

## DISPLAY FEATURES

**LCD SCREEN** - The LCD Screen displays the current date & time, extension number, line appearances & Soft Keys

**PLACING CALLS** - To place a call: *lift the Handset, press the Speaker Key or press the Headset Key*, dial the desired number or extension you wish to call.

Remember for external calls: **Dial “9”** and if necessary 1+ area code

**RECEIVING CALLS** - Incoming calls will ring on the first available extension. To answer a call *lift the Handset, press the Speaker Key or press Headset Key*.

## SOFT KEY FEATURES

**REDIAL** [Automatic Dial Tone]

Press **Redial** for last number dialed from that extension

**NEW CALL** [Activates Speaker]

Press **New Call** to obtain dial tone

**CFWDALL** [Call Forward All]

**CfwdAll Key** allows you to send all calls to an internal or external number. Press **CfwdAll Key**, enter the **number or extension** you want to forward your calls to. You will hear a confirmation tone. Forwarding is displayed on screen.

**CFWDALL TO VM**

Press **CfwdAll Key** followed by the **MessagesKey** to send all calls to voicemail.

**TO CANCEL A CFWDALL** – Press the **CfwdAll Key** [you will hear a confirmation tone].

**MORE** – Press **More** to display more soft key options.

**IDIVERT** – Press **iDivert** to send an incoming call directly to voice mail.

**HOLD** – Press **Hold** to place current call on hold.


**RESUME** – Press **Resume** to return to a call on hold.

**END CALL** - Press **End Call** to end a call in progress.

**ANSWER** – Press **Answer** to answer an incoming call.


**TO TRANSFER A CALL:**

To transfer a call in progress, press the **Transfer Soft Key** followed by an **Extension Number** then Press **Transfer Soft Key** again to complete the transfer and hang up.

 **Note** If the call is unanswered or declined, press **Resume** to return to caller.

**CONFERENCE** [Maximum of 6 People]

With call in progress, press the **Conference Soft Key**. Dial the person's **Extension or Number** (remember for external calls dial “9” first).

 *Wait for party to answer, if unanswered, press Resume to return to caller.*

Press the **Conference Soft Key** to connect all parties. Repeat steps to add additional parties


**CONFERENCE LIST** – Use **ConfLi** to view and remove parties from a conference call. Press **ConfLi**, use the **Scroll Key** to **Select** the party you want to remove from the conference call and press **Remove**.

**MEET ME CONFERENCE (Maximum of 10 People)**

To initiate a MeetMe Conference **Pick up handset**, press the **MeetMe soft key**, **dial assigned MeetMe location** (provided by your company's designated person).

**TO JOIN A MEETME CONFERENCE:**

Pick up handset, dial the **assigned MeetMe location**; you will automatically be connected to the MeetMe Conference

 **Note** External callers who are calling into the MeetMe conference must dial the prefix numbers and area code if necessary.

**(XXX)-XXX-4-digit MeetMe location**

**PICK UP** [allows you to answer another ringing extension **inside** of your pick up group]. Press the **Pick Up Soft Key** to answer a ringing extension within your pick up group

**G PICK UP** [allows you to answer another ringing extension **outside** of your pick up group]. Press the **GpickUp Soft Key** followed by the **Group Access Number**, then press the **Answer Soft Key** to answer the ringing extension outside your pick up group


**TO PARK A CALL:**

With call in progress, press the **Park Soft Key**, a **location number** will then populate in the LCD screen (make a mental note of that location number)


*\*Page/Announce who the call is for plus the location number*


**TO RETRIEVE A PARKED CALL:**

**Lift Handset** from any phone and **dial the parked location number**, to connect with the caller.


 **Note** After 1½ minutes, if the call is un-retrieved, the parked call will ring back to phone it was parked at.

## STANDARD KEYS


 **MESSAGES** – Speed dial to Voicemail Box.


 **DIRECTORIES KEY** - [Used to view Missed Calls/Received Calls/Placed Calls & also to access the Corporate Directory]. Press the **Directories Key**, then use the **Scroll Key** to choose either *missed, received, placed calls*, then press **Select**. To dial the number, press the **Dial Soft Key**. To edit the number, press the **Edit Dial Soft Key**. When finished, press **Exit Soft Key**.


**Corporate Directory** - [allows you to find anyone within your companies directory]. In **Directories**, scroll down to **Corporate Directory**; Press **Select**, enter either the **First Name, Last Name or Extension Number**, then press the **Search Soft Key** to find the person you are looking for. Press the **Dial Soft Key** to call that person.

 **SETTINGS** (used to change your LCD Screen or Ring Type) Press **Settings**, then press **Select** for either **Contrast or Ring Type**


- Use **DOWN & UP Keys** to change the *contrast*.
- Press **Select** and use **Scroll Key** to view and choose from 25 *ring tones*.


 **Note** You must Press **Save** to store the changed settings.


 **SERVICES** - (Used to set up and access Speed Dials) Press **Services Key**, highlight **Personal Speed Dials** and press **Select**. Press **Assign**, select index to program, enter number and press **Submit** and **OK** to update your Speed Dials. Scroll to the speed dial number you want to call and press **Dial**.


 **KEY (Help Key)**


Press? **Key** followed by any other key to display text about that key or function.

 **SCROLL** - Use the **Teal Up/Down Arrow Key** is used to Toggle or scroll through features or menus in the display.

 **VOLUME** - Controls the *ring* volume when phone is idle - Controls the *handset, headset and speakerphone* when in use.

 **HEADSET** - Plug your headset into the Headset Jack located at the bottom of the phone.  
Press **Headset Button** to *place, answer or disconnect* a call.

 **MUTE** - Press **Mute** to mute calls when your on the *handset, headset or speakerphone*. Mute Button lights red when activated – Press **Mute** again to deactivate.

 **SPEAKER** (For a hands free conversation)  
Press **Speaker** to make or receive calls

Notes:

Notes:



*UH JABSOM*

Cisco CallManager  
7960 Telephone User Guide



*ENVISION NETWORKED SOLUTIONS*

***JABSOM HELP DESK***

Ext. 21111 [692-1111]  
Jabsom-helpdesk@hawaii.edu

