



The main features of your Cisco IP Phone are defined in the following table.

1	Handset with indicator light	Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and remains lit to indicate a new voice mail message (depending on your message system).
2	LCD screen	Displays features such as the time, date, your phone number, caller ID, line/call status and soft key tabs.
3	Cisco IP Phone series type	Indicates the Cisco IP Phone Series to which your phone belongs.
4	Line or speed dial buttons	Opens a new line, speed dials the number on the LCD screen, or ends a call. Cisco IP Phone models in the 7960 Series have six line (or speed dial) buttons and phones in the 7940 Series have two.
5	Footstand adjustment	Adjusts the angle of the phone base.

6	Directories button	Provides access to call histories and directories (if available).
7	? button	Displays help on your LCD screen for a phone key or function (if available).
8	Settings button	Provides access to phone settings such as contrast and ring sound, network configuration, and status information.
9	Speaker button	Toggles the speaker on or off.
10	Mute button	Toggles the mute on or off.

11	Headset button	Toggles the headset on or off.
12	Volume button	Increases or decreases volume for the handset, headset, or speakerphone (depending upon which is currently active). Also controls the ringer volume (if on-hook), and the LCD contrast.
13	Services button	Provides access to phone services (if available).
14	Messages button	Provides access to a message system (if available).
15	Navigation button	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	Enable you to engage any of the functions displayed on the corresponding LCD tabs. Soft key functions change depending on the status of the phone (for example, if the phone is active or idle).



Line Definitions

Line 1 – Personal Line – Up to 2 concurrent calls

Placing a Call:

1. Lift the handset and dial the number
2. Press a line button and dial the number, or
3. Press **SPEAKER** and dial the number

Note: Please press 8 to make an external call.

Last Number:

Automatically redials the most recently dialed number (internal or external).

1. Lift handset and press the **REDIAL** soft key

Placing a call on Hold:

1. While on an active call, press the **HOLD** soft key.
2. To return to the call, press the line that the call is holding on or press the **RESUME** soft key.

Call Directory:

Your phone maintains a directory of calls you miss, receive, or make. You can use this directory to locate numbers that you want to redial.

Viewing Calls:

1. Press the **DIRECTORIES** button.
2. Scroll to or use the dial pad to select the calls you wish to view
3. The call history for **Missed/Received/Placed** calls is displayed on the LCD.
4. Press the **EXIT** soft key twice to exit the Directory menu.

Corporate Directory

Press **DIRECTORIES** button

Select 4 for Call Directory Menus

1. Search by **Name** of specific person by entering first few letters of name then press **search**, scroll to name, press **DIAL** to call
1. Search entire directory. Press **SEARCH** soft key to list entire directory Scroll to name, press **DIAL** to call

Receiving a second call

You will hear call waiting tone and you will see the second call ringing in on the display

1. Press the **ANSWER** key to answer the incoming second call, the first call you were on will automatically be placed on hold
2. To return to first caller press line that they are holding on, press the **UP** arrow key on your phone and press the **RESUME** button. You can have up to 2 concurrent calls on

line 1.

Transferring a Call:

1. During a call, press the **TRANSFER** soft key. This places the call on hold.
2. Dial the number to which you want to transfer the call.
3. Transfer options:
 - To perform a “*Blind Transfer*”, when you hear ringing, press **TRANSFER**
 - To perform a “*Consultative Transfer*”, wait for the called party to answer, announce the call, if the party accepts the call press **TRANSFER**. If party refuses the call, press the **RESUME** soft key or line call is holding on to return to the original call.
 - To perform a transfer directly to VoiceMail use *then the extension. For example, *3250 for Dave Cattapan.

Conference Call:

1. During an active call, press the **MORE** soft key and then the **CONFERN** soft key. This will automatically select a new line and place the other party on hold.
2. Place a call to another person (internal or external)
3. When the call connects, press **CONFERN** again to add this person to the conference call.
4. The conference does NOT end if the initiator drops off the call. This allows you to conference in parties and hang up, leaving them to talk.
5. You can have a **total of 8** people in your conference call.

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Park:

Allows user to place a call into a “park slot” and that call can be picked up by any phone . Call Park Range = 7790 - 7799.

1. During an active call, press the **MORE** soft key until you see the **PARK** tab.
2. Press **PARK**. The display shows the **PARK Number** that the call is parked on.
3. To retrieve the parked call:
4. From any phone in the system, dial the **PARK Number**.

NOTE: You have 150 seconds to retrieve the parked call before it rings back to the phone that parked it.

Changing the Ring Type:

1. Press the **SETTINGS** button.
2. User preferences
3. Select **Rings** from the Settings menu.
4. Press the **SELECT** soft key.
5. To scroll through the list of ring types, press the scroll key. Press the **PLAY** soft key to hear the selected ring type.
6. When you find the ring that you want, press **SELECT** and then press the **OK** soft key.
7. Press the **SAVE** soft key to save your selection and exit the Settings menu.

Voice Mail User Guide

Setting Up Your Voice Mail:

1. Press the **MESSAGES** button, or dial 7000.
 2. Enter default password **12345**.
- You will then hear an enrollment message. Follow message directions to:
3. Record name
 4. Record personal greeting
 5. Enter password (at least 4 digits and cannot be trivial)

Greeting Options:

1. Your voicemail box has been configured to allow calls to be sent to the front desk when option “0” is pressed. You may optionally record your greeting to present the caller with this option.

Accessing Voice Mail:

When you have a new voice mail message the red light on your handset will light. The LCD will also display a text message indicating you have voicemail waiting.

To Access your voice mailbox when on premise from your extension:

1. Press **MESSAGES** button
2. Enter your password upon prompt

To Access your voice mailbox when off premise from an outside line:

0. Dial your own number or
1. Dial the main number
2. At your voicemail greeting, press *
3. Follow prompts (Mailbox ID – extension, and password)

To Access your voice mailbox when on premise from another extension:

1. Press **MESSAGES** button or dial 7000
2. At greeting press *
3. Enter your mailbox number (your extension)
4. Follow prompts

During message playback, you can press the following numbers:

- 1 Restart message summary or playback
- 2 Save message
- 3 Delete message
- 4 Slow down the playback
- 5 Adjust the volume
- 6 Speed up the playback
- 7 Go back 3 seconds
- 8 Pause message, or, if paused, continue playback
- 9 Go forward 3 seconds
- # Skip to the end
- ## Skip to next message
- * Exit playback

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