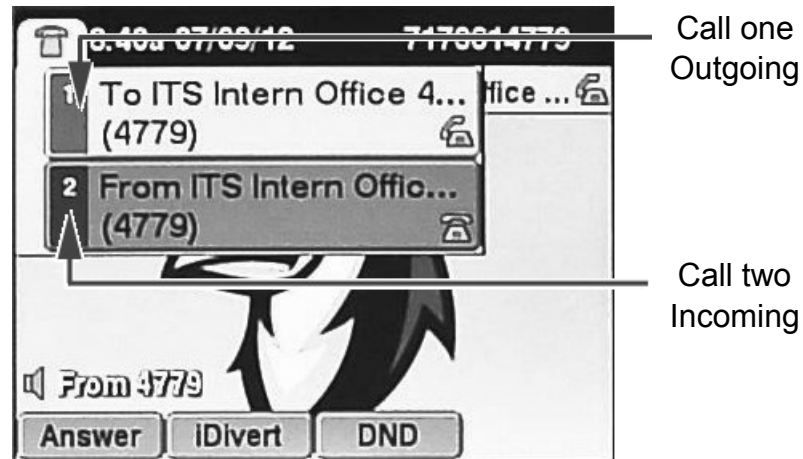


Call Stacking

On the old phone system calls would automatically go to voicemail if a person's extension was busy. The Cisco IP phone system introduces a new feature called call stacking which allows for multiple calls on one extension.


On each extension you can receive up to two calls at a time. However, even with two incoming calls on the extension you can still make additional outgoing calls using the **New Call** softkey.



Only one call at a time may be active on an extension, all other calls are placed on hold. Answering a new incoming call automatically places the current call on hold. To switch between calls, the active call must be placed on hold, the desired call selected (using the navigation pad), and resumed (using the **resume** softkey).

If your phone shares a extension with other phones in your department, an incoming call will be "owned" by your phone when you answer it. Owning a call means that the call is tied to your phone and is no longer visible on other phones in your department.

Phone Care Instructions

 Do not use water or any form of screen cleaner on the phone display as this may damage the phone. Your Cisco IP Phone should be cleaned with a dry, lint-free microfiber cloth.

Phone System Help

<http://www.etown.edu/offices/its/voip>

717-361-3333 | helpdesk@etown.edu



Elizabethtown College
Information & Technology Services

Cisco IP Phone 7962 Tip Sheet

Receive a Call	<ul style="list-style-type: none"> Lift the handset, or Press the Answer softkey, or Press the amber colored line key, or Press the Speaker button. <p>i See "Call Stacking" on back page for important information on call handling.</p>
Place a Call	<ul style="list-style-type: none"> Lift the handset before or after dialing a number, <i>OR</i> Press the New Call softkey or the Speaker button and then dial a number.
Hold/Resume a Call (Formerly Hold Button)	<ul style="list-style-type: none"> Press the Hold softkey to place a call on hold. Press the Resume softkey to resume the held call. <p>If you receive an incoming call while on the line;</p> <ul style="list-style-type: none"> Press the Answer softkey to automatically place your current call on hold and answer the incoming call. Use the navigation pad to highlight and resume the held call.
Transfer a Call to Another Number (Formerly Transfer Button)	<p>With the call active:</p> <ul style="list-style-type: none"> Press the Transfer softkey. Enter the transfer recipient's number. To speak with the transfer recipient before transferring the call remain on the line, <i>OR</i> Press the Transfer softkey again to transfer the call immediately.
Redial a Number	<ul style="list-style-type: none"> Press the Redial softkey to redial the most recent number, <i>OR</i> Use the navigation pad to scroll through your placed calls directory.
Forward All Incoming Calls (Formerly Forward Button)	<ul style="list-style-type: none"> Press the CFwdALL softkey. Enter the number your wish to forward to, <i>OR</i> Press the messages button to forward all calls to voicemail.
Speed-Dial Buttons	<ul style="list-style-type: none"> Press the programmable button corresponding to the speed-dial number to dial that number. <p>i Contact the Help Desk for speed-dial requests.</p>

Voicemail

Accessing Voicemail	<ul style="list-style-type: none"> Press the messages button. Enter your PIN and press #. <p>i Your PIN is initial set to the default PIN, 1899 . For security, please change your PIN.</p>
Changing Voicemail PIN	<ul style="list-style-type: none"> Press the messages button. Enter the default PIN and press #. Press 4 for setup options. Press 3 for preferences. Press 1 to change your PIN.

Cisco IP Phone 7962 Layout and Features



1. Handset	
2. Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
3. Navigation Pad	Allows you to scroll through menus and highlight items. When the phone is on-hook, displays phone numbers from your Placed Calls log.
4. Messages Button	Auto-dials the voicemail service.
5. Services Button	Opens/closes the Services menu.
6. Headset Button	Toggles the headset on or off. When the headset is on, the button is lit green.
7. Mute Button	Toggles the microphone on or off. When the microphone is muted, the button is lit red.
8. Volume Button	Off-hook: Controls the handset, headset, and speakerphone volume On-hook: Ringer volume
9. Speaker Button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit green.
10. Settings Button	Opens/closes the Settings menu. Use it to change phone screen and ring settings.
11. Help Button	Activates the Help menu.
12. Directories Button	Opens/closes the Directories menu. Use it to access call logs and directories.
13. Softkeys	Activates the corresponding feature displayed on the phone screen.
14. Footstand Button	Allows you to adjust the angle of the phone base.
15. Programmable Buttons	<p>Depending on configuration, programmable buttons provide access to:</p> <ul style="list-style-type: none"> Phone lines and intercom lines (line buttons) Speed-dial numbers (speed-dial buttons, including the BLF speed-dial feature) Web-based services (for example, a Personal Address Book button) Phone features (for example, a Privacy, Hold, or Transfer button) <p>Buttons illuminate to indicate status:</p> <ul style="list-style-type: none"> Green, steady—Active call or two-way intercom call Green, flashing—Held call Amber, steady—Privacy in use, one-way intercom call, DND active, or logged into Hunt Group Amber, flashing—Incoming call or reverting call Red, steady—Remote line in use (shared line or BLF status) Red, flashing—Remote call on hold
16. Handset Light Strip	Indicates an incoming call or new voice message.