

HANSEL MOTORS CISCO 7960 AND 7940 TELEPHONE TRAINING GUIDE

DIALING AND ANSWERING

To make an outside call:

- Press **NewCall** softkey or lift handset
- Dial **9** and the number

To make an internal call:

- Press **NewCall** softkey or lift handset
- Dial extension

To answer a call on your primary line:

- Lift handset

To end a call:

- Press **EndCall** softkey or hang up handset

HOLD

To place a call on hold:


- Press **Hold** softkey
- Hang up handset

To reconnect with the call:


- Lift handset
- Press **Resume** softkey

SPEAKER, HEADSET, MUTE

To generate or accept a call without lifting handset:

- Press  (**Speaker**) key

To generate or accept a call using headset:

- Press  (**Headset**) key

To mute the mic in the handset or headset:

- Press  (**Mute**) key

REDIAL

To attempt your last call again:

- Lift handset
- Press **Redial** softkey

To attempt your last call again without lifting the handset:

- Press **Redial** softkey

TRANSFER

To transfer a call to another extension:

- Press **Transfer** softkey
- At dial tone, dial other extension
- Announce the call
- Press **Transfer** softkey

To retrieve the call if no one answers:

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

To return to original call:

- Press **Resume** softkey

To transfer a call directly to a colleague's voicemail box through Call Manager:

- Press **Transfer** softkey
- Press **★**
- Enter mailbox number
- Press **Transfer** softkey

CONFERENCE

To add participants to a conference call:

- Press **More** softkey
- Press **Confrn** softkey
- At the dial tone, dial another extension or number
- Announce the call
- Press **Confrn** key to join all parties

If a participant doesn't answer or doesn't want to join:

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

To remove last participant added to the conference:

- Press **RmLstC** softkey

To remove yourself from the conference:

- Press **Hold** softkey

To utilize a Meet-Me conference bridge:

- Press **More** softkey
- Press **MeetMe** softkey
- At the dial tone, dial bridge number

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FORWARDING


To forward calls to another extension:

- At idle phone, press **CFwdALL** softkey
- Dial the destination extension

To cancel forwarding:

- Press **CFwdALL** softkey

To forward your calls directly into voicemail:

- At idle phone, press **CFwdALL** softkey
- Press  (**Messages**) key

CALL PICKUP

To pick up a call ringing at another telephone:

- Lift handset
- Press **More** softkey
- Press **Pickup** softkey
- Press **Answer** softkey

SPEED DIAL

To program speed dial keys (if enabled by the system administrator):

- Lift handset
- At dialtone, press **#**
- Press speed dial key to be programmed
- Enter dialing sequence
- Press speed dial key again

CALL PARK

To park a call in the system:


- Press **More** softkey
- Press **Park** softkey
- Note displayed park number

To retrieve a parked call:

- Lift handset of any phone
- Enter number of parked call

CALL HISTORY

To view missed, received or placed call history:

- Press  (**Directories**) key
- Scroll to desired history option
- Press **Select** softkey


To exit viewing call history:

- Press **Exit** softkey twice

To edit missed or received call:


- Highlight desired number
- Press **EditDial** softkey
- Enter **9** before number
- Press **Dial** softkey

To speed dial a call in the history directory:

- Press  (**Directories**) key
- Scroll to desired history option
- Scroll to desired number
- Insert **9 1** before the number
- Press **Dial** softkey

VOICEMAIL

To retrieve new voice mail messages:

- Press **NewCall** softkey or lift handset
- Press  (**Messages**) key

RING TYPE

To choose a ring type:

- Press  (**Settings**) key
- Scroll to **Ring Type**
- Press **Select** softkey
- Scroll through ring type options
- Press **Play** softkey to sample ring
- Press **Select** softkey to make choice
- Press **OK** softkey
- Press **Exit** softkey