Cisco 7965G Basic Handset User Guide

Table of Contents

1 Getting Started:

Using this Guide:

This guide provides you with an overview of the basic features available on your phone.

Customizing Your Phone on the Web

Your Cisco Unified IP Phone is a network device that can share information with other network devices in your company, including your computer. You can use your Cisco Unified Call Manager User Options web pages to establish and customize phone services and to control phone features and settings from your computer. This guide provides a brief overview of these capabilities.

http://fladlccm1.iptel.flinders.edu.au/ccmuser
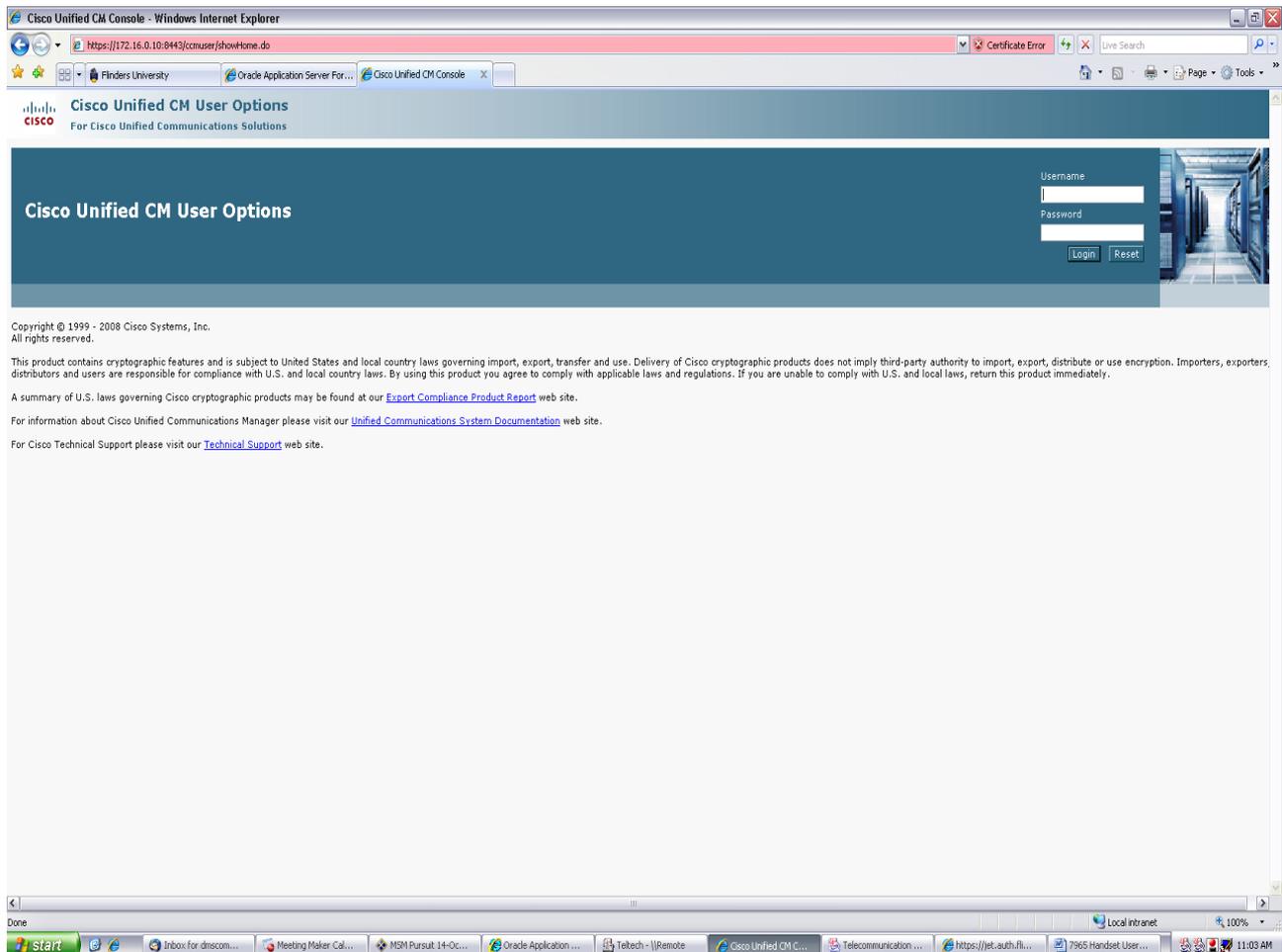
2   An Overview of your Phone:

Your Cisco Unified IP Phone is a full-feature telephone that provides voice communications over the same data network that your computer uses, allowing you to place and receive phone calls, put calls on hold, transfer calls, make conference calls etc.

In addition to basic call-handling features, your phone can provide enhanced features.

- Access XML applications and web-based services.

- Customising of phone features and services from your User Options web page.

- 7965 e-Learning.

Cisco Unified IP Phone 7965G

3

	Item	Description
1	Programmable buttons	• Extension Number • Directory • Extension Button illuminate to indicate status:
2	Foot stand button	Allows you to adjust the angle of the phone base.
3	Display button	Awakens the phone from sleep mode.
4	Messages button	Auto-dials your voice mail.
5	Directories button	Opens/closes the Directories menu. Use it to access call logs and directories.
6	Help button	Activates the help menu.
7	Settings button	Opens/closes the Settings menu. Use it to Change phone screen and ring settings.
8	Service button	Opens/closes the Services menu.
9	Volume button	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).
10	Speaker button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
13	4-way navigation pad and Select button (centre)	Allows you to scroll through menus and highlight items. Use the Select button to select an item that is highlighted on the screen. Navigation button • Scroll up and down to see menus and highlight items • Scroll right and left in multi-column displays Select button • Scroll to highlight a line using Navigation button then press **Note** – the Select button does not take action
14	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.

15	Softkey buttons	Each activates a softkey option (displayed on your phone screen.)
16	Handset light strip	Indicates an incoming call or new voice message.
17	Phone screen	Shows phone features.

5

H:\DMS\Telephony\IP Telephony\Cisco\User Guides and Procedures\Cisco IP Phone Documentation\7965G Handset User Guide.doc

3   Understanding Lines and Calls:

To avoid confusion about lines and calls, refer to these descriptions:

- Lines – Corresponds to a directory number (Extension number) that others can use to call you. To see your phone line, look at the right side of your phone screen.

- Calls – Your line (Extension number) can support two connected calls. Only one call can be active at any time; other calls are automatically placed on hold.

Understanding Line and Call Icons:

Icon	Line or call state	Description
	On-hook line	No call activity on this line.
	Off-hook line	You are dialing a number or an outgoing call is ringing.
	Connected call	You are connected to the other party.
	Ringing call	A call is ringing on your line.
	Call on hold	You have put the call on hold.
	Reverting call	A holding call is reverting to your phone.
	BLF – monitored line is idle	
	BLF – monitored line is busy	
	BLF – monitored line is ringing	
	Line in Do Not Disturb (BLF)	

4   Understanding Phone Screen Features:

This is what your main phone screen may look like with active calls and several feature menus open.
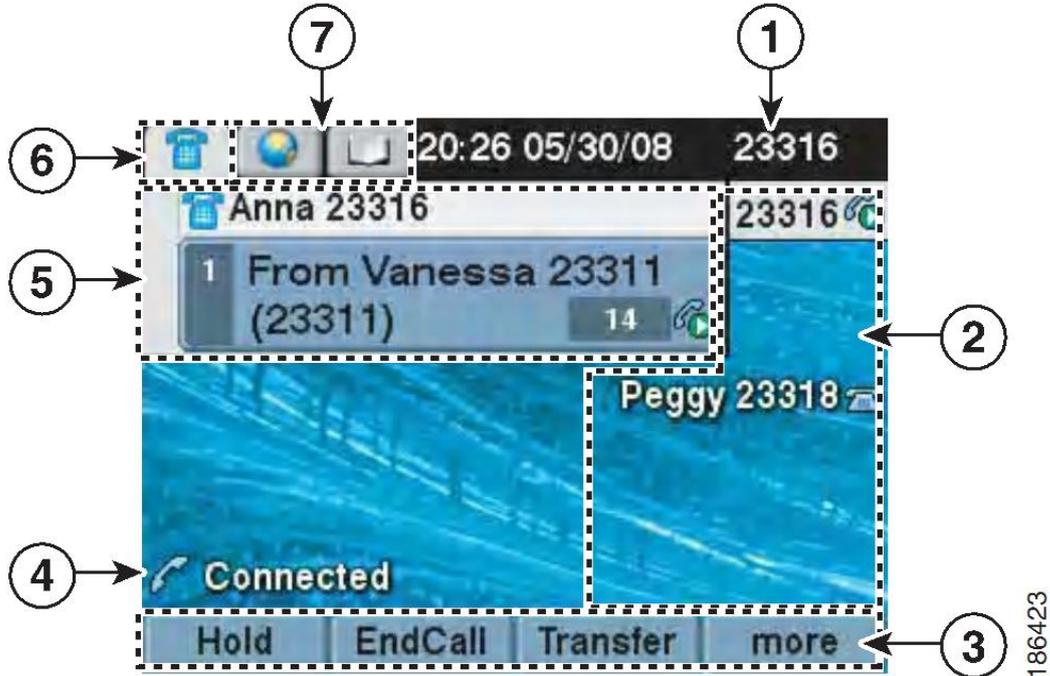
1	Primary Phone Line	Displays your directory number (extension number) for your primary phone line
2	Programmable button	Programmable buttons, speed-dial buttons, phone service buttons or phone feature buttons. Icons and labels indicated how these buttons are configured.
3	Softkey labels	Each displays a softkey function.
4	Status line	Displays audio mode icons, status information, and prompts.
5	Call activity area	Displays current calls per line, including caller ID, call duration, and call state for the highlighted line.
6	Phone tab	Indicates call activity.
7	Feature tabs	Each indicates an open feature menu.

5   Basic Features:

Feature: Adjusting the foot Stand:

To change the angle of the phone base, adjust the Footstand while pressing the Footstand button.

8

Understanding Feature Buttons and Menus:

Press a feature button to open or close a feature menu.

If you want to...	Then...
Open or close a feature menu	Press a feature button: Messages Services Help Directories Settings
Scroll through a list or menu	Press the Navigation button.
Go back one level in a feature menu	Press Exit. Pressing Exit from the top level of a menu closes the menu.
Switch between open feature menus	Press a feature button on your phone.

Accessing the Help System on Your Phone:

Your phone provides a comprehensive online help system. Help topics appear on the phone screen.

If you want to...	Then...
View the main menu	Press ? on your phone and wait a few seconds for the menu to display. Main menu topics include: • About Your Cisco Unified IP Phone—Details about your phone • How do I...?—Procedures for common phone tasks • Calling Features—Descriptions and procedures for calling features
Learn about a button or softkey	Press ?, then quickly press a button or softkey.
Learn about a menu item	Press ?, then quickly press the menu item on the phone screen. Or, press ? twice quickly with the menu item highlighted.
Get help using Help	Press ?. After a second or two, press ? again, or choose Help from the main menu.

Cleaning and Maintaining the Phone Screen:

Use only a soft, dry cloth to wipe the phone screen. Do not use any liquids or powders on the phone, as they can contaminate phone components and cause failures.

9

6   Basic Call Handling:

Placing a call – Basic Options:

There are six options for placing a new call.

1. Lift the **Handset** and dial the number.

2. Press a **Line** button and dial the number.

3. Press the **speaker** button and dial the number.

4. Press the **Headset** button and dial the number.

5. Press the **NewCall** soft key and dial the number.

6. Press the **Speed Dial** button and dial the number.

Tips:

- You can dial on-hook, without a dial tone (pre-dial). To pre-dial, enter a number, then go off-hook by lifting the **handset** or by pressing **Speaker** or **Headset.**

- When you pre-dial, your phone tries to anticipate the number you are dialling by displaying matching numbers from your Placed Calls log. This is called Auto Dial.

- If you make a mistake while dialling, press << to erase digits.

Answering a Call – Basic Options:

You can answer a call by simply lifting the handset, or you can use other options.

1. Lift the **Handset**.

2. Press a **Line** button.

3. Press the **Speaker** button.

4. Press the **Headset** button.

5. Press the **Answer** soft key.

Ending a Call – Basic Options:

To end a call, simply hang up.

1. Return the **Handset** to its Cradle.

2. Press the **Speaker** button.

3. Press the **Headset** button.

4. Press the **EndCall** soft key.

7   Shared Lines:

Understanding Shared Lines:

Your handset has a shared Line on button 3. You may not be using this feature.

- Handle calls on behalf of a manager
- Share call-handling tasks with co-workers

Remote-in-use Icon:

The remote in-use icon appears when another phone that shares your line has a connected call. You can place and receive calls as usual on the shared line, even when the remote-in-use icon appears.

Shared Call Information:

Phones that share a line each display information about calls that are placed and received on the shared line. This information might include caller ID and call duration.

If your shared line has voicemail each phone this line appears on can access the shared line voicemail box by pressing into the shared line and the message button.

11

H:\DMS\Telephony\IP Telephony\Cisco\User Guides and Procedures\Cisco IP Phone Documentation\7965G Handset User Guide.doc

8   Soft keys:

Understanding Features Available:

You can access many features by using the most commonly used softkey.

Feature	Softkey
Call Back	CallBack
Call Forward	CFwdALL
Call Park	Park
Call PickUp	PickUp
Conference	Confrn
Do Not Disturb	DND
End Call	EndCall
Hold	Hold
New Call	NewCall
Redial	Redial
Transfer	Transfer
Abbreviate Dialing	AbbrDial

Callback **Using Call Back:**

1. Receive notification when a busy extension becomes available.

. **CFwdALL** **Using Call Forward All:**

You can use the call forward feature to redirect incoming calls from your phone to another number.

1. Press CFwdAll and enter *target* phone number.
2. To Cancel press CFwdAll.
3. To verify that Call Forward All is enabled on your primary line, look for the call forward icon above the primary phone number. The call forward number will be in the status line.

Tips:
- Enter the call forward target number exactly as you would dial it from your phone. For example enter 0 for and outside line.

Park **Using Call Park:**

You can park a call when you want to store the call so that you or someone else can retrieve it from another phone.

1. Call Park – Use the Park softkey to store the call. Your phone displays the call park number in the status line.
2. Hang Up.
3. Retrieve Park Call – Enter call park number from any phone.

Tips:
- You have a limited time to retrieve a parked call before it reverts to ringing at the original number.

PickUp **Using Pick Up:**

Call PickUp allows you to answer a call that is ringing on a co-worker's phone by redirecting the call to your phone.

1. Press PickUp soft key button available.
2. If your phone supports auto-pickup, you are now connected to the call.
3. If the call rings, press **Answer** to connect to the call.

Confrn **Making Conference Calls:**

Your phone allows you to talk simultaneously with multiple parties in a conference call.
1. Conference – Allows you to create a standard (ad hoc) conference by calling each participant. Use the **Confrn** softkey.
2. Join – Allows you to create a standard (ad hoc conference by combining existing calls. Use the **Join** softkey.

DND **Using Do Not Disturb:**

You can use the Do Not Disturb (DND) feature to block incoming calls from ringing your phone.

13

NewCall **EndCall** **Using New Call and End Call:**

1. To make a new call, either lift the handset or press NewCall softkey.
2. To end a call either hand up the handset or press EndCall softkey.

Hold **Resume** **Using Hold and Resume:**

You can hold and resume calls. When you put a call on hold, the hold icon appears next to the caller ID and the corresponding line button flashes green.

If the Hold Reversion feature is enabled for your phone, a call that you put on hold reverts back to ringing after a certain period of time. The call remains on hold until you resume it.

To resume a call make sure the appropriate call is highlighted. Press the **Resume** softkey.

Tips:
- Engaging the Hold feature typically generates music for the held caller.
- Your system administrator determines the duration between Hold and Reversion alerts.

Using Mute:

With Mute enabled, you can hear other parties on a call but they cannot hear you. You can use Mute with the handset, speakerphone, or a headset.

Redial **Using Redial:**

1. To redial the most recently dialed number.

Transfer **Using Transfer:**

Transfer redirects a connected call. The *target* is the number to which you want to transfer the call.

1. Transfer a call without talking to the transferred recipient press **Transfer**, enter *target* number, and press **Transfer** to complete the transfer.

2. Talk to the transfer recipient before transferring the call press **Transfer**, enter *target* number, and wait for transfer recipient to answer, press **Transfer** to complete transfer.

Tips:
- You cannot use **Transfer** to redirect a call on hold. Press **Resume** removing the call from hold before transferring it.

AbbrDial **Using Abbreviated Dialing:**

1. To place a call, enter the Abbreviated Dialing Code and press AbbrDial.

14

H:\DMS\Telephony\IP Telephony\Cisco\User Guides and Procedures\Cisco IP Phone Documentation\7965G Handset User Guide.doc

9   Information Features:

- **Directory**

- **Settings**

- **Messages**

- **Services**

Directory:

You can access call logs and directories via the Directory button.

- **Call Logs:**

Your phone maintains call logs. Call logs contain records of your missed, places and received calls.

- **Directory Dialing:**

Your phone can provide corporate and personal directory features.
  - o Corporate Directory – Corporate contacts that you can access on your phone.
  - o Personal Directory – Associated speed-dial codes that you can configure and access from your phone and user options web pages. Personal Directory is comprised of Personal Address Book (PAB) and Fast Dials:
    - ▪ PAB is a directory of your personal contacts.
    - ▪ Fast Dials allows you to assign codes to PAB entries for quick dialing.

15

Feature

Using a Corporate Directory

1. Press the **Directory** button.

2. Press the **Navigation** button to select a corporate directory, then press the **Select** soft key.

3. Position the cursor on First Name, Last Name, or Number.

4. Enter search information. Partial entries are acceptable.

To enter letters, press a corresponding number key. For example, press **2** one time for "a," twice for "b," and three times for "c." The cursor automatically advances between letters. Press **<<** if you make a mistake.

5. Press the **Search** soft key. The LCD screen displays search results.

6. Press the **Dial** soft key. If necessary, highlight a name first.

Feature

Using Call History

1. Press the **Directories** button to display the Directory menu.

2. Use the **Navigation** button to highlight Missed Calls, Received Calls, or Placed Calls.

3. Press the **Select** soft key. The selected directory menu opens.

4. To place a call from this directory, highlight the desired number and press the **Dial** soft key (or simply lift the handset)

If you decide not to place the call, press the **Exit** soft key twice to return to the main menu.

16

H:\DMS\Telephony\IP Telephony\Cisco\User Guides and Procedures\Cisco IP Phone Documentation\7965G Handset User Guide.doc

Settings:

You can personalise your Phone by adjusting the ring tone and other settings.

If you want to...	Then...
Change the ring tone per line	1. Choose [ ] > User Preferences > Rings. 2. Choose a phone line or the default ring setting. 3. Choose a ring tone to play a sample of it. 4. Press Select and Save to set the ring tone, or press Cancel.
Change the ring pattern per line (flash-only, ring once, beep-only, etc.)	1. Log in to your User Options web pages. 2. Access your call ring pattern settings.
Adjust the volume level for the phone ringer	Press [ ] while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume is saved automatically.
Change the way that the voice message light on your handset works	1. Log in to your User Options web pages. 2. Access your message indicator settings.

If you want to...	Then...
Change the phone screen brightness	1. Choose [ ] > User Preferences > Brightness. 2. To make adjustments, press Up, Down or [ ]. 3. Press Save, or press Cancel.
Change the background image	1. Choose [ ] > User Preferences > Background Images. 2. Scroll through available images and press Select to choose an image. 3. Press Preview to see a larger view of the background image. 4. Press Exit to return to the selection menu. 5. Press Save to accept the new image, or press Cancel.

17

H:\DMS\Telephony\IP Telephony\Cisco\User Guides and Procedures\Cisco IP Phone Documentation\7965G Handset User Guide.doc

✉ Messages:

To access voice messages, use the Message button.

Feature
Accessing Voice Mail
The red light on your handset lights up when you have a voice mail message. The LCD also indicates that you have voice mail.
Press the **Messages** button and follow the voice instructions.

If you want to...	Then...
Set up and personalize your voice message service	Press [✉] and follow the voice instructions. If a menu appears on your phone screen, choose an appropriate menu item.
Check for your new voice messages	Look for: • A steady red light on your handset. • A flashing message waiting icon ✉ and text message on your phone screen. **Note** The red light and message waiting icon display only when you have a voice message on your primary line, even if you receive voice messages on other lines. Listen for: • A stutter tone from your handset, headset, or speakerphone when you place a call. **Note** The stutter tone is line-specific. You hear it only when using the line with the waiting messages.
Listen to your voice messages or access the voice messages menu	Press [✉]. Depending on your voice message service, doing so either auto-dials the message service or provides a menu on your phone screen.
Send a call to a voice message system	Press iDivert.

18

Services:

To access services features, use the service button.

Feature

Viewing Information Services

1. Press the **Services** button.

2. Press the **Navigation** button to select the desired service.

3. Press the **Select** soft key to display the information. You can press the **Update** soft key to refresh the screen with the latest information.

4. Press the **Exit** soft key to return to the Services menu. Press the **Services** button to return to the main menu.

Note: The services button on the phone works in tandem with the Cisco CallManager User Options web pages:

• First use the web pages to subscribe to services (See the Browser Features section of this tutorial).

• Next, press the Services button on your phone to access your subscriptions. The services in this tutorial are examples only. Your system administrator determines which services are available to you.
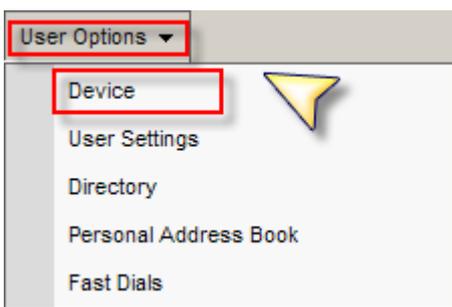
19

10 Browser Features:

Accessing your User Options Web Pages:

1. Log in to your User Options Web Page –
   http://fladlccm1.iptel.flinders.edu.au/ccmuser

2. If prompted to accept security settings, click **yes** or **Install Certificate**.

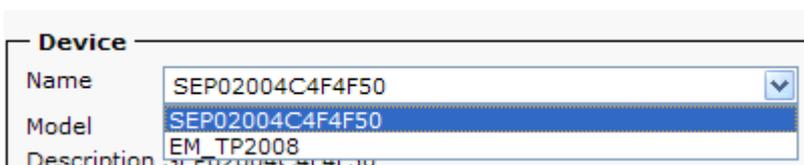**Changing your Line Setting:**

1. Select **User Options.**
2. **Device**

3. Select the device name.
   a. SEPXXXXX = The handset on your desk
   b. EM_XXXXX = Your Extension Mobility Profile
   c. If you are unsure leave as default setting.

20

3. Leave the device name as default to change your handset settings.
4. Select Line Settings to access Call Forward Options, Message Wait Lamp & Ring Settings.

 Changing your Line Settings:

1. Leave as default if you do not have a shared line.

2. Here you can configure message waiting lamp, ring settings and Call Forward Destinations. If you are unsure leave as default.

Incoming Call Forwarding

☐ Forward all calls to
 ○ Voice Mail
 ○ This Number [_____]

☐ When the line is busy, forward external calls to
 ○ Voice Mail
 ○ This Number [_____]

☐ When the line is busy, forward internal calls to
 ○ Voice Mail
 ○ This Number [_____]

☐ When there is no answer, forward external calls to
 ○ Voice Mail
 ○ This Number [_____]

☐ When there is no answer, forward internal calls to
 ○ Voice Mail
 ○ This Number [_____]

☐ When there is no coverage, forward internal calls to
 ○ Voice Mail
 ○ This Number [_____]

☐ When there is no coverage, forward external calls to
 ○ Voice Mail
 ○ This Number [_____]

Message Waiting Lamp
Message Waiting Lamp Policy * [Use System Policy ▼]

Ring Settings
Ring Setting (Phone Idle) * [Use System Default ▼]
Ring Setting (Phone Active) [Use System Default ▼]

3. Save any changes. Changes will be made immediately to your phone.

[Save] [Device] [Speed Dials] [Phone Services] [Service URL]

Speed Dials **Setting Up Speed Dials:**

- Speed-Dialing
- Abbreviated Dialing

 1. Enter a number and Speed Dial Label for your phone.
 2. Click Save.

Note: Your phone uses the ASCII Label field.

Tips:
- You can set up a speed-dial button for each programmable button on your phone that is not reserved as line buttons.

22

H:\DMS\Telephony\IP Telephony\Cisco\User Guides and Procedures\Cisco IP Phone Documentation\7965G Handset User Guide.doc

Speed Dial Settings

	Number	Label	ASCII Label
1			
2			
3			
4			
5			
6			

Setting up Abbreviated Dialing:

1. Enter a number and Label.

Abbreviated Dial Settings

	Number	Label	ASCII Label
7	41230	Test Phone	Test Phone
8			
9			
10			

2. Access Abbreviated Dialing from your handset by dialing the abbreviated number on your keypad. See example above the abbreviated number is 07.
3. Then press the Abbreviated Dial Soft key.

AbbrDial

Tips:
*   Remember to add a 0 for external numbers.

23

H:\DMS\Telephony\IP Telephony\Cisco\User Guides and Procedures\Cisco IP Phone Documentation\7965G Handset User Guide.doc

11 Voicemail:

SETTING UP YOUR NEW VOICEMAIL

- Dial 13100 or press ✉
- Enter the security code provided by the CSC #12345 option 3
  You will be asked to setup your mailbox
- **Change your Security Code**
  Enter a new security code followed by the hash (#) key.
  To confirm, enter your new security code again followed by the hash (#) key
- **Name Recording**
  Record your <u>name only</u> e.g. Mary Smith or Professor Smith
  Press 2 to start recording your name only
  Press 2 to stop recording
  Press 6 to review your name recording
  Press 4 to discard your name recording and start over
  Press 5 to save
- **Personal Greeting**
  Record your personal greeting;
  e.g. Hello, you have reached the voicemail box for Mary Smith, please leave a message after the tone
  Press 2 to start recording
  Press 2 to stop recording
  Press 6 to review your greeting
  Press 4 to discard your greeting and start over
  Press 5 to save your greeting
- You will be congratulated because you have successfully completed the initial set up for your mailbox.
- Press star (*) 3 times to Exit

ACCESSING MESSAGES

- Dial 13100 or press ✉
- Enter your security code
- Press 1 – to listen to new messages
- Follow prompts to save, discard or forward these messages.
- Press star (*) 3 times to Exit

TO CHANGE YOUR PERSONAL GREETING

- Dial 13100 or press ✉
- Enter your security code
- Press 3 (Not prompted) - **Phone Manager**
- Press 1 – **Personal Options**
- Press 3 – **Record a Personal Greeting**
- Press 2 – **Standard Greeting**
  CallXpress will play your current personal greeting
- Press 4 to discard your personal greeting and start over
- Press 2 to start recording your personal greeting
- Press 2 to stop recording
- Press 6 to review your personal greeting
- Press 5 to save
- Press star (*) 3 times to Exit

RECORD AND SET YOUR "OUT OF OFFICE" GREETING

**Extended absence only e.g. Recreation Leave, Long Service Leave

- Dial 13100 or press ✉
- Enter your security code
- Press 3 (Not prompted) – **Phone Manager**
- Press 1 – **Personal Options**
- Press 3 – **Record a Personal Greeting**
- Press 3 – **To record and set your "Out of Office" Greeting**
- "Nothing is currently recorded"………
- Press 2 to start recording
- Press 2 to stop recording
- Press 6 to review your 'out of office' greeting
- Press 5 to save

NOTE – Once the "Out of Office" greeting is recorded and 'set', it is on the voicemail immediately.

When you access your voicemail, you will hear "your out of office greeting is on - to turn off, press 4"

REMOVE "OUT OF OFFICE" GREETING

- Dial 13100 or press ✉
- Enter your security code
- You will be notified an "Out of Office" greeting is activated
- Press 4 to remove

TO CHANGE YOUR SECURITY CODE

- Dial 13100 or press ✉
- Enter your security code
- Press 3 (Not prompted) - **Phone Manager**
- Press 1 – **Personal Options**
- Press 4 – **Change Security Code**
- Enter a new security code followed by the hash (#) key
- To confirm, enter your new security code again followed by the hash (#) key
- Press star (*) 3 times to Exit

TO CHANGE YOUR NAME

- Dial 13100 or press ✉
- Enter your security code
- Press 3 (Not prompted) - **Phone Manager**
- Press 1 – **Personal Options**
- Press 5 – **To Record your Name**
- CallXpress will play your current name recording
- Press 2 to start recording your name only
- Press 2 to stop recording
- Press 6 to review your name recording
- Press 4 to discard your name recording and start over
- Press 5 to save
- Press star (*) 3 times to Exit

ACCESS YOUR MAILBOX FROM ANOTHER EXTENSION (On Campus)

25

- Dial 13100 or press ✉
- You will be prompted to enter your security code - *instead* - press star (*) hash (#)
- Enter your extension number as your mailbox number
- Then enter your security code when prompted
- Proceed as normal

ACCESS YOUR MAILBOX FROM YOUR HOME TELEPHONE

- Dial 8201 3100
- Enter your extension number as your mailbox number
- Then enter your security code when prompted
- Proceed as normal.

RETRIEVE SENDERS NAME AND DELIVERY INFORMATION

- Dial 13100 or press ✉
- Enter your security code
- Press 1 to listen to message
- Press 0 (not prompted) after listening to message
- Press 0 again
  The sender information including time, date and caller ID (internal only) will be given
  If external call, CallXpress will tell you

26

H:\DMS\Telephony\IP Telephony\Cisco\User Guides and Procedures\Cisco IP Phone Documentation\7965G Handset User Guide.doc