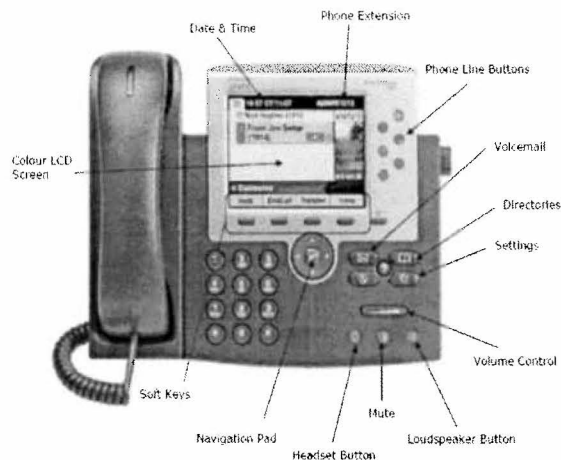


Cisco 7965 IP Phone

Quick Reference

v 0.55



TO PLACE A CALL

Emergency

- Lift Handset and Dial 9+911 or 911

Internal

- Lift Handset, press the **Speaker** button, **line** button or the **New Call** softkey
- Dial 4-digit Extension (4XXX)

External

- Lift Handset, press the **Speaker** button, line button or the **New Call** softkey
- Local – Dial 9 + Number
- Long Distance – Dial 9 + 1 + 10-Digit Number

Answer a Second Call



1. You will hear a call waiting beep indicating you have another call.
2. Press the **Answer** softkey to put the first call on hold and answer the second call.

Note: To switch between calls select the desired call and then press the **Resume** softkey.

Place a Call on Hold

1. During a call, press the **Hold** softkey.
2. To return to the held call, press the **Resume** softkey.

Supervised Transfer

1. With a call in progress, press the **Transfer** softkey. The current caller is placed on hold.
2. Dial the number/extension to which you want to transfer the call and announce the call.
 - a. If  yes, Press the **Transfer** softkey.
 - b. If  no, press the **EndCall** softkey.

Blind Transfer

1. With a call in progress, press the **Transfer** softkey. The current caller is placed on hold.
2. Dial the number/extension to which you want to transfer the call.
3. When you hear ringing, press the **Transfer** softkey again.

Transfer to VM

1. With a call in progress, press the **Transfer** softkey. The current caller is placed on hold.
2. Dial '*' followed by extension to which you want to transfer the call.
3. Then **QUICKLY** press the **Transfer** softkey again.

Place a Conference Call

1. With a call in progress, press the **Confrn** softkey.
2. Dial the number/extension of the third party you wish to add to the call.
3. When the third party answers, press the **Confrn** softkey again to add this party to the conference.
4. Repeat steps 1 - 3 to add more callers.

Forward All Calls

1. Press the **CFwdAll** softkey.
2. Enter the number to which you want to forward all of your calls. Be sure to enter the number exactly as you would if you were placing a call to that number from your office phone.
3. To remove call forwarding, press the **CFwdAll** softkey.

Redial the Last number Dialed

1. Lift the handset and press the **Redial** softkey, or simply press **Redial** softkey to activate the speakerphone.

View Missed, Received, and Placed Calls

1. Press the **Directories** button.
2. Press the **Select** softkey to select Missed Calls from the menu. The call history for missed calls is displayed on the screen.
3. If desired, press the **Dial** softkey to dial the selected number from this list. It is necessary to use the **EditDial** softkey to append a "9" to the front of off-campus numbers.

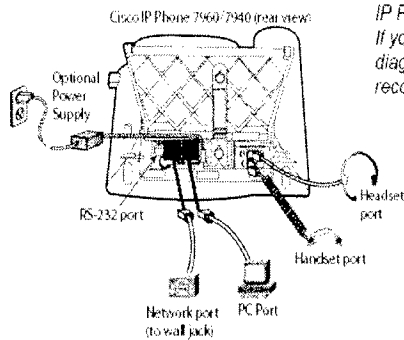
Check Voicemail

1. Press the **Messages** button.
2. Follow the voice prompts to login to your voicemail box.

Check Voicemail from outside

1. Dial your full number (Example: 313-xxx-xxxx)
2. Press '*' when you hear the greeting
 - a. Your ID is your Ext, followed by your pin.

Cisco 7965 IP Phone Quick Reference



IP Phone Diagram, back. If you move your phone, this diagram shows you how to reconnect it.

- Select **DEFAULT RING** or a specific Extension/Line
- Use the scroll key to browse the list of ring types *for more than 2 lines*
- Press the **PLAY** softkey to hear the ring type
- Press the **SELECT** softkey to select the ring type
- Press the **SAVE** softkey to save the ring type

LCD Contrast

- Press the **Settings** button
- Press the 1 on the dialing pad or scroll to User Preferences and press the **Select** softkey
- Press 4 on the dialing pad or scroll to Contrast and press the **Select** softkey
- Use the **UP** and **DOWN** softkeys to change the brightness
- Press the **SAVE** softkey to save the setting

VOICE MAIL SETUP AND ACCESS

To enroll with voice mail (first use)

- Press the **Messages** button
- Enter the first time enrollment initial password = **12345**, followed by #
- Follow prompts to:
 - Record your name - press # key as soon as you say your name
 - Record a greeting – press # key as soon as you say your greeting
 - Set a new password; note that the minimum length is **5** digits and that you cannot use your previous password. Your password will not expire, however.

To log on to voice mail from your phone

- Press the **Messages** button
- Enter your password, press the # key

To log on to voice mail from another inside phone (for your voicemail or another user's voicemail)

- Press the **Messages** button
- Press *
- Enter your ID (extension), then press # key.
- Enter your password, then press the # key.

More About Voicemail

Basic Controls (from the Number Pad)

Hear new messages	1	Set up options	4
Send new message	2	Cancel, exit, or backup	*
Review old messages	3	Skip or move ahead	#
Help	0		

<u>During Message Playback</u>		<u>After Message Playback</u>	
Restart Message	1	Replay Message	1
Save	2	Save	2
Delete	3	Delete	3
Slow down playback	4	Reply	4
Change volume	5	Forward Message	5
Speed up playback	6	Save as New	6
Rewind (3 sec)	7	Rewind	7
Pause or Resume	8	Pay message details	9
FastForward (3 sec)	9		
Skip Message	#		
Summary at before the Message			
Help	0	Help	0

Message Waiting Lights and Envelope Indicators

If you have a voicemail box on a personal line and you have a message waiting, you will see a flashing envelope next to the line button; you will also see a solid red light on your handset. If you have a shared voicemail box on your phone, you will only see the flashing envelope icon when there is a message waiting in that mailbox

Corporate Directory

- To view the Corporate Directory press the **Directories** button (the Local Directory is a directory of all numbers in the system)
- Scroll to the directory that you would like to view.
- Press the **SELECT** softkey
- To place a call to one of the phone numbers from within the directory, press the **DIAL** softkey.
- Note: For external numbers press the **EDIT DIAL** softkey, press the 9 on the dialing pad, then press the **DIAL** softkey.

Ring Volume

- With your phone idle, press the volume key to hear the current ring volume
- Press either the up or down volume key to change the ring volume
- When the ring times out, the setting will be saved

Ring Type

- Press the **Settings** button
- Press 1 on the dialing pad, scroll to User Preferences and select it
- Press 1 or select Rings