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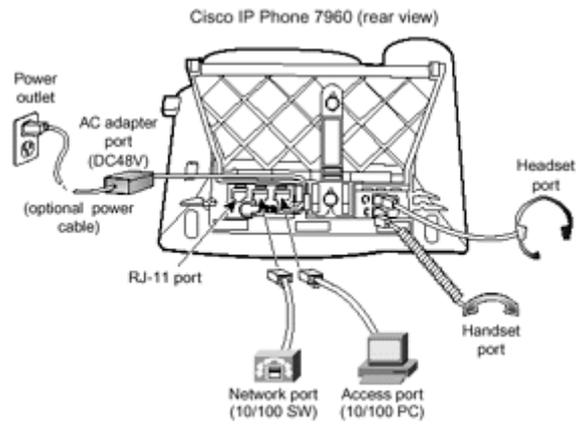
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1. Installation and Safety

Installing the Cisco IP Phone 7960

The following diagram illustrates how to connect the Cisco IP Phone 7960 to your PC, network, power and headset. All ports are located at the rear of the phone base unit.



2. Cisco IP Phone 7960 Features

Feature	Description
<u>LCD screen</u>	The IP Phone "desktop" which displays the time, date, your phone number, caller ID, line/call status and the soft key tabs.
<u>Line or speed dial buttons</u>	Open a new line or speed dial the number on the LCD screen.
<u>Footstand adjustment</u>	Adjusts the angle of the phone base.
<u>Soft keys</u>	Soft key functions change depending on the status of the phone (for example, whether you are on a call or whether the phone is not in use). The key's current function is shown on the LCD screen.
<u><i>i</i> button</u>	Displays online help for a phone key or function.
<u>On-screen Mode buttons</u>	Provide access to the voice mail system (when available), call histories, directories (when available), phone settings such as contrast and ring type, plus network configuration and status information.
<u>Volume buttons</u>	Increase or decrease the volume for the currently active voice receiver: handset, headset, or speakerphone. The volume keys also control the ringer volume (if on-hook), and the contrast of the LCD.
<u>Function toggles</u>	Toggles the HEADSET , MUTE , and SPEAKER functions on and off.
<u>Scroll key</u>	Enables you to move among different soft key options displayed on LCD screen.
<u>Dialing pad</u>	Press the dial pad buttons to dial a phone number. Dial pad buttons work exactly like those on your existing telephone.
<u>Handset</u>	Lift the handset and press the dial pad numbers to place a call, review voice mail messages, answer a call, and so on.

Accessing Online Help

The Cisco IP Phone 7960 includes detailed online help for all phone keys and functions.

- Press the *i* button and then any key to display online help for that key.
- Press the *i* button twice quickly to display information about a selected feature
- Press the *i* button twice quickly during an active call to view network statistics about the active call.

3. Cisco IP Phone 7960 Operation

How to Use the Handset, Headset, and Speakerphone

- To place and answer calls with the handset, simply lift the handset.
- To place and answer calls using the speakerphone, press **SPEAKER**. You can use the speakerphone with all Cisco IP Phone 7960 features.
- To place and answer calls using the headset, plug the approved headset into the back of the phone base and press **HEADSET**. You can use the headset with all Cisco IP Phone 7960 features.
- To change from handset to speakerphone, press **SPEAKER** and hang up the handset.
- To change from speakerphone to handset, lift the handset.

Adjusting the Handset, Headset, and Speakerphone Volume.

Step 1. To increase or decrease the volume of your handset, headset, or speakerphone, press the up or down **VOLUME** button. The **VOLUME** buttons adjust the volume for the currently active voice receiver.

Step 2. To save the volume setting for future calls, press **settings** and then press the **Save** soft key.

Adjusting the Ringer Volume

Step 1. Press the **VOLUME** key to hear a sample ring.

Step 2. While the ring plays, press the up or down **VOLUME** key to adjust the volume to the desired level.

Step 3. To save the ring volume settings, press **settings** and then press the **Save** soft key.

Placing a Call

You can place a call with the Cisco IP Phone 7960 in any of the following ways :

- Lift the handset and dial the number.
- Press a line button and dial the number.
- If using a headset, press **HEADSET** and then dial the number.
- To use the speakerphone, press **SPEAKER** and dial the number.
- Press the **NewCall** soft key and dial the number. This method works for all speaker modes.

Note To place an outside call, Dial "0".

Answering a Call

You can answer a call using the handset, headset, or speakerphone.

- Lift the handset.

- If using a headset, press **HEADSET**.
- To answer the call via speakerphone, press the **Answer** soft key.

Ending a Call

- If using a handset, hang up the handset.
- If using the speakerphone, press **SPEAKER**.
- If using the headset, press the **EndCall** soft key. This method works for all speaker modes.

Placing a Call on Hold

- Press the **Hold** soft key.

To return the call :

- Press the **Resume** soft key. If multiple calls are on hold, use the scroll key to select the desired call before you press **Resume**.

Viewing/Dialing Missed Calls

If your phone indicates you have missed calls, you can use the Missed Calls option on the Directory menu to view call history and call back the missed call.

Step 1. Press the **directories** button.

Step 2. Press the **Select** soft key to select the Missed Calls option on the Directory menu. The call history for missed calls will be displayed on the LCD.

Step 3. If desired, click the **Dial** soft key to speed dial a number from the missed call list.

Note You may need to use **EditDial** soft key to add digits to the front of the number. For example, if the call was from an outside, long-distance caller, you need to add the digits "91" to the front of the number.

Step 4. Press the **Exit** soft key twice to exit the Directory menu.

Viewing/Dialing Received and Placed Calls

The Cisco IP Phone 7960 keeps a history of all calls you make and receive, including caller ID, time, and date of the call.

Step 1. Press the **directories** button.

Step 2. Use the scroll key to select the desired call history option: Missed Calls, Received Calls, or Placed Calls.

Step 3. Press the **Select** soft key to display the call history list.

Step 4. If desired, press the **Dial** soft key to speed dial a number from the call history list.

Note You may need to use **EditDial** soft key to add digits to the front of the number. For example, if the call was from an outside, long-distance caller, you need to add digits to the front of the number.

Step 5. When you are finished, press the **Exit** soft key twice to exit the Directory menu.

Configuring Speed Dial Buttons

You can configure up to five line buttons on the Cisco IP Phone 7960 to speed dial the numbers you use most.

Step 1. Log in to the Call Manager IP Phone configuration utility.

Step 2. Choose Cisco 7960 from the Select a device to Configure drop-down list box.

Step 3. Click “Update your Speed Dial buttons/Print your button template” from the list of available configuration options.

Step 4. Enter the phone numbers and display text you want to associate with your speed dial numbers.

Step 5. When you are done, click **Update** to store your settings. To restore your previous settings, click **Cancel**.

Step 6. Click **Log off** to exit the configuration utility.

Note Be sure to enter the numbers exactly as you would if you were to call that number.

Redialing the Last Number Dialed

To redial the most recent dialed number, lift the handset and press the **Redial** soft key. Alternatively, you can simply press **Redial** to activate the speakerphone or headset. To redial the most recently dialed number from a line other than your primary line, select the desired line button and then press **Redial**.

Transferring a Call

Step 1. During a call, press the **Trnsfer** soft key. This places the call on hold.

Step 2. Dial the number to which you want to transfer the call.

Step 3. When you hear ringing, press **Trnsfer** again, or when the party answers, announce the call and press **Trnsfer**. If the party refuses the call, press the **Resume** soft key to return to the original call.

Step 4. Hang up.

Forwarding All Calls

Use this procedure to forward all incoming calls to another number. You can forward all calls to an IP phone or non-IP phone.

Step 1. Press the **CfwdAll** soft key. You will hear two beeps.

Step 2. Enter the number to which you want to forward all your calls. A flashing right arrow will appear in the upper-right corner of the LCD, indicating that all calls are being forwarded. The LCD will also display a message with the number to which your calls are being forwarded.

Note Be sure to enter the numbers exactly as you would if you were to call that number.

To cancel forwarding of all calls:

- Press the **CfwdAll** soft key. You will hear two beeps and the flashing arrow will no longer display in the upper-right corner of the LCD, indicating that call forward is not active.

Forwarding All Calls Remotely

Use this procedure to forward incoming calls to another number from a remote computer. You can forward all calls to an IP phone or non-IP phone.

Step 1. Log in to the Call Manager IP Phone configuration utility.

Step 2. Choose Cisco 7960 from the Select a device to Configure drop-down list box.

Step 3. Click “Forward all calls to a different number” from the list of available configuration options.

Step 4. Enable the check box next to the line you want to forward.

Step 5. Type the number to which you want to forward all incoming calls.

Note Be sure to enter the numbers exactly as you would if you were to call that number.

Step 6. Click **Update**.

Step 7. Click **Log off** to exit the configuration utility.

To cancel forwarding of all calls, clear the check box next to the line being forwarded.

Muting a Call

While in a call, you can mute the handset, headset, or speakerphone on the Cisco IP Phone 7960, preventing the party you are speaking to from hearing what you or someone else in the room is saying.

- Press **MUTE**.

To disengage mute:

- Press **MUTE** again.

Changing the Ring Sound

Step 1. Press the **settings** button.

Step 2. Select Ring Type from the Settings menu.

Step 3. Press the Select soft key.

Step 4. To scroll through the list of ring types, press the scroll key. Each ring type automatically plays when you select it using the scroll key.

Step 5. Press **Select** and then press the **OK** soft key.

Step 6. Press the **Save** soft key to save your selection and exit the Settings menu.

Changing the LCD Contrast

Step 1. Press the **settings** button.

Step 2. Select the Contrast option on the Settings menu.

Step 3. Press the **Up** or **Down** soft key to set the desired intensity of the display. You can also

use the **VOLUME** keys to increase or decrease the contrast of the display.
Step 4. Press the **OK** soft key to accept your changes.

Step 5. To save this contrast setting, press the **Save** soft key. Otherwise, press the **Exit** soft key to exit the Settings menu.

Parking a Call

The Cisco IP Phone 7960 allows you to store or “park” a call at a specified number and then use any other phone in the Cisco Call Manager system (for example, a phone in some else’s offices or in a conference room) to retrieve the call. Call Park numbers are configured by your system administrator.

Step During an active call, press the **more** soft key until you see the **Park** tab.
1.

Step Press **Park**. The display will show the number to which the call was parked.
2.

Step Make a note of the Call Park number and then hang up. The call is now parked at that
3. number, allowing you to retrieve it from another phone.

Note You have a limited amount of time to retrieve the parked call before it disconnects.

To retrieve a parked call:

- From any phone in the Cisco Call Manager system, dial the Call Park number at which the call was parked.
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4. Conference Calls

Placing a Conference Call

- Step 1. During a call, press the More soft key and then the Confrn soft key. This will automatically select a new line and place the other party on hold.
- Step 2. Place a call to another person.
- Step 3. When the call connects, press Confrn again to add this person to the conference call.
- Step 4. Repeat the first three steps to add people to the conference call.

Conference Call Tips

- To end a conference call, all but one party must hang up.
- Once the conference call initiator disconnects, no new conferences can be added.
- To place a conference call on hold, press the Hold soft key. The other parties can talk amongst themselves but they cannot hear you.
- To place a conference call on speakerphone, press **SPEAKER**. Press **MUTE** to mute the speakerphone. The conference parties cannot hear you but you can hear them.
- To transfer a conference call to another telephone, press the **Trnsfer** soft key. Dial the number to which you want to transfer the call and then press **Trnsfer** again. All parties will be transferred.

Meet-Me Conference Calls

A Meet-Me conference allows other callers to dial into the conference call. A Meet-Mee conference requires a special conference number which is configured by your system administrator. To establish a Meet-Me conference call:

- Step 1. Press the **more** soft key twice to display the **Meet-Me** tab.
- Step 2. Press the **Meet-Me** soft key.
- Step 3. Dial the Meet-Me conference number.
- Step 4. Follow the voice instructions to establish the Meet-Me conference.

To join a Meet-Me conference:

- Dial the Meet-Me conference number provided by the Meet-Me conference initiator.

You will be connected to the conference once the conference initiator has dialled in and established the conference.

Note To join a Meet-Me conference, you do not need to press the **Meet-Me** soft key on the Cisco IP Phone 7960.