ASET
Arizona Strategic Enterprise Technology

AZNet II – Arizona Network

Cisco IP Phone 7945 and 7965 User Guide

Cisco Unified IP Phone 7945G

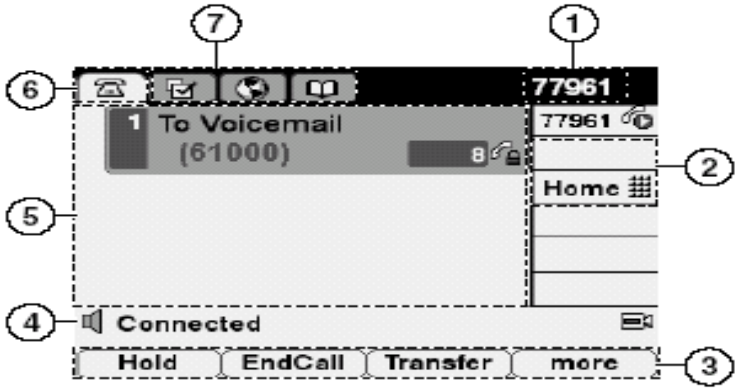
Cisco Unified IP Phone 7965G

1	Programmable buttons	Depending on configuration, programmable buttons provide access to: • Phone lines (line buttons) • Speed-dial numbers (speed-dial buttons) The buttons illuminate to indicate phone line status: Green, steady – Active call on this line (off-hook) Green, blinking – Call on hold on this line Amber, steady – Privacy feature enabled (Default, All Phones have Privacy) Amber, blinking – Incoming call ringing on this line Red – Shared line, currently in use ○ No color – No call activity on this line (on-hook)
2	Footstand button	Allows you to adjust the angle of the phone base.
3	Display button	Awakens the phone screen from sleep mode.
4	Messages button	Typically auto-dials your voice message service
5	Directories button	Opens/closes the Directories Menu. Use it to access call logs and Corporate Directory.
6	Help button	Activates the Help menu.
7	Settings button	Opens/closes the Settings menu. Use it to control phone screen contrast and ring sounds.
8	Services button	Opens/closes the Services menu. Provides access to IP Phone Services
9	Volume button	Controls the volume and other settings.
10	Speaker button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Mute button	Toggles the mute feature on or off. When mute is on, the button is lit.

12	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
13	Navigation button	Allows you to scroll through menus and highlight items. Use in conjunction with softkeys to activate highlighted items.
14	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
15	Softkey buttons	Each button activates a softkey option, displayed on your phone screen.
16	Handset light strip	Indicates an incoming call or new voice message.
17	Phone Screen	Shows phone features. See the "Phone Screen Features" on next page.

Phone Screen Features

This is what your main phone screen might look like with an active call. The following table provides a basic overview of phone screen features.



1	Primary phone line	Displays the ten digit telephone number sent for caller id.
2	Icons for programmable buttons	Icons indicate how programmable buttons ○ are setup on your phone: • Phone line icon – Corresponds to a phone line and reflects the call or line state. You might have multiple phone lines. ***See Quick Reference guide for list of other icons.*** • Speed-dial number icon – If available, corresponds to a speed-dial.
3	Softkey labels	Each displays a softkey function. To activate a softkey function, press the softkey button.
4	Status line	Displays audio mode icons, status information, and prompts
5	Call activity area	Displays current calls per line, including caller ID, call duration, and call state for the highlighted line.
6	Phone tab	Indicates call activity.

Understanding Line and Call Icons:

Your phone displays icons to help you determine the call and line state (whether the call is on hold, ringing, connected, and so on).

	On-hook line	No call activity on this line. If you are dialing on-hook (pre-dial), the call is not in progress until you go off-hook.
	Off-hook line	You are actively dialing a number or an outgoing call is ringing.
	Ringing line	An incoming call is ringing on one of your lines.
	Call on hold	You have put this call on hold. (When displayed next to a phone line, this icon indicates that all calls on the line are on hold.)
	Remote-in-use	Another phone that shares your line has a connected call.
	Message Waiting	New message(s) in your mailbox.
	Option Selected	Line item has been selected on the phone display.

ACCESSING ONLINE HELP

1. Press the button, then press any softkey feature or button on the phone to display help information for that softkey feature or button. Or, pause for the help menu.

USING THE LCD ICONS

1. The icons on the screen change depending on the task you are performing.

HANDSET, SPEAKERPHONE AND HEADSET VOLUME

1. To increase or decrease the volume of your handset, speaker or headset during a call or after invoking dial tone, press the up or down (Volume) button. The **Volume** button adjusts the volume for the currently active condition (handset, speaker or headset).
2. To save the setting, press [**Save]** softkey.

ADJUSTING THE RINGER VOLUME

1. Press the up or down **Volume** button while the handset is in the cradle and the headset and speakerphone buttons are off. Press the **Volume** (- or +) button repeatedly until you reach the desired volume level. The new ringer volume is saved automatically.

CHANGING THE RINGER SOUND

1. Press the **Settings** button and select, **User Preferences**, then select [**Rings**].
2. Navigate to a phone line or default setting, and press [**Select**].
3. Use the Navigation button to scroll through the ring types; you can press the [**Play**] softkey to play a sample of a "highlighted" ring type.
4. When you find a ring type (sound) that you like, press [**Select**].
5. Press [**Cancel**] to revert to the previously saved setting, or press [**Save**].
6. Press [**Default**] to apply the default ring setting to a selected phone line.
7. Press [**Exit**] softkey to return to the main phone screen
   (**Exit** softkey may have to be pressed several times to return to the regular phone screen).

CHANGING THE BRIGHTNESS

1. Press the **Settings** button and select [**User Preferences]**, then select [**Brightness]**.
2. If unable to read phone screen, press [**Settings**] button and then 1,4 on the keypad.
3. Press the **Up** or **Down** softkey or the volume button to set the desired level.
4. Press the [**Save**] softkey, or press [**Cancel]** to revert to the previously saved setting.
5. Press the [**Exit**] softkey to return to the main phone screen.
   (**Exit** softkey may have to be pressed several times to return to the regular phone screen).

PLACING A PHONE CALL

1. Pre-dial (dial on-hook, without first getting dial tone). Do one of the following:
   a. Enter a phone number. (The Auto-Dial feature might pop up to suggest matching phone numbers from your **Placed Calls Log**.)

   b. Press the **Navigation** button to scroll and/or select a phone number from your **Placed Calls** log.
   Next, press **Dial** softkey to dial the selected telephone number. Or,
   1. Lift the handset to dial the selected telephone number. Or,
   2. Press Speaker button or headset button (non-wireless headsets), to dial the selected telephone number. Or,
   3. Press a line button (automatically selects speaker) and dials the selected telephone number.
2. To place a call using the speaker, press **Speaker** button or [**NewCall**] softkey and dial the number.
3. To place a call using a headset, plug the approved headset (non-wireless headsets) into the back of the phone base and press headset button before or after dialing number. If headset button is lit, press [**NewCall]** to place a call. Press [**EndCall**] when finished with call to remain in headset mode.
4. Originating a second call after you have an existing call on the same line. To do so, simply place the current call on [**Hold]** (using the soft key) and press [**NewCall**].
5. Receiving a second call after you have an existing call on the same line:
   a. The second call will cause your line to ring once and the softkeys will change giving you an option to [**Answer**] or [**Divert**] the call. If you press [**Answer**], the first call will be placed on hold automatically.
   b. To switch between calls, press [**Hold**], then select the line you want, and press [**Resume**] for the line you want to talk with.

6. To change from the handset to the speaker, press **Speaker** button and then hang up the handset.
7. To change from speaker to handset, lift **Handset**.
8. The volume and mute controls also adjust volume to the ear piece and mute the speech path of the headset.

ANSWERING CALLS

1. Lift handset, or press [**Answer**] softkey, [**Speaker**] button or [**Headset**] button.
2. To answer a call when on another line, press the line of the incoming call, or press [**Answer**] softkey. The first call is automatically put on hold.
3. Conditions: If you have multiple lines (shared Extension numbers) on your phone, you will need to press the other line key(s) to answer the ringing line (shared extension number). Other ringing lines on your set may alter your softkey features when you are on a call. Press your active line key to be offered softkey features for the current call (your current call will not be affected).

ENDING A CALL

1. To hang up while using the handset, return the handset to its cradle. Or press [**EndCall**].
2. To hang up while using the headset (non-wireless headsets), press the headset button. If you want to keep headset mode activated (keep the button lit after hanging up), press [**EndCall**].

MUTING A CALL

1. To activate mute, press the **Mute** button. (Off = On =) Press the **Mute** button again to deactivate.

   The Mute button will mute the speech path of the headset, handset or speaker.

PLACING A CALL ON HOLD

1. When connected to a call, press the [**Hold**] softkey. (caller hears custom "music-on-hold")
2. To remove a call from hold on the current line, make sure that the appropriate call is highlighted and press [**Resume**] softkey.
3. Remove a call from hold on a different line. Press a blinking line button (held line). If there is a single call holding on this line, the call will resume automatically. If there are multiple calls holding, make sure that the appropriate call is highlighted and press [**Resume**]. Note that a held call is indicated by the call-on-hold icon.

TRANSFERRING A CALL

1. During a call, press the [**Transfer**] softkey. This places the call on consultation hold. (caller hears custom "music-on-hold")
2. Dial the number you wish to transfer caller to. (Dial 10-digit directory number or external telephone number)
3. When ringing begins, press [**Transfer**] again, or wait for party to answer, announce the caller then press [**Transfer**]. If party refuses call, press [**EndCall**], then [**Resume**] softkey, which returns you back to talk with original caller.

TRANSFERRING A CALL DIRECTLY TO VOICE MAIL

1. During a call, press the [**Transfer**] softkey. This places the call on consultation hold.
2. Dial the [**# + extension number]** you wish to transfer caller to.
3. When Voice Mail answers, press [**Transfer**] softkey and/or hang up.

IMMEDIATE DIVERT (Send a call to your voice mailbox)(Note: only if you have voice mail)

1. When receiving an incoming call, press [**iDivert**].
2. The [**iDivert**] feature automatically transfers a call (including ring or held call) to your voice mailbox. Caller will hear your voice message greeting and can leave you a message.

MAKING A CONFERENCE CALL (8 parties max to a conference call)

1. While on a call, press the [**more**] softkey, press the [**Confrn**] softkey. This will place the first call on hold and you will receive dialtone.
2. Place a call to another number.
3. When the call connects, press [**Confrn**] again to add this party to the conference. When call initiator hangs up, no additional parties can be added.
4. To drop a party out of a conference, press [**ConfList**], highlight the name and press [**Remove**]. Only the initiator can remove participants.

CALL PICKUP (Note: Available only by request)

To answer a call that is ringing on another extension within your call pickup group.

1. Lift handset, press [**PickUp**] softkey.

LAST NUMBER REDIAL

1. Lift handset and press [**Redial**] softkey.

CALL FORWARD ALL

1. Press the [**CFwdALL]** softkey. You hear two beeps, then dial tone.
2. Enter the 5-digit extension number you wish to forward your calls to. A forwarded phone icon/arrow appears in the upper-right corner of the LCD , indicating all calls forwarded.
3. To forward calls directly to voice mail, press [**CFwdAll**] softkey, then the (message) button.
4. To cancel, press the [**CFwdALL**] softkey.
   Note: You can only activate [**CFwdALL**] for the primary line of the phone.

USING CALL LOGS AND DIRECTORIES
(Call logs contain records of your missed, placed and received calls)

View your Call Logs:

1. Press the (**directories**) button.
2. Select **Missed Calls**, **Received Calls** or **Placed Calls**. Each stores up to 100 records.

Display Details for a single call record:

1. Press the (**directories**) button.
2. Select **Missed Calls**, **Received Calls** or **Placed Calls.**
3. Highlight a call record.
4. Press [**Details**]. Doing so displays information such as called number, calling number, time of day, and call duration (for placed and received calls only.

Erase a single call record:

1. Press the (**directories**) button.
2. Select **Missed Calls**, **Received Calls** or **Placed Calls**.
3. Highlight a call record.
4. Press [**Delete**] softkey.

Erase all call records in a single log:

1. Press the (**directories**) button.
2. Select [**Missed Calls**], **Received Calls** or **Placed Calls.**
3. Highlight a call record.
4. Press [**Clear**] softkey. (you may need to press the [**More]** softkey to display **Clear**.)

Erase all call records in all logs:

1. Press the (**directories**) button, then press [**Clear**] softkey.

CORPORATE DIRECTORY

1. Press the (**Directories**) button.
2. Use the **Navigation** button (scroll key) to select [**Corporate Directory**].
3. Search for the name by entering letters on your keypad and pressing [**Search**].
4. Select the directory listing and press [**Dial**] softkey or lift handset.

USING CORPORATE DIRECTORY ON YOUR PHONE

You can use a corporate directory to place calls to coworkers.

Dial from a corporate directory (while not on another call)

1. Choose **> Corporate Directory** (exact name can vary).
2. User your keypad to enter a full or partial name and press [**Search**].
3. To dial, select the listing, or scroll to the listing and go off-hook.

Dial from a corporate directory (while on another call)

1. Choose **> Corporate Directory** (exact name can vary).
2. User your keypad to enter a full or partial name and press [**Search**].
3. Scroll to a listing and press [**Dial**].
4. Choose a menu item to handle the original call:
   - **Hold**—Puts the first call on hold and dials the second.
   - **Transfer**—Transfers the first party to the second and drops you from the call.
     (Press **Transfer** again after dialing to complete the action.)
   - **Conference**—Creates a conference call with all parties, including you.
     (Press **Confrn** or **Conference** again after dialing to complete the action.)
   - **EndCall**—Disconnects the first call and dials the second.

Optional method of USING YOUR PERSONAL DIRECTORY

The Personal Directory feature set contains your Personal Address Book (PAB) and Fast Dials. This section describes how to use Personal Directory on your phone.

Access Personal Directory (for PAB and Fast Dial codes)

1. Choose **> Personal Directory** (exact name can vary).
2. Enter your Cisco Unified Communications Manager user ID and PIN, then press [**Submit]**.
   ID = to your 10-digit extension number
   (PIN: set by user within Web portal)

Search for a PAB entry

1. Access Personal Directory, then choose **Personal Address Book**.
2. Enter search criteria and press [**Submit]**.
3. You can choose **Previous** or **Next** to move through listings.
4. Highlight the PAB listing that you want and press [**Select**].

Dial from a PAB entry

1. Search for a listing.
2. Highlight the listing and press [**Select**].
3. Press [**Dial**]. (You may need to press the [**More**] softkey to see **Dial**.)
4. Enter the participant's phone number.
5. Highlight the number that you want to dial and press [**OK]**.
6. Press [**OK**] again to dial the number.

SPEED DIALING

Speed dialing allows you to enter an index number (1-199) [**AbbrDial**], or press a programmable button.

To Use speed-dial (Programmable Buttons):

1. To place a call, press (programmed speed-dial button).

To Use Abbreviated Dial (AbbrDial):

1. Set up Abbreviated Dialing codes (1-199).
2. To place a call, dial the abbreviated dialing code and press [**AbbrDial**] softkey.