YOUNGSTOWN CITY SCHOOLS  
CISCO 7960 & 7940 TELEPHONE USER GUIDE

**BUTTONS**

- **LINE OR SPEED DIAL BUTTON** - Opens a new line or speed dials the number on the LCD screen.
- **DIRECTORIES** - Provides access to call histories and directories
- **SETTINGS** - Provides access to phone settings such as contrast and ring sound, network configuration, and status information.
- **SERVICES** - Provides access to any available phone services
- **MESSAGES** - Provides access to a message system, if available
- **QUESTION MARK** - Displays help on your LCD screen for a phone button or function
- **NAVIGATION** - Enables you to scroll through text and select features displayed on the LCD screen
- **SPEAKER** - To Place or Answer a Call Without Lifting the Handset
- **MUTE** - To Mute the Microphone in the Handset, Headset, or Speaker
- **HEADSET** - To Place or Answer a Call Using a Headset
- **VOLUME CONTROL BAR** - Increases or decreases volume for the handset, headset or speaker phone (depending upon which is currently active.)

**INDICATORS**

⚠️ Observe indicators in your display that identify the state of the line.

**LCD SCREEN**

Displays features such as your phone number, caller ID, line call status and softkeys tabs.

**SOFT KEYS**

Enable you to engage any of the functions displayed on the corresponding LCD screen tabs. Softkeys point to feature options displayed along the bottom or your LCD screen. Softkeys change depending on the status of your phone.

**DIALING INSTRUCTIONS**

To Place an Outside Call
1. HANDSET, SPEAKER button OR NEWCALL softkey
2. Dial 9 and the telephone number

To Place an Internal Call
1. HANDSET, SPEAKER button OR NEWCALL softkey
2. Dial the extension

To Answer a Call on Your Primary Line
- Lift the handset, OR press the Answer softkey

To Answer a Call on Another Line On Your Phone
- Press the corresponding Line Key, OR press the ANSWER softkey

To End a Call
- Hang Up the handset, OR press the SPEAKER button, OR press the ENDCALL softkey

**TO ANSWER A CALL ON YOUR ROLLOVER LINE**

1. The second call will appear in your display.
2. Press the ANSWER soft key
   - The first call is automatically put on Hold
3. Use the NAVIGATION up/down key to highlight either call
4. Press the RESUME softkey to connect to the caller

**VOLUME**

Handset, Speaker, Headset Volume:
1. While listening, press the volume control keys
2. Press the SAVE softkey, to save the entry

Ringer Volume:
1. With the handset is in its cradle.
2. Press the Volume Control Bar
3. Ringer volume adjustments are permanent
HOLD

To Place a Call on Hold
1. Press the HOLD softkey
2. Hang up the handset
   ➢ Press the RESUME soft key, or the corresponding line button to return to call

REDIAL

To Redial Your Last Number
1. Lift the handset
2. Press the REDIAL softkey

To Redial Your Last Number Handsfree
➢ Press the REDIAL softkey

TRANSFER

To Transfer a Call to Another Extension:
1. Press the TRANSF... softkey
2. Dial the appropriate extension
3. You may Announce the call in private
4. Press the TRANSF... softkey to complete the transfer

To Return on Busy or No Answer
1. Press the ENDCALL softkey
2. Press the RESUME softkey or the appropriate line button

To Return to the Original Call:
➢ Press the RESUME softkey or the appropriate line button

To Transfer A Caller Directly Into Voicemail
1. Press the TRANSF... softkey
2. Press the # key
3. Enter a mailbox number
4. Press the TRANSF... softkey

CALL PARK

To Park a Call in the System
1. Press the MORE softkey to display the PARK prompt
2. Press the PARK softkey
3. Note the call park number in the display (6150 - 6170)

To Retrieve A Parked Call
1. Lift the handset of any phone in the system
2. Dial the number of the parked call

CONFERENCE

CONFERENCE
1. With an active call on the line
2. Press the MORE softkey to display the CONFRN prompt
3. Press the CONFRN softkey
4. You will hear dial tone, dial the extension or outside number
5. Announce the call in private
6. Press the CONFRN key to join all parties

If a Party Doesn't Answer or Doesn't Want to Join the Call
1. Press the ENDCALL softkey
2. Press the RESUME softkey

To Permanently Remove Yourself From the Conference
➢ Hang Up or press the End Call softkey

MEET-ME CONFERENCE

To Establish a MeetMe Conference
1. Press the Speaker button or lift the handset.
2. Press the MORE softkey to display the MeetMe prompt
3. Press the MeetMe softkey
4. At the dial tone, dial the bridge number
   ➢ (6100 - 6120)
   ➢ wait for other conferees to join

To Join a Meet-Me Conference Call
1. Dial the Bridge Number of the MeetMe conference provided to you by the initiator.
2. You will be connected to the conference.

Note: If you dial in before the initiator, you will receive a busy tone and must try later. Do not press the MEETME softkey to join a MeetMe conference call.

CALL PICKUP

To Pick Up a Call Ringing at Another Telephone
1. Lift the handset OR press the SPEAKER button
2. Press the MORE softkey to display the PICKUP prompt
3. Press the PICKUP softkey, the call will begin to ring on your phone
4. Press the ANSWER softkey or the appropriate line button to answer.
FORWARDING

To Forward Calls to Another Extension
1. No dial tone. Press the CFwdALL softkey
2. Dial the destination extension

To Cancel Call Forwarding
➢ Press the CFwdALL softkey

Call Forward Directly To Voicemail
1. No dial tone. Press the CFwdALL softkey
2. Press the MESSAGES key

DIRECTORIES

View Missed, Received, or Placed Call History
1. Press the DIRECTORIES key
2. Use the scroll bar to highlight the desired option ➢ OR press the corresponding number
3. Press the SELECT softkey

Exit While Viewing a Call History
➢ Press the EXIT softkey twice

Edit/Speed Dial a Missed, Received or Placed Call
1. Press the DIRECTORIES key
2. press Select for a Directory/Log Menu item
3. Scroll to highlight the desired number
4. Press the EDIT DIAL softkey
5. Enter "9 and or (1 if necessary)" before the number
6. Press the DIAL softkey

Search of the Corporate Directory
1. Press the DIRECTORIES key
2. Select the Corporate Directory or press 4
3. Search using either first name, last name or extension. It is not necessary to enter the entire name. Use a * as a wild card to access the entire Corporate Directory.
4. Press the SEARCH softkey

MESSAGES

To Access your Mailbox
1. Press the Messages key
2. Unity Voice Mail will prompt you to enter your Password in order to access your mailbox

For Information on How to Use the Voice Mail
• Reference the Voice Mail instruction sheet provided.

SETTINGS

To Adjust the Display Contrast
1. Press the SETTINGS key
2. Use the scroll bar to highlight CONTRAST
3. Press the SELECT softkey
4. Press the Up and Down arrow softkeys
5. Press the OK softkey to save your selection
6. Press the EXIT softkey.

To Choose a Ring Type
1. Press the SETTINGS key
2. Use the scroll bar to highlight RING TYPE or 2
3. Press the SELECT softkey
4. Use the scroll bar to select an option
5. Press the PLAY softkey to hear the ring
6. Press the SELECT softkey
7. Press the OK softkey
8. Press the EXIT softkey

SERVICES

In order to build your Personal Address Book and Fast Dial numbers you must Access the internet and log in to the User Options Web Page. Use the instruction sheets provided. The telephone numbers and settings that you have established from the Cisco CallManager User Options web pages are associated with your phone.

To Access Your Personal Address Book
1. Press the SERVICES button on your IP Phone.
2. From the Services Menu select Address Book.
3. Press the SELECT softkey
4. Use the Navigation key to highlight number
5. Press the DIAL softkey

To Access Your Fast Dials
1. Press the SERVICES button on your IP Phone.
2. From the Services Menu select Fast Dials ➢ OR press the corresponding number on your keypad.
3. Press the number of the Fast Dial you wish to call.