Cisco 7962/65 IP Phone Cheat Sheet

Accessing Online Help
Users have access to detailed online help for most phone keys and functions.
- Press the ? button
- Press any key to display online help for that key
- Press the ? button twice to display information

Additional Help
Go to http://www.cisco.com/comm/applications/CCNP/qlm/7961/index.htm for an online interactive tutorial

Changing the Ringer Type
- Press the Settings button
- Select User Preferences
- Select Rings
- Press the Select soft key
- Press the Scroll key to view different ring types
- Press Play soft key to hear ring types
- Press Select and then OK soft key to choose ring.

Changing the LCD Contrast
- Press the Settings button.
- Select User Preferences
- Select Contrast
- Press the up or down softkey to set the desired intensity of the display.
- Press the OK softkey to save.
- Press the Exit softkey to exit.

Adjusting the Handset, Speaker, Headset Volume
- While on a call, press the up or down volume button
- Press the Save soft key

Note: the volume buttons adjust the volume for the active voice receiver.

Adjusting the Ringer Volume
- Press the Volume key to hear a sample ring
- Press the up or down Volume key to adjust volume

Placing a Call
You can place a call with the Cisco IP Phone 7962/7965 in any of the following ways:
- Lift the handset
  - Or
- Press a line button
  - Or
- Press the NewCall soft key then
- Dial the number using 9 to get an outside line.

To use a Headset
- Press HEADSET
- Dial the number using 9 to get an outside line.

To use the Speakerphone
- Press SPEAKER
- Dial the number using 9 to get an outside line

Redialing the Last Number Dialed
Redialing allows you to save a number you most recently dialed. You can redial the number by simply pressing the Redial soft key.
- Lift the handset
- Press the Redial soft key

Answering a Call
When a call comes in, you can answer a call using one of the following, handset, headset, or speakerphone.
- Lift the Handset
- Press HEADSET
- Press the Line Button of the incoming call.
- Press the Answer soft key
- Press SPEAKER button.

iDivert
- When your line rings, you may press the iDivert softkey to send the call directly to your voicemail.

Ending a Call
You can end a call using any of the following ways:
Handset
- Hang up the Handset.
Headset
- Press the EndCall soft key.
Speakerphone
- Press SPEAKER.

Muting a Call
While on a call, you can mute the handset, headset, or speakerphone; this prevents the party you are speaking to from hearing.

To mute a call,
- Press MUTE.
  - The red light will appear and you will hear 1 beep acknowledging that the Mute is activated.

To disengage mute
- Press MUTE again.
- Red light will disengage and you will hear 2 beeps acknowledging call is active.

Placing a Call on Hold
While on a call, you can place the call on hold, so that the caller cannot hear you and you cannot hear the caller.

To place a call on hold
- Press the Hold soft key.
To return to the call
- Press the Resume soft key.
- Select the line button of the call on hold.
Multiple calls on hold
- Select the Line button of the call on hold

Transferring a Call
Transfer allows you to send a call to another extension.

To perform a transfer:
- Press the Transfer soft key.
  - Dial the number to which you wish to transfer the call
  - Listen to ringing
  - Announce the caller
  - Press Transfer soft key again
  - Hang up

If the party refuses the call
- Press the Resume soft key to return to the original call.

Call Park
Call Park allows you to place a call on hold and allow anyone in the office to retrieve the call.

- Answer the call.
- Press the More soft key.
- Select the Park soft key.
  - Note where call is parked (i.e. #5)
To retrieve a parked call
Cisco 7962/65 IP Phone Cheat Sheet

- Pick up the handset and type in the parked number (i.e. #2X #3X)

Call Pickup
Call pickup allows you to answer phone calls either within your predefined pickup group.
- If you hear the phone ringing that you want to answer simply pick up the handset, select More, select PickUp, then the phone will start ringing on your handset, press Answer if you would like to answer the phone call.

Conference Calling
Conferencing a call allows up to 8 different people on one phone call.
- To conference answer the call
- Press the More soft key
- Press Conf soft key
- Type in who you want to conference (outside line 9) or extension.
- Then hit Conf to bring in all the users.
- Repeat process for multiple users to join in on conversation.

Viewing list of conference participants
- While on a conference call, select More, then press Conf, and you will see a list of participants in the conference call

Removing parties from Conference Call
- If you initiate the conference call you can remove certain parties, to complete this press More, then select Conf, then using the arrows scroll through the names.

When you are highlighted on the name you wish to remove select Remove
Creating a conference call when parties call you
- If you have two parties on the same line and wish to join them into a conference call select More, then select Join and select the two calls you wish to join into a conference.

Forwarding All Calls
Forward all Calls allow you to redirect all of calls to another phone.
- Press the CFwdAll soft key
- Listen for two beeps
- Enter the number to which you want to forward calls
- Look for flashing right arrow to appear in upper-right corner of LCD (confirmation)
- Look for message on LCD with the number your calls are forwarded to

To cancel forwarding of all call
- Press the CFwdAll soft key
- Listen for one beep

Note: Flashing arrow should no longer appear in upper-right corner.

Activating Do-Not-Disturb
- Press the More soft key.
- Press the DND soft key.

Viewing or Dialing Missed, Received, or Placed Calls
Missed (received, or placed) calls option on the Directory menu allows the user to view call history and call back missed (received or placed) calls.
- Press the Directories button
- Press the Select soft key to select Missed Calls (select Received Calls for received calls or Placed Calls for placed calls)
- Look at call history on LCD
- Press Edit/Dial soft key to prepend the necessary “9” to return call.
- Press Exit soft key twice to exit Directory

Using the Personal FastDials
- Press the Services button
- Select Personal Fast Dials
- Navigate to the FastDial number you wish to assign as a speed dial
- Press the Select softkey
- Press the Assign softkey
- Enter a valid phone number and press the Update softkey
- Press the Exit softkey when finished

Setting Up Voice Mail
- Press Messages button
- Default password is “12345”
- Follow the guided instructions.

Accessing Voice Mail
Inside Office – your phone
- Look for message waiting indicator on handset
- Press the Messages button
- Enter your password followed by the “#”

Inside Office – other phone
- Press the Messages button
- Press “*”
- Enter your extension followed by the “#”
- Enter your password followed by the “#”

Outside Office
- Dial 615-230-3625 for accessing voicemail from the outside
- If you are not prompted to enter a user ID, press +
- Enter your extension followed by the “#”
- Enter your password followed by the “#”
### Cisco 7962/65 IP Phone Cheat Sheet

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Handset with indicator light</td>
</tr>
<tr>
<td>2</td>
<td>LCD screen</td>
</tr>
<tr>
<td>3</td>
<td>Cisco IP Phone model type</td>
</tr>
<tr>
<td>4</td>
<td>Line or speed dial button</td>
</tr>
<tr>
<td>5</td>
<td>Footstand adjustment</td>
</tr>
<tr>
<td>6</td>
<td>Directories button</td>
</tr>
<tr>
<td>7</td>
<td>i button</td>
</tr>
<tr>
<td>8</td>
<td>Settings button</td>
</tr>
<tr>
<td>9</td>
<td>Speaker button</td>
</tr>
<tr>
<td>10</td>
<td>Mute button</td>
</tr>
<tr>
<td>11</td>
<td>Headset button</td>
</tr>
<tr>
<td>12</td>
<td>Volume button</td>
</tr>
<tr>
<td>13</td>
<td>Services button</td>
</tr>
<tr>
<td>14</td>
<td>Messages button</td>
</tr>
<tr>
<td>15</td>
<td>Navigation button</td>
</tr>
<tr>
<td>16</td>
<td>Dial pad</td>
</tr>
<tr>
<td>17</td>
<td>Soft keys</td>
</tr>
</tbody>
</table>