

Collier County Public Schools  
**Cisco IP Phone 7960 / 7940 Quick Reference Guide**

**Placing a call:**

- Lift the handset and dial number **OR**
- Press the **NewCall** soft key and dial number **OR**
- Press the **Speaker** button and dial number

**Answering a call:**

- Lift the handset **OR**
- Press the **Answer** soft key **OR**
- Press the **Speaker** button

**Ending a call:**

- Hang up the handset **OR**
- Press the **EndCall** soft key **OR**
- Press the **Speaker** button

**Putting a call on hold:**

- While on a call, press the **Hold** soft key
- To return, press the **Resume** soft key

**Transferring a call:**

- During a call, press the **Trnsfer** soft key
- Dial the number to which you want to transfer the call
- When you hear ringing, press **Trnsfer** again (blind transfer), or when the Party answers, announce the call and press **Trnsfer** (screened transfer)
- If the party refuses the call, press the **EndCall** soft key, then the **Resume** soft key to return to original call
- Hang up

**Forwarding a call:**

- Press the **CFwdAll** soft key
- Enter the number to which you want to forward all your calls **OR** to have all calls forwarded to voicemail, press the **Messages** button)
- To cancel forwarding, press the **CFwdAll** soft key

**Conference calls:**

- During a call, press the **More** soft key, then the **ConFrn** soft key
- Dial the extension of another person or dial 5 and then the external phone number
- When call connects, press **ConFrn** again to add this person to the conference
- Repeat above steps to add more people (max 5)
- If you miss dial, press the **EndCall** soft key, then the **Resume** soft key to return to original call

**Pickup Group:**

- If you are in a pickup group, you hear the line ringing, first get a dial tone and press the **Pickup** soft key
- The line should now ring on your phone, press **Answer**

**Accessing mailbox from YOUR office phone:**

- Press the **messages** button, enter your PIN, press # key **OR**
- Dial 64000, enter PIN, press # key

**Accessing mailbox from any CCPS office phone:**

- Dial 70004
- Enter your ID (your CCPS Phone ext. or the last 5 digits of your CCPS phone number), press # key
- Enter your PIN, press # key

**Accessing mailbox from ANY phone:**

- Dial 2393770004
- Enter your ID (your CCPS phone ext. or the last 5 digits of your CCPS phone number)
- Press # key, enter PIN, Press # key **OR**
- Dial your own CCPS telephone number
- When you reach voicemail Press \*, enter ID (your phone ext.), Press #, enter your PIN, press # key

**Main menu:**

- 1 Review Messages
- 2 Send Messages
- 4 Personal Options
- 5 Restart Session

**Reviewing Messages:**

- 1 – Repeat
- 2 – Save
- 3 – Delete
- 4 – Reply
- 5 – Forward
- 6 – Mark New
- 7 – Skip
- 8 – Message Property
- \* - ???
- 0 – Help

**Record Greeting:**

Press 4, then press 1, then follow prompts

**Record Name:**

Press 4, then press 3, then press 2, then follow prompts

**Change Password:**

Press 4, then press 3, then press 1 and follow prompts (password = 5-15 digits)

*Note: Voicemail resets and new voicemail accounts are setup with the temporary PIN of 1379.*

**Old Messages:**

Saved messages will remain until deleted. Once Deleted messages are 180 days old the system will automatically delete them.

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