely be placed on hold without introducing music or tones into the conference.

To Park a Call

Allows you to put a call on hold at a predefined location for later retrieval by anyone in the system.
While on an active call, press the **More** soft key then Press **Park**.

Watch your display; "Call Park At 15xx" (1500-1519) will show momentarily on your display.

To Retrieve a Parked Call
To retrieve a Parked Call, pick up any phone and dial the 15xx number that was displayed on your phone when you parked the call.

Note: If you, or someone else, does not pick up the parked call it will return to the phone that Parked the call in (2) minutes.

Mute a Call

To mute a call:

While on a call, press the **Mute** button. The **Mute** button lights, indicating that the other party cannot hear you.
To deactivate the mute function, do one of the following:

Press the **Mute** button again.

Lift the handset if you are using mute with your speakerphone.

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Note The Mute feature does not generate music or a tone.

Manage Call Waiting

If you are on a call when a second call comes in, to answer the new call on the same line:

1. Use the **Navigation** button to select the call
2. Press the **Answer** soft key to answer the call. The call on the other line is automatically put on hold.

To return to the original call:
1. Use the **Navigation** button to reselect the call.
2. Press the **Resume** soft key to reconnect to the call.

For calls on a separate line:

Press the **Line** button for the incoming call. The call on the other line is automatically put on hold.

To return to the original call:

Press the **Line** button associated with the original call.

Call Pick Up

Call Pick Up is used when a group of users are all in the same Pickup Group. You hear a phone ringing in your group and you press **PickUp** to retrieve the call.

To pick up a call that is ringing at another phone line in your group:

1. Pick up the handset
2. Press **PickUp**.
3. The call will be re-directed to your phone and will start ringing.
4. Press **Answer** to retrieve the call.

Group Pickup

Group Pickup is used when you know the phone number OR the Pickup Group number (1520-1599) of another Pickup Group, and you want to retrieve the call.

1. Pick up the handset.
2. Press the **GPickUp** soft key and the phone number or Pickup Group number of the phone that you want to retrieve.
3. The call will be re-directed to your phone and will start ringing. Press **Answer** to retrieve the call.

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Note   Unless you are a member of a Group, you cannot use the PickUp or GPickUp keys on your phone.

Forward All Calls

To forward all incoming calls to another number:

1. Press the **CFwdALL** soft key. You hear a confirmation beep.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as if you were placing a call to that number. Remember to include locally required prefix numbers. The phone display is updated to show that calls will be forwarded.
3. Press the **EndCall** soft key.

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Note   To forward calls to voice mail, press the **CFwdALL** soft key plus the **Messages** button followed by the EndCall soft key. When Call Forward is set, the display shows the Call Forward Icon.

To Cancel Call Forwarding:

1. Press the **CFwdALL** soft key.

Using the Do Not Disturb (DND) Soft Key to forward calls:
Depending on how your phone is configured, pressing the DND soft key will either silence your phone or immediatly forward all calls to a pre-determined destination configured in the Cisco Call Manager.

Transfer a Call

To transfer a selected call to another number, you can use blind transfer or consultative transfer:

Blind Transfer

Immediately redirects the call without speaking to the transfer recipient (the person to whom you are transferring the call). To make a blind transfer call:

1. During a call, press the **Trnsfer** soft key. The call is placed on hold.
2. Dial the number to which you want to transfer the call, press the **Trnsfer** soft key to release the call to the recipient.

Consultative Transfer

Redirects the call after first allowing you to speak to the transfer recipient.

To make a consultative transfer:

1. During a call, press the **Trnsfer** soft key. The call is placed on hold.
2. Dial the number to which you want to transfer the call.
3. Wait for the call to be answered. Speak to the transfer recipient. Then press the **Trnsfer** button or hang up the handset.
4. If the transfer fails, (if no one answers, or call goes to voice mail, press the **Resume** soft key to return to the original call.

Cancel Transfer

1. To cancel your consultative call-transfer attempt:
   - Press the **EndCall** soft key.
2. To reconnect to the original caller:
   - Press the **Resume** soft key.

To Transfer a Caller to Another Persons Voice Mail Greeting

1. Press the **Transfer** soft key.
2. Dial 6991 + the Extension Number of the Voice Mail Greeting you want the call to go to.
3. As soon as the Greeting begins, press **Transfer**, or hang up.

To Send a Ringing Call to your Voice Mail Greeting

While your phone is ringing, press the **iDivert** soft key.

To Forward All Calls to your Voice Mail Greeting

1. With your phone on-hook, press the **CFwdALL** soft key, then press the **Messages** feature key.
- To cancel forwarding of calls to Voice Mail, with phone on-hook, press the **CFwdALL** soft key

Place and Establish a Conference Call

To create a conference call: (the system supports **up to eight participants**, including yourself, in an ad hoc conference call)

1. During a call, press the **more** soft key and then the **Confrn** soft key to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press **Confrn** again to add the new party to the call.

   To add more parties to the conference call, repeat the above steps until you have everyone in the conference.

End a Conference Call

To exit the conference call:

   Hang up the handset, or press the **EndCall** soft key.

Note   When the conference call initiator hangs up, the remaining conference call participants remain connected.
To drop individual participants from the conference, press the **more** soft key until **ConfList** is displayed, press **ConfList**. Use the **Navigation** button to highlight which particiapant(s) you want to drop from the call. Press the **Remove** soft key.

Retrieve Voice Messages

To retrieve voice messages:

1. Select an available line by lifting the handset, pressing the speakerphone button, or pressing a line button. Listen for dial tone. Press the Messages button, and follow the voice prompts.
OR

2. Press the **Messages** button, and follow the voice instructions.

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Note When you have one or more new messages, the message-waiting indicator (MWI) on your handset will be lit. It will turn off when you have listened to new messages.
You can turn the MSGWT lamp on or off manually. To turn on your MSGWT lamp:

1. Pick up the handset.
2. Dial 6998

To turn off your MSGWT lamp:

1. Pick up the handset.
2. Dial 6999

View Call History

To view recent missed, received, or placed calls:

1. Press the **Directories** button.
2. Use the **Navigation** button to scroll and select the desired call list. Press the **Select** soft key, or:
   - Press **1** on the keypad (or use Navigation key) for Missed Calls.
   - Press **2** on the keypad (or use Navigation key) for Received Calls.
   - Press **3** on the keypad (or use Navigation key) for Placed Calls.
3. Press the **Exit** soft key to return to the previous directory menu.

Place a Call from Call History

To place a call to a number in the call history list:

1. Use the **Navigation** button to scroll through the call history list.
2. Use the **Select** soft key to select a phone number. The digits appear on the phone display.
3. To dial the number as it appears on the phone display:
   - Press the **Dial** soft key.

To edit the number on the phone display before dialing:

1. Press the **EditDial** soft key to place the cursor at the beginning of the number on the phone display.
2. Use the keypad to edit the digits as needed. Use the backspace (<<) soft key to erase digits that you enter incorrectly.
3. Press the **Dial** soft key to place the call.

Clear Call History

To clear all numbers in the directory histories:

Press the **Clear** soft key.

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Note The **Clear** soft key clears all call history lists. Selective clearing of call history list is not supported.