










CISCO IP 7962 Series





















































- 1. Programmable Buttons
- 2. Phone Screen
- 3. Foot stand Button
- 4. Messages Button
- 5. Directories Button
- 6. Help Button
- 7. Settings Button
- 8. Services Button
- 9. Volume Button
- 10. Speaker Button
- 11. Mute Button
- 12. Headset Button
- 13. Navigation Button
- 14. Keypad
- 15. Soft key Buttons
- 16. Handset Light Strip

Place a Call
<ul style="list-style-type: none"> Lift handset and enter a number or Press Speaker button  for <i>hands-free</i> Dial a phone number
Answer a Call
<ul style="list-style-type: none"> Lift handset or Press Speaker button  for <i>hands-free</i>

<ul style="list-style-type: none"> Press Answer soft key for <i>hands-free</i> or Press the yellow (flashing) line button  or Press iDivert soft key to send the caller directly to voice mail 	<ul style="list-style-type: none"> Press Resume soft key to return to the first call <p><i>Note: Use Navigation button to alternate between first and second call, and press RESUME soft key to return to the call.</i></p>
Transfer Call	
<p>End Call</p> <ul style="list-style-type: none"> Return the handset to its cradle or Press the soft key EndCall or Press  while on speakerphone 	<ol style="list-style-type: none"> From an active call, press the Transfer soft key Dial target number Wait for recipient to answer Announce call transfer (optional) Press Transfer to complete the transfer or press EndCall to cancel
Place a Call on Hold	
<p><i>Make sure the call you want to put on hold is highlighted.</i></p> <ol style="list-style-type: none"> Press Hold soft key Press Resume soft key to return to your call 	<p>Call Forward</p> <ol style="list-style-type: none"> Press CFwdALL or Forward All soft key Dial number to forward calls to <p>To deactivate:</p> <ol style="list-style-type: none"> Press CFwdALL or Forward All soft key
Place a Second Call on Hold	
<ol style="list-style-type: none"> Place the first call on hold by pressing the Hold soft key Press New Call soft key or line button  Press EndCall soft key to end your second call 	<p>Call Waiting</p> <ol style="list-style-type: none"> When you hear a call waiting beep (<i>single alert</i>) press Answer soft key (first call goes on hold) Use Navigation buttons to alternate between

<p>and press Resume soft key to return to a call</p> <ol style="list-style-type: none"> 3. Press EndCall soft key to disconnect the selected caller 	<p>Meet Me Conference</p>	<p><i>Note: The red light display is only for a voice message on your primary line, even if you receive voice messages on other lines.</i></p>
<p>Join Calls</p>	<p><i>Requires special phone number from IITS.</i></p> <p>To establish:</p> <ol style="list-style-type: none"> 1. Lift receiver 2. Press MeetMe soft key 3. Dial the assigned MeetMe conference number <p><i>Participants can now join conference by dialing in.</i></p> <p>To join a MeetMe call:</p> <ol style="list-style-type: none"> 1. Dial the assigned MeetMe conference number <p>Note: If participants call the MeetMe number before the call has been established by the coordinator of the conference call, they will hear a busy tone.</p> <p>End the conference:</p> <ol style="list-style-type: none"> 1. All participants must hang up 	<p>Retrieved Missed, Placed and Received Calls</p>
<ol style="list-style-type: none"> 1. From an active call, press Join 2. Press More to display this soft key 3. Press the green (flashing) line button  for the calls you wish to join <p><i>If the calls do not join:</i></p> <ol style="list-style-type: none"> 1. Highlight the calls on the window of your phone screen 2. Press Select soft key 3. Selected calls display this icon  4. Press Join soft key to complete the action 	<p>Check Messages</p>	<ol style="list-style-type: none"> 1. Press the Directories button  2. Use Navigation button to highlight either <i>missed</i>, <i>received</i> or <i>placed</i> calls 3. Use Navigation to scroll through calls 4. Press Details to display information about the call <p>To dial a number:</p> <ol style="list-style-type: none"> 1. Press Dial soft key (for internal calls) or lift receiver or 2. Press Edit Dial soft key followed by <<or>> to add or delete digits 3. Add 9 before any external call 4. Press Dial soft key or lift receiver
<p>Place a Conference Call</p>	<p>To retrieve message(s):</p> <ol style="list-style-type: none"> 1. Press the Messages button  2. Follow the prompts to check voice mail 	<p>Speed Dial</p>
<p><i>Up to six participants.</i></p> <ol style="list-style-type: none"> 1. While on a call, press Confrn or Conference 2. Press More to display this soft key 3. Enter the participant's phone number 4. Wait for the call to connect 5. Press Confrn or Conference again to add participant to call 6. Repeat to add more participants 	<p>New message indicators:</p> <ol style="list-style-type: none"> 1. Steady red light on the handset 2. A flashing message waiting icon 3. Text message on your phone screen 	<p><i>See Web Interface Section.</i></p>
		<p>Redial Last Number Called</p>
		<ol style="list-style-type: none"> 1. Press Redial soft key to dial the last number 2. Speaker for <i>hands-free</i> turns on automatically or Lift Handset

<p>Mute a Call</p> <p><i>Disables the microphone.</i></p> <ol style="list-style-type: none"> 1. Press Mute button  to activate 2. Press Mute button again  to deactivate 	<p><i>Your system administrator enables DND for your phone.</i></p> <p>To turn on:</p> <ol style="list-style-type: none"> 1. Press DND or Do Not Disturb  2. "Do Not Disturb" displays on the phone 3. The DND lights  and the ring tone are turned off <p>To turn off:</p> <ol style="list-style-type: none"> 1. Press DND or Do Not Disturb  	<ul style="list-style-type: none"> ▪ Speaker, handset, headset <ol style="list-style-type: none"> 1. Press the volume button  while the handset, headset or speaker is in use 2. Press Save soft key to save the volume setting
<p>Switch between Handset and Speaker</p> <ol style="list-style-type: none"> 1. If on Speaker, <i>lift</i> handset 2. If on handset, press Speaker  button and replace handset 	<p>Ring Type</p> <ol style="list-style-type: none"> 1. Press the Settings button  then User Preferences > Rings 2. Choose a phone line or the default ring setting 3. Choose a ring tone to play a sample of it 4. Press Select and Save to set the ring tone, or press Cancel 	<p>LCD Display Contrast</p> <ol style="list-style-type: none"> 1. Press the Settings button  then select User Preferences > Contrast 2. To make adjustments, press Up, Down or use the Volume button  3. Press Save or press Cancel
<p>Internal Directory</p> <ol style="list-style-type: none"> 1. Press Directories button  2. Use Navigation button to scroll to Corporate Directory 3. Press Select soft key 4. Enter first or last name using dial pad (keep pressing a number key to toggle between letters; use soft key to backspace and delete a letter) 5. Press Search soft key 6. Use Navigation button to highlight the person you wish to call 7. Press Dial soft key 	<p>PHONE SETTINGS</p> <p><i>The Settings button  allows you to personalize some of the features of your phone. A screen menu will assist you in adjusting various settings such as ringer type and contrast. Scroll through the options using the Navigation button.</i></p>	<p>Volume</p> <ul style="list-style-type: none"> ▪ Ringer <ol style="list-style-type: none"> 1. Press the Volume button  while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume is saved automatically.
<p>Do Not Disturb (DND)</p> <p><i>A feature to turn off only the ringer on your phone or to turn off all audible and visual notifications of incoming calls.</i></p>		

Programmable Buttons		Button Icons		
<p><i>Buttons illuminate to indicate status:</i></p> <ul style="list-style-type: none">  Green, Steady: Active call or two-way Intercom call  Green, Flashing: Held call  Amber, Steady: Privacy in use, one-way Intercom call, DND active  Amber, Flashing: Incoming call or Reverting Call  Red, Steady: Remote line in use (shared line or BLF status)  Red, Flashing: Remote call on hold 	<ul style="list-style-type: none">  Remote Call on Hold Another phone that shares your line has put a call on hold  Remote in Use Another phone that shares your line has connected a call  Reverting Call A holding call is reverting to your phone 	<ul style="list-style-type: none">  Navigation Scroll through menus and highlight items. Displays phone numbers from your Placed Calls log.  Messages Auto-dials your voice mail.  Directories Use it to access call logs and directories.  Settings Use it to control phone screen contrast and ring sounds.  Services Use it to access the bus schedule and other services.  Volume Controls the handset, headset, speakerphone volume and ringer volume.  Help Activates the Help menu.  Speaker Toggles the speakerphone on (button is lit) or off.  Mute When the microphone (speakerphone) is muted, the button is lit.  Headset Toggles the headset on (button is lit) or off.  Soft key Each activates a soft key option (displayed on your phone screen). 		
<th data-bbox="142 1182 594 1228">Line and Call Icons</th> <td data-bbox="594 720 1045 1904"> <th data-bbox="594 720 1045 766">Phone Screen Icons</th> <td data-bbox="1045 720 1472 1904"></td> </td>	Line and Call Icons	<th data-bbox="594 720 1045 766">Phone Screen Icons</th> <td data-bbox="1045 720 1472 1904"></td>	Phone Screen Icons	
<p><i>Your phone displays icons to help you determine the call and line state.</i></p> <ul style="list-style-type: none">  On Hook Line No call activity on this line  Off Hook Line You are dialing a number or an outgoing call is ringing  Connected Call You are currently connected to the other party  Call on Hold You have put the call on hold 	<ul style="list-style-type: none">  Call Forward Enabled  Message Waiting  Speed dial, call log or directory listing (line status unknown)  Handset in Use  Headset in Use  Speakerphone in Use  Feature Assigned to Button  Hold Assigned to Button  Conference Assigned to Button  Transfer Assigned to Button  Phone Service URL Assigned to Button  Option Selected  Feature Enabled 			

<p>WEB INTERFACE (CALL MANAGER)</p>	<p>12345 as the current PIN, and select a new personal PIN consisting of 7-20 digits. Your new PIN will be required to subscribe and activate special services such as <i>My Address Book</i> and <i>Fast Dial</i>.</p>	<p>To dial, press speed dial button on your phone.</p> <p>■ Speed dial settings not associated with a button (up to 99 entries accessed using dial pad and abbreviated dialing):</p> <ol style="list-style-type: none"> 1. On the main menu, click [ADD/UPDATE YOUR SPEED DIALS] 2. Enter the phone number in the first text box and the name associated with number in the second text box (name is for reference and is not displayed on the phone) 3. Remember to add “9” to external numbers 4. Click [UPDATE]
<p><i>Each user has their own personal Web site to allow them to manage some of the advanced phone features, such as:</i></p> <ul style="list-style-type: none"> • Setting up speed dial • Forwarding calls • Activating and setting up Fast Dial • Activating and setting up My Address Book 	<p>Call Forward</p>	<p>Change Phone Locale Profile (Language)</p>
<p>Accessing Call Manager</p>	<ol style="list-style-type: none"> 1. On the main menu, click [FORWARD ALL CALLS TO A DIFFERENTNUMBER] 2. Check box of phone extension you wish to forward 3. Select either voice mail (you must have voice mail to use this option!) or this number (and enter the phone number where you want your calls to go) 4. Click [UPDATE] 5. To stop call forwarding, clear the check box of the extension that is being forwarded, and click [UPDATE] 	<p>This determines the language used on the phone’s LCD display. To change the default language setting:</p> <ol style="list-style-type: none"> 1. From the main menu, click [Change the Locale for this Phone] 2. Select a language from the drop - down menu 3. Click [UPDATE]
<p>The Call Manager for your phone is accessed through your personal account on the MyConcordia Portal at http://www.myconcordia.ca. For information about using the Portal, see the downloadable user guide at http://web2.concordia.ca/portal/help/myconcordia.pdf.</p> <p>When you have accessed your personal portal page, click [CONFIGURE MY PHONE].</p>	<p>Configure Speed Dial</p>	<p>Change Web Locale (language)</p>
<p>Select Phone Device</p>	<p>■ Available Speed Dial Button(s) on your Phone:</p> <ol style="list-style-type: none"> 1. On the main menu, click [ADD UPDATE YOUR SPEED DIALS] 2. Enter the phone number in the first text box and the name you would like displayed on your phone set in the second text box 3. Remember to add “9” to external numbers 4. Click [UPDATE] 	<p>The User Locale determines the language of the Call Manager. To change the default language setting:</p>
<p>If you have multiple phone sets, you must select the one you wish to configure from the drop-down menu on the main menu page.</p>	<p>Change your Pin</p>	
<p>Click [CHANGE YOUR PIN] on the main menu. Enter</p>		

<ol style="list-style-type: none"> 1. From the main menu, click [Change the Locale for your device profile(s) and these web pages] 2. Select a language from the drop-down menu 3. Click [UPDATE] 	<p>■ Add Entries (Online):</p> <ol style="list-style-type: none"> 1. From the main menu, click [CONFIGURE YOUR CISCO PERSONAL ADDRESS BOOK] 2. Click [ADD A NEW ENTRY] 3. Enter information and click [INSERT] 	<ol style="list-style-type: none"> 4. Enter partial (or whole) Last, First or Nickname using the dial pad 5. Press SUBMIT soft key (you may skip step 4 and scroll through entries) 6. Select a name from the list 7. Press DIAL soft key
<p>Change the Ring Setting</p>	<p>■ Add Entries (on the Phone):</p> <p><i>* Note that My Address Book must first be activated online</i></p> <ol style="list-style-type: none"> 1. Press SERVICES button 2. Use Navigation key to scroll to “My Address Book” 3. Press SELECT soft key 4. Press SUBMIT soft key 5. Press NEW soft key 6. Use dial pad to enter name (keep pressing a key to toggle between letters) 7. Press SUBMIT soft key 8. Use dial pad to enter phone number(s) 9. Enter 4 digits for internal; enter 1 for long distance (9 is not necessary) 10. Press SUBMIT soft key (success message) 11. Press OK soft key 	<p>Fast Dial</p>
<ol style="list-style-type: none"> 1. On the main menu, click [CHANGE THE RING SETTINGS FOR YOUR PHONE] 2. From the drop-down menus, select how you would like each line on your phone to ring When Phone is Idle and When Phone is In Use 3. Click [UPDATE] 	<p>■ Activate Service (Online):</p>	<p><i>Store up to 99 numbers for fast dialing. To use this service, it must first be activated online (one time only).</i></p>
<p>My Address Book</p>	<p>■ Activate Service (Online):</p> <ol style="list-style-type: none"> 1. From the main menu, click [CONFIGURE YOUR CISCO IP PHONE SERVICES] 2. Click [MY ADDRESS BOOK] under “Your Subscribed Services” 3. Enter 9 for the “Outside Access Code” 4. Enter User name (your phone number + 1 Ex.: Phone number 8483432 User ID will be 84834321) and new PIN 5. Click [UPDATE] 	<p>■ Activate Service (Online):</p> <ol style="list-style-type: none"> 1. From the main menu, click [CONFIGURE YOUR CISCO IP PHONE SERVICES] 2. Click [FAST DIAL] under “Your Subscribed Services” 3. Enter 9 for the “Outside Access Code” 4. Enter User name (your phone number + 1 Ex.: Phone number 8483432 User ID will be 84834321) and new PIN 5. Click [UPDATE]
<p><i>Store and retrieve telephone numbers. To use this service, it must first be activated online (one time only).</i></p> <p>■ Activate Service (Online):</p> <ol style="list-style-type: none"> 1. From the main menu, click [CONFIGURE YOUR CISCO IP PHONE SERVICES] 2. Click [MY ADDRESS BOOK] under “Your Subscribed Services” 3. Enter 9 for the “Outside Access Code” 4. Enter User name (your phone number + 1 Ex.: Phone number 8483432 User ID will be 84834321) and new PIN 5. Click [UPDATE] 	<p>■ Dial a Number:</p> <ol style="list-style-type: none"> 1. Press SERVICES button 2. Use Navigation key to scroll to “My Address Book” 3. Press SELECT soft key 	<p>■ Add Entries (Online): Adding a number from your personal Address Book</p> <ol style="list-style-type: none"> 1. From the main menu, click [CONFIGURE YOUR CISCO PERSONAL ADDRESS BOOK] 2. Click [FAST DIALS]

<p>3. Under “Description”, click [(UNASSIGNED)]</p> <p>4. Click a name already in your “Address Book”</p> <p>5. Select a number from “Choose a Directory Number from your Personal Address Book” drop-down menu</p> <p>6. Click [INSERT]</p> <p>or Adding a number <u>not</u> in your personal Address Book</p> <p>1. From the main menu, click [CONFIGURE YOUR CISCO PERSONAL ADDRESS BOOK]</p> <p>2. Click [FAST DIALS]</p> <p>3. Under “Description”, click [(UNASSIGNED)]</p> <p>4. Select “Enter a directory number” and enter a phone number (it is <u>not</u> necessary to include 9)</p> <p>5. Click [INSERT]</p> <p>■ Add Entries (on the Phone):</p> <p>* Note that Fast Dial must first be activated online</p> <p>1. Press SERVICES button</p> <p>2. Use Navigation key to scroll to “Fast Dial”</p> <p>3. Press SELECT soft key</p> <p>4. Press ASSIGN soft key</p> <p>5. Use Navigation to scroll to (UNASSIGNED)</p> <p>6. Press SELECT soft key</p>	<p>7. Enter 4 digits for internal, and enter 1 for long distance (9 is not necessary)</p> <p>8. Press SUBMIT soft key (success message)</p> <p>9. Press OK soft key</p> <p>■ Dial a Number</p> <p>1. Press SERVICES button</p> <p>2. Use Navigation key to scroll to “Fast Dial”</p> <p>3. Press SELECT soft key</p> <p>4. Use Navigation key to select number</p> <p>5. Press DIAL soft key</p>	
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