The Cisco Telephone System-
The Cisco Unified Communications System is widely known in the Information Technology (IT) industry as a Voice-over-IP (VoIP) Telephone System. Combined with the Cisco Unity Voice Mail System it provides a seamless integration into ISU’s computer network. In other words, our voice and data communications networks are converged. This is also true of the University’s video distance learning network; voice, video and data are all transported over the IP network making our network a truly converged network.

To request installation, repair or service to a Cisco Telephone and/or Cisco Unity Voice Mail, call the NetCom Business Office at extension 4541 or enter an on-line Work Order at http://www.isu.edu/netel/workorder.html

Quick Start User Guide-
The instructions contained in this document are intended as a Quick Start User Guide of the most commonly used basic telephone features.
# Overview

This guide provides phone operating instructions, and feature descriptions for the Cisco IP Phone multiline models 7942G and 7962G. The 7942G has two lines and the 7962G has six lines.

## Physical Description

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
</table>
| **1 Line button**     | Opens new line, speed-dials phone number, or ends call. Buttons light to indicate status:  
                          Green, steady: Active call or two-way intercom call  
                          Green, flashing: Held call  
                          Amber, steady: Privacy in use, one-way intercom call, DND active.  
                          Amber, flashing: Incoming call or reverting call  
                          Red, steady: Remote line in use (shared line or BLF status)                                |
<p>| <strong>2 LCD screen</strong>      | Displays information such as line/call status, phone number, and soft key tabs.                                                             |
| <strong>3 Footstand adjustment</strong> | Allows you to adjust angle of phone base.                                                                                           |
| <strong>4 Messages button</strong> | Provides access to voice mail. Also, by pressing CFwdALL soft key + the Messages button, all calls will be forwarded to your voice mail greeting. |
| <strong>5 Directories button</strong> | Provides access to phone directories (and call logs of Missed Calls, Received Calls, and Placed Calls. (Personal and Corporate directory features are not available at this time) |
| <strong>6 Help button</strong>     | Activates the Help menu. Press the Help button + any soft key or button on the phone and detailed information about that feature will be displayed. |
| <strong>7 Settings button</strong> | Provides access to phone settings such as LCD display contrast and ring tones.                                                            |
| <strong>8 Services button</strong> | Provides access to phone services. Current weather conditions and forecasts for Pocatello, Idaho Falls, Twin Falls, and Boise are available under the Services button. |</p>
<table>
<thead>
<tr>
<th>Name (continued)</th>
<th>Description (continued)</th>
</tr>
</thead>
<tbody>
<tr>
<td>9  Volume button</td>
<td>Increases or decreases handset, headset, ringer, or speakerphone volume.</td>
</tr>
<tr>
<td>10 Speaker button</td>
<td>Toggles speaker on and off.</td>
</tr>
<tr>
<td>11 Mute button</td>
<td>Toggles mute on and off.</td>
</tr>
<tr>
<td>12 Headset button</td>
<td>Toggles headset on and off. (only available when using an integrated headset)</td>
</tr>
<tr>
<td>13 Navigation button</td>
<td>Scrolls through text and selects features that are displayed on the LCD screen.</td>
</tr>
<tr>
<td>14 Keypad</td>
<td>Functions as traditional telephone keypad.</td>
</tr>
<tr>
<td>15 Soft key buttons</td>
<td>Engages functions visible on corresponding LCD tabs.</td>
</tr>
<tr>
<td>16 Handset with indicator light</td>
<td>Functions as traditional handset and provides message waiting indicator light and message-waiting (stutter) tone.</td>
</tr>
</tbody>
</table>

Connecting Your Phone

This section shows and describes the connectors on your Cisco IP phone.

![Diagram of phone connectors]

<table>
<thead>
<tr>
<th>Connector</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Network port (10/100 SW)</td>
<td>For connecting to the network</td>
</tr>
<tr>
<td>2 Access port (10/100 PC)</td>
<td>For connecting your phone to your computer</td>
</tr>
<tr>
<td>3 Handset port</td>
<td></td>
</tr>
<tr>
<td>4 Headset port</td>
<td></td>
</tr>
<tr>
<td>5 Footstand button</td>
<td></td>
</tr>
</tbody>
</table>
Adjusting the Handset Rest
When you connect your phone, you can adjust the handset rest so that the receiver does not slip out of the cradle. To adjust the handset:

1. Set the handset aside and pull the square plastic tab from the handset rest.
2. Rotate the tab halfway.
3. Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.

2 Operating Your Phone
This section describes how to operate your Cisco IP phone and includes information on soft keys and phone features.

Note Because there are differences in phone and site configurations, not all features described here will apply to your phone. Consult your system administrator for more information.

Soft Key Descriptions
Your Cisco IP phone is equipped with soft keys for call features and options. Soft keys are displayed along the bottom of the LCD screen and activated using the corresponding buttons. Soft keys can change according to the state of the phone. Following is a comprehensive list of soft keys offered. Functions and availability depend on your system configuration.

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;&lt; or &gt;&gt;</td>
<td>Navigates to edit characters. Use the backspace soft key to erase digits that you entered incorrectly.</td>
</tr>
<tr>
<td>Answer</td>
<td>Answers an incoming call.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Cancels the last selection.</td>
</tr>
<tr>
<td>CFwdALL</td>
<td>Forwards all calls.</td>
</tr>
<tr>
<td>Clear</td>
<td>Clears directory history.</td>
</tr>
<tr>
<td>Confrn</td>
<td>Connects callers to a conference call.</td>
</tr>
<tr>
<td>Function</td>
<td>Description</td>
</tr>
<tr>
<td>----------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Delete</td>
<td>Deletes selected number.</td>
</tr>
<tr>
<td>Dial</td>
<td>Dials the displayed number.</td>
</tr>
<tr>
<td>DND</td>
<td>Enables the Do-Not-Disturb feature.</td>
</tr>
<tr>
<td>Down</td>
<td>Decreases the LCD screen contrast.</td>
</tr>
<tr>
<td>EditDial</td>
<td>Selects a number and activates the cursor for editing.</td>
</tr>
<tr>
<td>EndCall</td>
<td>Ends the current call.</td>
</tr>
<tr>
<td>Exit</td>
<td>Exits from the current selection.</td>
</tr>
<tr>
<td>Flash</td>
<td>Provides hookflash functionality for three-way calling and call waiting services provided by the phone company.</td>
</tr>
<tr>
<td>GPickUp</td>
<td>Selectively picks up calls coming into a phone number that is a member of a pick up group.</td>
</tr>
<tr>
<td>Hold</td>
<td>Places an active call on hold. Press the Resume soft key to retrieve the call off hold.</td>
</tr>
<tr>
<td>more</td>
<td>Scrolls through additional soft key options (for example, use the more soft key to locate the DND soft key).</td>
</tr>
<tr>
<td>NewCall</td>
<td>Opens a new line on the speakerphone to place a call.</td>
</tr>
<tr>
<td>Ok</td>
<td>Confirms the selection.</td>
</tr>
<tr>
<td>Park</td>
<td>Forwards calls to a location from which calls can be retrieved by anyone in the system.</td>
</tr>
<tr>
<td>PickUp</td>
<td>Selectively picks up calls coming into another extension.</td>
</tr>
<tr>
<td>Play</td>
<td>Plays ring sound samples.</td>
</tr>
<tr>
<td>Redial</td>
<td>Redials last number dialed.</td>
</tr>
<tr>
<td>RmLstC</td>
<td>Removes Last Participant from a Conference Call.</td>
</tr>
<tr>
<td>Resume</td>
<td>Return to active call.</td>
</tr>
<tr>
<td>Save</td>
<td>Saves last change.</td>
</tr>
<tr>
<td>Select</td>
<td>Selects highlighted option.</td>
</tr>
<tr>
<td>Transfer</td>
<td>Transfers an active call to another extension.</td>
</tr>
<tr>
<td>Up</td>
<td>Increases LCD screen contrast.</td>
</tr>
</tbody>
</table>

**Select the Ring Type** (you can set a different ring tone for each line on your phone) To change the ringer tone:

1. Press the Settings button.
2. Use the Navigation button to scroll to User Preferences and press the Select soft key.
3. Select Rings and scroll through the list of ring types. Select the ring tone you want to hear.
4. Highlight the ring you want, and then press the Play soft key to hear the ring. Press Select to keep.
5. Press the Save soft key to save the setting, or press Cancel to exit to the previous menu without changing the setting.
6. Press the Exit soft key to go to the main directory menu.

**Adjust the Ring Volume**

Press the Up or Down Volume button while the handset is in its cradle and the phone is idle. Adjust until you hear the volume you want.

**Adjust the Handset Volume**

To adjust the handset, speakerphone, or headset volume for the current call:

1. During a call, press the Up or Down Volume button.
2. Press the Save soft key to apply the new volume level to future calls.
Adjust the Display Contrast

To adjust the contrast in your LCD display:

1. Press the Settings button.
2. Select User Preferences, navigate to Contrast and press Select.
3. Use the Down or Up soft key to change the contrast.
4. Press the Save soft key to save the setting, or press Cancel to exit to the previous menu without changing the setting.
5. Press the Exit soft key to go to the main menu.

Place a Call

Use one of the following methods to place a call:

• Lift the handset and dial the number.
  
  Dial the number, and then lift the handset.
  
  Dial the number, and then press the Dial soft key.
  
  Press the Line button for your extension, and then dial.
  
  Press the Speaker button, and then dial.
  
  Press the New Call soft key, and then dial.
  
  If you are using a headset, press the Headset button, and then dial. (only available when using an integrated headset)

Dialing Instructions:

Dialing On-Campus Numbers From On-Campus.
Simply dial the four digit extension number of the person you are calling.
(Nxxx) ISU extension numbers fall between 1000 and 7999.

• For Pocatello Campus: extension numbers fall between 1000 thru 1099 and 2000 thru 7699.
• For Idaho Falls University Place Campus: extension numbers fall between 7700 and 7999.
• For Idaho Falls Heath Science Education Bldg: extension numbers fall between 1100 and 1125.
• For Twin Falls Campus: extension numbers fall between 1200 and 1299.
• For Meridian Campus: extension numbers fall between 1700 and 1999.

Dialing On-Campus Numbers From Off-Campus.

Dialing Pocatello Campus Numbers from the Pocatello Calling Area.
• Dial 282 + the extension number.

Dialing Idaho Falls Campus Numbers from the Pocatello or Idaho Falls Calling Area.
• Dial 282 + the extension number.

Dialing Meridian Campus Numbers from the Pocatello Calling Area.
• Dial 282 + the extension number.

Dialing Meridian Campus Numbers from the Boise Calling Area.
• Dial 373 + the extension number.
**Dialing Off-Campus Numbers From On-Campus**

**Local Calls**
- Dial 8 + number (Nxx-Nxxx)

**Toll Free Calls**
- **Emergency Calls** 911
- **Local Calls** 8 + Number.
- **800, 855, 866, 877, 888** 8 + 1 + 8xx + Number
- **Idaho Road Report** 8 + 511
- **Idaho Relay Service** 8 + 711
- **Idaho Dig Line** 8 + 811
- **Idaho Care Line** 8 + 211

**Long Distance Toll Calls**
- University FAC/BENGALNET Continental U.S., Alaska and Hawaii. 9 + 1 + Area Code + Number + FAC + #
- University FAC/BENGALNET International. 9 + 011 + County Code + Number + # + FAC + #

**Directory Assistance**
- Directory Assistance 9 + 411 + FAC + #

**Answer a Call**

Use one of the following methods to answer a call:
- Lift the handset.
- Press the flashing line button.
- If you are using the speakerphone, press the Answer soft key or the Speaker button.

**End a Call**

Use one of the following methods to end a call:
- Hang up the handset or the EndCall soft key.
- If you are using a speakerphone, press the Speaker button or the EndCall soft key.

**Redial a Number**

Use one of the following methods to redial a recently dialed call:
- Lift the handset and press the Redial soft key.
- Press the Redial soft key to dial using the speakerphone.
Hold a Call
To place a call on hold while on a call:

Press the Hold soft key To retrieve a held call:

Press the Resume soft key
- If multiple calls are on hold, on the same line, use the Navigation button to select the desired call before you press Resume.
- If multiple calls on multiple lines are on hold, press the line button for the line that you want to pick up. The active call on the other line is automatically put on hold.

Note Because the hold feature can generate music or tones, avoid using hold when dialed into a remote conference system. Conferences that are created locally on your phone can safely be placed on hold without introducing music or tones into the conference.

To Park a Call
Allows you to put a call on hold at a predefined location for later retrieval by anyone in the system.
While on an active call, press the More soft key then Press Park.

Watch your display; “Call Park At 15xx” (1500-1519) will show momentarily on your display.

To Retrieve a Parked Call
To retrieve a Parked Call, pick up any phone and dial the 15xx number that was displayed on your phone when you parked the call.

Note: If you, or someone else, does not pick up the parked call it will return to the phone that Parked the call in (2) minutes.

Mute a Call
To mute a call:

While on a call, press the Mute button. The Mute button lights, indicating that the other party cannot hear you.

To deactivate the mute function, do one of the following:
Press the Mute button again.
Lift the handset if you are using mute with your speakerphone.

Note The Mute feature does not generate music or a tone.

Manage Call Waiting
If you are on a call when a second call comes in, to answer the new call on the same line:

1. Use the Navigation button to select the call
2. Press the Answer soft key to answer the call. The call on the other line is automatically put on hold.

To return to the original call:
1. Use the Navigation button to reselect the call.
2. Press the Resume soft key to reconnect to the call.

For calls on a separate line:
Press the Line button for the incoming call. The call on the other line is automatically put on hold.

To return to the original call:
Press the Line button associated with the original call.
**Call Pick Up**

Call Pick Up is used when a group of users are all in the same Pickup Group. You hear a phone ringing in your group and you press **PickUp** to retrieve the call.

To pick up a call that is ringing at another phone line in your group:
1. Pick up the handset
2. Press **PickUp**.
3. The call will be re-directed to your phone and will start ringing.
4. Press **Answer** to retrieve the call.

**Group Pickup**

Group Pickup is used when you know the phone number OR the Pickup Group number (1520-1599) of another Pickup Group, and you want to retrieve the call.

1. Pick up the handset.
2. Press the **GPickUp** soft key and the phone number or Pickup Group number of the phone that you want to retrieve.
3. The call will be re-directed to your phone and will start ringing. Press **Answer** to retrieve the call.

**Note**

Unless you are a member of a Group, you cannot use the PickUp or GPickUp keys on your phone.

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**Forward All Calls**

To forward all incoming calls to another number:

1. Press the **CFwdALL** soft key. You hear a confirmation beep.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as if you were placing a call to that number. Remember to include locally required prefix numbers. The phone display is updated to show that calls will be forwarded.
3. Press the **EndCall** soft key.

**Note**

To forward calls to voice mail, press the **CFwdALL** soft key plus the **Messages** button followed by the **EndCall** soft key. When Call Forward is set, the display shows the Call Forward Icon.

**To Cancel Call Forwarding:**

1. Press the **CFwdALL** soft key.

**Using the Do Not Disturb (DND) Soft Key to forward calls:**

Depending on how your phone is configured, pressing the DND soft key will either silence your phone or immediately forward all calls to a pre-determined destination configured in the Cisco Call Manager.

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**Transfer a Call**

To transfer a selected call to another number, you can use blind transfer or consultative transfer:

**Blind Transfer**

Immediately redirects the call without speaking to the transfer recipient (the person to whom you are transferring the call). To make a blind transfer call:

1. During a call, press the **Transfer** soft key. The call is placed on hold.
2. Dial the number to which you want to transfer the call, press the **Transfer** soft key to release the call to the recipient.
Consultative Transfer
Redirects the call after first allowing you to speak to the transfer recipient.

To make a consultative transfer:

1. During a call, press the Transfer soft key. The call is placed on hold.
2. Dial the number to which you want to transfer the call.
3. Wait for the call to be answered. Speak to the transfer recipient. Then press the Transfer button or hang up the handset.
4. If the transfer fails, (if no one answers, or call goes to voice mail, press the Resume soft key to return to the original call.

Cancel Transfer

1. To cancel your consultative call-transfer attempt:
   – Press the EndCall soft key.
2. To reconnect to the original caller:
   – Press the Resume soft key.

To Transfer a Caller to Another Persons Voice Mail Greeting

1. Press the Transfer soft key.
2. Dial 6991 + the Extension Number of the Voice Mail Greeting you want the call to go to.
3. As soon as the Greeting begins, press Transfer, or hang up.

To Send a Ringing Call to your Voice Mail Greeting

While your phone is ringing, press the iDivert soft key.

To Forward All Calls to your Voice Mail Greeting

1. With your phone on-hook, press the CFwdALL soft key, then press the Messages feature key.
   – To cancel forwarding of calls to Voice Mail, with phone on-hook, press the CFwdALL soft key

Place and Establish a Conference Call

To create a conference call: (the system supports up to eight participants, including yourself, in an ad hoc conference call)

1. During a call, press the more soft key and then the Confrn soft key to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press Confrn again to add the new party to the call.
   To add more parties to the conference call, repeat the above steps until you have everyone in the conference.

End a Conference Call

To exit the conference call:

Hang up the handset, or press the EndCall soft key.

Note

When the conference call initiator hangs up, the remaining conference call participants remain connected.

To drop individual participants from the conference, press the more soft key until ConfList is displayed, press ConfList. Use the Navigation button to highlight which participant(s) you want to drop from the call. Press the Remove soft key.
**Retrieve Voice Messages**

To retrieve voice messages:

1. Select an available line by lifting the handset, pressing the speakerphone button, or pressing a line button. Listen for dial tone. Press the Messages button, and follow the voice prompts. OR
2. Press the Messages button, and follow the voice instructions.

**Note**  
When you have one or more new messages, the message-waiting indicator (MWI) on your handset will be lit. It will turn off when you have listened to new messages. You can turn the MSGWT lamp on or off manually. To turn on your MSGWT lamp:
   1. Pick up the handset.
   2. Dial 6998
To turn off your MSGWT lamp:
   1. Pick up the handset.
   2. Dial 6999

**View Call History**

To view recent missed, received, or placed calls:

1. Press the Directories button.
2. Use the Navigation button to scroll and select the desired call list. Press the Select soft key, or:
   - Press 1 on the keypad (or use Navigation key) for Missed Calls.
   - Press 2 on the keypad (or use Navigation key) for Received Calls.
   - Press 3 on the keypad (or use Navigation key) for Placed Calls.
3. Press the Exit soft key to return to the previous directory menu.

**Place a Call from Call History**

To place a call to a number in the call history list:

1. Use the Navigation button to scroll through the call history list.
2. Use the Select soft key to select a phone number. The digits appear on the phone display.
3. To dial the number as it appears on the phone display:
   - Press the Dial soft key.

To edit the number on the phone display before dialing:

1. Press the EditDial soft key to place the cursor at the beginning of the number on the phone display.
2. Use the keypad to edit the digits as needed. Use the backspace (<<) soft key to erase digits that you enter incorrectly.
3. Press the Dial soft key to place the call.

**Clear Call History**

To clear all numbers in the directory histories:

Press the Clear soft key.

**Note**  
The Clear soft key clears all call history lists. Selective clearing of call history list is not supported.