

Cisco 7965 IP Phone Quick Reference Guide



University of La Verne:
Networks and Unified Communications

University of La Verne How Do I Cisco Phone 7965

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>	

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How Do I?	Solution:	Tip:
Operate the LCD Screen?	 <p>Press the Navigation button to select (highlight) a menu item. Then press the Select softkey. OR Press the number key on your phone's dial pad that corresponds to the item number in that 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>
Adjust the LCD Contrast?	<p>Press the Settings button. Select User Preference Select Contrast from the menu. Press Up or Down softkeys to set the desired contrast. Press the Save softkey to accept your changes.</p>	
Use Voice Mail?	<p>Set up voice mail: Press the Messages button on your Cisco IP Phone or dial 8700 and enter your PIN (24726) when prompted. Allows you to:</p> <ul style="list-style-type: none"> • Save a recorded name • Set up a voice greeting • Change your PIN or password <p>Access voice mail: Press the Messages  button or dial 8700 and follow the voice instructions</p>	<p>Tip: When you have one or more new voice messages, the red light on your phone's handset remains lit.</p>

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How Do I?	Solution:	Tip:
View my Missed Calls?	To view your call records: Press the Directory button Select Missed Calls Or choose another list: Received Calls Placed Calls To dial from a call record: 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.	Your phone's LCD display will indicate if you have missed a call. Use the Directories menu to view (and dial from) call records in your Missed Calls, Received Calls and Placed Calls directories
Set Up a Conference Call?	To turn a two-party call into a conference call: Step 1: During a call, press the Conf 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.	Note: Once the conference call initiator disconnects, no additional parties can be added.

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How Do I?	Solution:	Tips:
Transfer a Call?	<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>	If necessary, press the Hold button to return to the original call.
Use Call Waiting?	<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 navigation pad) and press the Resume softkey. You can use the Hold and Resume softkeys and navigation pad to switch between calls</p>	If you are on a call when another call comes in, you will hear a call waiting tone and see caller ID information on the phone's LCD screen.
Forward All Calls	<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.
Use a Headset?	<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>	To go back to using the normal handset press the headset button until the light goes off.

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Where to Find More Information

The Network and Unified Communications should be your first point of contact if you have problems using your Cisco IP Phone. For training inquires contact Kristin Lewis at 909-448-4344 (x4344)