Cisco VoIP 7962 Phone Guide

	Item	Description
1	Programmable buttons	▪ Phone lines (line buttons) ▪ Speed-dial number
2	Phone screen	Shows phone features.
3	Footstand button	Enables you to adjust the angle of the phone.
4	Message button	Auto-dials your voice messages service
5	Directories button	Opens/closes the Directories menu. Use it to access call logs and directories.
6	Help button	Activates the Help menu.
7	Settings button	Opens/closes the Settings Menu. Use it to change phone screen and ring settings.
8	Services button	Opens/closes the Services menu.
9	Volume	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).
10	Speaker button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12	Headset button	Toggles he headset on or off. When the headset is on, the button is lit.
13	Navigation Select button	Allows you to scroll through menus and highlight items. When the phone is on-hook, displays phone numbers from your Placed Calls log.
14	Keypad	Enables you to dial phone numbers, enter letters, and choose menu items.
15	Softkey buttons	Each activates a softkey option (display on your phone screen).
16	Handset light strip	Indicates an incoming call or new voice message.

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Placing a Call on Hold

Press the hold softkey during a call. To remove a call from being held, press the resume softkey.

Call Waiting

When a second call comes in during an existing call, press the _answer_ softkey which places the existing call on hold and answers the second line. To return to the first call, put the second call on hold with the _hold_ softkey, use the up and down arrows to highlight the first call and press the _resume_ softkey. Continue these steps to navigate between the calls

Call Forwarding

Press the _CFwdALL_ softkey and enter the destination number. Pressing the _CFwdALL_ softkey again will remove the call forward. Note that call forwarding is limited to local numbers only. If it is forwarded to a number outside the campus, please add 9 in front the phone number. (96045555555)

Call Forwarding to Voicemail

Press the _CFwdALL_ softkey then the messages button (#4). Pressing the _CFwdALL_ softkey again will remove the call forward to voicemail

Call Transfer

During the call press _Transf…_ softkey, enter transfer number, press _Transf…_ softkey again.

Conference Call

During a call press the _more_ softkey, press the _Confrn_ softkey, enter the phone number that you wish to conference, press the _Confrn_ softkey again.

Accessing the Directories

Press the _Directories_ button (#5) to access the last 10 missed calls, received calls, outgoing calls made on your telephone and the personal and corporate directory. When accessing the personal directory, you will need to login using your Windows account and password.

Voicemail

Press the _Messages_ button (#4) on your phone to access the voicemail. The first time that you access your voicemail you will be asked to set it up. The default password is **1478963** (U shape on your dial pad), it will prompt you to change it to your own password when you access the voicemail box for the first time, your password should be at least 4 numbers, cannot be 1234 or all same one number. To access your voicemail from any phone other than your own, both internally and externally, dial your phone number (internally just dial your extension), wait until the voice prompt kicks in then hit '*' and enter your extension and password.

If you share a phone with another user, please push the button which indicates your extension (#1) the press the Messages button (#4) and follow the above instructions.

Password Policy

- The PIN cannot match the numeric representation of the first or last name of the user.
- The PIN cannot contain the primary extension or alternate extensions of the user.
- The PIN cannot contain the reverse of the primary extension or alternate extensions of the user.
- The PIN cannot contain groups of repeated digits, such as "408408" or "123123."
- The PIN cannot contain only two different digits, such as "121212."
- A digit cannot be used more than two times consecutively (for example, "28883").
- The PIN cannot be an ascending or descending group of digits (for example, "012345" or "987654").
- The PIN cannot contain a group of numbers that are dialed in a straight line on the keypad when the group of digits equals the minimum credential length that is allowed (for example, if 3 digits are allowed, the user could not use "123," "456," or "789" as a PIN).