CISCO IP 7962 Series

1. **Programmable Buttons**
2. **Phone Screen**
3. **Foot stand Button**
4. **Messages Button**
5. **Directories Button**
6. **Help Button**
7. **Settings Button**
8. **Services Button**
9. **Volume Button**
10. **Speaker Button**
11. **Mute Button**
12. **Headset Button**
13. **Navigation Button**
14. **Keypad**
15. **Soft key Buttons**
16. **Handset Light Strip**

Place a Call

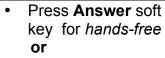- Lift handset and enter a number
   or
- Press **Speaker** button for *hands-free*
- Dial a phone number

Answer a Call

- Lift handset
   or
- Press **Speaker** button for *hands-free*

- Press **Answer** soft key for *hands-free*
   or
- Press the yellow (flashing) line button
   or

Press **iDivert** soft key to send the caller directly to voice mail

End Call

- Return the handset to its cradle
   or
- Press the soft key **EndCall**
   or
- Press while on speakerphone

Place a Call on Hold

Make sure the call you want to put on hold is highlighted.

1. Press **Hold** soft key
2. Press **Resume** soft key to return to your call

Place a Second Call on Hold

1. Place the first call on hold by pressing the **Hold** soft key
2. Press **New Call** soft key or line button
3. Press **EndCall** soft key to end your second call

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4. Press **Resume** soft key to return to the first call

Note: Use Navigation button to alternate between first and second call, and press RESUME soft key to return to the call.

Transfer Call

1. From an active call, press the **Transfer** soft key
2. Dial target number
3. Wait for recipient to answer
4. Announce call transfer (optional)
5. Press **Transfer** to complete the transfer or press **EndCall** to cancel

Call Forward

1. Press **CFwdALL** or **Forward All** soft key
2. Dial number to forward calls to

To deactivate:
1. Press **CFwdALL** or **Forward All** soft key

Call Waiting

1. When you hear a call waiting beep (*single alert*) press **Answer** soft key (first call goes on hold)
2. Use Navigation buttons to alternate between

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and press **Resume** soft key to return to a call

3. Press **EndCall** soft key to disconnect the selected caller

Join Calls

1. From an active call, press **Join**
2. Press **More** to display this soft key
3. Press the green (flashing) line button ⬤ for the calls you wish to join

If the calls do not join:
1. Highlight the calls on the window of your phone screen
2. Press **Select** soft key
3. Selected calls display this icon ☑
4. Press **Join** soft key to complete the action

Place a Conference Call

Up to six participants.

1. While on a call, press **Confrn** or **Conference**
2. Press **More** to display this soft key
3. Enter the participant's phone number
4. Wait for the call to connect
5. Press **Confrn** or **Conference** again to add participant to call
6. Repeat to add more participants

Meet Me Conference

Requires special phone number from IITS.

To establish:
1. Lift receiver
2. Press **MeetMe** soft key
3. Dial the assigned **MeetMe** conference number

Participants can now join conference by dialing in.

To join a MeetMe call:
1. Dial the assigned **MeetMe** conference number

Note: If participants call the MeetMe number before the call has been established by the coordinator of the conference call, they will hear a busy tone.

End the conference:
1. All participants must hang up

Check Messages

To retrieve message(s):
1. Press the **Messages** button ✉
2. Follow the prompts to check voice mail

New message indicators:
1. Steady red light on the handset
2. A flashing message waiting icon
3. Text message on your phone screen

Note: The red light display is only for a voice message on your primary line, even if you receive voice messages on other lines.

Retrieved Missed, Placed and Received Calls

1. Press the **Directories** button 📖
2. Use **Navigation** button to highlight either *missed, received* or *placed calls*
3. Use Navigation to scroll through calls
4. Press **Details** to display information about the call

To dial a number:
1. Press **Dial** soft key (for internal calls) or lift receiver
   or
2. Press **Edit Dial** soft key followed by **<<or>>** to add or delete digits
3. Add **9** before any external call
4. Press **Dial** soft key or lift receiver

Speed Dial

See Web Interface Section.

Redial Last Number Called

1. Press **Redial** soft key to dial the last number
2. Speaker for *hands-free* turns on automatically
   or
   Lift Handset

Mute a Call

Disables the microphone.

1. Press **Mute** button to activate
2. Press **Mute** button again to deactivate

Switch between Handset and Speaker

1. If on **Speaker**, *lift* handset
2. If on handset, press **Speaker** button and replace handset

Internal Directory

1. Press **Directories** button
2. Use **Navigation** button to scroll to **Corporate Directory**
3. Press **Select** soft key
4. Enter first or last name using dial pad (keep pressing a number key to toggle between letters; use soft key to backspace and delete a letter)
5. Press **Search** soft key
6. Use **Navigation** button to highlight the person you wish to call
7. Press **Dial** soft key

Do Not Disturb (DND)

A feature to turn off only the ringer on your phone or to turn off all audible and visual notifications of incoming calls.

Your system administrator enables DND for your phone.

To turn on:
1. Press **DND** or **Do Not Disturb**
2. "Do Not Disturb" displays on the phone
3. The **DND** lights and the ring tone are turned off

To turn off:
1. Press **DND** or **Do Not Disturb**

PHONE SETTINGS

*The **Settings** button allows you to personalize some of the features of your phone. A screen menu will assist you in adjusting various settings such as ringer type and contrast. Scroll through the options using the **Navigation** button.*

Volume

- **Ringer**
1. Press the **Volume** button while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume is saved automatically.

- **Speaker, handset, headset**
1. Press the volume button while the handset, headset or speaker is in use
2. Press **Save** soft key to save the volume setting

Ring Type

1. Press the **Settings** button then **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**

LCD Display Contrast

1. Press the **Settings** button then select **User Preferences** > **Contrast**
2. To make adjustments, press **Up, Down** or use the **Volume** button
3. Press **Save** or press **Cancel**

Programmable Buttons

Buttons illuminate to indicate status:

Green, Steady:
Active call or two-way Intercom call

Green, Flashing:
Held call

Amber, Steady:
Privacy in use, one-way Intercom call, DND active

Amber, Flashing:
Incoming call or Reverting Call

Red, Steady:
Remote line in use (shared line or BLF status)

Red, Flashing:
Remote call on hold

Line and Call Icons

Your phone displays icons to help you determine the call and line state.

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 currently connected to the other party

Call on Hold
You have put the call on hold

Remote Call on Hold
Another phone that shares your line has put a call on hold

Remote in Use
Another phone that shares your line has connected a call

Reverting Call
A holding call is reverting to your phone

Phone Screen Icons

Call Forward Enabled

Message Waiting

Speed dial, call log or directory listing (line status unknown)

Handset in Use

Headset in Use

Speakerphone in Use

Feature Assigned to Button

Hold Assigned to Button

Conference Assigned to Button

Transfer Assigned to Button

Phone Service URL Assigned to Button

Option Selected

Feature Enabled

Button Icons

Navigation
Scroll through menus and highlight items. Displays phone numbers from your Placed Calls log.

Messages
Auto-dials your voice mail.

Directories
Use it to access call logs and directories.

Settings
Use it to control phone screen contrast and ring sounds.

Services
Use it to access the bus schedule and other services.

Volume
Controls the handset, headset, speakerphone volume and ringer volume.

Help
Activates the Help menu.

Speaker
Toggles the speakerphone on (button is lit) or off.

Mute
When the microphone (speakerphone) is muted, the button is lit.

Headset
Toggles the headset on (button is lit) or off.

Soft key
Each activates a soft key option (displayed on your phone screen).

WEB INTERFACE (CALL MANAGER)

Each user has their own personal Web site to allow them to manage some of the advanced phone features, such as:
• Setting up speed dial
• Forwarding calls
• Activating and setting up **Fast Dial**
• Activating and setting up **My Address Book**

Accessing Call Manager

The Call Manager for your phone is accessed through your personal account on the MyConcordia Portal at http://www.myconcordia.ca. For information about using the Portal, see the downloadable user guide at http://web2.concordia.ca/ portal/help/myconcordia.pdf.

When you have accessed your personal portal page, click [CONFIGURE MY PHONE].

Select Phone Device

If you have multiple phone sets, you must select the one you wish to configure from the drop-down menu on the main menu page.

Change your Pin

Click [CHANGE YOUR PIN] on the main menu. Enter 12345 as the current PIN, and select a new personal PIN consisting of 7-20 digits. Your new PIN will be required to subscribe and activate special services such as *My Address Book* and *Fast Dial*.

Call Forward

1. On the main menu, click [FORWARD ALL CALLS TO A DIFFERENTNUMBER]
2. Check box of phone extension you wish to forward
3. Select either **voice mail** (you must have voice mail to use this option!) or this number (and enter the phone number where you want your calls to go)
4. Click [UPDATE]
5. To stop call forwarding, clear the check box of the extension that is being forwarded, and click [UPDATE]

Configure Speed Dial

■ **Available Speed Dial Button(s) on your Phone:**
1. On the main menu, click [ADD UPDATE YOUR SPEED DIALS]
2. Enter the phone number in the first text box and the name you would like displayed on your phone set in the second text box
3. Remember to add "9" to external numbers
4. Click [UPDATE]

To dial, press speed dial button on your phone.
■ **Speed dial settings not associated with a button** (up to 99 entries accessed using dial pad and abbreviated dialing):
1. On the main menu, click [ADD/UPDATE YOUR SPEED DIALS]
2. Enter the phone number in the first text box and the name associated with number in the second text box (name is for reference and is not displayed on the phone)
3. Remember to add "9" to external numbers
4. Click [UPDATE]

Change Phone Locale Profile (Language)

This determines the language used on the phone's LCD display. To change the default language setting:
1. From the main menu, click [Change the Locale for this Phone]
2. Select a language from the drop - down menu
3. Click [UPDATE]

Change Web Locale (language)

The User Locale determines the language of the Call Manager. To change the default language setting:

1. From the main menu, click [Change the Locale for your device profile(s) and these web pages]
2. Select a language from the drop-down menu
3. Click [UPDATE]

Change the Ring Setting

1. On the main menu, click [CHANGE THE RING SETTINGS FOR YOUR PHONE]
2. From the drop-down menus, select how you would like each line on your phone to ring **When Phone is Idle** and **When Phone is In Use**
3. Click [UPDATE]

My Address Book

Store and retrieve telephone numbers. To use this service, it must first be activated online (one time only).

■ **Activate Service (Online):**
1. From the main menu, click [CONFIGURE YOUR CISCO IP PHONE SERVICES]
2. Click [MY ADDRESS BOOK] under "Your Subscribed Services"
3. Enter **9** for the "Outside Access Code"
4. Enter User name (your phone number **+ 1** Ex.: Phone number 8483432 User ID will be 84834321) and new PIN
5. Click [UPDATE]

■ **Add Entries (Online):**
1. From the main menu, click [CONFIGURE YOUR CISCO PERSONAL ADDRESS BOOK]
2. Click [ADD A NEW ENTRY]
3. Enter information and click [INSERT]

■ **Add Entries (on the Phone):**
* *Note that My Address Book must first be activated online*

1. Press SERVICES button
2. Use Navigation key to scroll to "My Address Book"
3. Press SELECT soft key
4. Press SUBMIT soft key
5. Press NEW soft key
6. Use dial pad to enter name (keep pressing a key to toggle between letters)
7. Press SUBMIT soft key
8. Use dial pad to enter phone number(s)
9. Enter 4 digits for internal; enter 1 for long distance (9 is not necessary)
10. Press SUBMIT soft key (success message)
11. Press OK soft key

■ **Dial a Number:**
1. Press SERVICES button
2. Use Navigation key to scroll to "My Address Book"
3. Press SELECT soft key

4. Enter partial (or whole) Last, First or Nickname using the dial pad
5. Press SUBMIT soft key (you may skip step 4 and scroll through entries)
6. Select a name from the list
7. Press DIAL soft key

Fast Dial

Store up to 99 numbers for fast dialing. To use this service, it must first be activated online (one time only).

■ **Activate Service (Online)**:
1. From the main menu, click [CONFIGURE YOUR CISCO IP PHONE SERVICES]
2. Click [FAST DIAL] under "Your Subscribed Services"
3. Enter **9** for the "Outside Access Code"
4. Enter User name (your phone number **+ 1** Ex.: Phone number 8483432 User ID will be 84834321) and new PIN
5. Click [UPDATE]

■ **Add Entries (Online):**
Adding a number from your personal Address Book

1. From the main menu, click [CONFIGURE YOUR CISCO PERSONAL ADDRESS BOOK]
2. Click [FAST DIALS]

3. Under "Description", click [(UNASSIGNED)]
4. Click a name already in your "Address Book"
5. Select a number from "Choose a Directory Number from your Personal Address Book" drop-down menu
6. Click [INSERT]

or

Adding a number <u>not </u>in your personal Address Book

1. From the main menu, click [CONFIGURE YOUR CISCO PERSONAL ADDRESS BOOK]
2. Click [FAST DIALS]
3. Under "Description", click [(UNASSIGNED)]
4. Select "Enter a directory number" and enter a phone number (it is <u>not</u> necessary to include 9)
5. Click [INSERT]

■ Add Entries (on the Phone):
* Note that Fast Dial must first be activated online

1. Press SERVICES button
2. Use Navigation key to scroll to "Fast Dial"
3. Press SELECT soft key
4. Press ASSIGN soft key
5. Use Navigation to scroll to (UNASSIGNED)
6. Press SELECT soft key

7. Enter 4 digits for internal, and enter 1 for long distance (9 is not necessary)
8. Press SUBMIT soft key (success message)
9. Press OK soft key

■ Dial a Number
1. Press SERVICES button
2. Use Navigation key to scroll to "Fast Dial"
3. Press SELECT soft key
4. Use Navigation key to select number
5. Press DIAL soft key