Quick Start Guide for Cisco 7965 IP Phone
Standard Phone User Guide

Basic Phone Use	
Ringer Volume *Volume settings are saved automatically*	1. Press the VOLUME key (with phone on hook) to hear a sample ring. 2. Press the up and down arrows to reach the desired level.
Handset Volume	1. To increase or decrease the volume of your handset, lift the handset and press the up or down volume button. The volume buttons adjust the volume for the currently active condition.
Place a call	Either lift handset and dial, press line button and dial, or press New Call soft key and dial. • Dial 5 digits for internal calls. Dial 9 + number for local calls. • Dial 80 + 1 + number + 6-digit access code for long distance calls. • **Dial 911 or 9 + 911 for Emergency Calls.**
Answer a call	Lift handset, press Line Appearance, or press ANSWER soft key. • If you receive a second call on your individual extension, you will hear a "beep." • To answer second call, press Line -OR- press ANSWER soft key. (First call is automatically put on hold).
End a call	Hang up handset, or press END CALL soft key for speaker mode.
Mute a call	To mute, press MUTE. Press MUTE again to disengage.
Send call to Voicemail	Press soft key button **iDivert** button when phone is ringing.
Place a call on Hold	1. Press the HOLD soft key. 2. Press the RESUME soft key or press the Line Appearance button to return to a call. • If multiple calls are on hold on the same Line Appearance, use the scroll key to select the desired call before pressing RESUME.
Transfer a call	1. During a call, press the TRANSFER soft key. This places the call on hold. 2. Dial the number to which you wish to transfer the caller. 3. When ringing begins, press TRANSFER again, or wait for party to answer then press TRANSFER. If party refuses call, press RESUME soft key, or extension key where call is held to take the call back.

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Transfer to Voice Mail	1. During a call, press the TRANSFER soft key. This places the call on hold. 2. Type **#** and the extension of the intended voicemail recipient 3. Press the TRANSFER soft key again to complete the transfer to voice mail
Host an Ad Hoc Conference Call	1. While on a call, press the MORE soft key, then the CONFRN soft key. This will put the first call on hold and select a new line. 2. Place a call to another number. 3. When the call connects, press CONFRN soft key again to add this party to the conference. 4. Repeat to add up to 5 parties. • When call originator hangs up, no additional parties can be added.
Call Pick-Up	1. As the phone rings at an extension within your Call Group, lift the handset or select a line button. 2. Press the MORE soft key to view the PickUp soft key. 3. Press the PickUp soft key to transfer the call to your extension. 4. Press the Answer soft key to answer the re-directed call on your phone. This feature only works when it has been configured for your group
Call Park	1. While on a call, press the PARK soft key. 2. Press PARK. The display shows the number where the call is parked. 3. To retrieve the parked call from any phone, lift handset and dial Park number.
Last Number Redial	Lift handset and press REDIAL soft key. To redial from a line other than primary, press line first, then press REDIAL.
Call Forward (to another extension)	1. Press the CFwdALL soft key (two beeps) and enter the internal number to which you wish to forward your calls. 2. To cancel, press the CFwdALL soft key.
Do Not Disturb	1. Press the CFwdALL softkey 2. Press the MESSAGES button 3. To cancel, press the CFwdALL soft key
Viewing/Dialing Placed, Received or Missed Calls	1. Press the DIRECTORIES button. 2. Press the scroll and SELECT keys to select the desired type of call history. 3. To edit a number, such as adding a 9, use the EditDial soft key to add digits to the front of the number. 4. Press the back soft key once and the EXIT soft key twice to exit the directory menu.
Accessing/Dialing from the Corporate Directory	1. Press the DIRECTORIES button. 2. Use the scroll key to select CORPORATE DIRECTORY. 3. Press the SELECT soft key to display the directory search options. 4. Use the SCROLL key to select a search option: First or Last Name, or Extension. 5. Use the numbers corresponding to the letters on the dialing pad to enter a name or number to find it in the directory. 6. Press the DIAL soft key to speed dial a number from the corporate directory.

Ringtone Settings – Setup Options	
To Select Ring Type	1. Press "SETTINGS" button. 2. Scroll / Select "Preferences" 3. Scroll / Select "Ringtone" 4. Scroll / Select the extension to modify the ringtone for that specific line. 5. Scroll through list of available ringtones. Press "PLAY" to hear a sample, press "SET" to choose that ringtone 6. After making your selection, press "Apply" soft key. 7. Press "BACK" soft key twice and "EXIT" twice to return to the main menu.

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Unity Voice Mail – Setup & Basic Voice Mail Functions
Voice Mail – Initial Setup

Press the "Messages" button to access your voicemail box. You will be asked to initialize your mailbox the first time you access voice mail. Initialization includes recording your name, recording a **greeting**, and changing your password.

Your temporary password is 6xxxx .   The 'x' represents your extension. Your new password must be at least 3 digits in length. **NOTE:** Be sure to press "#" after every entry for which the system prompts you.

Basic Voice Mail Use

Access from desk phone	1. Press MESSAGES button. 2. Enter your password followed by the # key when prompted. 3. Press 1 to listen to new messages, 2 to send a message, 3 to review old messages, or 4 to access SETUP options.
Access when away from the office:	1. *Dial the voicemail number* - 802-656-9940. 2. **When voice mail answers, press * key.** 3. Enter your 5-digit mailbox I.D. number (i.e., your "Extension Number") followed by the # key. 4. Enter your password followed by the # key.

While listening to a message:	**1** - repeat **2** - save **3** - delete 4 - slower **5** - change volume	**6** - faster **7** - skip back **8** - pause **9** - fast-forward **#** - jump to end of message
After a message:	**1** - repeat **2 -** save **3** - delete **4** - reply to internal user	**5** - forward message **6** - mark as new 7 - skip back **9** - hear date/timestamp

Setup Options

To re-record greeting:	1. Enter mailbox 2. Press **4** - Setup options, then **1** - for Greetings, then **1** - change greetings 3. Follow prompts
To rerecord name:	1. Enter mailbox 2. Press **4** - Setup options, then **3** - personal settings, then **2** - change name 3. Follow prompts
To change password:	1. Enter mailbox 2. Press **4** - Setup options, then **3** - Personal settings, then **1** - change password 3. Follow prompts