



Using the Cisco IP Phone

Your Cisco IP Phone 7960/7940 provides features you might not have had before on an office phone. However, you can learn how to use many of these features by simply exploring the available options.

Read these sections to learn about the Cisco IP Phone's features and related tasks:

- Getting Started, page 2
- How to Use the Handset, Speakerphone, and Headset, page 3
- Customizing Phone Settings, page 4
- Making Telephone Calls, page 6
- Making Calls from the Directory, page 12
- Using Call Forwarding, page 14
- Making Conference Calls, page 16
- Using Voice Mail, page 18
- Accessing Information Services, page 19
- Configuring Phone Privacy Services, page 21
- Configuring Speed Dial Buttons, page 23

Getting Started

The Cisco IP Phone 7960/7940 includes several features to help you familiarize yourself with it. Use these features to help you:

- Accessing Online Help, page 2
- Using LCD Icons, page 2
- Using the IP Phone Configuration Utility, page 2
- Tips, page 3

Accessing Online Help

The Cisco IP Phone 7960/7940 includes detailed online help for most phone keys and functions:



- Press the *i* button, then press any key to display online help for that key.
- Press the *i* button twice quickly to display information about a selected feature.



- Press the *i* button twice quickly during an active call to view network statistics about the active call.

Using LCD Icons



The Cisco IP Phone 7960/7940 provides cues about its current status on the LCD screen. Often, the icons on the screen change depending on the task you are currently performing with the Cisco IP Phone.

Using the IP Phone Configuration Utility



The Cisco CallManager version of the Cisco IP Phone 7960/7940 enables you to make changes to your phone using your desktop computer and a web browser. Your system administrator must set this up and provide you with access; you can use this utility to configure speed dial and set up phone services.

Tips



These tips assist you in becoming more familiar with the Cisco IP Phone:

- When accessing the Cisco IP Phone options, note the number listed next to the option. You can simply enter this number using the dialing pad to quickly access a feature.
- Explore your phone by experimenting with the different functions and observing their behavior. Use the online help if you are not sure what to do next.
- The **more** soft key indicates that more options are available in a particular menu. Press it to see the additional options.

How to Use the Handset, Speakerphone, and Headset



You can place and answer calls with the handset, speakerphone, or a headset. These sections describe their use and how to adjust the volume of the call:

- Using the Handset, page 3
- Using the Speakerphone, page 3
- Using the Headset, page 4
- Adjusting the Handset, Speakerphone, and Headset Volume, page 4

Using the Handset

To place and answer calls with the handset, simply lift the handset. To change from handset to speakerphone, press **SPEAKER** and hang up the handset.

Using the Speakerphone

To place and answer calls using the speakerphone, press **SPEAKER**. You can use the speakerphone with all Cisco IP Phone 7960/7940 features. To change from speakerphone to handset, lift the handset.

Using the Headset

To place and answer calls using the headset, plug the approved headset into the back of the phone base and press **HEADSET**.

You can use the headset with all Cisco IP Phone 7960/7940 features. The Volume and Mute controls also adjust volume to the ear piece and mute the speech path of the headset. The headset activation key is located on the front of the phone.

The Cisco IP Phone 7960/7940 supports a four- or six-wire headset jack (Plantronics H series compatible is required). For information on the exact models supported, see the IP phone information on <http://www.cisco.getheadsets.com>.

Adjusting the Handset, Speakerphone, and Headset Volume

To adjust the volume on the handset, speakerphone, or headset:

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- Step 1** To increase or decrease the volume of your handset, headset, or speakerphone, press the up or down volume button.
- The volume buttons adjust the volume for the currently active voice receiver.
- Step 2** To save the volume setting for future calls, press **settings** and then press the **Save** soft key.
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Customizing Phone Settings



You can change various settings on your Cisco IP Phone 7960 to ensure that the ringer volume, ring sound, and LCD contrast are set appropriately for you. These sections describe the changes you can make:

- Adjusting the Ringer Volume, page 5
- Changing the Ringer Sound, page 5
- Changing the LCD Contrast, page 5

Adjusting the Ringer Volume

To change the volume used by the ringer:

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- Step 1 Press the **volume** key to hear a sample ring.
 - Step 2 While the ring plays, press the up or down volume key to adjust the volume to the desired level.
 - Step 3 To save the ring volume setting, press **settings** and then press the **Save** soft key.
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Changing the Ringer Sound

To change the sound used by the ringer:

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- Step 1 Press the **settings** button.
 - Step 2 Select **Ring Type** from the Settings menu.
 - Step 3 Press the **Select** soft key.
 - Step 4 To scroll through the list of ring types, press the scroll key.
Press the **Play** soft key to hear the selected ring type.
 - Step 5 When you find the ring you want, press **Select** and then press the **OK** soft key.
 - Step 6 Press the **Save** soft key to save your selection and exit the Settings menu.
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Changing the LCD Contrast

To improve the readability of the LCD, change the amount of contrast:

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- Step 1 Press the **settings** button.
 - Step 2 Select **Contrast** from the Settings menu.

- Step 3** Press the **Up** or **Down** soft keys or the volume keys to set the desired intensity of the display.
- Step 4** Press the **OK** soft key to accept your changes.
- Step 5** To save this contrast setting, press the **Save** soft key and exit the Settings menu.
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Making Telephone Calls

These sections describe how you can place, answer, or otherwise manage a telephone call:

- Placing a Call Using a Telephone Number, page 6
- Placing a Call Using an E-mail Address, page 7
- Answering a Call, page 8
- Ending a Call, page 8
- Muting a Call, page 8
- Placing a Call on Hold, page 8
- Transferring a Call, page 9
- Transferring a Call Without Talking to the Receiver, page 9
- Redialing the Last Number Dialed, page 10
- Parking a Call, page 10
- Using Call Forwarding, page 14

Placing a Call Using a Telephone Number



You can place a call with the Cisco IP Phone 7960/7940 in any of the following ways:

- Lift the handset and dial the number.
- Press a line button and dial the number.
- Press the **NewCall** soft key and dial the number.

- If using a headset, press **HEADSET** and dial the number.
- To use the speakerphone, press **SPEAKER** and dial the number.

You can also place calls using the following techniques:



- If you are using the Cisco CallManager version of the Cisco IP Phone, you can place a speed dial call. See the “Configuring Speed Dial Buttons” section on page 23 for details on how to set speed dial numbers.



- If you are using the SIP version of the Cisco IP Phone, you can press the pound (#) key or the **Dial** soft key to place the call immediately. Depending on how your system administrator has implemented this feature, you might not need to press these keys to place a call immediately. Contact your system administrator for additional information.

Placing a Call Using an E-mail Address



If the network administrator configures a SIP version of the phone to use an e-mail address instead of a phone number, you can call the phone using an e-mail address.

To place a call using an e-mail address:

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- Step 1** Lift the handset or press a line button, **SPEAKER** button, or the **NewCall** soft key.
 - Step 2** Press the **more** soft key.
 - Step 3** Press the **URL** soft key.
 - Step 4** Spell the e-mail address by pressing the numbers that represent the letters in the address.

For each letter, you might need to press the number several times to scroll through the list of displayed characters until you can highlight the correct character.

Continue selecting characters until the entire e-mail address is spelled correctly.

- Step 5** Press the pound (#) key or the **Dial** soft key to place the call immediately. (If you do not press a key, the call eventually dials automatically.)
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Answering a Call



You can answer a call using the handset, headset, or speakerphone.

- To use the handset, lift the handset.
- To use a headset, press **HEADSET**, and press the line button of the incoming call.
- To use the speakerphone, press the **Answer** soft key or the **SPEAKER** button.

Ending a Call



To end a call:

- If using the handset, hang up the handset.
- If using the headset, press the **EndCall** soft key. This method also works for all speaker modes.
- If using the speakerphone, press **SPEAKER**.

Muting a Call



While on a call, you can mute the handset, headset, or speakerphone, preventing the party you are speaking to from hearing what you or someone else in the room is saying.

- To mute a call, press **MUTE**.
- To disengage mute, press **MUTE** again.

Placing a Call on Hold



While on a call, you can place the call on hold, so that the caller cannot hear you and you cannot hear the caller. You can answer other calls while a call is on hold.

- To place a call on hold, press the **Hold** soft key.
- To return to the call, press the **Resume** soft key. If multiple calls are on hold, use the scroll key to select the desired call before you press **Resume**.

- If multiple calls on multiple lines are on hold, press the line button for the line to which you want to switch and use the scroll keys to select the desired call before you press **Resume**.

Transferring a Call



To transfer a call to another phone:

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- Step 1 During a call, press the **Transfer** soft key. This places the call on hold.
 - Step 2 Dial the number to which you want to transfer the call.
 - Step 3 When it rings on the other end, press **Transfer** again, or when the party answers, announce the call and press **Transfer**.
 - Step 4 Hang up if the party accepts the call.
If the party refuses the call, press the **Resume** soft key to return to the original call.
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Transferring a Call Without Talking to the Receiver



If you are using the SIP version of the Cisco IP Phone 7960, you can make an unattended, or blind transfer. In an unattended transfer, you transfer the caller to another number without talking to the party who is to receive the call. The caller is transferred to the new party without verifying that the new party is there or willing to receive the call.

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- Step 1 During a call, press the **more** soft key, then the **BlndXfr** soft key. This places the call on hold.
 - Step 2 Dial the number to which you want to transfer the call.
 - Step 3 Hang up.
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Redialing the Last Number Dialed



To redial the most recently dialed number, lift the handset and press the **Redial** soft key. Alternatively, you can simply press **Redial** to activate the speakerphone or headset.

To redial the most recently dialed number from a line other than your primary line, select the desired line button and then press **Redial**.

Parking a Call



The Cisco CallManager version of the Cisco IP Phone 7960/7940 allows you to store or “park” a call at a specified number and then use any other phone in the Cisco CallManager system (for example, a phone in someone else’s office or in a conference room) to retrieve the call. Call Park numbers are configured by your system administrator.

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- Step 1 During an active call, press the **more** soft key until you see the **Park** tab.
 - Step 2 Press **Park**. The display shows the number to which the call is parked.
 - Step 3 Make a note of the Call Park number and then hang up. The call is now parked at that number, allowing you to retrieve it from another phone.



Note You have a limited amount of time to retrieve the parked call before it disconnects. See your system administrator for more information.

- Step 4 To retrieve the parked call from any phone in the Cisco CallManager system, dial the Call Park number at which the call was parked.
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Using Call Pickup

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The Cisco CallManager version of the Cisco IP Phone 7960/7940 allows you to answer a call that comes in on a telephone extension other than your own. When you hear an incoming call ringing on another phone, you can redirect the call to your phone by using the call pickup feature.

There are two types of call pickup available on the Cisco IP Phone:

- Call Pickup—pick up incoming calls within your own group. The appropriate call pickup group number is dialed automatically when you choose this feature.
- Group Call Pickup—pick up incoming calls within your own group or in other groups. You must dial the appropriate call pickup group number when using this feature.

Call Pickup and Group Call Pickup are optional features configured by your system administrator, and your phone does not support these features by default. They are only available if your system administrator configured your phone to support it.

Picking Up Calls in Your Group

Call Pickup allows you to pick up incoming calls within your own group. When you activate Call Pickup, it automatically dials the call pickup group number associated with the line you selected on your phone. If there is a call coming in on another telephone number in that same group, the call immediately begins ringing on your line. If there is more than one incoming call in the pickup group, then you receive the first unanswered call. If there is no unanswered call in the group when you activate Call Pickup, your phone is placed back on hook.

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- | | |
|---------------|--|
| Step 1 | Press a line button. |
| Step 2 | Press the PickUp soft key. |
| Step 3 | Answer the incoming call that is redirected to your phone. |
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Picking Up Calls Outside Your Group

Group Call Pickup allows you to pick up incoming calls within your own group or in other groups. You must dial the appropriate call pickup group number when using this feature.

If there is a call coming in on another telephone number in the call pickup group you dialed, that call immediately begins ringing on your line. If there is more than one incoming call in the pickup group, then you receive the first unanswered call. If there is no unanswered call in the group, or if you dial an invalid call pickup group number, you receive a fast busy tone.

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|---------------|--|
| Step 1 | Press a line button. |
| Step 2 | Press the GPickUp soft key. |
| Step 3 | Dial the desired call pickup group number. |
| Step 4 | Answer the incoming call that is redirected to your phone. |
| Step 5 | To dial a different call pickup group number, hang up and begin again at Step 1. |
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Making Calls from the Directory

The Cisco IP Phone 7960/7940 maintains a directory of calls you miss, receive, and place. You can use this directory to locate numbers you want to redial. You can also use a corporate directory to quickly locate and call co-workers in your company.

These sections describe what you can do with the directory:

- Viewing or Dialing Missed Calls, page 12
- Viewing or Dialing Received and Placed Calls, page 13
- Making Calls from a Corporate Directory, page 13

Viewing or Dialing Missed Calls



If your phone display indicates you have missed calls, you can use the Missed Calls option on the Directory menu to view call history and call back the missed call.

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- Step 1** Press the **directories** button.
 - Step 2** Press the **Select** soft key to select **Missed Calls** from the Directory menu.
The call history for missed calls is displayed on the LCD.
 - Step 3** If desired, click the **Dial** soft key to speed dial a number from the missed call list.
You might need to use the **EditDial** soft key to add digits to the front of the number. For example, if the call was from an outside, long-distance caller, you might need to add the digits “91” to the front of the number.
 - Step 4** Press the **Exit** soft key twice to exit the Directory menu.
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Viewing or Dialing Received and Placed Calls



The Cisco IP Phone 7960/7940 keeps a history of all calls you make and receive, including the caller ID, time, and date of the call. You can use this information to redial a party.

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- Step 1** Press the **directories** button.
 - Step 2** Use the scroll key to select the desired call history option: Missed Calls, Received Calls, Placed Calls, or Personal Directory (available on SIP version only).
 - Step 3** Press the **Select** soft key to display the call history list.
 - Step 4** If desired, press the **Dial** soft key to speed dial a number from the call history list.
You might need to use the **EditDial** soft key to add digits to the front of the number. For example, if the call was from an outside, long-distance caller, you might need to add the digits “91” to the front of the number.
 - Step 5** When you are finished, press the **Exit** soft key twice to exit the Directory menu.
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Making Calls from a Corporate Directory

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The Cisco CallManager version of the Cisco IP Phone 7960/7940 can access a directory of employee names and phone numbers. If your system administrator has configured this option, you can access a corporate directory to quickly find and call a co-worker. If you are not sure if your phone supports this feature, contact your system administrator.

Your system administrator can customize the corporate directory for your company. For example, you might have several different directories for different groups in your company rather than one directory named “Corporate Directory.” Or, you might have a list of co-workers names rather than a search function. However, you can use the following procedure to familiarize yourself with using corporate directories.

To access a corporate directory:

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- Step 1 Press the **directories** button.
 - Step 2 Use the scroll key to select Corporate Directory.
 - Step 3 Press the **Select** soft key to display the directory search options.
 - Step 4 Use the scroll key to select the search option: First Name, Last Name, Number.
 - Step 5 Use the numbers corresponding to the letters on the dialing pad to enter a name or number to find in the directory.
 - Step 6 If desired, press the **Dial** soft key to speed dial a number from the corporate directory.
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Using Call Forwarding

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The Cisco CallManager version of the Cisco IP Phone 7960/7940 includes call forwarding, which allows you to redirect calls made to your telephone to another phone. This is useful if you know you will be away from your desk for several days, for example, on a business trip or a vacation.

These sections describe how you can set up call forwarding:

- Forwarding All Calls, page 14
- Forwarding All Calls When Not at Your Phone, page 15

Forwarding All Calls

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The Cisco CallManager version of the Cisco IP Phone 7960/7940 enables you to forward all incoming calls to another number. You can forward all calls to an IP phone or non-IP phone.

To forward calls:

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- Step 1** Press the **CFwdAll** soft key. You should hear two beeps.
- Step 2** Enter the number to which you want to forward all your calls. A flashing right arrow appears in the upper-right corner of the LCD, indicating that all calls are being forwarded. The LCD also displays a message with the number to which your calls are being forwarded.



Note Be sure to enter the number exactly as you would if you were to call that number. For example, enter an access code such as “9” or the area code, if necessary.

To cancel forwarding of all calls, press the **CFwdAll** soft key. You should hear two beeps and see that the flashing arrow no longer displays in the upper-right corner of the LCD, indicating that call forwarding is not active.

Forwarding All Calls When Not at Your Phone

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The Cisco CallManager version of the Cisco IP Phone 7960/7940 enables you to forward calls from your phone even if you are not at the location of your phone. You can use a computer to configure your phone to forward calls. Use this procedure to forward incoming calls to another number from a remote computer. You can forward all calls to an IP phone or non-IP phone.

To forward all calls using a computer:

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- Step 1** Log in to the Cisco CallManager IP Phone Configuration utility.
See your system administrator for details.
- Step 2** Choose Cisco 7960 or Cisco 7940 from the Select a Device to Configure drop-down list box.
- Step 3** Click “Forward all calls to a different number” from the list of available configuration options.
- Step 4** Select the check box next to the line you want to forward.
- Step 5** Type the number to which you want to forward all incoming calls.



Note Be sure to enter the number exactly as you would if you were to call that number. For example, enter an access code such as “9” or the area code, if necessary.

- Step 6** Click **Update**.
- Step 7** Click **Log off** to exit the configuration utility.
-

To cancel forwarding of all calls, repeat this procedure, but in Step 4, clear the check box next to the line being forwarded.

Making Conference Calls

The Cisco IP Phone 7960/7940 supports conference calls, enabling you to talk with multiple calling parties.

These sections describe how to make conference calls with the phone:

- Placing a Conference Call, page 16
- Conference Call Tips, page 17
- Meet-Me Conference Calls, page 17

Placing a Conference Call



To turn a call into a conference call:

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- Step 1 During a call, press the **More** soft key and then the **Confrn** soft key. This will automatically select a new line and place the other party on hold.
 - Step 2 Place a call to another number.
 - Step 3 When the call connects, press **Confrn** again to add this party to the conference call.

If you are using the Cisco CallManager version of the phone, you can repeat these steps to add parties to the conference call. With the SIP version, you can only conference three parties.

Conference Call Tips



- To end a conference call, all but one party must hang up.
- Once the conference call initiator disconnects, no additional parties can be added.
- To place a conference call on hold, press the **Hold** soft key. The other parties can talk among themselves but they cannot hear you.

Keep in mind when you put a call on hold, a beeping tone automatically generates every few seconds. To avoid disrupting the other callers, consider muting the call instead. To mute the call, press the **MUTE** button.

- To place a conference call on speakerphone, press **SPEAKER**. Press **MUTE** to mute the speakerphone. The conference parties cannot hear you but you can hear them.
- If you are using the Cisco CallManager version of the phone, press the **Transfer** soft key to transfer a conference call to another person. Dial the number to which you want to transfer the call and then press **Transfer** again. All parties will be transferred.
- The SIP version of the phone only allows three parties in a conference call.

Meet-Me Conference Calls

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The Cisco CallManager version of the Cisco IP Phone 7960/7940 supports Meet-Me conferences. A Meet-Me conference allows other callers to dial into the conference call. A Meet-Me conference requires a special conference number which is configured by your system administrator.

To establish a Meet-Me conference call:

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- Step 1** Press the **more** soft key twice to display the **Meet-Me** tab.
 - Step 2** Press the **Meet-Me** soft key.
 - Step 3** Dial the Meet-Me conference number.
 - Step 4** Follow the voice instructions to establish the Meet-Me conference.
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To join a Meet-Me conference, dial the Meet-Me conference number provided by the Meet-Me conference initiator. You are connected to the conference once the conference initiator has dialed in and established the conference.



Note To join a Meet-Me conference, you do not need to press the **Meet-Me** soft key on the Cisco IP Phone 7960/7940.

Using Voice Mail

Voice mail allows you to access messages left by callers when you are unavailable to take their call. Voice mail is an optional feature configured by your system administrator. Your particular phone setup might not support accessing voice mail in this way.

These sections describe how to use voice mail with the Cisco IP Phone:

- Setting Up Voice Mail, page 18
- Accessing Voice Mail, page 19

Setting Up Voice Mail

To set up voice mail, press the **messages** button and follow the voice instructions.



If you are using the Cisco CallManager version of the Cisco IP Phone, the default password is 1234. For security reasons, you should change your password as soon as possible. Your password can be a maximum of four digits.



If you are using the SIP version of the Cisco IP Phone, refer to the documentation for your voice mail system for information about setting it up.

Accessing Voice Mail



To access voice mail, press the **messages** button and follow the voice instructions.

The LCD displays a text message indicating the number of voice mail messages in your mailbox. If you are using the Cisco CallManager version of the Cisco IP Phone, the red light on your handset also lights when you have a voice mail message.

Accessing Information Services



The Cisco CallManager version of the Cisco IP Phone 7960/7940 enables you to access pre-determined information services from your Cisco IP Phone, such as weather, stock quotes, or other services available at your company. Before using these options, your system administrator must customize them and make them available to you.

Being able to access information such as weather or stock quotes from your office phone might be new to you. Because this type of dynamic information can be customized, your best way to become acquainted with one of the services is by experimenting and using it.

Because these features are customized, the procedures provided here might not exactly match those you need to perform. However, you can use these steps to familiarize yourself with the general concept.

In general, if you are not sure what a particular service or button does, just try using it. The services are meant to be an interactive feature of your Cisco IP Phone.

These sections describe how to set up and use the information services:

- Subscribing to Information Services, page 19
- Changing Your Subscriptions, page 20
- Viewing Information Services, page 21

Subscribing to Information Services

Many different information services might be available to you, and you must choose which ones you want to appear on your phone.

Use these steps to assist in subscribing to new information services:

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- Step 1** Using a web browser on your desktop computer, log into the Cisco CallManager IP Phone Configuration utility.
See your system administrator for details.
 - Step 2** Select your phone from the “Select a device to configure” drop-down list.
 - Step 3** Click “Configure your Cisco IP Phone Services” from the list of available configuration options.
 - Step 4** Select the service you want to add to your phone from the “Select a Service” drop-down list.
 - Step 5** Click **Continue** after you select a service.
 - Step 6** Enter any required information. For example, if the service is “movie times,” you might need to enter your zip code to enable the service to display movies in your location.
 - Step 7** When you are done, click **Subscribe** to store your settings. To restore your previous settings, click **Cancel**.
 - Step 8** Click **Log off** to exit the configuration utility.
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Changing Your Subscriptions

You can change your current subscriptions at any time. Use these steps to help you change your subscriptions:

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- Step 1** Using a web browser on your desktop computer, log into the Cisco CallManager IP Phone Configuration utility.
- See your system administrator for details.
- Your current subscriptions are listed on the left under “Your Subscribed Services.”
- Step 2** To unsubscribe from a service, click the corresponding service name listed on the left.
- Step 3** Click **Unsubscribe**.
- A warning message appears, verifying that you want to unsubscribe from the service.
- Step 4** Click **OK** to unsubscribe, or click **Cancel** to restore your previous settings.
- Step 5** Click **Log off** to exit the configuration utility.
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Viewing Information Services

After subscribing to the services, use the Cisco IP Phone 7960/7940 to view information provided by them. Keep in mind that your system administrator might have customized these features, and you should use these steps to familiarize yourself with using your phone to access the services.

To view information services from your Cisco IP Phone 7960/7940:

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- Step 1** Press the **services** button.
- Step 2** Use the scroll key to select the desired service.
- Step 3** Press the **Select** soft key to display the information.

If the selection has multiple options, the Cisco IP Phone might automatically cycle through those options. Or, you might need to press the **Update** soft key to scroll to the next option. In some cases, pressing the **Update** soft key obtains the latest available information. Your system administrator might configure these features differently depending on the particular services.

- Step 4** When you are finished, press the **services** button to exit the Services menu. Or, to return to the main Services menu, press the **service** soft key twice.
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Configuring Phone Privacy Services



Using the SIP version of the Cisco IP Phone 7960, you can configure your phone to prevent unwanted incoming calls.

These sections provide details about configuring privacy services:

- Configuring Do Not Disturb, page 22
- Configuring Caller ID Blocking, page 22
- Blocking Anonymous Calls, page 23

Configuring Do Not Disturb



You can block incoming calls by configuring the Do Not Disturb feature. Blocked calls are logged in the Missed Calls directory (see the “Viewing or Dialing Missed Calls” section on page 12).

To configure Do Not Disturb:

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- Step 1** Press the **services** button.
- Step 2** Select **Do Not Disturb** from the Services menu.
- Step 3** To turn the Do Not Disturb feature on, press the **Yes** soft key. To turn the feature off, press the **No** soft key.
- Step 4** Press the **Done** soft key to save your selection and exit the Services menu.
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Configuring Caller ID Blocking



You can configure your phone to have your phone number or e-mail address blocked from phones with caller identification capabilities, using the Caller ID Blocking feature.

To configure Caller ID Blocking:

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- Step 1 Press the **services** button.
 - Step 2 Select **CallerID Blocking** from the Services menu.
 - Step 3 To turn CallerID Blocking on, press the **Yes** soft key. To turn CallerID Blocking off, press the **No** soft key.
 - Step 4 Press the **Done** soft key to save your selection and exit the Services menu.
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Blocking Anonymous Calls



You can block all anonymous calls using the Anonymous Call Block feature. To block anonymous calls:

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- Step 1 Press the **services** button.
 - Step 2 Select **Anonymous Call Block** from the Services menu.
 - Step 3 To turn the Anonymous Call Block feature on, press the **Yes** soft key. To turn the Anonymous Call Block feature off, press the **No** soft key.
 - Step 4 Press the **Done** soft key to save your selection and exit the Services menu.
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Configuring Speed Dial Buttons

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You can configure up to five line buttons on the Cisco IP Phone 7960/7940 to speed dial the numbers. This capability is only available on the Cisco CallManager version of the Cisco IP Phone.

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- Step 1** Using a web browser on your desktop computer, log in to the Cisco CallManager IP Phone Configuration utility.
See your system administrator for details.
 - Step 2** Choose Cisco 7960 or Cisco 7940 from the Select a Device to Configure drop-down list box.
 - Step 3** Click “Update your Speed Dial buttons/Print your button template” from the list of available configuration options.
 - Step 4** Enter the phone numbers and display text you want to associate with your speed dial buttons.
 - Step 5** When you are done, click **Update** to store your settings, or to restore your previous settings, click **Cancel** before clicking **Update**.
 - Step 6** Click **Log off** to exit the configuration utility.



Note Be sure to enter the numbers exactly as you would if you were to call that number. For example, include an access code such as “9” or the area code, if necessary.
