

Call Processing

Setting Up a Conference Call

- 1) While on an active call, press the **More** softkey. Then press the **Confrn** softkey.
- 2) Place a call to another number.
- 3) When call connects, press the **Confrn** softkey again to connect all parties. You will hear a tone and your display will show you are conferenced.
- 4) Repeat steps 1-3 to add additional people to your conference.

Note: You can have up to **6** people on your conference call.

Viewing List of Conference Attendees

- 1) While on a conference call, press the **More** key until you find **ConfList**. This list will allow you to view who is on the conference call. You will be able to remove anyone from the conference call by highlighting the caller information and pressing the **Remove** softkey.

To Conference an Active Call With a Caller On Hold

- 1) During the active call, press the **More** softkey, then the **Select** softkey.
- 2) Use your **Navigation** button to highlight the caller on hold. Press the **More** softkey, then select the **Join** softkey. You will hear a tone and your display will show you are conferenced.

Call Forwarding

Setting Up Call Forwarding on Your Primary Line

- 1) Press the **CFwdALL** softkey. Then enter a target phone number or press the **Messages** button if forwarding calls to voicemail.
- 2) The phone will display the call forwarding destination.

Cancelling Call Forwarding on Your Primary Line

- 1) Press the **CFwdALL** softkey.
- 2) Phone will no longer display the call forwarding destination.

Directory

Speed Dial from Directory

- 1) Press the **Directories** button.
- 2) Select from the directory options by highlighting the option and press the **Select** softkey. You will also be able to dial the number to the left of the directory option on your phone keypad. For example: press **1** for **Missed Calls**.
- 3) To return a missed or received external call, press the **EditDial** softkey. This will allow the telephone number to be edited before pressing the **Dial** softkey.

Setting up a Personal Directory Through Your Phone

- 1) Under the **Directories** button, select **Personal Directory**.
- 2) Enter your User ID and PIN, then press **Submit**.
- 3) Select **Personal Address Book**.
- 4) Access search page by choosing **Submit**. (You do not need to enter search information first).
- 5) Press **New**.
- 6) Use your phone keypad to enter a name.
- 7) Choose **Phones** and use the keypad to enter phone numbers.
- 8) Choose **Submit** to add the entry to the database.

Ring Tones

Change the Ring Tone Per Line

- 1) Select **User Preference** under the **Settings** button.
- 2) Press **Rings**.
- 3) Select Default or Line settings.
- 4) Use **Navigation** button to scroll through the list of ring tones.
- 5) Press the **Play** softkey to hear a sample of the tone.
- 6) Highlight the ring you want and press the **Select** softkey.
- 7) Press the **Save** softkey.

Cisco Unified IP Phone 7942/62



FLORIDA
SOUTHWESTERN
STATE COLLEGE



Button Information

Directories: Use this button to access Missed, Received, and Placed Calls. Also use to access Personal and Corporate Directories.

Headset: Use this button to turn on headset. When headset function is activated, button will be lit.

Help: To learn about a button or a softkey, press the **Help** button. Then, quickly press the button or softkey you are inquiring about. **Help** also answers questions about other features and functions on your phone.

Line or Speed Dial Keys: Each line will have a directory name or number and a phone icon. This button can also be configured as a speed dial.

Messages: Auto-dials voice mail. Press **Messages** button then enter password and #.

Mute: When using handset, headset or speakerphone; pressing the **Mute** button will allow you to hear the other parties, but they will not be able to hear you. The button will display a red light when activated.

Navigation: Use this button to scroll through phone calls and menus on your phone.

Services: Opens and Closes Service Menus, if programmed on your phone set.

Settings: Use this button to change phone settings such as Ringtones and Screen Backgrounds.

Softkey: Each softkey displays options that will be activated when pressed. Softkey options change based on what phone function you are using at the time.

Speakerphone: This button activates the speakerphone. You can use speakerphone at any point during a call. When speakerphone is activated, button will be lit.

Volume: Use this button to change the volume of the handset, headset, or speakerphone. When phone is idle, this button will adjust the ring volume.

Call Handling

Place a Call

1) Using the Handset:

- Lift the handset, and dial the number.
- Dial the number, then lift the handset.

2) Using the Speakerphone:

- Press the **Speakerphone** button, and dial the number.
- Dial the number, then press the **Speakerphone** button. (To take a call off speakerphone, lift the handset.)

3) Using the Headset:

- Dial the number, then press the **Dial** softkey or **Headset** button.

Note: Make sure the **Headset** button is lit, indicating your headset is activated.

Answer a Call

1) Using the Handset:

- Lift the handset

2) Using the Speakerphone:

- Press the **Speakerphone** button or **Answer** softkey

3) Using the Headset:

- Press the **Headset** button; or, if the **Headset** button is lit, press the **Answer** softkey.

End a Call

1) Using the Handset:

- Hang up the handset

2) Using the Speakerphone:

- Press the **Speakerphone** button or **EndCall** softkey

3) Using the Headset:

- Press the **Headset** button or **EndCall** softkey.

Dial Plan

1) To Dial an internal Extension:

- Dial the 5 - digit extension.

2) Local dialing:

- Dial 9 + local number.

3) Long distance dialing:

- Dial 8 + 1 + 10-digit number.

4) Emergency 911:

- Dial 911/9911.

Call Processing

Place a Call on Hold

- Press the **Hold** softkey.

Retrieve a Call Holding on Your Phone

1) One call Holding:

- Press the **Resume** softkey.

2) Multiple Calls Holding:

- Use the **Navigation** button to select the desired call. Then press the **Resume** softkey.

3) Multiple Calls Holding on Multiple Lines:

- Press the **Line** button to which you want to switch. Then, use the **Navigation** button to select the desired call. Press the **Resume** softkey.

Transfer a Call

- 1) During a call, press the **Transfer** softkey.
- 2) Dial the number to which you want to transfer the call.
- 3) Press the **Transfer** softkey again to complete the transfer.

To Cancel a Transfer

- If during the process of transferring a caller, you would like to cancel that transfer and return to the original caller; press the **EndCall** softkey. Then press the **Resume** softkey.

Transfer a Caller Directly Into Voice Mail

- You can send a caller directly into a voice mail box without ringing on a phone by pressing the **Transfer** button. Then, press * plus the extension number and **Transfer** again.