



Quick Reference Book

Cisco 7940 & 7960 Series IP Phones



Business Feature Set
T6000 Release 6.0
SCCP Protocol

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Revision 20070309

Remote Voicemail

Your phone number + extension + *

Remote Call Forwarding

(214) 580-2032

Remote Phone Feature

(214) 580-2040

Meet-Me Conferencing

(214) 580-2030 (Join)

(888) 550-2030 (Join)

(214) 580-2031 (Schedule)

Internal Service Extensions

522 Meet-Me Conference (Join)

523 Meet-Me Conference (Schedule)

544 Speed Dial Configuration

555 Voicemail (Login)

577 Voicemail (Make a Message)

585 Phone Number Announcement

586 IP Address Announcement

588 Direct Extension Assignment

589 Unassign Telephone

Customer Service / Technical Support

(214) 550-1040

support@redgap.com

Web Portal

<http://portal.redgap.com/webportal>

Web Site

<http://www.redgap.com>



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Display Contrast

1. Press the Settings button
2. Press “1” to select Contrast
3. Adjust the contrast using the “Up” and “Down” soft keys
4. Press the “Ok” soft key to save
5. Press the “Exit” soft key

Handset Volume

1. Remove the handset from the cradle
2. Press the Volume Up/Down buttons
3. Press the “Save” soft key
4. Replace the handset

Speakerphone Volume

1. Press the Speaker button
2. Press the Volume Up/Down buttons
3. Press the “Save” soft key
4. Press the Speaker button to turn off the speakerphone

Ring Volume

With the handset in the cradle and speakerphone off, press the Volume Up/Down buttons. The setting will automatically be saved.

Ring Type

1. Press the Settings button
2. Press 2 to select Ring Type
3. Press the Scroll Up/Down buttons to highlight the desired ring type
4. Press the “Select” soft key
5. Press the “Ok” soft key to save
6. Press the “Exit” soft key

Dialing

Outside Access Digit

This is the prefix digit required when dialing an outside phone number, used to distinguish between an inside extension or star code and an outside phone number. You will hear a higher-pitch dial tone before the key press, and a lower-pitch dial tone after the key press.

Internal Extensions

- Dial the 3, 4, 5 or 6-digit extension (based on your company's phone configuration)

Local Calls

- Dial the Outside Access Digit + the number

Long Distance Calls

- Dial the Outside Access Digit + 1 + the number

International Calls

- Dial the Outside Access Digit + 011 + the country code + the city code + the number
- ▶ International calling must be enabled by your Service Provider.

Direct Inward Dialing (DID)

A DID phone number allows outside callers to directly dial an internal extension, bypassing an operator or auto-attendant. This term is used throughout this document where applicable.

Making a Call

Using the Handset

- Lift the handset and dial the desired number
- or Dial the desired number then lift the handset

Using the Speakerphone

- Press the Speaker button and dial the desired number
- or Dial the desired number and press the Speaker button
- or Dial the desired number and press the “Dial” soft key
- or Dial the desired number and press a line button

Using the headset

- Press the Headset button and dial the desired number
- or Dial the desired number and press the Headset button

Last Number Redial

To redial the last number called

- Press the “Redial” soft key
- or Dial *07

Call Return

To return a call to the last caller

1. Lift the handset and dial *69
 2. Follow the voice prompts to verify the number and return the call
- ▶ If your phone has Toll Restrictions, you will not be able to return restricted calls.

Abbreviated Dialing

This feature lets you create up to 100 personal 2-digit speed dial codes (00-99) that you can dial from your keypad.

To use an Abbreviated Dial Code

1. Lift the handset and dial *3
2. Enter the desired 2-digit speed dial code

To program an Abbreviated Dial Code

1. Lift the handset and dial 75*
 2. Follow the voice prompts
- ▶ When entering an external phone number, be sure to include the Outside Access Digit.

To modify an Abbreviated Dial Code, simply reprogram the same Abbreviated Dial Code.

To delete an Abbreviated Dial Code, reprogram the same Abbreviated Dial Code but press # to enter an empty phone number when prompted.

Speed Dial

This feature lets you assign favorite phone numbers to Speed Dial buttons for one-touch dialing.

- ▶ A line appearance button must be configured as a Speed Dial button by your Service Provider in order to use this feature. Speed Dial Buttons can then be programmed from the keypad or from the web portal.

To use a Speed Dial button

- Lift the handset and press the desired Speed Dial button
- or Press the desired Speed Dial button to use the speakerphone

To program a Speed Dial button

1. Lift the handset and dial 74*
2. Follow the voice prompts

- ▶ When entering an external phone number, be sure to include the Outside Access Digit.

To modify a Speed Dial button, simply reprogram the same button.

To delete a Speed Dial button, reprogram the same button but press # to enter an empty phone number when prompted.

Group Speed Dial

This feature lets you have up to 1000 extra common extensions that each behave as a speed dial.

- ▶ This feature must be configured by your Service Provider.

To dial a Group Speed Dial extension

- Lift the handset and dial the Group Speed Dial extension you wish to call

Authorization Code

This feature allows you to override any call restrictions on the phone when you place a call.

To make a call with an Authorization Code

1. Lift the handset
2. Dial your Outside Access Digit
3. Press the # sign
4. Enter your authorization code (when you enter the correct code, you will hear a dial tone)
5. Dial the desired phone number

Billing Codes

This feature lets you track calls by associating a billing code with each call while you are on a call.

To enter a Billing Code for a call using Star Codes

1. During a call, press *02
2. Enter the billing code + #

To enter a Billing Code for a call using Soft Keys

1. During a call, press the “Billing” soft key (you may need to press the “more” soft key one or more times to see it)
 2. Enter the billing code for the call using the numeric keypad (the other party will not hear the tones when you press keys)
 3. Press the “Billing” soft key again
- ▶ If you enter multiple billing codes during a call, only the last billing code will be recorded.

Conferencing

Conferencing lets you join multiple parties together on a single call.

- ▶ The maximum number of parties is determined by your Service Provider.

To add a party to an existing call

1. Press the “Confrn” soft key to place the existing call on Hold and provide a dial tone (you may need to press the “more” soft key one or more times to see it)
 2. Dial the extension or number that you would like to add. Be sure to include the Outside Access Digit for an external call.
 3. After the party answers, press the “Confrn” soft key again to join the parties together. If you reach the voicemail or the party doesn’t want to join the conference, press the “EndCall” soft key followed by the “Resume” soft key to return to the original call without adding the new party.
 4. Repeat these steps to add new parties.
- ▶ If you initiate a conference call and then hang up, the other parties may be able to continue the call after you disconnect. Contact your Service Provider to determine your configuration.
 - ▶ For information about Meet-Me Conferencing, see the Meet-Me conferencing Quick Reference Card.

Intercom

This feature lets you make an announcement through another person’s phone, allowing them to respond instantly in hands-free mode using their speakerphone.

To initiate an Intercom call

1. Press the “Intcom” soft key (you may need to press the “more” soft key one or more times to see it)
 2. Dial the extension you wish to intercom
- ▶ If the other party has Do Not Disturb enabled or they are on the phone, you will get a busy signal when you try to Intercom.

Receiving an Intercom call

When someone initiates an Intercom call to your phone and your phone is idle, your phone will beep and your speakerphone will be enabled. Your phone will beep every 60 seconds as a reminder that an intercom call is active.

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.

To make a Broadcast Page

1. Lift the handset
2. Dial the broadcast paging number
3. After the tone, make your announcement
4. Hang up

To receive a Broadcast Page

Your phone will play a warning tone to alert you of an incoming announcement, then the announcement will be played through your speaker.

- ▶ Your phone must be idle to receive a Broadcast Page.

Releasing Caller ID Block

If your phone is configured to block sending Caller ID information, you can send your Caller ID information for a single phone call by temporarily releasing Permanent Caller ID Block.

To temporarily release Caller ID Block for a single call

1. Lift the handset and dial *82
 2. Dial the desired number to make your call
- ▶ When you end the call, Permanent Caller ID Block will again be active.

Receiving Calls

Ring Sounds

The Cisco 7940/7960 IP Phone has distinctive rings for incoming calls:

- One Ring - Internal calls
- Two Rings - External calls and reminder for calls on hold
- Distinctive Ring - Your service provider may be able to configure up to three DID numbers on your phone, each of which can have a different ring tone
- Priority Ring - Identifies “priority callers” with a different ring pattern. See Priority Call.

Answering a Call

Using the Handset

- Press the “Answer” soft key then lift the handset (answers any ringing line appearance)
- or Lift the handset (answers your extension only)

Using the Speakerphone

- Press the “Answer” soft key (answers any ringing line appearance)
- or Press the Speaker button (answers your extension only)
- or Press the associated line button (answers the associated line appearance)

Using the headset

- Press the Headset button

Group Pickup

This feature allows you to answer another phone from your own phone, if the other phone is within your Call Pickup Group.

- ▶ This feature, the pickup group and the soft key on your phone must be configured by your service provider.

To Pickup a Call on another phone using Soft Keys

- Press the “Group” soft key (you may need to press the “more” soft key one or more times to see it)

To Pickup a Call on another phone using Star Codes

- Lift the handset and dial *06
- ▶ If multiple inbound calls are ringing, the call that has been ringing the longest will be answered.

Directed Call Pickup

This feature lets you answer a specific phone within your Directed Call Pickup Group.

- ▶ This feature, the pickup group and the soft key on your phone must be configured by your service provider.

To Pickup a Call using Soft Keys

1. Press the “DC Pickup” soft key (you may need to press the “more” soft key one or more times to see it)
2. Enter the extension you wish to answer. The extension must be in one of your Directed Call Pickup Groups.

To Pickup a Call using Star Codes

1. Lift the handset and dial *12
2. At the dial tone, dial the extension you want to answer. The extension must be within one of your Directed Call Pickup Groups.

Call Waiting

This feature lets you automatically put the current call on hold while you answer a second incoming call that arrives on any line.

To answer a second call while on a call

- Press the “Answer” soft key
- or Press the line button for the second incoming call

The original call will be placed on hold and you will be connected to the second call.

To return to the Original Call

1. Press the Scroll Up/Down buttons to select the original call
2. Press the “Resume” soft key

To temporarily disable Call Waiting for the duration of an outgoing call

1. Lift the handset and dial *70
 2. Dial the desired number to make your call
- ▶ When you end the call, Call Waiting will automatically be re-enabled

Call Waiting with ID Manager

This feature allows you to handle call waiting calls that arrive on the same line in ways that do not interrupt your current call.

- ▶ This feature must be enabled by your Service Provider.

To route the second call to the “Do Not Disturb (DND)” destination

- Press 1

To play a “Please hold...” announcement and automatically place the second call on hold

- Press 2

To play a “Not available...” announcement and reject the second call

- Press 3
- ▶ Remember, calls arriving on other lines will not work with this feature.

Anonymous Call Rejection

This feature prevents inbound calls from callers who block the display of their Caller ID. This feature is overridden by the Privacy Guard feature when it is enabled.

To enable Anonymous Call Rejection

1. Lift the handset and dial *77
2. Hang up

To disable Anonymous Call Rejection

1. Lift the handset and dial *87
2. Hang up

Call Block - Selective Call Rejection

This feature lets you program your phone to decline calls from certain people. The Call Block menu provides step-by-step instructions for enabling/disabling the feature and managing the Call Block List.

To Access the Call Block menu

1. Lift the handset and dial *60
 2. Follow the voice prompts
- ▶ When adding an incoming phone number to the Call Block List, enter the 10-digit caller ID number.

Priority Call

This feature lets you define a list of callers identified as priority callers using a unique ring tone when they call you. These calls will ring through even if Do Not Disturb is active.

To access the Priority Call menu

1. Lift the handset and press *61
 2. Follow the voice prompts
- ▶ When entering an external Priority Call Number, do not include the Outside Access Digit.

Privacy Guard

This feature lets you screen incoming calls that have no Caller ID. Unidentified callers are requested to record their name or enter an access code before your phone is alerted.

To access the Privacy Guard menu

1. Lift the handset and dial *88
2. Follow the voice prompts

Call Forward - All Calls

This feature lets you forward all incoming calls to another number.

To enable/modify Call Forwarding using Soft Keys

1. Press the button for the line to forward
 2. Press the “Forward” soft key
 3. Enter the phone number or extension to which the calls should be forwarded
 4. Press either the Forward or “EndCall” soft key
- ▶ When entering an external Forwarding Number, be sure to include the Outside Access Digit.

To enable/modify Call Forwarding using Star Codes

1. Lift the handset and dial 72*
 2. Follow the voice prompts
- ▶ When entering an external Forwarding Number, be sure to include the Outside Access Digit.

To enable/modify Call Forwarding from a remote location

1. Dial the number for Remote Access to Call Forwarding specified by your Service Provider.
 2. Enter your complete phone number + #. If your phone is configured as an extension-only (i.e., non-DID) line, enter your company's complete main phone number + * + your extension number + #.
 3. Enter your user password + #
- ▶ Your user password is the same as your webportal password, not your voicemail password)
4. Enter the phone number or extension to which the calls should be forwarded + #
 5. After hearing the verification, hang up
- ▶ When entering an external Forwarding Number, be sure to include the Outside Access Digit.

To disable Call Forwarding using Soft Keys

1. Press the line button for the forwarded line

2. Press the “Forward” soft key
3. Press either the “Forward” soft key again or the “EndCall” soft key

To disable Call Forwarding using Star Codes

1. Lift the handset and dial 73*
2. After hearing the verification, hang up

To disable Call Forwarding from a remote location

1. Dial the number for Remote Access to Call Forwarding (provided by your Administrator)
2. Enter your complete phone number + #
3. Enter your telephone password + #
4. Press # #
5. After hearing the verification, hang up

Call Forward - Selective

This feature lets you forward selected incoming calls to another number.

To enable/modify Selective Call Forward

1. Lift the handset and dial *63
 2. Follow the voice prompts
- ▶ When entering an external Forwarding Number, be sure to include the Outside Access Digit.
 - ▶ When adding an incoming phone number to the Call Forward List, enter the 10-digit caller ID number.

To disable/modify Selective Call Forward

1. Lift the handset and dial *83
2. Hang up

Call Forward - Busy

This feature lets you forward calls to another number when you are already on a call.

To enable/modify Busy Call Forward

1. Lift the handset and dial 76*
 2. Follow the voice prompts
- ▶ When entering an external Forwarding Number, be sure to include the Outside Access Digit.

To disable Busy Call Forward

1. Lift the handset and dial 77*
2. Hang up

Call Forward - No Answer

This feature lets you forward calls to another number when you do not answer.

To enable/modify No Answer Call Forward

1. Lift the handset and dial 78*

2. Follow the voice prompts

- ▶ When entering an external Forwarding Number, be sure to include the Outside Access Digit.

To disable No Answer Call Forward

1. Lift the handset and dial 79*
2. Hang up

Call Forward - Out of Service

This feature automatically forwards calls to another number when your phone goes out of service.

To enable/modify Out of Service Call Forward

1. Lift the handset and dial 70*
 2. Follow the voice prompts
- ▶ When entering an external Forwarding Number, be sure to include the Outside Access Digit.

To disable Out of Service Call Forward

1. Lift the handset and dial 71*
2. Hang up

Do Not Disturb

This feature makes your phone unavailable for incoming calls which will be routed to your voicemail or another extension, depending on your configuration. Priority Call callers will still ring through, however. See Priority Call for more information.

To enable Do Not Disturb

- Press the “DND” soft key
- or** Lift the handset and dial *04, then hang up
- The display will show “Do not disturb is active”

To disable Do Not Disturb

- Press the “DND” soft key
- or** Lift the handset and dial *04, then hang up
- The “Do not disturb is active” message will disappear.
- ▶ You can record a special voicemail greeting that callers will hear when you have DND active. To record this greeting, access your Voice Mail and follow the voice prompts to “record your personal greeting.”

Virtual Ring

This feature makes it appear to incoming callers as though their call is not being answered. Your phone never rings and the caller never reaches your voicemail.

- ▶ Virtual Ring treatment is assigned using the Web Portal. See the Web Portal User Guide for more information.

Voice Mail

If you have any voice mail messages, your voice mail message waiting lamp indicator will glow red and your primary line appearance will indicate a flashing envelope icon.

To access your voice mail

1. Lift the handset and press the Messages button
2. Follow the prompts to use the voice mail system

Queues

This service can distribute incoming calls arriving at a designated number to a defined group of agent phones. To answer calls, a user must be assigned to the queue by the administrator and be logged in.

To Log Into a Queue

- Press the line button associated with the desired queue. If you do not have a line button for the desired queue, your Service Provider can assign you to the queue.
- ▶ When logged into a queue, the Queue Name will disappear from the status line.
- ▶ If enabled, the Display Queue Status feature will indicate the number of calls waiting in queue on your phone display (i.e., “Sales:3” indicates that 3 calls are waiting in the Sales queue). The system routes information about the queue that most recently routed a call to you.

To Answer a Queue Call

1. When a Queue Call is routed to your phone, the phone will ring and the display will indicate an incoming call on the line appearance associated with the queue.
2. Press the line button associated with the desired queue call. If you simply lift the handset, you will activate your primary line appearance, not the Queue line.
3. When finished talking to the caller, simply hang up and wait for the next call.

To Log Out of a Queue

- Press the line button associated with the desired queue while there is no call present on the line

Holding, Transferring & Ending Calls

Mute

This feature disables the microphone of the handset, speakerphone or headset so that the party on the other end of the call cannot hear you.

To enable Mute

- Press the Mute button. The Mute button will glow red and the display will briefly display “Microphone Mute On” to indicate that Mute is enabled.

To disable Mute

- Press the Mute button again. The Mute button will go dark and the display will briefly display “Microphone Mute Off” to indicate that Mute is disabled.

Hold

This feature lets you place a call on hold for later retrieval from the same phone.

To place the current call on hold

- Press the “Hold” soft key

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.
 - ▶ When a call is on hold, your phone will ring once every minute to remind you.

Call Park

This feature lets you place a call on hold on a “phantom” phone, then pick up the call from another phone.

To Park a Call

1. Press the “MCPark” soft key (you may need to press the “more” soft key one or more times to see it)
2. The system parks the call at a Call Park extension, then announces the extension and displays it on your phone’s display
3. Hang up

To Retrieve a Parked Call from any phone

- Lift the handset and dial the Call Park Extension of the call you wish to retrieve

Transfer

This feature lets you transfer an active call to another extension or phone number.

To transfer an active call

1. Press the “Trnsfr” soft key (you may need to press the “more” soft key one or more times to see it)
 2. Dial the extension or phone number to which you want to transfer the call. When entering an external transfer number, be sure to include the Outside Access Digit.
 3. Either hang up or wait to announce the transfer 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.

One-Touch Transfer

This feature lets you transfer an active call to another extension or voice mailbox using a single key press.

- ▶ One-Touch Transfer buttons are assigned to your soft keys by your Service Provider.

To transfer a call to another extension or to a voice mailbox

- Press the one-touch transfer soft key

Ending a Call

- Replace the handset in the cradle
- or** Press the “EndCall” soft key
- or** Press the Speaker button if using the speakerphone
- or** Press Headset button if using a headset

Other Features

Direct Extension Assignment

This feature lets you temporarily reassign a telephone with your own phone number and profile.

- ▶ Direct Extension Assignment requires that the temporary phone is the same model as your own phone (e.g., Cisco 7940/7960).

To temporarily assign your number and profile to a phone

1. From the temporary phone, lift the handset and dial 588
2. Enter your complete phone number + #. If your phone is configured as an extension-only (i.e., non-DID) line, enter your company's complete main phone number + * + your extension number + #.
3. Enter your phone password + #

To reassign the original phone number to the guest phone

- Follow the steps above using the original phone number and password that were assigned to the phone.

To reassign your own number and profile back to your own phone

1. Pick up the handset of your phone
2. After the voice prompt, enter your complete phone number + #
3. After the voice prompt, enter your phone password + #
4. Hang up

Night Mode

Companies often have different call treatments for daytime versus after-hours callers. The Night capability can be assigned to a user's phone to override the standard day-of-week/time-of-day logic.

- ▶ This feature must be enabled by your Service Provider.

The Night feature has three modes:

Normal Mode

In this mode, calls will be handled using the standard day-of-week/time-of-day logic. No action is required by the user when operating in Normal mode.

Temporary Night Mode

This mode temporarily overrides the normal day-of-week/time-of-day logic. It toggles between day-mode and night-mode. At the change in the

day-of-week/time-of-day schedule, the system will revert back to Normal operation.

- To enable Temporary Mode, press the “Night” soft key once. The phone will display “*Night”

Permanent Night Mode

This mode overrides the normal day-of-week/time-of-day logic until the user manually changes the state back to Normal

- To enable Permanent Mode, press the “Night” soft key twice. The phone will display “**Night”.
- To disable Permanent Mode, press the “Night” soft key twice again.

Star Code Summary

Feature	Set	Cancel
Abbreviated Dial	75* + menu	75* + menu
Anonymous Call Rejection	*77	*87
Call Forward – All Calls	72* + no. + #	73*
Call Forward – Busy	76* + no. + #	77*
Call Forward – No Answer	78* + no. + #	79*
Call Forward – Out of Service	70* + menu	71*
Call Forward – Selective	*63 + menu	*83 + menu
Call Return	*69	N/A
Call Trace	*57	N/A
Call Waiting		*70 + no.
Caller ID Block	*67	N/A
Directed Call Pickup	*12 + ext.	N/A
Do Not Disturb	*04	*04
Group Call Pickup	*06	N/A
Perm. Caller ID Block Release	N/A	*82 + no.
Priority Call	*61 + menu	*61 + menu
Privacy Guard	*88 + menu	*88 + menu
Redial	*07	N/A
Selective Call Block	*60 + menu	*60 + menu
Speed Dial	74* + menu	74* + menu
Voice Mail	*09	N/A