6 We (all) need to talk

To create a conference call, choose from two features:

- Use the Conference feature when you want to call each participant.
- Use the Join feature when you want to combine existing calls that are already on your phone (connected or holding).

Using Conference to call 📞 participants

1. Start from a connected call 📞 (not on hold).
2. Press the **Confrn** softkey.
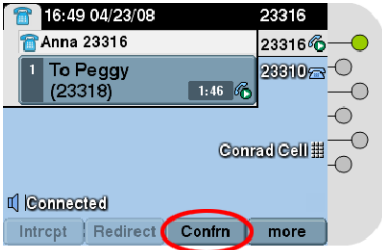
3. Enter a participant's phone number.
4. At any time after the call starts ringing, press **Confrn** again to begin the conference.

Repeat these steps to add participants.

Using Join to combine existing calls

There are different ways to use Join. Follow these steps when the calls that you want to combine are on a *single* phone line (only one line button is lit).

1. Start from a connected call 📞 (not on hold).
2. Press the **Join** softkey. (You may need to press the **more** softkey first.)

3. Press **Join** again to begin the conference.

Tips

- To combine calls that are on *multiple* phone lines (more than one line button is lit), press **Join**, then press the flashing green 🟢 button for the line with the other call (s).
- If a line has multiple calls, you may need to press **Select** to choose which calls to join . ☑
- To see who is participating in a conference, press the **ConfList** softkey.
-

7 I'll call you

Use these dialing tips to make calling easier:

- To predial—Dial the number without lifting the handset, then press **Dial**.
- To redial—Press the **Redial** softkey, or press the Navigation button to see your recently placed calls.
- To view missed, placed, or received calls— Press the **Directories** button 📖 and choose a call log.
- To dial from a directory—Navigate to an item in the directory and press **Dial**. If you need to edit the number first, press **EditDial**.
- To speed dial—Press a speed-dial button, enter an Abbreviated Dial code, or use Fast Dial.

8 Tips & hints

Can I use my existing headset?

Yes you can! If you prefer to us the amplifier then plug your handset into the amplifier. To use the headset simply lift the receiver.

To use the built in amplifier unplug the existing amplifier and plug the headset directly into the headset jack on the back of the phone.

How do I use my phone with a headset?

Keep the headset button lit 🎧 and use softkeys to place and end calls.

Note: This does not apply if you are connecting the headset directly to the handset with an amplifier.
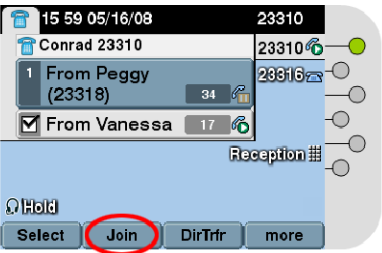
Where can I find a complete User Guide?

http://www.cisco.com/c/en/us/td/docs/ voice_ip_comm/cuipph/7962g_7961g_7961g- ge_7942g_7941g_7941g-ge/9_0/english/ user_guide/P746_BK_I8055398_00_ip-phone- 7941g-7941gge-7942-7961g-7961gge-7962- userguide.pdf

Where can I find an online video tutorial?

http://www.cisco.com/E-Learning/bulk/public/ celc/7960_Tutorial/index.html

How do I access Voice Mail?

Press the messages button to access the login page or dial ext. **7777**. The initial password is 12345. you will be walked through the initial configuration of your voicemail including setting up a new password and recording your voice prompt.

7940/7941/7960/7961

The Cisco Unified IP Phone

1 **What's on my desk?**
2 **Hello, thanks for calling**
3 **Could you hold, please?**
4 **Let me transfer you**
5 **Can't talk right now**
6 **We (all) need to talk**
7 **I'll call you**
8 **Tips & hints**

1 Placing a call

To Dial to another extension on campus:

- Dial four digit extension.

To make a local call:

- Dial 9 + phone number.
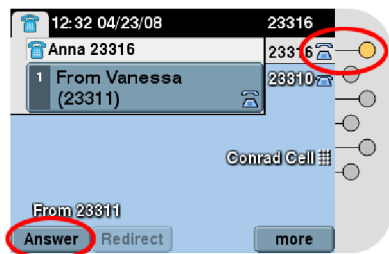
To make a long distance call:

- Dial 9 + 1 + area code + number.

2 Hello, thanks for calling

When a new call rings on your phone, you'll see these indicators:

- A flashing amber line button .
- An animated icon next to the button.
- A call window that displays caller ID.

To answer the call, lift the handset. Or press the flashing amber button or the **Answer** softkey.


What is a softkey?

There are four feature buttons across the bottom of the display. These buttons will change based on what you are doing on the phone with features such as Answer, Idivert, Redial, Confrn, and Transfer.

If you get a second call while you're talking on the first call, a second window opens.
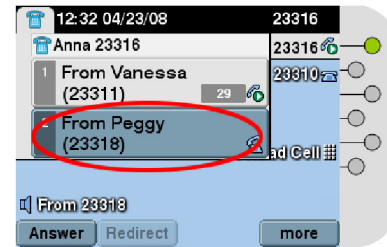
Press the **Answer** softkey to connect the second call , which puts the first call on hold automatically.
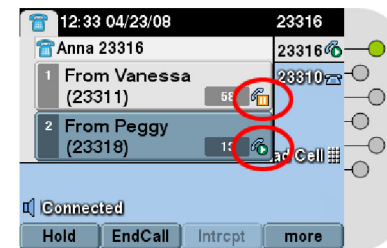
Keep these tips in mind when you're handling multiple calls:

- The softkeys across the bottom of your phone screen affect the *active* window only.
- The active window is darker than the other windows.
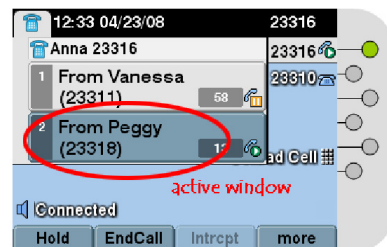
- You can use the navigation button below your phone screen to move between windows.

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3 Could you hold, please?

To put a call on hold, press the **Hold** softkey. The hold icon appears and the line button flashes green.

To retrieve a call from hold, press the flashing green button or the **Resume** softkey. Keep in mind:

- Pressing the **Answer** softkey to connect a new call puts an existing connected call on hold automatically.
- Before using **Resume**, make sure the appropriate call window is active (the active window is darker). If necessary, navigate to it.

4 Let me transfer you

To transfer a call:

1. Start from a connected call (not on hold).
2. Press the **Transfer** softkey.
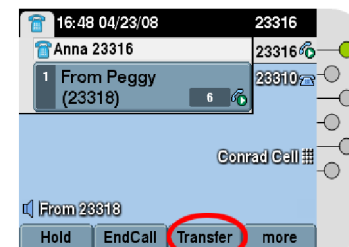
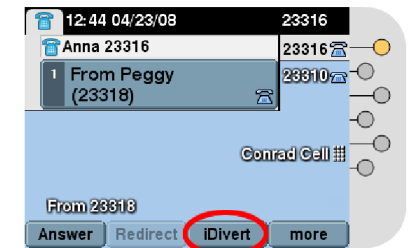**3.** Dial the transfer recipient's number (or use speed dial).
4. Wait for the recipient to answer or skip to Step 5.
5. Press **Transfer** again to complete the transfer.

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5 Can't talk right now

Using Immediate Divert

To easily send a call to voice mail, just press **iDivert** when the call is ringing, connected, or on hold.

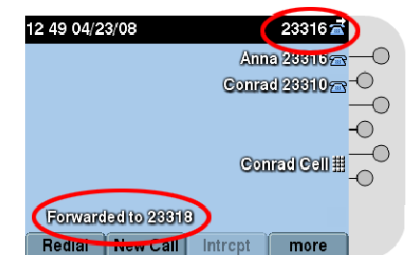## Using Call Forward All

To redirect all incoming calls to another number:

1. Press the **CFwdALL** softkey.
2. Enter a phone number, or press a speed dial button or the **Messages** button (to forward to voice mail).

To verify that Call Forward All is active, look for the call forward icon and the "Forwarded to" phone number.

To cancel Call Forward All, press **CFwdALL** again. (You may need to press the **more** softkey first.)

To use forwarding on a non-primary line (such as a shared line), go to your User Options web pages. Your system administrator has details.