

## Call Park/Pickup

- When the **Call Park** function is assigned to a function key via the Dashboard, press the **Call Park** key followed by 4-digit extension.
- Alternatively to park a call using soft keys, press **More + Park + OK**.
- To escape from the Call Park procedure, press the **CNCL** soft key. To park at a different extension, press **More + Park + CHNG**, enter the 4-digit extension and press **Accept**.
- To pick up a call when **Call Pickup** has been assigned to a function key via the Dashboard, press the **Call Pickup** key (twice if necessary) and enter the 4-digit parked extension.
- To pick up a call, press the **Pickup** soft key while the phone is on-hook followed by the 4-digit extension, then the **Accept** soft key.  
**Note:** If a parked call is not picked up, after 2 minutes, the call will ring at the extension that parked the call

## Remote Pickup

**Directed Pickup** will pick up an incoming call at a specific extension regardless of whether it was direct dialed, routed via a hunt group or routed via the agent group (i.e., ACD).

- To pickup an inbound call off a specific extension, go off-hook and dial \*53 + the 4-digit ext. + #.

**Company-wide Pickup** will pickup an incoming call at any extension regardless of whether it was direct dialed, routed via a hunt group or routed via the agent group (i.e. ACD)

- To pickup an inbound call off any ringing phone, go off-hook and dial \*54#.
- If multiple stations are ringing, you'll be connected to the station that has been ringing the longest.

## Ring Tones

Assign a different ring tone to your phone from the telephone menu:

- Press the **SETTINGS** menu and scroll down to the **RING TYPE** option.
- Scroll through the menu. Press the **PLAY** soft key for a preview.
- Press the **SELECT** soft key next to the ring type you want installed, then, press the **OK** soft key.
- Press the **BACK** soft key to return to your normal setting.

## Date and Time Display

Change the Time Format (24 hr. or am/pm), Date Format, or Time zone:

- Press the **Settings** menu and scroll down to the **Time** option.

## Using Star Codes

You may be accustomed to using star codes to manage certain phone features. The following star codes are available.

Dial Code	Description
*00	Redial Last Call
*01 to *20	Personal speed dials configured in your Dashboard
*21 to *49	Company-wide speed dials configured by your Office Administrator
*53XXXX#	Directed Call Pickup
*54	Company-wide Call Pickup
*67	Blocks your Caller ID for a specific call (dial *67 then 9 + the off-net number)
*69	Last Call Return
*82	Un-blocks your Caller ID for a specific call
*90	Transfer directly to voice mail (dial *82 then 9 + the off-net number)
*98	Call Park
*99	Call Pickup



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## Dialing

- *Within your company group:* dial 4-digit extension
- *Outside your company group:* dial 9 + 7-digit number
- Outside your company group and area code: dial 9 + 1 + 10-digit number
- Press the **Redial** soft key or dial \*00 to dial the last number called
- Dial \*69 to return the last call you received

## Speed Dial

- Use the Dashboard to program any available function key as a one-button speed dial or to assign a personal speed dial code.
- \*01 - \*20 - to use personal speed dial codes
- \*21 - \*49 - to use company-wide speed dial codes; setup by the Office Administrator by defining a Company Contact as a **Favorite** and choosing a speed dial code that is saved on all company phones

## Using Favorites

- To view **Favorites**, press the Directories soft key followed by a “4” for **Favorites**
- Scroll through logs using the up/down arrows
- To place a call to a **Favorite**, press the number associated with the **Favorite**

## Do Not Disturb (DND)

- If **DND** is assigned to a function key via the Dashboard, press the **DND** button to enable/disable do not disturb. **DND** is enabled when the light next to the **DND** button is lit. When **DND** is enabled, inbound calls will roll to voicemail.
- If both **DND** and **Find Me** are enabled, inbound calls will skip your phone and go to the next target.
- Agent Group bypasses an agent with **DND** enabled. Inbound calls skip the agent and go into the queue

## Hold

- To place a call on hold, press the **HOLD** soft key.
- To retrieve a call that is on hold, press the line button for the held call.  
**Note:** If you make a call to an extension within your company group and put the call on hold, that party cannot put you on hold or press the 2nd line key for dial tone. If the party needs to answer a new call, they must end the 1st call by pressing the 1st line key, then press the 2nd line key to answer the new call.

## Call Transfer

- To transfer a call to a second party:
  1. Press the **Transfer** soft key
  2. Dial the number of the transfer destination (include a leading 9 if transferring outside the company). To transfer blind, hang up (or press the **Transfer** soft key) while the line is ringing. To announce the caller, let the second party answer then hang up after finishing the private consultation.
- To cancel the transfer (e.g. if the call is answered by voicemail), press the soft key below **Cancel**.  
**Note:** To transfer a call from an outside line to another outside line, you must transfer the call “blind” (i.e., press the TRNS key, enter 9 and the telephone number, then hang up immediately). If you stay on the line to “supervise” the transfer, both parties will be dropped when you eventually hang up from the conference call.

## Call Transfer to Voicemail

- To transfer a call directly to another user’s voicemail box:
  1. Press the **Transfer** soft key followed by \*90, Enter the 4 digit ext number followed by the # key, then press the **Transfer** key.

## 3-way/4-way Conference

- To add a party to the existing call:
  1. Press the **More** soft key, followed by the **Conf** soft key.
  2. Dial the number you want to add (include a leading 9 if the number is outside the company). If you reach voicemail or decide not to add the party to your call, press the **Cancel** soft key.
  3. When the party answers, press the **Conf** soft key again. If no one answers press the **Cancel** soft key to end the conference.
- To add a 4th party, repeat steps 1-3.  
**Note:** Only the call initiator can put the conference on hold. Other parties cannot answer a new call without leaving the conference call. To do so, the party must disconnect from the conference by pressing the 1st line key, then answer the new call by pressing the 2nd line key.

## Voicemail

- The red light on the handset indicates a new voicemail message.
- Press the **Messages** button to access the voicemail box

## Volume Adjustment (Handset, Ringer, Speaker)

- To change the handset volume, take the handset off-hook and use the volume up/down buttons.
- To change the ringer volume, use the volume up/down buttons while the phone is on hook.
- To change the speaker volume, press the Speaker button and use the volume up/down buttons.

## Call Logs

- To view **Call Logs** press the **Directories** button. Press the number associated with the desired directory:  
Press: **1** for Missed Calls  
**2** for Incoming Calls  
**3** for Outgoing Calls
- Scroll through the logs using the **Scroll** button
- To place a call to a number in a **Call Log**, press the number associated with the appropriate entry and the phone will automatically dial the number.

## Reach Settings

To change how inbound calls are routed you must first configure your user profile via the Dashboard, then:

- Press the **Reach Me** soft key
- Press the number associated with how you want calls routed (e.g., Desktop, Voicemail, Mobile, Find Me-Standard, FindMe-AtLunch, etc.)
- Scroll through the available **Reach Me** options by pressing the Scroll button. to select an option, press the **Select** soft key.