

Cisco IP Phone 7942/7962 model





Quick Reference Brochure



The **Cisco IP Phone 7942 & 7962** are full-featured handsets providing:

- Two (7942) & six (7962) backlit programmable lines and four interactive soft keys that guide a user through call features and functions
- Phones have high-quality two-way speaker capability and built-in headset ports

Illuminated Buttons - the line buttons illuminate to indicate the status of the call

-  **Green Steady** – active call
-  **Green Flashing** – call on hold
-  **Amber Flashing** – incoming call
-  **Red Steady** – remote line in use

Volume Adjustment

Ringer Volume


- While your phone is idle, press the **volume** bar up or down until desired volume is reached. Volume is automatically saved

Handset/Speaker Volume

- While you are on a call, press the **volume** bar up or down until desired volume is reached
- Press **Save** soft key to save this setting

CALL HANDLING

Mute button

- Press **Mute** button  (indicator lights red)
- To return to two-way conversation, press **Mute** button again (indicator light turns off)

Speaker button

- You can press **Speaker** button before or after dialing, re-dialing or speed dialing a number

Using Hold

To place a call on hold:

- Press **Hold** softkey while on a call
- Call display will flash while on hold

To resume the call:

- Press **Resume** softkey

Call Forwarding – direct calls to another destination

To forward a call:

- Press the **CFwdALL** soft key (you will hear 2 beeps)
- Enter the number to which you want to forward OR to forward calls to voicemail, press the **Messages** button

To cancel call forwarding:


- Press the **CFwdALL** soft key

Switching between calls (Call Waiting)

If you have multiple lines on your phone, you will hear a beep tone when a call is waiting

Handling a waiting call:

- While on a call, you will hear a beep, and the 2nd caller ID will appear. Press **Answer** softkey. This automatically places the first call on hold
- To return to the original call, place 2nd call on

Hold or **End** the call. Use the scroll bar  to toggle between calls

- Press the **Resume** softkey to resume the call

Call Transfer- to transfer caller A to caller B

To transfer a call:

- Press the **Transfer** soft key, you will hear a tone and the caller is placed on hold
- Dial the telephone number to which you want to redirect your caller
- Press the **Transfer** soft key and the call will be transferred
- **OR**
- Wait for an answer, then announce the call that you will be transferring
- Press the **Transfer** soft key and the call will be transferred

To cancel call transfer: If caller refuses to accept the call, or is not available

- Press **End Call** soft key
- Press **Resume** soft key to return to caller

Conference – to join one or more parties to your call

To make a conference call:

- Press the **More** soft key to select **Confrn** soft key- you will hear a tone and caller is placed on hold
- Dial the number you wish to add to the call, when the called number answers, you can talk privately
- Press **Confrn** soft key to join your caller to the conference
- Repeat procedure to add additional parties

To drop a conference party- If caller refuses to join conference, or is not available

- Press **End Call** soft key
- Press **Resume** soft key to return to caller

FEATURE BUTTONS

Settings button

This button allows you to customize aspects of your phone

Changing Ring Type

- Press the **Settings** button
- Select **User Preferences**
- Select **Rings**
- Select **Default Ring**
- Navigate through the ring types, press the **Play** soft key to hear the samples
- Press the **Select and Save** soft key to choose the ring type

Messages button

- Press the **Messages** button to dial into the voicemail system and check new messages

Directories button

- To view your call records, select-

- 2 for Missed Calls
- 3 for Received Calls
- 4 for Placed Calls

- To retrieve and dial a number from the **Corporate Directory**, select:
- 1 for Corporate Directory
- Navigate through the entries by using the toggle button
- Press the **Dial** soft key to call the selected entry
- **Select** and **Save** soft key to choose the ring type