


Common Phone Tasks

- Log in

Press the **Login** programmable button to the right of your screen. Enter your SUNet ID. Then use the navigation pad to scroll down, enter your PIN (default PIN is 123456), and press **Submit**.
- Change your PIN


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

Lift the handset before or after dialing a number. You can also press **NewCall** or  (SPEAKER) for dialtone.
- Receive a call

For an incoming call, press **Answer** or **iDivert** (the call transfers to voicemail if available).
- 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 **5-0000** to access voicemail. 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. Press **Dial**.
- 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 **Transfer**, enter the number, then press **Transfer** again.


- Start a conference call


From a connected call (not on hold), press **more** > **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** > **more** > **Join**, navigate to the line you want to join, then press **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 manage incoming calls. You will hear one beep, then have the option to **Answer** or **iDivert**.
- 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** > **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.stanford.edu/ccmuser to set up many of your phone features. (If asked after entering URL, accept certificate.)

Change your phone PIN	1. Log in to the User Options web site with your SUNet ID and SUNet ID password. In the User Options menu (in the upper left part of your screen), choose User Settings . 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 pin from the default.
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 . To access Abbreviated Dial , press Navigation Pad arrows up or down, enter the assigned Abbreviated Dial number on the number pad, and press the AbbrDial softkey.
Single Number Reach (SNR) SNR allows you to answer incoming calls on your desk phone or your mobile phone. While on a call, you may also press the Mobility softkey on the desk phone and opt to send the call to your mobile phone, or vice-versa.	
SNR	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 SUNet ID under Remote Destination Profile . Check : <ul style="list-style-type: none">Mobile Phone to allow you to send an active call from your desk phone to your mobile phone, or vice-versa, by pressing the Mobility softkey on the desk phone, and/orEnable Mobile Connect to allow your remote destination to ring simultaneously with your desk phone. Set Ring Schedule if needed. Click Save , then check the Line Association box. Time Zone: Choose “Time Zone (GMT– 8:00 America/Los Angeles).”
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 .

* Available as an additional requested feature.

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	<div>NewCall</div> <div>Initiate a call</div>	<div>CfwdALL</div> <div>Forward all your calls</div>	<div>Mobility</div> <div>Mobile Connect on or off</div>	<div>DND</div> <div>Do not disturb</div>
offhook	<div>Redial</div> <div>Dial last number called</div>	<div>EndCall</div> <div>End active call</div>	<div>PickUp *</div> <div>Pick up call from another phone</div>	
incoming call	<div>Answer</div> <div>Pick up call</div>	<div>iDivert</div> <div>Call diverted to voice mail</div>		
call in progress	<div>Hold / Resume</div> <div>Place call on hold / Resume the call</div>	<div>Transfer</div> <div>Transfer a call</div>	<div>EndCall</div> <div>End active call</div>	<div>more</div>
	<div>Mobility</div> <div>Send in-progress call to Mobile Remote Destination</div>	<div>Confrn</div> <div>Dial new calls, add to one in progress</div>	<div>ConfList</div> <div>View conference participants list</div>	<div>more</div>
	<div>Join</div> <div>Join two in-progress calls</div>			<div>more</div> <div>Back to top menu</div>

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.

* Available as an additional requested feature.

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:

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

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



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