### Feature Function

1. **Cisco Unified IP phone model type**
   Shows the Cisco Unified IP phone model number.

2. **LCD screen**
   Displays information such as, line/call status, phone number, and soft key tabs.

3. **Line or speed-dial button**
   Opens a new line, speed-dials a phone number, or ends a call.

4. **Footstand adjustment**
   Allows you to adjust the angle of the phone base.

5. **Directories button**
   Provides access to phone directories.

6. **Question “?” button**
   Not in use.

7. **Settings button**
   Provides access to phone settings such as display contrast and ring sound.

8. **Speaker button**
   Toggles the speaker on and off.

9. **Mute button**
   Toggles mute on and off.

10. **Headset button**
    Toggles the headset on and off.

11. **Volume button**
    Increases or decreases handset, headset, ringer, or speakerphone volume.

12. **Services button**
    Provides access to phone services.

13. **Messages button**
    Provides access to a message system.

14. **Navigation button**
    Scrolls through text and selects features that are displayed on the LCD screen.

15. **Dial pad**
    Functions like a traditional telephone dial pad.

16. **Soft keys**
    Engage the functions displayed on the corresponding LCD tabs.

17. **Handset with indicator light**
    Functions like a traditional handset.

### Soft Key Legend

Your Cisco Unified IP Phone is equipped with soft keys that point to feature options displayed along the bottom of the LCD screen. Soft keys change according to the state of the phone.

The following list describes soft keys offered on the Cisco Unified IP Phone 7940G/7960G. Functionality will vary depending on your system configuration.

#### Soft Key Function

- **<< or >>**
  Navigates to edit characters.

- **Acct**
  Consult your administrator on the use of this soft key.

- **Answer**
  Answers an incoming call

- **Cancel**
  Cancels the last selection.

- **CFwdALL**
  Forwards all calls.

- **Clear**
  Clears directory history.

- **Confrn**
  Connects callers to a conference call.

- **Delete**
  Deletes selected number.

- **Dial**
  Dials the displayed number.

- **DND**
  Enables the Do-Not-Disturb feature.

- **Down**
  Decreases the LCD screen contrast.

- **EditDial**
  Selects a number and activates the cursor for editing.

- **EndCall**
  Ends the current call.

- **Exit**
  Exits from current selection.

#### Soft Key Function

- **Flash**
  Provides hookflash functionality for three-way calling and call waiting.

- **GPickUp**
  Selectively picks up calls coming into a phone number that is a member of a pickup group.

- **Hold**
  Places an active call on hold.

- **Login**
  Provides PIN controlled access to restricted phone features. Contact your local administrator for additional instructions.

- **NewCall**
  Opens a new line on the speakerphone to place a call.

- **Ok**
  Confirms the selection.

- **PickUp**
  Selectively pick up calls coming into another extension.

- **Play**
  Plays the ring sound sample.

- **Redial**
  Redials the last number dialed.

- **Resume**
  Returns to an active call.

- **Save**
  Saves the last change.

- **Select**
  Selects the highlighted option.

- **Transfer**
  Transfers active calls to another extension.

- **Up**
  Increases the LCD screen contrast.

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**Cisco Unified IP Phone 7960G**
**Cisco Unified IP Phone 7940G**

for Cisco CallManager Express 3.0 and 3.1
Hold a Call
- Press the Hold soft key.
- To retrieve a held call, press the Resume soft key.
  - If multiple calls are on hold, use the Navigation button 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 pickup. The call on the other line will automatically be put on hold.

Mute a Call
- While on a call, press the Mute button. The Mute button automatically lights, indicating that the other party cannot hear you.
- To deactivate the mute function:
  - Press the Mute button again.
Lift the handset if you are using mute along with speakerphone.

Manage Call Waiting
To select among calls on the same line, press the line button for the line to which you want to pickup. The call on the other line will automatically be put on hold.

Retrieve Voice-Mail Messages
Select an available phone line, press the Messages button and follow the voice instructions.

Transfer a Call
There are two ways to transfer a selected call to another number. Blind transfer immediately redirects the call without your speaking to the transfer recipient. Consult transfer redirects the call after you speak to the transfer recipient.
1. During a call, press the Transfer soft key. This places the call on hold.
2. Dial the number to which you want to transfer the call.
3. To blind transfer, hang up the handset or press the Transfer soft key once you hear the line ringing.
   - To consult transfer, press the Transfer soft key after the party answers, and hang up the handset.

Forward All Calls
1. Press the CFwdAll soft key. You will hear a confirmation beep.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as you would if you were placing a call to that number. Remember to include locally required prefix numbers.
   - The phone display will be updated to show that the call is forwarded.
3. Press the pound key (#) or the EndCall soft key.
To cancel call forwarding:
- Press the CFwdAll soft key.

Place a Conference Call
1. During a call, press the More soft key and then the Confrn soft key to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press Confrn again to add the new party to the call.

Use Call Pickup
To pick up calls coming into another extension:
1. Press the PickUp soft key.

Place a Call from Your Local Directory
1. Press the Directories button.
2. Press the Up or Down navigation button or press 4 to select the local directory.
3. Press the Up or Down navigation button to select the Last, First, or Number fields search option.
4. Using the dial pad, enter the last name or first name for the entry.
   - When entering letters, select the appropriate number key of the letter you want, and press that key a number of times that equals the position of the target letter. For example, to enter a B, press the 2 key two times, and to enter a C, press the 2 key three times. Use the <soft key to backtrack while entering data.
5. Press the Search soft key to find your selection.
6. If your search results in multiple listings, use the Up or Down navigation button to select the correct number.
7. Press the Dial soft key to dial the selected number.

Program Personal Speed-Dial Buttons
1. Select an available phone line by lifting the handset, by pressing the NewCall soft key, or by pressing a button. Listen for the dial tone.
2. Press the pound key (#).
3. Press the speed-dial button that you want to program. A short beep confirms that you are starting programming for this button.
4. Enter the speed-dial number. The digits will appear on the phone display. The Backspace soft key (<soft key is available to let you reenter digits that were entered incorrectly.
5. To remove a speed-dial number without replacing it with a new one, press the pound key (#).
6. Press the speed-dial button that you are programming a second time to indicate that you have finished entering the speed-dial digits and to store the new speed-dial number.
7. Hang up the handset or press a new speed-dial button and repeat the process.