

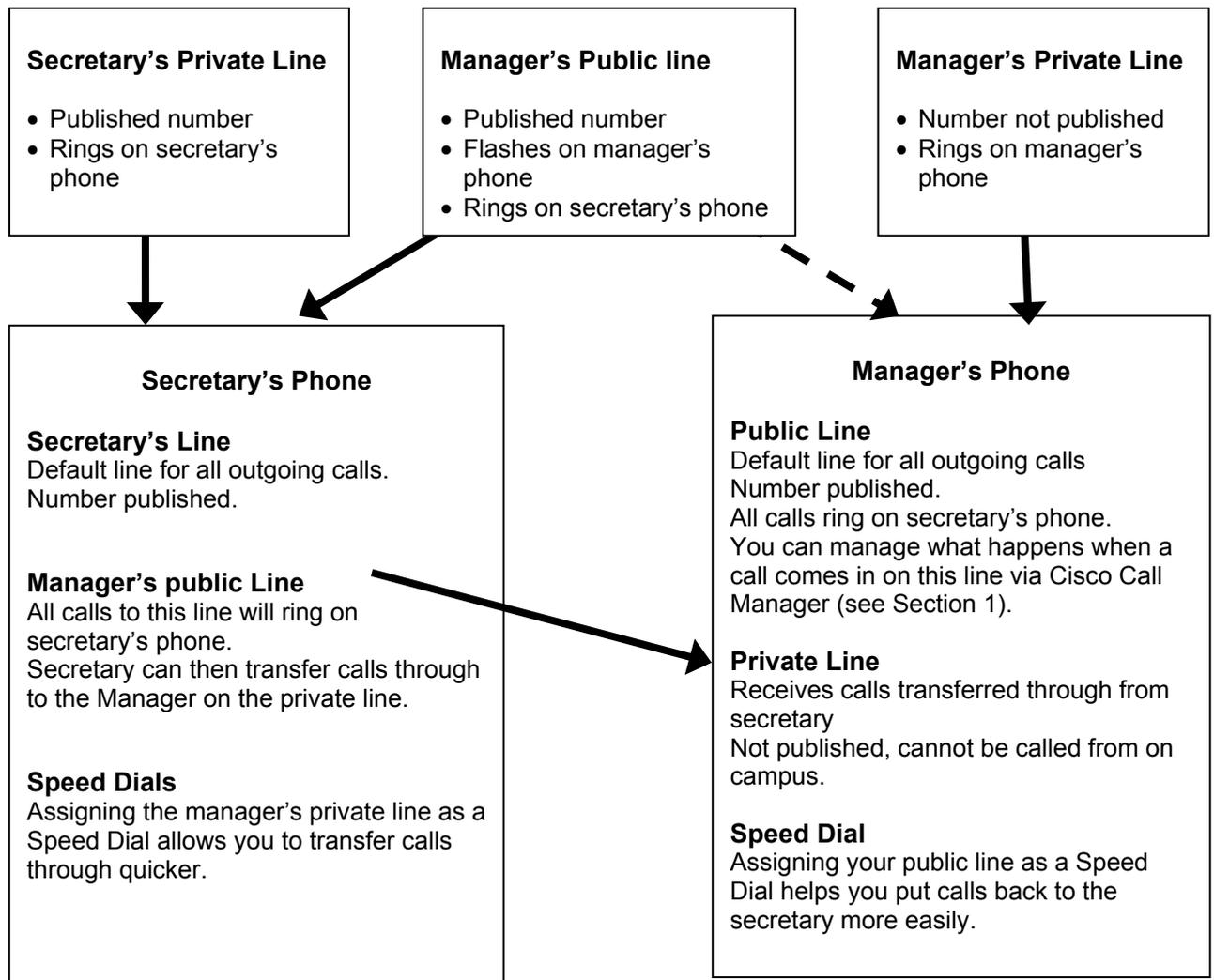
Using the Cisco 7960G Series IP Telephones



1	Handset & light	Functions like a traditional handset. The light strip blinks when the phone rings and remains lit to indicate a new voice mail message.
2	LCD screen	Displays features such as time, date, your extension, caller ID, line/call status & soft key tabs.
3	Model	Indicates your Cisco IP Phone model.
4	Line & Speed Dials	Telephone icon = Line: opens a new line or ends a call Dotted squares = speed dials the number on the LCD screen.
5	Stand	Press this to adjust the angle of the phone base.
6	Directories	Provides access to call histories and directories.
7	info button	Displays help on your LCD screen for a phone key or function.
8	Settings	Provides access to phone settings such as contrast and ring type.
9	Speaker	Toggles the speaker on or off.
10	Mute button	Toggles the mute on or off.
11	Headset	Toggles the headset on or off.
12	Volume button	Increases or decreases ringer volume. When on a call it changes the volume of the call itself. Also used to control contrast when you are adjusting it.
13	Services	Provides access to My Address Book and Fast Dials.
14	Messages	A shortcut to your Voicemail account. Dials 56255, the voicemail extension number.
15	Navigation	Enables you to scroll through text and select features displayed on the LCD screen.
16	Dial pad	Works exactly like the dial pad on a traditional telephone.
17	Soft keys [...]	Enables you to engage any of the functions displayed on the screen. Soft key functions change depending on what the phone is doing at the time.

Standard Manager / Secretary Setup (7960 Series)

The diagram below explains the standard relationship between the manager and secretary phones. This setup is designed for



1. Setting up your phone – using Cisco Call Manager

Before you can use your Speed, Abbreviated, Fast Dials and Personal Address book, you must enter the numbers. You can do this using any ITS networked PC.

From any ITS networked PC, Go to: <https://10.90.1.11/ccmuser>

Username: Your UoS username

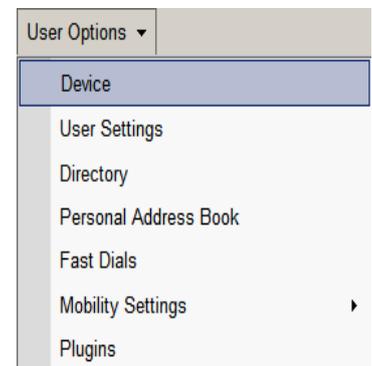
Password: You UoS Password

To change you speed dials:

1. Once logged in, click on the arrow beside **User Options** in the top left corner (it's easy to miss).



2. Choose **Device**.
3. From the drop down box next to name choose your device starting UDP. e.g **UDP-StuartMcGrath-56671**
4. Click on **Speed Dials**.



From there you can change the numbers which appear on your phone and click on **Save** when you are finished.

To enter an external number, put a '9' in first and then the full number including the area code.

Abbreviated Dials

You have 96 Abbreviated Dials which are very quick to use but you must remember slot numbers e.g. managers mobile = slot 12.

Your Abbreviated Dials are all of the slots below the Speed Dials (see above).

If you are entering an external number enter a '9' before the number and the area code. Don't leave any spaces in the number.

To use an **Abbreviated Dial** key in the number of the slot number you require and press **[AbbrDial]**.

Forwarding / Diverting your phone from your PC

You can forward / divert your phone from any IT services networked PC using Cisco Call Manager. From the main menu:

- Click on **User Options**.
- Choose **Device** starting UDP. e.g UDP-StuartMcGrath-56671
- Click on **Line Settings**.

Under **Incoming Call Forwarding**, you can choose to forward your phone to Voicemail, or to another extension number.

Extension Mobility PIN

You can change your Extension Mobility PIN from your PC for security reasons

- Click on **User Options**.
- Choose **User settings** from the drop down list.
- From here you can change the **Phone PIN** which is the password you used to access Cisco Call Manager.

Handling Calls

Answering a Call

- Lift the handset.
- If you are using a headset, press the **Headset** button, then press the line button of the incoming call.

Ending a Call

- Replace the receiver.
- If you are using a headset, press the **Headset** button or the **[End Call]** soft key.
- If you are using the speakerphone, press the **Speaker** button or the **[End Call]** soft key. If you have a caller on hold, replacing the receiver will not end the call. Be aware whenever you have multiple calls in action that you do not leave a caller waiting on the line—see **Holding Calls**.

Muting a Call

You can mute the handset, headset, or speakerphone during a call. The mute feature will temporarily disable your phone's microphone. Mute prevents the party or parties on the other end of the line from hearing you, but does not interfere with your ability to hear them.

- To mute a call, press the **Mute** button.
- To disengage mute, press **Mute** again.

Putting a Call on Hold

When you put a call on hold, the call remains active even though you and the other party cannot hear one another. You can answer other calls while a call is on hold.

- To put a call on hold, press the **[Hold]** soft key.
- To return to the call, press the **[Resume]** soft key.
- If multiple calls are on hold, use the Navigation button to select the desired call before you press **Resume**.

Call shuttle

Scenario – someone phones you with a question. You are unsure of the answer, but know who has the answer. You can put the caller on hold, make a telephone call to the other person, get the answer and then return to the original caller.

Making a second call whilst on the phone

- Place the 1st call on hold.
- Press **[New Call]**.
- Dial / retrieve the new number.
- Press **[Dial]**.

You now have two calls open. Both Caller IDs will be displayed on the LCD and a small black arrow on the left hand side indicates which call is active.

- End a call by pressing **[End call]**, or shuttle between the two.

Shuttling between two calls

In this case you will have two people on the line and will be speaking to them one at a time while the other caller is on hold.

- Press **[hold]** again to put both callers on hold.
- Both caller IDs will be flashing on the screen—notice the call timers.
- Use the **Navigation Button** to move between the two calls. The black arrow to the left of the Caller ID box tells you which caller you are with.
- Press **[Resume]** to take the call off hold.

You can repeat this as often as you want and end the calls when ready.

Seeing and answering another call waiting

While on a call you will hear a beep and see another number appear on the LCD. You have three options.

1. End the call you are on and answer the incoming call:
 - Pressing the hang up button by hand (the one on the handset underneath where the listening part of the receiver is) both ends the current call and picks up the incoming call straight away.
2. Continue with the call you are on. The new incoming caller will go to your voicemail after the default 18 seconds.

3. Ask the first caller to hold while you answer the call from the second person.
 - Press **[Answer]**. This automatically puts the first caller on hold.
 - You can now shuttle between the two calls (see Call Shuttle) or use **[End Call]** to end one of the calls.

Call pick up

Answering someone else's phone within your '**Pick up Group**'. The phones in your office may already be set up as a 'Pick up Group'. If not contact your line manager. To request any changes you will need to contact the IT services service desk by calling extension **52444** or emailing **its-servicedesk@salford.ac.uk**

When you hear a phone in your 'pick up group' ring:

- Pick up your receiver.
- Press **[more]**.
- Press **[PickUp]**
- Your phone will start to ring and you will see on the LCD who the call is to and from.
- Press **[Answer]** to connect the call.

Transferring a call

Transferring a call with these phones is simple because your phone has a transfer button.

- During the call press **[Transfer]**. This automatically puts the caller on hold.
- Dial / retrieve the new number.
- Press **[Dial]**.
You can then wait for the person to answer the phone and speak to them, or transfer the call straight away.
- Press **[Transfer]** again when you are ready to transfer the call. Alternatively, replacing the receiver will also transfer the call.
- If there is no answer, or the transfer is refused, press **[End call]**.
You will still have the original caller on hold.
- Press **[Resume]** to retrieve the original call.

Secretary putting a call through to the manager

If you want to transfer a call that came in on the manager's public line to the manager's phone, you will transfer the call to their private line using the process above.

****TIP* Setting up the manager's private number as a speed dial on your phone makes this easier.***

Call forward / Diverting your phone

Diverting your phone to another number, or to voicemail:

- While the phone is On-Hook, press **[CFwdAll]**. If your phone is Off-Hook needs you to press **[more..]**, then **[CFwdAll]**.
- You will hear a double beep.
- Dial in the number you want your calls forwarded to, or press **[message]**.
- A message will appear on the LCD saying 'Calls forwarded to...'.
▪ You will also see a little phone and arrow flashing in the top right hand corner of the LCD. A message on the LCD telling you that you have voicemail overrides the 'Calls forwarded to...' message, in which case only the little flashing arrow and phone will indicate that your calls are forwarded.

Taking the call forward off

- Press **[CFwdAll]**.
- LCD Display message returns to 'Your current options'.

Call Park or Call Moving

Scenario – you receive a call, and need to go to another workstation to get a file. You can transfer the call onto the network, and then pick it up from another phone.

- Whilst on the call press **[more..]** then **[Park]**.
- The LCD displays the call park number – **make a note of this number**.
- Put the phone down and go to the other telephone.

To retrieve a Parked Call

- Dial the call park number to retrieve your original call. You have 90 seconds to retrieve the call before it will ring again on your original phone.

Conference calling – including the 'Meet Me' facility

Scenario: you are on a call and cannot make a decision without consulting a third colleague. Rather than delay the decision by arranging a face to face meeting between three people you can simply call the colleague and have a three way conference by phone.

Arranging a conference call

- During a call press **[more..]** and then **[Confrn]**.
- This automatically places the 1st call on hold.
- Place a call to another number.
- During the 2nd call press **[Confrn]** again to add the new party to the call. You are the conference initiator and the only one who can invite new callers into the conference. You can remove the last caller from the conference by pressing **[RmLstC]**.
- Repeat to add other parties.

Ending a conference call

- Press **[End call]**.
- The other parties will still be in conference, but nobody else can be invited to or removed from the conference.

'Meet Me' conference call

Initiating a 'Meet Me' conference call allows you to organise a conference for a certain time and invite whomever you choose to dial into the conference from their phone.

Scenario – you have a regular meeting on Friday mornings at 10am and want to hold it via telephone.

You must arrange a 'Meet Me' conference in advance by contacting the ITS Service Desk on extension **52444** or emailing **its-servicedesk@salford.ac.uk**. You will be given a meet me conference telephone number which you distribute to everybody you want to call into the conference. Callers then dial the given number at the specified time.

- The 'Meet Me' conference initiator must start the Meet Me conference by dialling in first.
- Lift the handset.
- Press **[more..]**
- Press **[MeetMe]**.
- Enter 'Meet Me' telephone number.
- This starts the Meet Me process, other callers now simply dial into the conference. Callers dialling in DO NOT have to press **[MeetMe]**.

Directories / Call Logs

The following are classed as directories and are available on your phone:

- Missed calls log.
 - Received calls log.
 - Placed calls log.
 - Corporate directory - allows you to search for telephone numbers of all staff already using the new system.
-
- Press the **Directories** button.
 - Using the **Navigation** button select the desired directory, then press the **[Select]** soft key, or press the appropriate number.
 - To place a call from any directory, use the Navigation button to select the record or press the appropriate number, then press the **[Dial]** soft key.

Corporate directory

This is found under Directory Services. It is a University-wide directory which allows you to search for any staff member who has the a new phone.

- Press the **Directories** button.
- Using the **Navigation** button select the Corporate Directory, then press the **[Select]** soft key, or press number 4.
- Use the keypad to type in as much pr little information as you wish (initials is usually enough) and press **[search]**. This is similar to text messaging, e.g. press 3 twice to make an 'e'.
- All matches will be listed on LCD.
- Use navigation button (up and down arrow) and press **[dial]** to place the call.

11. Voicemail

The first time you enter your voicemail box you will be asked to enrol:

- Press **[Msgs]**.
- Follow voice instructions to enrol. You must complete this to the end to fully enrol
- immediately

How do you know you have voicemail?

- Red light will be solid on your handset.
- Message on LCD saying You Have Voicemail.

Listening to your messages

- Press **[Msgs]**.
- Enter your voicemail pin followed by #.
- Follow voice instructions.

Retrieving your Voicemail from another phone on or off campus

- From an external extension dial **0161 295 6255**. From an internal extension dial **56255**.
- **You must then press ***
- You will be asked for your ID (which is your extension number) followed by #.
- You will then be asked to enter your Voicemail pin followed by #.

Voicemail to Email

The University now offers a service that allows your Voicemail message to be simultaneously sent to your UoS email address. Voicemail messages will arrive as .wav file attachments to your University Email address Inbox e.g j.smith@salford.ac.uk
To request the service please contact the ITS service desk on **52444** or email **its-servicedesk@salford.ac.uk**

Redial

To redial the most recently dialled number, press the **[Redial]** soft key. Doing so without lifting the handset activates the speakerphone or headset.

General

Volume

To adjust the ringer volume:

- Leave the phone on hook.
- Press the volume button.

To adjust the call volume

- Pick up the receiver.
- Press the volume button.
- Press the **[save]** soft key to retain the change.

Changing the LCD Contrast

- Press the **Settings** button.
- Select **Contrast** from the Settings menu.
- Press **Up** or **Down** soft keys for the desired display contrast.
- Press **OK** soft key to confirm changes.
- Press **Exit** soft key

Moves, Changes and Service Requests

Moves and Changes

The IP Telephony system is managed by ITS. Services such as new lines, moves, voicemail changes should be made via the ITS Service Desk: its-servicedesk@salford.ac.uk or call **0161 295 2444**.

Visit the IP Telephony web page for full information:

<http://www.its.salford.ac.uk/telephony/>

International Calling

By default all handsets are configured to allow local and national calls and calls to mobile phones. Should you require International dialling you will need to authorisation from the finance officer or head of school/department.

<http://www.its.salford.ac.uk/telephony/>

Diverting to a Mobile Phone / External Number

You can forward / divert your phone to a mobile or external number with the authorisation of the budget holder or finance controller for your department. Please see details on the IP Telephony web pages for up to date information:

<http://www.its.salford.ac.uk/telephony/>