



Getting to Know Your Cisco IP Phone



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| 1 | Handset with indicator light | Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and remains lit to indicate a new voice message (depending on your message system). |
| 2 | LCD screen | Displays features such as the time, date, your phone number, caller ID, line/call status, and soft-key tabs. If you see an animated phone icon on the black banner in the top right corner of the LCD screen, your phone is using Cisco CallManager with “Call Forward All” activated. |
| 3 | Cisco IP Phone model type | Indicates the Cisco IP Phone model. |
| 4 | Line or speed dial buttons | Opens a new line, speed dials the number on the LCD screen, or ends a call. The Cisco IP Phone 7960G has six line (or speed dial) buttons and the Cisco IP Phone 7940G has two. |
| 5 | Footstand adjustment | Adjusts the angle of the phone base. |
| 6 | Directories button | Provides access to call histories and directories (if available). |
| 7 | ? button | Displays help on your LCD screen for a phone key or function (if available). |
| 8 | Settings button | Provides access to phone settings such as contrast and ring sound, network configuration, and status information. |
| 9 | Speaker button | Toggles the speaker on or off. |
| 10 | Mute button | Toggles the mute on or off. |
| 11 | Headset button | Toggles the headset on or off. |
| 12 | Volume button | Increases or decreases volume for the handset, headset, or speakerphone (depending upon which is currently active). Also controls the ringer volume (if on-hook), and the LCD contrast. |
| 13 | Services button | Provides access to phone services (if available). |
| 14 | Messages button | Provides access to a voice message system (if available). |
| 15 | Navigation button | Enables you to scroll through text and select features displayed on the LCD screen. |
| 16 | Keypad | Works exactly like the keypad on a traditional telephone. |
| 17 | Soft-keys | Enable you to engage any of the functions displayed on the corresponding LCD tabs. Soft-key functions change depending on the status of the phone (for example, if the phone is active or idle). |



Note: At any point in time you can press the **more** soft-key to get more soft-key options.

Transferring a Call:

1. During a call, press the **Transfer** soft-key. This puts the call on hold.
2. Dial the number to which you want to transfer the call.
As soon as you hear ringing, or after the party answers, press **Transfer**.
Note: If the transfer fails, press the **Resume** soft-key to return to the original call.

Call Conferencing:

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.

Call Forwarding:

1. Press the **CFwdAll** soft-key. You will hear two beeps.
2. Enter the number to which you want to forward all of your calls. Enter the number exactly as you would if you were placing a call to that number. An animated phone icon flashes in the upper-right corner of your LCD screen.
3. To cancel call forwarding, press the **CFwdAll** soft-key.

Call Pickup:

1. When you hear an incoming call on a group-member's phone, take a line off-hook.
2. Press the **more** key.
3. Press the **PickUp** key.

iDivert:

When you do not want to answer an incoming call, you can press the **iDivert** soft-key to send it directly to the voicemail system.