Common Phone Tasks

Log in
Press the **Login** programmable button to the right of your screen. If necessary, enter your ten-digit phone number. Then use the navigation pad to scroll down, enter your PIN (default PIN is 12345), and press (Submit) .

Change your password
See **User Options Web Site** (in the blue shaded box opposite) to learn how to change your password and PIN.
Note: For security, it is important to promptly change your password and PIN from the default.

Place a call
Lift the handset before or after dialing a number. You can also press (New Call) or 🕪 (SPEAKER) for dialtone.

Pick up a call
Call PickUp allows you to answer a call ringing on a co-worker's phone in your Call PickUp Group by redirecting the call to your phone. With dialtone, press (PickUp) . The call transfers and rings to your phone. Press (Answer) to take the call.

Hold/resume a call
Press (Hold) or (Resume) . If you're already on a line and get another call, a second pane displays on your screen and you receive an alert tone. Press (Answer) to connect the second call, which automatically puts the first call on hold. To resume a call, use the navigation pad to scroll to and highlight it.

Access your messages
When you see a red light on your handset, you have a message waiting. Press ✉ (messages) or dial **3-1111** to access Voice Mail. For more information, go to **voicemail.stanford.edu** on the Web.

Redial a number
With dialtone, press (Redial) . Or press the up or down navigation arrows while on-hook to select your Placed Calls log.

Forward your phone
Press (CfwdALL) and enter a target number. To cancel, press (CfwdALL) again. To verify that Call Forward All is enabled on your primary line, look for the call forward icon above the primary phone number or the call forward target number in the status line.
Note: Most Stanford phones can forward only to other on-campus five-digit phones. For wider coverage, consult your Department Contact.

Transfer a call to another number
Press (more) > (Transfer) , enter the number, then press (Transfer) again.

Start a conference call
From a connected call (not on hold), press (Confrn) , then dial the participant. When the call starts ringing, press (Confrn) again. Repeat these steps to add participants.
Note: (Confrn) allows you to create a standard (ad hoc) conference by *calling* each participant.

Join two calls
From a connected call (not on hold), press (more) > (Join) , navigate to the line you want to join, then press (more) > (Join) again to begin the conference.
Note: (Join) allows you to create a standard (ad hoc) conference by *combining existing calls*.

Place an intercom call (IC)
Press the **IC** programmable button (to the right of your screen) and enter the IC number of a member of your Intercom Group. The target phone auto-answers the call in speakerphone mode with Mute activated. Speak after you hear the double-beep or see **whisper** on the status line. If you want a private conversation, remain on the line until the recipient answers.

Receive an intercom call
When you have an intercom call, you receive an alert tone and your **IC** programmable button glows amber. You can listen to the one-way message or speak with the caller by pressing the active **IC** button.

Change the ring tone per line
Press ✉ (settings) > **User Preferences** > **Rings**. Choose a phone line or the default ring setting, press (Select) , and then choose a ring tone to play a sample of it. Press (Select) and (Save) to set the ring tone, or press (Cancel) .

Mute/unmute your phone
During a call, press 🔇 (MUTE) to toggle on/off. (Button is red when Mute is on.)

Turn on DND
Press (DND) , **Do Not Disturb**, to block incoming calls from ringing your phone.

Switch...

...from a connected call to a ringing call
Press (Answer) . The first call is automatically placed on hold when you answer the ringing call.

...between connected calls (on one line)
Use the navigation arrows to highlight the call you want and press (Resume) . Any active call is placed on hold and the selected call is resumed.

...an in-progress call to another phone
For pre-programmed Mobile Connect numbers (see box, opposite), press (more) > (more) > (Mobility) and select **Send call to mobile**. Answer the in-progress call on your cell (or other desktop) phone. For all other numbers, use (Transfer) .

Use your call logs
Press 📖 (directories) to select a call log.
- To see call details, including date, time, and duration, press (more) > (Details) .
- With a listing highlighted in your selected call log (see above), press (Edit Dial) . Use the navigation pad arrows to move the cursor, an underlined space, left or right, then add the numbers you wish. Or, use (<<) to delete numbers to the left of the cursor. (You can also use (>>) to advance the cursor to the right, without deleting.) To revert to the original number, press (more) > (Cancel) . **Note:** Your edits affect only your immediate call.
- To dial, highlight a listing with the navigation arrows. Press (Select) and lift the handset or press (Dial) . If the call was placed from an outside line, you will need to add a 9 (or 91 for long distance).

User Options Web Site

You will access the User Options web site, **myphone.stanfordmed.org/ccmuser** (if asked, accept certificate) to set up many of your phone features.

Change your password and PIN	1. Log in to the User Options web site with your ten-digit phone number and default password, **12345**. In the **User Options** menu (in the upper left part of your screen), choose **User Settings**. In the **Browser Password** field, enter your current and new passwords, and click **Save**. 2. On the same page, in the **Phone PIN** area, enter your current and new PINs, and click **Save**. **Note:** For security, it is important to promptly change your password.
Set up Speed Dials	You can assign frequently called numbers to your unused programmable buttons. On the **Device Configuration** screen (**User Options > Device**), click the **Speed Dials** button at the bottom of the screen. On the **Speed Dial and Abbreviated Dial Configuration** screen, enter a number and label for a speed dial button and click **Save**.
Mobility... Cisco Mobility lets you answer incoming calls on the deskphone or cell and pick up in-progress calls on the deskphone or cell without losing the connection.	
Configure remote destinations	Choose **User Options > Mobility Settings >Remote Destinations**. Click **Add New**. Enter **Name** (identifies the remote destination) and **Destination Number** (number of remote destination). Select your phone number under **Remote Destination Profile,** and check **Mobile Phone** and **Enable Mobile Connect**. Click **Save**, then check the **Line Association** box.
Set up phones and access lists for Mobile Connect	Choose **User Options > Mobility Settings > Access Lists**. Click **Add New**. Enter **Name** (identifies the access list) and **Description** (describes the access list). Choose either **Blocked Access List** (creates list for numbers to be blocked) or **Allowed Access List** (creates list for numbers that will be permitted). Click **Save**.

Softkey labels. Along the bottom of your screen you'll see softkey labels (accessed by pressing the gray buttons beneath the screen). These labels change depending on context.

When your phone is...	You'll see...			
onhook	**CfwdALL** Forward all your calls	**DND** Do not disturb	**New Call** Initiate a call	**Mobility** Mobile Connect on or off
offhook	**EndCall** End active call	**PickUp** Pick up call from another phone	**Redial** Dial last number called	
call in progress	**Hold** / **Resume** Place call on hold / Resume the call	**Confrn** Dial new calls, add to one in progress	**EndCall** End active call	**more**
	ConfList View conference participants list	**Join** Join two in-progress calls	**Transfer** Transfer a call	**more**
	MCID Malicious Call ID	**Mobility** Send in-progress call to Mobile Remote Destination		**more** Back to top menu

Buttons

	4-way navigation pad with Select button in center	Scroll through menus and highlight items, which you can then Select.
	Messages	Auto-dial Voice Mail.
	Directories	Access call logs and directories.
	Services	Access Login/Logout.
	Settings	Access configuration settings.
	Help	Access the Help menu

Handling multiple calls. Your phone line can handle multiple calls. Each call is represented visually by a new call pane on your screen. Keep these tips in mind when you're handling multiple calls:

- The active call pane is darker than the other call pane(s).
- The softkeys across the bottom of your screen affect the active call pane only.
- You can use the four-way navigation pad to move between panes.

Backing out of menus. To exit from a menu, lift the handset, or press **Exit** or **Close** (you may need to press the button repeatedly to reach the top menu).

Status line (above the softkeys). Displays audio mode icons, status information, and prompts.

For more information...

To download this User Guide in PDF:

- From the IT Services Cisco VoIP web site, **voip.stanford.edu/cisco,** in the lefthand navigation panel (under **Equipment**) click **7965G desk phone** and click the **Cisco 7965 User Guide PDF** link.

You can also get answers to your questions by calling **5-HELP** (650-725-4357). Select **Option 2** for questions on telephone features and functions or **Option 3** for telephone repair. Business hours are 8 a.m. to 5 p.m., Monday through Friday. During non-business hours, select **Option 2** for all questions.

Your Cisco IP Phone
7945 and 7965

User Guide

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