Cisco IP Phone 7962
User Guide

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515 Portage Ave,
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Phone Model
|   | Programmable buttons | Depending on configuration, programmable buttons provide access to:
|   |                     | - Phone lines (line buttons)
|   |                     | - Speed-dial numbers (speed-dial buttons)
|   |                     | - Web-based services (for example, a Personal Address Book button)
|   |                     | - Phone features (for example, a Privacy button)
|   |                     | The buttons illuminate to indicate status:
|   |                     | - Green, steady—Active call on this line (off-hook)
|   |                     | - Green, blinking—Call on hold on this line
|   |                     | - Amber, steady—Privacy feature enabled
|   |                     | - Amber, blinking—Incoming call ringing on this line
|   |                     | - Red—Shared line, currently in use
|   |                     | - No color—No call activity on this line (on-hook)
| 2 | Phone screen        | Shows phone features.
| 3 | Footstand button    | Allows you to adjust the angle of the phone base.
| 4 | Messages button     | Typically auto-dials your voice message service (varies by service).
| 5 | Directories button  | Opens/closes the Directories menu. Use it to access call logs and corporate directories.
| 6 | Help button         | Activates the Help menu.
| 7 | Settings button     | Opens/closes the Settings menu. Use it to control phone screen contrast and ring sounds.
| 8 | Services button     | Opens/closes the Services menu.
| 9 | Volume button       | Controls the volume and other settings.
|10 | Speaker button      | Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
|11 | Mute button         | Toggles the Mute feature on or off. When Mute is on, the button is lit.
<table>
<thead>
<tr>
<th></th>
<th>Headset button</th>
<th>Toggles the headset on or off. When the headset is on, the button is lit.</th>
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<tbody>
<tr>
<td>13</td>
<td>Navigation button</td>
<td>Allows you to scroll through menus and highlight items. Use in conjunction with softkeys to activate highlighted items.</td>
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<td></td>
<td>Keypad</td>
<td>Allows you to dial phone numbers, enter letters, and choose menu items.</td>
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<td>15</td>
<td>Softkey buttons</td>
<td>Each button activates a softkey option (displayed on your phone screen).</td>
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<td>16</td>
<td>Handset light strip</td>
<td>Indicates an incoming call or new voice message.</td>
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</table>
Call Operations

Answering Calls
To answer a call
- Lift handset or press Speaker button (if enabled)
- To answer a 2nd incoming call on that same line, press Answer softkey (first call is automatically put on hold).
- To toggle between callers, use Navigation button to select Resume or Hold softkeys.

Placing Calls
To place a call
- Lift handset and dial number OR
- To place new call when you already have active call, press Hold softkey then New Call. Use Navigation key to select Resume and Hold softkeys to toggle between the calls.
- Dial 4 digits for internal calls
- Dial 8 + number for external calls
- Dial 8 1 + Long Distance number

Redial
To redial last number called
- Press Redial softkey

Hold
To put callers on hold or resume calls
- Press Hold softkey OR
- Press Resume softkey to re-establish call
Transfer

To send call to another number

*With a caller is on the line:*

- Press **Transfer** softkey
- Enter the destination extension number
- You can speak privately before completing the transfer (optional)
- Press **Transfer** softkey to complete the transfer or you may hang up

*At a busy, no answer or misdial conditions:*

- Press line key to return to your call

Call Forward

To redirect incoming calls to another number

- Press the **CFwAll** softkey
- Enter the destination number OR
- Press **Messages** button to forward to voice message system

*To cancel:*

- Press **CFwAll** softkey

Conference

To establish a conference call with up to 6 participants

*With a caller on the line:*

- Press the **More > Confrn** softkey (caller is placed on hold)
- Enter participant’s extension number
- Speak privately before joining the parties
- Press **Confrn** softkey to join all parties
- Repeat above steps to add additional parties

During the conference call, press the **More > ConfList** softkey to view or remove participants. The controller is indicated by * and has the ability to remove participants on the call by selecting **Remove** softkey.
Mute

To turn mute ON and OFF

- While on call, press **Mute** button
  Mute LED turns solid red.

To turn OFF:
- Press **Mute** button again

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iDivert

To send or redirect calls to voice message system

*At the ringing phone:*

- Press **iDivert** softkey

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DND (Do Not Disturb)

To turn off the ringer on your phone for incoming calls.

*When phone is on hook:*

- Press **DND** softkey to turn ringer off

To turn DND OFF:
- Press **DND** softkey again

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Directory

**Directories** button maintains a log of your missed, placed and received calls as well as personal and corporate directory that you can dial from.

- Press **Directories** button
  1. Missed Calls
  2. Received Calls
  3. Placed Calls
  4. Personal Directory
  5. Corporate Directory
Searching for staff member in Directory

To use personal and corporate directory and place calls to coworkers

- Press **Directories** button
- Scroll down to Corporate Directory entry
- Use keypad to enter either first or last name, or extension number
- Press **Search** softkey
- Select **Dial** softkey to call number