



## ANGELO STATE UNIVERSITY CISCO 7962 TELEPHONE USER GUIDE

### BUTTONS ON YOUR PHONE

-  **LINE OR SPEED DIAL BUTTON** – Opens a new line or speed dials the number on the LCD screen
-  **DIRECTORIES** – Provides access to call histories and directories
-  **SETTINGS** – Provides access to phone settings such as LCD contrast, ring tone, network configuration, and status information
-  **SERVICES** – Provides access to any available phone services
-  **MESSAGES** – Provides access to your voice message system
-  **QUESTION MARK** – Displays help on your LCD screen for a phone button or function
-  **NAVIGATION** – Allows you to scroll through text and select features displayed on the LCD screen
-  **SPEAKER** – Use to place or answer a call without lifting the handset
-  **MUTE** – Use to disable / enable the microphone for the handset, headset, or speaker
-  **HEADSET** – Use to place or answer a call with a headset
-  **VOLUME CONTROL BAR** – Use to increase or decrease volume for the handset, headset or speakerphone (depending upon which is currently active)
  - ▶ **Ringer Volume**  
Without lifting the handset, press the Volume Control Bar
  - ▶ **Handset or Speaker Volume**
    1. While listening, press the Volume Control Bar
    2. Press the **SAVE** soft key to save the entry

**SOFT KEYS** – Enable you to engage any of the functions displayed on the corresponding LCD screen tabs. Soft keys point to feature options displayed along the bottom

or your LCD screen. Soft keys change depending on the status of your phone.



### INDICATORS ON YOUR PHONE

Observe indicators in your display that identify the state of the line.

### DIALING INSTRUCTIONS

#### To Place an Outside Call

1. Lift handset **OR** press **SPEAKER** button **OR** press **NEWCALL** soft key
2. Dial **9** + telephone number or **8** + telephone number for long distance.

#### To Place an Internal Call

1. Lift handset **OR** press **SPEAKER** button **OR** press **NEW CALL** soft key.
2. Dial extension number

#### To Answer a Call on Your Primary Line

- ▶ Lift handset **OR** press **SPEAKER** button **OR** press **ANSWER** soft key

#### To Answer a Call on Another Line on Your Phone

- ▶ Press corresponding **Line Key** **OR** press **ANSWER** soft key

#### To End a Call

- ▶ Hang up handset **OR** press **SPEAKER** button **OR** press **ENDCALL** soft key

#### To Answer a SECOND Call on Your LINE

1. Second call will appear in your display and you will hear an audible beep from your headset.
2. Press **ANSWER** soft key. The first call is automatically put on Hold.
3. Use **NAVIGATION** up/down key to highlight either call
4. Press **RESUME** soft key to connect to caller

#### To Place a Call on Hold

1. Press **HOLD** soft key
2. Hang up handset
3. Press **RESUME** soft key **or** the desired line button to return to a call

#### To Redial the Last Manually Dialed Number

- ▶ Press **REDIAL** soft key

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## iDivert

### Transfer a Ringing Call automatically to Voice Mail

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

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## DND

### Prevent incoming calls from ringing at you phone

1. Press the DND softkey to toggle DND on and off.

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## SETTINGS

### To Choose a Ring Type

1. Press **SETTINGS** key
2. Use the scroll bar to highlight **User Preferences** or dial 1.
3. Use scroll bar to highlight **Ring Type OR dial 1**
4. Press **SELECT** soft key to select the line that you want to set the ringer for.
5. Use scroll bar to select an option
6. Press **Play** soft key to hear ring
7. Press **SELECT** soft key to choose a specific ring for your phone
8. Press **OK** soft key
9. Press **Exit** soft key

### To Adjust the Display Contrast

1. Press **SETTINGS** key
2. Use the scroll bar to highlight **User Preferences** or dial 1.
3. Use scroll bar to highlight **Contrast** or dial 4.
4. Press **SELECT** soft key
5. Press **UP** and **DOWN** arrow soft keys
6. Press **OK** soft key to save selection
7. Press **Exit** soft key

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## MESSAGES

### To Dial Unity Voice Mail and Access your Mailbox

1. Press **MESSAGES** key
2. Enter your Password + #

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## DIRECTORIES

### To View Missed, Received, or Placed Call History

1. Press **DIRECTORIES** key
2. Use scroll bar to highlight desired option **OR** press corresponding number
3. Press **SELECT** soft key

### To Exit While Viewing a Call History

Press **EXIT** soft key twice

### To Edit and then Speed Dial a Logged Call

1. Press **DIRECTORIES** key
2. Press **SELECT** soft key for Directory/Log Menu item
3. Scroll to highlight the desired number
4. Press **EDIT DIAL** soft key
5. Enter 9 and/or 1 (if necessary) before number
6. Press **DIAL** soft key

### To Search the Corporate Directory

1. Press **DIRECTORIES** key

2. Select **CORPORATE DIRECTORY OR dial 5**
3. Search using either first name, last name or extension (It is not necessary to enter entire name.)
4. Use **\*** as a wild card to access entire Corporate Directory
5. Press **SEARCH** soft key

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## SERVICES

In order to build your Personal Address Book and Fast Dial numbers you must Access the internet and log into the User Options Web Page. Use the instruction sheets provided. The telephone numbers and settings that you have established from the Cisco CallManager User Options web pages are associated with your phone.

### To Access Your Personal Address Book

1. Press **SERVICES** button
2. From Services Menu, use the Navigation key to select Address Book or press the corresponding number on your keypad.
3. Press **SELECT** soft key
4. Use **NAVIGATION** key to highlight number to call
5. Press **Dial** soft key to dial number selected

### To Access Your Fast Dials

1. Press **SERVICES** button
2. From the Services Menu use the Navigation key to select **Fast Dials OR** press corresponding number on your keypad.
3. Press number of Fast Dial you wish to call

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## FORWARDING

### To Forward Calls to Another Extension

1. Without lifting handset press **CFwdALL**
2. **DIAL** the number, to which you want to forward calls.

### To Forward Calls to Your Cell Phone

1. Without lifting handset press **CFwdALL** soft key
2. Dial 9 + your cell phone number

### To Cancel Call Forwarding

- Press **CFwdALL** soft key

### To Forward Calls Directly into Your Mailbox

1. Without lifting handset press **CFwdALL** soft key
2. Press **MESSAGES** key

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## TRANSFER

### To Transfer a Call to Another Extension:

1. Press **TRANSF...** soft key
2. Dial extension (if third party cannot be reached, press **End Call** soft key then **Resume** soft key)
  - *You may announce call in private*
3. Press **TRANSF...** soft key to complete transfer

### To Return to Caller when Busy or No Answer

1. Press **ENDCALL** soft key
2. Press **RESUME** soft key

### To Return to the Original Call:

- Press **RESUME** soft key

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## DIRECT TRANSFER

**To Transfer two separate, current callers to each other while disconnecting yourself:**

1. While on an active call, press the **MORE** and **SELECT** softkeys (see highlighted caller – the call now has a checkmark next to it)
2. Use the up/down **scroll button** key to highlight the other caller
3. Press **SELECT**
4. Once the two callers are selected, press the **DirTrfr** softkey

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## TO TRANSFER A CALLER DIRECTLY INTO VM

1. Press **TRANSF...** soft key
2. Press **\*** key
3. Enter mailbox number
4. Press **TRANSF...** soft key

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## CONFERENCE

**To CONFERENCE Up to 4 Parties**

1. With an active call on the line
2. Press **MORE** soft key
3. Press **CONFNR** soft key (listen for dial tone)
4. Dial next party
5. Announce call in private
6. Press **CONFNR** soft key to join all parties

**If a Party Doesn't Answer or Doesn't Want to Join the Call**

1. Press **ENDCALL** soft key
2. Press **RESUME** soft key

**To Permanently Remove Yourself From the Conference**

- Hang up **OR** press **ENDCALL** soft key

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## JOIN

**To create a conference by joining two separate, current calls to each other including yourself**

7. Press **MORE** and **SELECT** softkeys to select the current highlighted caller (the call now has a checkmark next to it)
8. Use the up/down **scroll** arrow to highlight the other caller
9. For each highlighted user, press **MORE** and **SELECT** softkeys
10. Press **JOIN** softkey to combine all callers to one conference call

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## CONF LIST

**To view a list of all participants on the conference call. The initiator (indicated with \* ) may select and remove a participant from the call.**

1. Highlight the call using the Navigation
2. Press the **SELECT** softkey the call
3. Press the **ConfList** softkey
4. Press the **REMOVE** softkey

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## MEET-ME CONFERENCE

**To Establish a Multi-Party Conference with Up to 10 parties**

1. Lift handset or press **SPEAKER** button
2. Press **MORE** soft key
3. Press **MEETME** soft key
4. Dial conference bridge number (6000-6009)
5. Wait for other conferees to join call

**To Join a Meet-Me Conference Call**

1. Dial conference bridge number provided to you by the conference initiator
2. Wait for other conferees to join call

***Note:** If you dial in before the initiator, you will receive a busy tone and must try later.*

*Do not press the **MEETME** soft key to join a MeetMe conference call.*

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## CALL PARK

**To Hold a Call for Retrieval from any Telephone**

1. Press **MORE** soft key
2. Press **PARK** soft key
3. Note call park number in the display (5300-5309)
4. Hang up

**To Retrieve a Parked Call**

1. Lift handset of any phone
2. **DIAL** the number assigned to the parked call.

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## CALL PICKUP

**To Pick Up a Call Ringing at Another Telephone**

1. Lift handset **OR** press **SPEAKER** button
2. Press **MORE** soft key
3. Press **PICKUP** soft key (the call will begin to ring on your phone)
4. Press **ANSWER** soft key or appropriate line button