



Cisco IP Phone 7942 User Training Guide



Key to the Cisco 7942:

- | | |
|------------------------|--|
| ① = Line Buttons | ⑧ = Mute Button |
| ② = Foot Adjust Button | ⑨ = Headset Button |
| ③ = Message Button | ⑩ = Volume Button |
| ④ = Directories Button | ⑪ = Navigation Button |
| ⑤ = Help Button | ⑫ = Keypad Buttons |
| ⑥ = Settings Button | ⑬ = Soft Key Buttons |
| ⑦ = Speaker Button | ⑭ = Handset with
Voicemail Indicator
Light |

Using your Cisco IP Phone:

Following are instructions on how to use the basic features of your IP phone.

You can dial internal extensions from phone by dialing the 5 digit extension number you wish to reach. You must Dial “9” for an outside line.

For Assistance or to report problems:

Contact the Department of Technology Services (DoTS) Hotline at 720-423-3888.

5 Different Ways to place a call:

- Lift the **handset** and dial the number.
- Press the **LINE** button (1) and dial the number.
- Press the **SPEAKER** button (7) and dial a number.
- Press the **NEW CALL** soft key (13) and dial a number.
- Press the **DIAL** soft key (13) from the *Corporate Directory* to dial a number. (See the section below called “Using the Corporate Directory.”)

Placing a call on hold:

- During a call press the **HOLD** soft key (13).
- To return to the call, Press the **RESUME** soft key (13).



Answering a call:

- Lift the Handset (14).
- Press the **ANSWER** soft key (13).
- Press the **SPEAKER** button (7).

Ending a call:

- Hang up the handset (14).
- Press the **EndCall** soft key (13).
- Press the **SPEAKER** button (7).



Forwarding all calls:

You can set up call forwarding to send all your incoming calls to a different number.

1. Press the **CFwdAll** soft key (13). You should hear 2 beeps.
2. Enter the 5 digit extension that you wish to forward your phone to. You will hear one beep to confirm your entry.
3. To cancel the call forwarding, press the **CFwdAll** soft key (13) again. You will hear one beep to confirm your entry.

Transferring a call:

1. To transfer an active call to another phone number, press the **TRANSFER** soft key (13). This automatically puts the call on hold, and provides you with a dial tone.
2. Dial the number you wish to transfer the call to.
3. You can transfer when the phone begins to ring, or you can wait for the recipient to answer in order to announce the call to them before transferring. Press the **TRANSFER** soft key (13) again to complete the transfer.
4. Hang up the receiver when the transfer is complete.

NOTE: If the party refuses the call, press the **Resume** soft key (13) to return to the original call.

Placing a conference call:

1. During a call, press the **More** soft key (13) and then the **Confm** soft key (13). This opens a new line while placing the current party on hold.
2. Place the call to the other party.
3. When the call connects, press the **Confm** soft key (13) again to add this party to the call.
4. Repeat the first three steps to add additional participants.

NOTE:

- The conference call initiator can drop the last party added by pressing the **RmLstC** soft key (13). You will need to press the more soft key (13) until the **RmLstC** key appears.
- To end a conference call, all but one party must hang up.
- Once the conference call initiator disconnects, no additional parties can be added.

Using the Corporate Directory:

1. Press the **Directory** button (4).
2. Press the **Navigation** button (11) until you get to the Corporate Directory, or press 5 on your **Key Pad** (12).
3. Press the **Select** soft key (13) to select the Corporate Directory.
4. Use the **Navigation** button (11) to highlight the search method of your choice (e.g.: First Name, Last Name, or Number).
5. Using the **Keypad** (12), enter the search information. (Partial entries are acceptable.)

To enter a letter press the corresponding number on the key pad. For example for "b" press the "2" button twice in rapid succession. The cursor automatically advances to the next letter. If you make an error, press the << soft key (13) to backspace.

5. Press the **Search** soft key (13). The LCD displays the results of the search.
6. Use the **Navigation** button (11) to highlight the number you wish to call.
7. Press the **Dial** soft key (13) to place the call or just pick up your receiver and the call will connect.

Redialing a number:

- Lift the **Handset** (14) and press the **Redial** soft key (13).
- You can also press the **Redial** soft key (13) without lifting the handset to place the call from the speakerphone.



Adjusting the LCD Contrast:

1. Press the **Settings** button (6).
2. Use the **Navigation** button (11) to highlight **User Preferences** by moving the cursor and choosing the **Select** soft key, or press "1" on the **Key Pad** (12).
3. Select **Contrast** by moving the cursor and choosing the **Select** soft key, or press "4" on the key pad (12).
4. Press the **Up** or **Down** soft key (11) to adjust the contrast.
5. Press the **Save** soft key (13) when the desired Contrast is achieved.
6. When finished press the **Settings** button (6) to return to the main screen.

Using Call History:

1. Press the **Directory** button (4).
2. Press the **Navigation** button (11) and highlight *Missed Calls*, *Received Calls*, or *Placed Calls*.
3. Press the **Select** soft key (13) to open the directory menu option of your choice.
4. To place a call from the directory, highlight the desired number using the **Navigation** button (11), and press the **Dial** soft key (13).

NOTE:

- If you choose to exit the directory without placing a call, press the **Exit** soft key (13) twice.
- To clear your call history, select the **Clear** soft key (13).

Changing the ring:

1. Press the **Settings** Button (6).
2. Press "1" for **User Preferences** or press the **Select** soft key (13) when **User Preferences** is highlighted.
3. Press "1" for **Rings** or press the **Select** soft key (13) when **Rings** is highlighted.
4. With **Default Ring** highlighted, press the **Select** soft key (13).
5. Use the **Navigation** button (11) to highlight any ring listed.
6. Press the **Play** soft key (13) to sample a ring tone.
7. Press the **Select** soft key (13) once the desired ring tone has been chosen.



Adjusting the ringer volume:

1. While the phone is idle, press the **Volume** button (10) once to hear a sample of the volume level.
2. Continue to press the **Volume** button (10) to adjust the volume level.

NOTE: The ringer volume level is automatically saved.

Adjusting the handset, speakerphone, and headset volume:

1. During an active call, press the **Volume** button (10) to increase or decrease the volume of your handset, speakerphone, or headset.
2. To save the volume setting, press the **Save** soft key (13).

NOTE: Adjusting and saving the volume level during a call only affects the currently active voice receiver. For example, if you press the **Volume** button (10) when you are using the **Handset** (14), you will only change the handset volume, not the speaker or headset volume.

Muting a call:

1. Press the **Mute** button (8).
2. To disengage mute, press the **Mute** button (8) again.

NOTE: If you are using mute along with your speakerphone, lifting the **Handset** (14) will disengage mute.

To access voicemail from your phone:

1. Press the **Message** button (3) on your phone.
2. Enter your PIN followed by the # key. Your initial PIN is sent to your email box.
3. If this is the first time you are accessing your voicemail box, the system will then walk you through the setup process.

NOTE:

- Please refer to the *Voice Mail Quick Reference Guide 2010* published at <http://dots.dpsk12.org/voip> for more detail on your voicemail box.



Transfer a call directly to voicemail:

1. Select the **Transfer** soft key (13) and, using the **Keypad** (12), dial * and the desired extension.
2. Press the **Transfer** soft key (13) again to complete the transfer.

NOTE: To dial straight into an extension's voicemail, dial * and the extension.

To access voicemail from an outside line:

1. Call **720-424-4444**.
2. When you hear "To access your mailbox," enter your five digit extension followed by the # key.
3. Enter your PIN, followed by the # key.