Welcome!

Cisco 7965
End User Training

Welcome

Instructor: Name

Schedule: One hour and fifteen minutes

- Phone Orientation

- Call Handling Features

- Voice Mail

Reference Cards

Conversion: Date and Details

Cell Phone Consideration

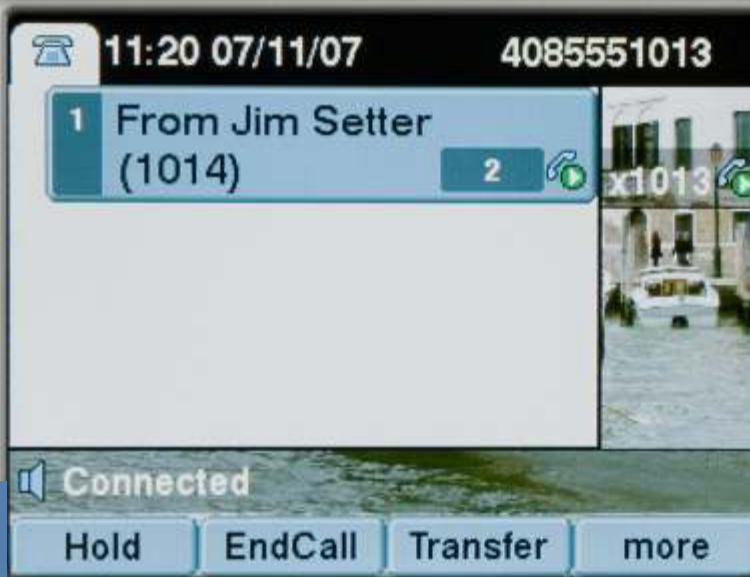# Phone Orientation

Cisco 7965 Phones

Cisco 7975 Phone

Phone Orientation

Phone Screen

Foot-stand

Line/ Buttons

Softkeys

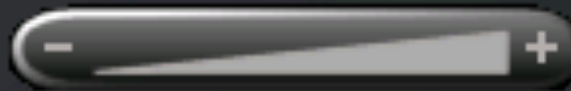Navigation

Phone Orientation

Messages

Directories

Help

Services

Settings

Volume

Headset

Speaker

Mute

Call Handling Features

Placing Calls

To place a call:

- Lift the handset *or*
  Press a line button *or*
  Press the **SPEAKER** button *or*
  Press the **HEADSET** button *or*
  Press the **NewCall** softkey

- Dial the number

Dialing

To call another extension:

- Dial the **4**-digit extension number

To call an outside line:

- Dial **9** + **1** + **10**-digit telephone number

To call Campus Security:

- Dial **3131** _or_ **911** _or_ **9** + **911**

Answering Calls

To answer an incoming call:

- Lift the handset *or*
  Press the ringing line button *or*
  Press the **SPEAKER** button *or*
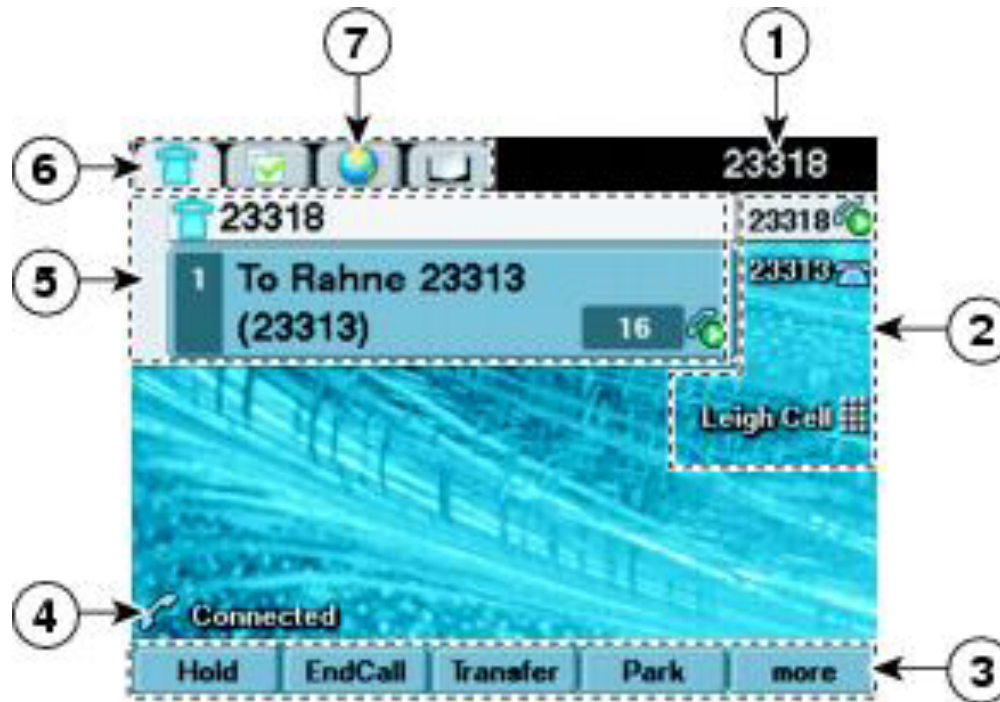 Press the **HEADSET** button *or*
  Press the **Answer** softkey

Call States

- **Solid green: Active call.**

- **Flashing green: Held call.**

- **Flashing amber: First incoming call.**

- **Solid red: Shared line in use.**

Phone Screen and Call Icons

Icon	Line or call state
☎	On-hook line
📞	Off-hook line
▶	Connected call
☎	Ringing call
📞	Call on hold
📞	Remote-in-use
📞📞📞	Reverting call

Call Hold

To place a call on hold:

- Press the **Hold** softkey

To retrieve a held call:

- Press the **Resume** softkey _or_
Press the flashing line button

Placing a Second Call

To place a second call on the same line:

- Press the **Hold** softkey

- Press the **NewCall** softkey

- Dial the number

Answering a Second Call

To answer a call waiting:

- Press the **Answer** softkey

Managing Multiple Calls

To toggle between held calls on the same line:

- Use the navigator button to highlight the held call to rejoin

- Press the **Resume** softkey

Shared Line Appearances

To answer a call on a shared line appearance:

- Press the ringing line button

To toggle between held calls on shared line appearances:

- Press the flashing line button

Ending Calls

To end a call:

- Replace the handset *or*
  Press the **SPEAKER** button *or*
  Press the **HEADSET** button *or*
  Press the **EndCall** softkey

Redial

To redial the last number called:

- Press the **Redial** softkey

To view a list of recently called numbers:

- Press the arrow down on the navigator button

Call Transfer

To transfer a call:

- Press the **Transfer** softkey
- Dial the **4**-digit extension number *or*
  9 + **1** + telephone number
- *Option: Announce the caller*
- Press the **Transfer** softkey *or* Hang up

If no answer or line is busy:

- Press the **EndCall** softkey
- Press the **Resume** softkey

Direct Call Transfer

To transfer two callers on the same line to one another:

- While connected to one caller, use the navigator button to highlight the call to transfer to

- Press the **DirTrfr** softkey

Call Transfer to Voice Mail

To transfer a call to a subscriber's voice mail box:

- Press the **Transfer** softkey

- Dial ***** + the **4**-digit extension number

- Press the **Transfer** softkey _or_ Hang up

Conference Calling – Ad Hoc

To place up to a 6-way conference call:

- While on an active call, press the **Confrn** softkey
- Dial the next participant
- *Option: Announce the conference*
- Press the **Confrn** softkey

To add additional participants:

- Repeat the above steps

Conference Calling - Join

To add an incoming caller to an existing call/conference:

- Answer the incoming call
- Use the navigator button to highlight the held call to add to
- Press the **Join** softkey

Conference Calling - List

To view active participants:

- Press the **ConfList** softkey

To remove a conference participant:

- Use the Navigator button to highlight participant to remove
- Press the **Remove** softkey

Call Forwarding

Call Forward Busy – *on a busy condition, the system automatically forwards the incoming call to your pre-programmed call forward busy destination.*

Call Forward No Answer – *on a no answer condition, the system automatically forwards the incoming call to your pre-programmed call forward no answer destination.*

Call Forwarding

To forward all of your incoming calls to another number:

- While on-hook, press the **CFwdAll** softkey
- Dial the **4**-digit extension number *or*
  Press the **MESSAGES** button to forward calls to Voice Mail

To deactivate call forwarding:

- Press the **CFwdAll** softkey

Call Divert

To immediately forward a ringing, live, or held call to voice mail:

- Press the **iDivert** softkey

Do Not Disturb

To disable/re-enable the ringer for all incoming calls:

- While on-hook, press the **DND** softkey

Call Pick Up

To answer a call ringing on another extension within your pick-up group:

- Lift the handset
- Press the **PickUp** softkey
- Press the **Answer** softkey

Voice Mail

Calling Voice Mail

Message Waiting Indicator Light
To call Voice Mail from your desk

- Press the **Messages** ✉ button
- Enter your **PIN** + **#**

To call Voice Mail from an outside line:

- Dial **(781) 891-2666**
- Press *****
- Enter your **Mailbox ID Number**+ **#**
- Enter your **PIN** + **#**

Mailbox ID Numbers:
4-digit extension number

Starter PIN:
1 2 + extension number

Voice Mail Enrollment

To Initialize your voice mail box:

- Press the **messages** ✉ button
- Enter the **Starter PIN** + **#**
- Record your **First and Last Name**
- Record a **Personal Greeting**
- Enter a **PIN**
- Select to **keep your directory status**

Voice Mail Main Menu

1   Play New Messages

2   Send a Message

3   Review Old Messages

4   Setup Options

5   Find a message

6   List Meetings

7   Play External Messages

0 Help

* Exit

1 or 3 During Message Review

Restart	Save	Delete
1	2	3
Slow	Volume	Fast
4	5	6
Rewind	Pause	Fast Forward
7	8	9
Cancel	Help	End
*	0	#

Tips:

Press * To cancel, Back up _or_ Exit

Press 0 for Help

Press ## to toggle between Name and Number entry

1 or 3 After Message Review

Repeat	Save	Delete
1	2	3
Reply	Forward	New
4	5	6
Rewind		Properties
7	8	9
Cancel	Help	Cancel
*	0	#

2 – Send a Message

- Record the Message
- Address the message
- Press **#** to send *or* Press **1** for delivery options

91 – add name

92 – listen to names on list

95 – copy message to self

Delivery Options:

Urgent	Return Receipt	
1	2	3
	Review	Re-record
4	5	6
Add to Message		
7	8	9
Cancel	Help	Send
*	0	#

4 – Message Options

1 - Greetings:

    1 – Edit the standard greeting

    2 – Turn on/off alternate greeting

    3 – Edit other greetings

    4 – Hear all greetings

2 – Message Settings:

    1 – Change message notification

    3 – Change menu type

    4 – Edit private distribution lists

3 – Preferences

    1 – Change PIN

    2 – Change recorded name

    4 – Transfer settings

    5 – Alternate contact

Unified Messaging

New Voice Mail Messages:

- Voice Mail In Box
- Email In Box - Wave File Attachment

Saving Voice Mail Messages:

- Listening in voice mail, considers it read in email
- Listening in email, considers it heard in voice mail

Tip: Depending on your outlook settings, opening a message in email, considers it heard in voice mail and will turn off message indicator lamp

Deleting Voice Mail Messages:

- Deleting in voice mail, deletes in email – moves to deleted folder, purged automatically in 15 days
- Deleting in email, deletes in voice mail – moves to deleted folder

Tip: Moving the message from email to a folder, deletes the message in voice mail

Thank You!