Key to the Cisco 7942:

1 = Line Buttons
2 = Foot Adjust Button
3 = Message Button
4 = Directories Button
5 = Help Button
6 = Settings Button
7 = Speaker Button
8 = Mute Button
9 = Headset Button
10 = Volume Button
11 = Navigation Button
12 = Keypad Buttons
13 = Soft Key Buttons
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.

**Placing a conference call:**

1. During a call, press the **More** soft key (13) and then the **Confrn** 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 **Confrn** 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.

6. Press the Search soft key (13). The LCD displays the results of the search.

7. Use the Navigation button (11) to highlight the number you wish to call.
8. Press the Dial soft key (13) to place the call or just pick up your receiver and the call will connect.

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).

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: 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 (13) 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.
**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:

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:


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.