



## Getting Started

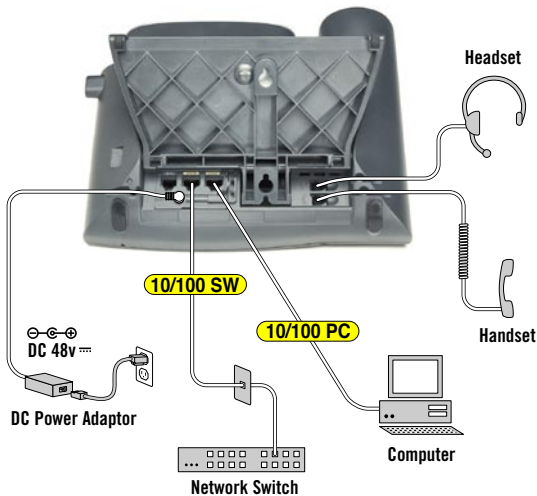
### Cisco 7940 & 7960 Series IP Phones

Red Gap IP phones are loaded with features and there are usually several different ways to perform the same task. This guide starts by teaching the basic methods that mimic a traditional phone. Once you get the hang of it, you can move on to the more advanced methods and features described in the **Quick Reference Book**.

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## Connecting your phone...

- 1** First, plug the 3-prong power cord into the DC power adapter, then into a standard 110v wall outlet. Second, plug the small power cord on the opposite side of the DC power adapter into the back lower left of the phone.
- 2** Connect a Cat5 ethernet cable from the **10/100 SW** port on the back of the phone to the network (LAN) port in your wall.
- 3** If you have a computer and you want to daisy-chain its network connection through your phone, connect a Cat5 ethernet cable from the **10/100 PC** port on the back of the phone to the network (LAN) port on your computer.
- 4** Connect the handset cord to the handset port on the back lower right of the phone.
- 5** If you also have a compatible headset, connect the headset cord to the headset port on the back lower right of the phone (just above the handset port).

## To adjust the angle of your phone...

- 1** Press and hold the Angle Adjustment button.
- 2** Adjust the angle of the phone base to your liking.
- 3** Release the Angle Adjustment button.

## Using the “Soft Keys” below the screen...

Familiarize yourself with the row of buttons located directly below the screen and the associated label above each one. These buttons are called “soft keys” and their functions can change based on what you’re currently doing with your phone.

## To make a call...

- 1** Pick up the handset. You should hear a dial tone. The phone will automatically use your extension for the call.
  - ▶ If you wish to use a different extension, press the appropriate line appearance button to the right of the screen.
- 2** Dial the extension -or- dial your Outside Access Digit + the phone number you wish to call.
  - ▶ The Outside Access Digit is usually “9”, but it will be changed by your service provider if it conflicts with your desired internal extension numbers.

## To end a call...

- 1** Press the “EndCall” soft key.
  - ▶ Optionally, you can just hang up the handset, or press the illuminated speaker button if you’re using the speakerphone.



## To answer a call when you are NOT on the phone...

- 1 Press the “Answer” soft key below the screen then pick up the handset.

## To answer a call while you are on the phone (call waiting)...

- 1 Press the “Answer” soft key below the screen and begin talking. The current call will automatically be put on hold and the incoming call will be answered.
- ▶ If multiple lines are ringing at the same time, you can optionally press a line appearance button to answer its associated incoming call. The current call will automatically be put on hold and the incoming call will be answered.

## To put a call on hold...

- 1 Press the “Hold” soft key below the screen.

## To pick up a call on hold...

- 1 Use the blue scroll button to select the call you wish to pick up.
  - 2 Press the “Resume” soft key.
- ▶ If you are currently on a call, it will automatically put that call on hold and pick up the selected call.

## To transfer a call...

- 1 Press the “more” soft key, then press the “Transfer” soft key.
  - 2 Dial the extension -or- dial your Outside Access Digit + the phone number to which you want to transfer the call.
  - 3 Either hang up or wait to announce the call and then hang up. When you hang up, the call will be transferred. If the party that you are transferring to is unavailable, the call will transfer to their voice mail.
- ▶ If you wish to return to the first call after starting a transfer, use the blue scroll button to select the call, then press the “Resume” soft key.

## To use the speakerphone...

- 1 If the handset is off-hook, press the speaker button then hang up the handset.
- ▶ If the handset is not off-hook, simply press the speaker button.
- 2 Press the speaker button again to hang up the call.

## To access your phone's voice mailbox...

- 1 Pick up the handset.
- 2 Press the Voice Mail Messages button.
- 3 Enter your password followed by the # key.
- 4 Follow the automated voice prompts.

## To access a company voice mailbox...

- 1 Pick up the handset.
- 2 Press the "more" soft key, then press the soft key for the mailbox you wish to access.
- 3 Enter your password followed by the # key.
- 4 Follow the automated voice prompts.

## Using the "Do Not Disturb" feature...

This feature keeps your phone from ringing when a call comes in by immediately routing the call to your voice mailbox (or another predetermined destination). You can still make calls and use other phone features, however.

- 1 Press the "DnD" soft key. You should now see the message "Do not disturb is active" at the bottom of the screen.
- 2 Press the "DnD" soft key again. The "Do not disturb is active" message should disappear from the bottom of the screen.

## To use call forwarding...

- 1 Press the "Forward" soft key.
- 2 Dial the extension -or- dial your Outside Access Digit + the phone number to which you want your calls forwarded.
- 3 Press the "Forward" soft key again. You should now see the message "Forwarded to..." at the bottom of the screen.
- 4 To cancel call forwarding, press the "Forward" soft key twice. The "Forwarded to..." message should disappear from the bottom of the screen.

## To use the intercom...

- 1 Press the "more" soft key, then press the "Intcom" soft key.
- 2 Dial the extension you wish to intercom with.
  - ▶ The system will turn on the speakerphone of the dialed extension and play a short dial-tone followed by two beeps to announce the intercom call. During an active intercom call, the phone will beep every 60 seconds.
- 3 Press the "EndCall" soft key to end the call.

## To use Broadcast Paging...

This feature lets you broadcast an announcement to all members of your paging group. This feature must be enabled by your Service Provider.

- 1 Pick up the handset.
- 2 Dial the broadcast paging number assigned by your service provider.
- 3 After the tone, make your announcement.
- 4 Hang up.
  - ▶ Your phone must be idle to receive a Broadcast Page. When you receive a page, your phone will play a warning tone to alert you, then the announcement will be played through your speaker.