Quick Reference Cisco IP Phone 7945/7965 Series

To display instant help about buttons and features:
• Press the **?** button once, and then press a button or soft key.
• Highlight a feature in the Directories, Settings, or Services menu, then press the **?** button twice quickly.

To change the ringer sound:
1. Press the **Settings** button.
2. Press 1 for User preferences.
3. Press 1 for rings.
4. Use the Navigation button to scroll through the list of ring types and press the **Play** soft key.
5. Highlight the ring, press the **Select** soft key.
6. Press the **OK** and **Save** soft keys.

To adjust the handset, speakerphone, or headset volume:
During a call, press the up or down **Volume** button. Press the **Save** soft key.

Basic Phone Features

To place a call:
• Lift the handset and dial the number.
• Press the **line** button for your extension, then dial. Button illuminates steady green for active call.
• Press the **Speaker** button, then dial.
• Press the **NewCall** soft key, then dial.
• If you are using a headset, press the **Headset** button, then dial.

To answer a call:
• Lift the handset or press **Answer** softkey. Press ringing line to answer call on another line.
• If you are using a headset, press **Headset** button.
• To use the speakerphone, press the **Answer** soft key or the **Speaker** button.

To end a call:
• Hang up the handset.
• If you are using a headset, press the **Headset** button or the **EndCall** soft key.

To redial a number:
To redial the most recently dialed number, press the **Redial** soft key.

To view call logs:
1. Press the **Directories** button.
2. Select Missed, Placed or Received Calls.
3. Highlight a call record, to call the entry press Dial or go off hook.
Note: Each log stores up to 100 entries.

To dial from a directory menu:
1. Press the **Directories** button.
2. Find the directory number that you want to call, then press the corresponding item number.
3. Press the **Dial** soft key to dial a selected number. Press **EditDial** to add or remove digits before dialing.
Note: To enter any letter, use a corresponding number key.
Press the key one or more times to display a letter. For example, press **2** once for "a," twice for "b," and three times for "c." To back up, press the **<<** soft key.

See if the line in the call log is busy before placing a call to that line:
Look for Busy Lamp Field Indicators.

Line is in use.   Line is idle.   Busy Lamp Field (BLF) indicator not available.

To place a call on hold:
• Press the **Hold** soft key. The held line button illuminates flashing green.
• To return to the call, press the **Resume** soft key or the held line button.
• If multiple calls are on hold, use the **Navigation** button to select the desired call before you press **Resume**.
• If multiple calls on multiple *lines* are on hold, press the **line** button for the line
  you want to switch to and use the **Navigation** button to select the desired call. Press **Resume.**

To transfer a call:
1. During a call, press the **Trnsfer** 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 **Trnsfer**.
Note: If the transfer fails, press the **Resume** soft key to return to the original call.

To place a conference call with up to 4 participants:
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.
Maximum number of conference participants is 4.
When you initiate a conference call you are the controller. Only the conference controller can add and drop participants. To drop the last participant press **RmLstC** soft key.

To turn off phone ringer for incoming calls:
1. Press the **DND** soft key. You will not hear the phone ring, line will beep or flash. Press **DND** to turn off.

To forward all calls to another number:
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.

To park a call:
1. Press the **More** softkey.
2. Press the **Park** softkey.
3. Make note of the number the call is parked on (3 digit number).

To answer a parked call: Lift handset and dial the number the call is parked on.

To answer a call in your pickup group (if configured):
1. Lift handset.
2. Press **Pickup** softkey.

Voice Mail
To access your voice mail:
Press the **Messages** button and follow the voice instructions.
Note: When you receive a new message, a flashing envelope icon displays on your
LCD screen. The light on your handset glows to indicate that you have received a new message.

Use this link to view the Cisco on line tutorial.
http://www.cisco.com/comm/applications/CCNP/qlm/7941/index.htm
http://www.cisco.com/comm/applications/CCNP/qlm/7961/index.htm