

## 7945/7965 Phone Layout and Key Descriptions



### Line Button Status

- Green, steady—Active call on this line (off-hook)
- Green, blinking—Call on hold on this line
- Amber, steady—Privacy feature enabled
- Amber, blinking—Incoming call ringing on this line
- Red—Shared line, currently in use
- No color—No call activity on this line (on hook)









### Display Button Status






- No Color: Ready for input
- Green, Steady: Sleep Mode

To wake the phone from sleep mode, press any button or lift the handset. After a period of inactivity, the phone screen enters sleep mode to save power.

## 7945/7965 Cisco IP Phone Quick Reference Guide



1	Line button 	Opens a new line, speed-dials a phone number, or ends a call.
2	Footstand adjustment	Allows you to adjust the angle of the phone base.
3	Display 	Awakens phone from power save mode
4	Messages button 	Auto-dials your voice message service.
5	Directories button 	Provides access to phone directories.
6	Help Button 	Activates Help Menu
7	Settings button 	Provides access to phone settings such as display contrast and ring type.
8	Services button 	Provides access to phone services.
9	Volume button 	Increases or decreases handset, headset, ringer, or speakerphone volume.

10	Speaker 	Toggles the speaker on and off
11	Mute 	Toggles mute on and off
12	Headset button 	Toggles the headset on and off.
13	4-Way Navigation Pad and Select 	Allows you to scroll through menus and highlight items. <ul style="list-style-type: none"> <li>• Use Navigation button to scroll through menus</li> <li>• Use  to select an item from a menu</li> </ul>
14	Keypad	Functions like a traditional telephone dial pad.
15	Softkey Buttons	Various functions displayed at different stages of call
16	Handset with indicator light	Functions like a traditional handset and provides message indicator light.
17	Phone screen	Shows phone's features.

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## DIALING AND ANSWERING

To make a call:

- Lift the handset and dial:

To answer a call on your primary line:

- Lift handset

To answer a call on a secondary line:

- Press line button

To end a call:

- Press **EndCall** softkey or hang up handset

To answer a second call

- Press **Answer** soft key
- The active call is put on hold automatically

To place a call while another call is active

- Press **NewCall** softkey (the first call will automatically be put on hold)
- Dial new number

## HOLD AND RESUME

To place a call on hold

- Press the **Hold** softkey

To resume a call

- Navigate to the call you want to resume and press the **Resume** softkey

To resume call on another phone with the shared line

- Go to phone, and press corresponding line button

To switch between multiple calls:

- Scroll to the call you want to activate
- Press **Resume** soft key
- Other call is automatically placed on hold or ends when party hangs up

## iDIVERT

To immediately divert a call to voicemail

- Press **iDivert** softkey to send calls straight to voicemail

## DND (DO NOT DISTURB)

When you do want your phone to ring

- Press **DND** softkey to enable
- Your phone will not ring, but the call will still flash on the screen, and is available to pick up.
- Press **DND** softkey again to disable

## FORWARD

To forward calls:

- At idle phone, press **CFwdALL** softkey
- Dial the destination number
- Press **Endcall** softkey

To cancel forwarding:

- Press **CFwdALL** softkey

## TRANSFER

To transfer a call to another extension:

- Press **Transfer** softkey
- At dial tone, dial other extension
- Announce the call

- Press **Transfer** softkey

To retrieve the call if no one answers:

- Press **EndCall** softkey
- Press **Resume** softkey


To transfer a call directly into a voicemail box

- Press **Transfer** softkey
- Press \* key
- Enter extension number
- Press **Transfer** softkey

## CONFERENCE (AD-HOC)

To conference in participants:


- During a connected call
- Press **More** softkey
- Press **Confm** softkey
- At the dial tone, dial another extension or number

 *Wait for party to answer, if unanswered, press **End Call** and **Resume** to return to caller.*

- Press **Confm** key to join all parties

To view a list of conference participants

- Press **ConfList** softkey
- Use the **Scroll Key** to select the party you want to remove from the conference call and press **Remove**.

 *The originator of the conference call will have an \* by their name/number/extension.*

## JOIN

Allows you to combine two or more existing calls to create a conference call

- From an active call, highlight another call that you want to include and press **Select**
- Repeat this step for each call that you want to add
- Press **Join**

## CALL PARK

To park a call in the system:

- Press **More** softkey
- Press **Park** softkey
- Note call park number in display

To retrieve a parked call

- Lift handset of any IP phone
- Enter number of parked call

## ACCESSING VOICEMAIL

From Your Own Extension

- Press **Messages** Button
- Enter password when prompted

From Another Extension

- Press **Messages** Button
- Press \* when voicemail answers
- Enter ID (Extension Number) when prompted
- Enter password when prompted

From Off-Site

- Dial Main Number
- Enter ID (Extension Number) then press star
- Enter password when prompted

## USER PREFERENCES

To adjust user preferences

- Press Settings button
- Select User Preferences

To change the ring tone, select **Ring Type**

- Scroll through ring type options
- Press **Play** softkey to sample ring
- Press **Select** softkey to make choice
- Press **OK** softkey

To change brightness, select **Brightness**

- Use **Up** and **Down** soft keys to change brightness
- Select **OK** softkey

## VOLUME

To adjust the handset, speaker, or headset volume:

- During a call, press **Volume** button
- Press **Save** softkey

To adjust the ringer volume:

- At an idle phone, press **Volume** button
- Press **Save** softkey

## CALL HISTORY

To view Call History:

- Press **Directories** button
- Scroll to desired history option
- **Missed Calls, Placed Calls, or Received Calls**












To dial a number in a call log

- Scroll to a listing in the call log, edit the number if necessary, and press **Dial**

To edit a number in a call log

- Highlight desired number
- Press **EditDial** softkey

## ICONS

	Line is on-hook, not in use
	Line is off-hook, in use
	Incoming call
	Connected Call
	Call on hold
	Shared line in use
	Call forwarding enabled
	Message waiting
	Speed dial
	Intercom line
	Line is in do not disturb mode