Know Your IP Phone

Cisco Unified IP Phone 7965G

1) Line/speed dial buttons
2) Foot stand adjustment
3) Display button
4) Voice Mail button
5) Directories button
6) Help button
7) Settings button
8) Services button
9) Volume adjustment
10) Speakerphone button
11) Mute button
12) Headset button
13) Navigation pad & Select button
14) Keypad
15) Softkeys
16) Voice Mail indication light / incoming call indication light
17) Phone Screen
Know Your IP Phone

1), 2), 3) AC Adapter (not used)

4) Network port (input)

5) PC port (output)

6) Handset port

7) Headset port

8) Foot Stand Adjustment

9) Aux Port For add-on
Primary Phone Line

• By default, every IP phone will have two appearances of the primary phone line on the first button.

• If you are on your primary line and a second call comes in, your primary line rings once.

• You may place the first call on **Hold** to take the incoming second call.

• For voice mail users, calls will route to voice mail if both appearances of the primary line are busy or either one is not answered.

• If you need to change the default programming of your primary line, please contact UITS Telecommunications Services at [telcosvc@email.arizona.edu](mailto:telcosvc@email.arizona.edu) or 621-8999.
Placing or Answering a Call

You can place or answer a call by pressing any of the keys below.

- Press the **Speaker** button
- Press the **Line** button
- Press the **Headset** button
- Lift the handset

You have the option of dialing before or after going off hook.
On-screen Mode Buttons

- Messages
- Services
- Directories
- Settings
- Help
The Messages Button

To check your voice mail messages

1. Press the Messages button

2. Enter your voice mailbox password and follow the prompts
The ? Button

The ? Button is called the Help button in some user guides. Here’s two of ways of using it:

1. Press the ? button and then press any key to display help for that key.
2. Press the ? button twice quickly to display information about using the ? button.
Use the Settings button to access information about 
or to adjust these IP phone features:

- Contrast
- Ring Type
- Network Configuration
- Model Information
- Status
Adjusting Contrast

You can change the LCD contrast by using the Settings button:

1. Press the **Settings** button
2. Select the **Contrast** option on the menu
3. Press the **Up** or **Down** SoftKey to set the desired intensity of the display
4. Press the **OK** SoftKey to accept the changes
5. Press the **Save** SoftKey to save the settings and/or press the **Exit** SoftKey to exit the Settings menu
Selecting Ringer Type

To change the ring sound (on an individual-line basis):

1. Press the Settings button
2. Select **Ring Type** from the menu and press the Select SoftKey
3. Select the line that needs to be changed; then press the Select SoftKey. Select **Default**; then the ring type
4. Scroll to select a ring type; then press the Play SoftKey to hear the selected ring type
Selecting Ringer Type
(continued)

5. When you find the ring you want, press the **Select** SoftKey and then press the **OK** SoftKey

6. Make the ring selections or exit the screen

7. Press the **Save** SoftKey to save the selection
Volume Adjustment

To increase or decrease the volume (the Volume button adjusts the volume only for the currently active voice receiver unless the adjustment is saved):

1. Press the up or down Volume button
2. Press the Settings button and then press the Save SoftKey
The Directories Button

Use the **Directories** button to access:

- Missed Calls
- Received Calls
- Placed Calls
- Personal Directory
- Campus (Corporate) Directory
Viewing or Dialing Received Calls

You can view or dial received, placed, and missed calls:

1. Press the **Directories** button
2. Select a directory
   Example: the Campus Directory or Received, Placed, or Missed calls
3. Highlight a number
4. Select the **Dial** SoftKey
Viewing or Dialing
Received Calls (continued)

To place a call to a received or missed call outside of the local calling area:

1. Press the **Directories** button
2. Select a directory
   Example: the Campus Directory or received, placed, dialed, or missed calls
3. Highlight a number
4. Select the **EditDial** SoftKey
5. On the dial pad, press **1**
6. Select the **Dial** SoftKey
You can find campus phone numbers by using the Campus (Corporate) Directory:

1. Press the **Directories** button
2. Select **Campus (Corporate) Directory**
3. Enter the **name** of the user or **first letters** of last name
4. Select **Search**
5. Scroll down list
6. Select **name** and press **Dial SoftKey**

**Note:** To correct your own contact information in the Campus Directory, contact your Payroll Representative.
The Services Button

There are two services available (To access these services, you must first subscribe via CCM User. For information about CCM User, go to http://uits.arizona.edu/services/ccm_user

- **Personal Address Book**: Look up entries, choose a selection, and press a softkey to dial the chosen number of frequently dialed contacts.
- **faSt Dials**: Assign index numbers (from 1 to 99) for quick dialing; index numbers can be assigned to Personal Address Book entries or manually entered telephone numbers.
Using an Individual Account Code

An Individual Account Code (IAC) can be used to temporarily change the long distance restriction level of a telephone set.

To use an IAC:
1. Dial the long distance number you want to call.
2. Wait for the beep.

Note: To obtain an IAC, please fill out an Individual Account Code order form online at http://uits.arizona.edu/services/iac/order
Using FRS Account Coding

FRS Account Coding is a convenience feature that allows calls to be associated with an FRS account.

To use an FRS account:
1. Dial *95.
2. Dial the number you want to call.
3. Dial the FRS account number.

To use an IAC and a FRS account:
1. Follow Steps 1-2 above.
2. Wait for the beep.
4. Wait for the second beep.
5. Dial the FRS account number.
Muting and Placing a Call on Hold

Muting
To mute a call, press the Mute button.
To disengage mute, press the Mute button again.

Placing on hold
To place a call on hold, press Hold SoftKey
(For 7911/7912G users, press the Hold button)
To return to the call, press Resume SoftKey.
(For 7911/7912G users, press the Hold button)
LCD Screen Features

1. Displays the phone number (directory number) for your primary phone line.
2. Programmable buttons can serve as phone line buttons, speed-dial buttons, phone service buttons or phone feature buttons. Icons and labels indicate how these buttons are configured.
4. Status Line: Displays audio mode icons, status information and prompts.
5. Call Activity Area: Displays current calls per line, including caller ID, call duration and call state for the highlighted line.
6. Phone Tab: Indicates call activity. Press this tab to return to the call activity area, if needed.
7. Feature Tabs: Each indicates an open feature menu.
# SoftKey Definitions

<table>
<thead>
<tr>
<th>Shortcut</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Answer</strong></td>
<td>Answer a call</td>
</tr>
<tr>
<td><strong>CallBack</strong></td>
<td>Receive notification when another busy IP phone extension becomes available</td>
</tr>
<tr>
<td><strong>Cancel</strong></td>
<td>Cancel an action or exit a screen without applying changes</td>
</tr>
<tr>
<td><strong>CFwdALL</strong></td>
<td>Setup/cancel call forwarding (campus and off-campus calls)</td>
</tr>
<tr>
<td><strong>Clear</strong></td>
<td>Delete records or settings</td>
</tr>
<tr>
<td><strong>ConfList</strong></td>
<td>View conference participants</td>
</tr>
<tr>
<td><strong>Confrn</strong></td>
<td>Create a conference call</td>
</tr>
<tr>
<td><strong>Default</strong></td>
<td>Restore settings (including volume) to original factory values</td>
</tr>
<tr>
<td><strong>Delete</strong></td>
<td>Remove characters to the right of the cursor when using EditDial</td>
</tr>
<tr>
<td><strong>Dial</strong></td>
<td>Dial an entered phone number</td>
</tr>
<tr>
<td><strong>EditDial</strong></td>
<td>Edit a number in a call log</td>
</tr>
<tr>
<td><strong>EndCall</strong></td>
<td>Disconnect current call</td>
</tr>
<tr>
<td><strong>Exit</strong></td>
<td>Return to the previous screen</td>
</tr>
<tr>
<td><strong>GPickUp</strong></td>
<td>Answer a call on another extension outside your group</td>
</tr>
<tr>
<td><strong>Hold</strong></td>
<td>Put active call on hold</td>
</tr>
<tr>
<td><strong>iDivert</strong></td>
<td>Divert a call to voice mail</td>
</tr>
<tr>
<td><strong>More</strong></td>
<td>Display additional SoftKeys</td>
</tr>
<tr>
<td><strong>NewCall</strong></td>
<td>Make a new call</td>
</tr>
<tr>
<td><strong>Park</strong></td>
<td>Store a call using Call Park</td>
</tr>
<tr>
<td><strong>PickUp</strong></td>
<td>Answer a call on another extension in your group</td>
</tr>
<tr>
<td><strong>Private</strong></td>
<td>Allow/disallow others from viewing or barging calls on a shared line</td>
</tr>
<tr>
<td><strong>Redial</strong></td>
<td>Redial the most recently dialed number</td>
</tr>
<tr>
<td><strong>Remove</strong></td>
<td>Remove a conference participant</td>
</tr>
</tbody>
</table>
SoftKey Definitions (continued)

**Restore**
Restore settings (including volume) to previously saved values

**Resume**
Resume a call on hold

**RmLstC (Remove Last Caller)**
Drop the last party added to conference call

**Save**
Save the chosen settings

**Search**
Search for a directory listing

**Select**
Select an item on the screen

**Speed Dial**
Up to 99 speed-dial entries

**Trnsfer**
Transfer a call

<<
Delete entered characters

>>
Move through entered characters
Transferring Calls

To transfer a call to another phone:

1. During a call, press the Trnsfer SoftKey
2. Dial the number to which you want to transfer the call
3. Press the Trnsfer SoftKey again, either when you hear ringing or when the party answers and you announce the call.
Forwarding Calls

To forward a call:

1. Press the CFwdAll SoftKey
2. Enter the number to which calls will be forwarded or press Messages to send calls to voicemail
3. To cancel forwarding, press the CFwdAll SoftKey again.

Note: To forward calls on secondary lines, CCM User access is required.
Conferencing Calls

To add a person to an existing call:

(A maximum of two people can be added to an existing call.)

1. Press the More SoftKey; then press the Confer Softkey

2. Dial the number of the person you want to add as conference call participant

3. Press the Confer SoftKey to add the person to the existing call.
To remove a participant from a conference call:

1. Select the More SoftKey twice.
2. Select the Conflist Softkey.
3. Scroll to the participant, select the participant, and then select the Drop SoftKey.
Call Park

Call Park allows you to place a call on hold that can then be picked up from any VoIP phone.

To park a call:

1. During a call, press the More SoftKey; then press Park.
2. Note the Call Park number (for example, 1100312) and provide it to the intended recipient of the call.
Call Park
(continued)

To pick up a parked call:
From any VoIP phone, dial the Call Park number provided by the person who originally answered the call.

Note:
If the intended recipient of the parked call does not pick up the call, the call will ring back on the phone of the person who originally answered the call.
Additional information is available at:

http://uits.arizona.edu/services/voip

To report a problem with your IP phone, contact the 24/7 IT Support Center at 520-626-TECH (520-626-8324).