



CALNET 3: Cisco Hosted Collaboration Solution from AT&T

Quick reference guide

Cisco Unified IP phone 7965G

Version 2.0







Overview

The Cisco Unified IP phone 7965G is a full-featured IP phone with hands-free speakerphone and handset designed for hi-fidelity wideband audio, a built-in headset connection and an integrated Ethernet switch. The 7965G has six programmable backlit line/feature buttons and four interactive soft keys that guide you through all call features and functions. The phone has a large, 16-bit color graphical display that provides features such as date and time, calling party name, calling party number, digits dialed, and presence information.

Cisco Unified IP phone 7965G at a glance

Phone features

1. **LCD screen:** Provides information about calls, messages, soft keys, time, date, etc.
2. **Soft key buttons:** Performs various functions visible in the graphic display depending on the state of the phone. The MORE key displays additional options.
3. **Navigation pad:** Navigates through the displayed information in the graphic display window. The center checkmark selects the displayed data.
4. **Programmable buttons:** Access the different phone and intercom lines. Can be programmed by administrators to access features such as speed-dial, hold or transfer.
5. **Footstand button:** Enables you to adjust the angle of the phone base.
6. **Display button:** Awakens the phone screen from sleep mode.
7. **Messages button:** Accesses voicemail messages.
8. **Help button:** Activates the Help menu.
9. **Directories button:** Provides access to call logs and directories.
10. **Services button:** Activates the Services menu.
11. **Settings button:** Changes phone screen and ring settings.
12. **Volume button:** Controls the incoming audio for handset, headset, speaker and ringer.
13. **Headset button:** Allows for hands-free communication through a headset. When active, the button is lit.
14. **Mute button:** Temporarily cancels audio transmission. When the microphone is muted, the button is lit.
15. **Speaker button:** Enables hands-free communication. When active, the button is lit.
16. **Microphone:** Allows for hands-free audio transmission.
17. **Keypad:** Enters digits to be dialed and entries in the Contact Directory.
18. **Speaker:** Provides audio output for the ringer and hands-free communication.
19. **Handset light strip:** Appears red when there is a new voicemail or when the phone is booting up.



Placing a call

- Dial the number using:
 - Dial pad
 - Directories button to access the call logs or directories.
 - Press the Redial soft key.
- Choose your calling method:
 - Pick up the handset.
 - Press the line button.
 - Press the New Call soft key.
 - Press the speakerphone button.
 - Press the headset button.

Notes:

- Internal calls can be completed by dialing the 7-digit extension.
- You must dial 9 to make an external call.
- You need to dial a 1 before the area code.
- Call duration is monitored through a call timer on the display.

Answering a call

You can answer a call using:

- Handset
- Headset
- Speakerphone
- Soft keys
 - Answer
 - iDivert: sends call directly to voicemail.

Call Waiting

Each line can handle two calls at a time. To answer a call in waiting, press the display control arrow buttons to select and answer the incoming call or choose the Answer soft key. This will place the initial call on hold.

Redial

Lift the handset and press the Redial soft key or simply press the Redial soft key, which simultaneously activates the speakerphone and redials the last number called.

Programmable buttons

The programmable buttons will change color depending on the event:

- Solid green: Active call or two-way intercom is in progress
- Fast flashing green: Call is on hold
- Solid amber: Privacy in use, one-way intercom call, or Do Not Disturb is active
- Flashing amber: Incoming (ringing) call
- Solid red: Shared line in use (if applicable)

Placing a call on hold

During an active call:

- Press the Hold soft key.

To remove from hold:

- Press the Resume soft key.

Notes:

- Music on hold will not play if a conference call is put on hold.
- If multiple calls are held, use the up/down arrows to switch between calls and press Resume soft key to select the desired call.
- To make another call while one is on hold, press the New Call soft key to obtain dial tone.

Line icons

The following list describes the icons visible on the display:

- Registered line: telephone
- Ringing/incoming call: phone with bouncing handset
- Outgoing call: phone with lifted handset
- Active call: handset with arrow
- Calls forwarded: headset
- Call on hold: blinking phone with flashing upside down handset
- Voice mail messages: envelope beside applicable line key



Conference calling

To add a person to an existing call:

- Press the Conference soft key.
- Enter the number of the second person.
- When they answer, press the Conference soft key again.
- Repeat these steps to add additional parties to the conference call, for a total of 8 participants (you plus 7 others).

To merge an active call with one on hold:

- Press the Select soft key to select the current caller.
- Use the scroll button to highlight the other caller.
- For each highlighted user, press the Select soft key.
- Press Join soft key to combine all selected callers to one conference call.

To view a list of conference participants:

- Press the ConfList soft key.
 - The initiator's name will be marked with an asterisk.
- Press the Update soft key periodically to update the screen status.

To remove a participant from the conference call:

- Use the scroll button to highlight the person's name.
- Press the remove key.

Notes:

While on a conference call:

- Pressing the Hold soft key will allow the other parties to talk amongst themselves but they cannot hear you.
- The initiator can hang up and the other parties will stay connected.
- The initiator is the only person that can add or remove participants from the conference.

Transferring a call

Transferring calls releases the call from your phone.

Call transfer:

Allows you to speak privately to the receiving party before completing the transfer.

- During an active call, press the Transfer soft key.
- Enter the extension of the receiving party.
- You may immediately press the Transfer soft key to complete the transfer or wait for the party to answer, announce the call and press the Transfer soft key again.

Call transfer directly to voicemail:

Allows you to transfer a call directly to your voicemail or someone else's without ringing their phone.

- During an active call, press the Transfer soft key.
- Press the asterisk followed by the extension number.
- Press the Transfer soft key to complete the transfer.

Cancel call transfer:

- Press the Cancel soft key before the transfer completes.

Note: You do not need to place the call on hold before transferring. During the transferring process, the caller will automatically be put on hold and hear music.



Call forwarding

Enable call forwarding

- To forward internally, press the CFwdALL soft key, then dial the extension.
- To forward externally, press the CFwdALL soft key, then dial 9 + number.
- To forward all calls to your mailbox, press CFwdALL soft key, then the Messages button.

Notes:

- “Call forwarded to” will appear on the display.

Disable call forwarding

- Press the CFwdALL soft key.

Do not disturb

The do not disturb option prevents incoming calls from ringing. The call will appear on your screen, but the phone will not ring.

Enable/Disable:

- Select the Do Not Disturb (DND) soft key.

Note: You can still make outgoing calls as normal. This feature is activated for the phone as a whole, and not by individual line.

Call logs

The phone maintains up to 100 instances of:

- Missed calls
- Received calls
- Placed calls

Retrieve call log:

- Choose the Directories button.
- Select the desired call log.
- Use the scroll button to scroll up/down through the list.

Note: Select the Dial soft key to place the call. If the call is from outside your organization, select the Edit Dial soft key to enter the 9 (and a 1 if outside your area code) and then press the Dial soft key.

Contact Directory

The Corporate Directory, maintained by your system administrator, serves as a phone book of corporate contacts.

To make a call:

- Choose the Directories button.
- Select Corporate Directory.
- Use your keypad to enter a full or partial name and press the Search soft key.
- Press the Dial soft key to reach that contact.



Parking a call

Parking a call allows you to pick-up a call from a different extension.

Park an active call:

- Press Park soft key.
- The display will assign the parked call a number.
- Hang up.

Retrieve a parked call:

- Pick up any extension.
- Dial the assigned parked call number.

Note: The call will remain parked for 60 seconds. If the call is not picked up within this time frame, it will ring back to the initiator and display "Call Park Reversion" with the assigned call park number.

E911 process and procedures

If you call 911 from your office / cubicle, the address displayed for emergency responders is the building address.

- Please notify reception or security and provide the room number or have someone wait at the entrance to direct emergency services.

If a network outage or loss of power:

- Use your cell phone to call emergency services.

Customizing ring tones

This phone has 29 different ringtones that can be set for each line on the phone.

- Press the Settings button.
- Select User Preference.
- Select Rings.
- Press the Select soft key.
- Use the Scroll button to move through the ring types.
- Press the Play soft key to hear a sample of the highlighted ring tone.
- Press the Select soft key to change your ring tone to the highlighted choice.
- Press the Save soft key to confirm your selection.
- Press the Exit soft key when complete.

Voicemail

You can listen to your voicemail messages using any touchtone phone (IP, wireline or wireless).

New voicemail message

- Solid red indicator light on handset
- Envelope in graphic display

To retrieve messages:

- Select the Messages key.
- Enter your voicemail PIN then press # to access messages.