

# Quick start user guide

## Cisco 7960



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### Making Calls

**Internal** - Dial the short-code extension number (i.e. 3xx).

**External** - If required, press '9' for an outside line, and then dial the external number including the full area code (i.e. 9 0208 xxx xxxx).

### Placing a call on Hold

When on a call press Soft key 1 to hold

Press soft key 1 to resume the call.

### Transferring a call

During a call, press hold to hear a dial tone.

Dial the 2nd number.

Once the 2nd call rings Soft key 1 will now transfer the call.

To cancel the 2nd call press Soft key 2 to resume.

### Three way conference

During a call, press hold to hear a dial tone.

Dial the 2nd number.

Once the 2nd call is answered press Soft key 3 to conference the call.

To speak to just 1 member of the conference press Soft key 2 to split calls.

To leave the call, hang up.

### Pickup Groups

To pickup a call directed to another extension press 'gPick' (Soft key 3).

### Voice mail

To listen to your voice mail or to change your voice mail features press the Voice mail button or dial 1571.

**From any phone** - Dial 0845 453 0003.

Enter your full phone number including area code followed by #. Then dial your phone manager password (Default 1234) followed by #.

### Phone Manager

Phone manager is an online portal allowing the subscriber to manage and change features on their telephone.

### To logon

In Internet Explorer enter the address:

<https://myphone.inclarity.co.uk/>

Enter your full phone number and password.

### Whether in or out of the office, Phone Manager enables the subscriber to:

Switch the active phone. (Home to office working)

Manage and review voicemail

Divert call to other numbers

Manage and add to the phone contact directory

Block unwanted calls