Anytime	0 Help * Cancel, exit, or back up.	
Retrieve Messages 1 New 3 1 Saved 3 2 Deleted 3 2 1 Review 3 2 2 Erase	**During Message** 1 Restart 2 Save 3 Delete 4 Slow Playback 5 Change Volume 6 Fast Playback 7 Rewind Message 8 Pause/Resume Msg 9 Fast-Forward # Fast-Forward to end # # Skip Msg, Save as is	**After Message** 1 Repeat 2 Save/Restore as saved* 3 Delete 4 Reply **(Record Message, then use options below)** 5 Forward Message 6 Save as new / Restore as new 7 Rewind Message 9 Play message properties # Save as is
Send Message 2 Send	**Step 1: Record Message** (Follow Prompts) **Step 2: Address Message** (Follow Prompts) Enter the extension or spell the name of the recipient. Press # # to toggle between spelling name or entering extension number.	1 Urgent 2 Return Receipt 3 Private 4 Future Delivery 5 Review 6 Rerecord 7 Add to Msg 9 1 Add a Name 9 2 Hear All Names / Delete Names 9 5 Copy Yourself # Send
Change Preferences 4 Setup Options	1 Greetings 1 1 Record Greeting 1 2 Alternate Greeting on/off 1 3 Edit Greetings 1 4 Hear All Greetings 2 Message Settings 2 1 Change Msg Notification 2 1 1 Pager 2 1 2 Home Phone 2 1 3 Work Phone 2 1 4 Mobile Phone	2 3 Change Menu Style 2 3 1 Select Full or Brief 2 4 Edit Private Lists 2 4 1 Hear Lists 2 4 2 Change Names on list 3 Preferences 3 1 Change PIN 3 2 Change recorded name 3 3 Change directory listing 3 3 1 Change listing status 4 Transfer settings

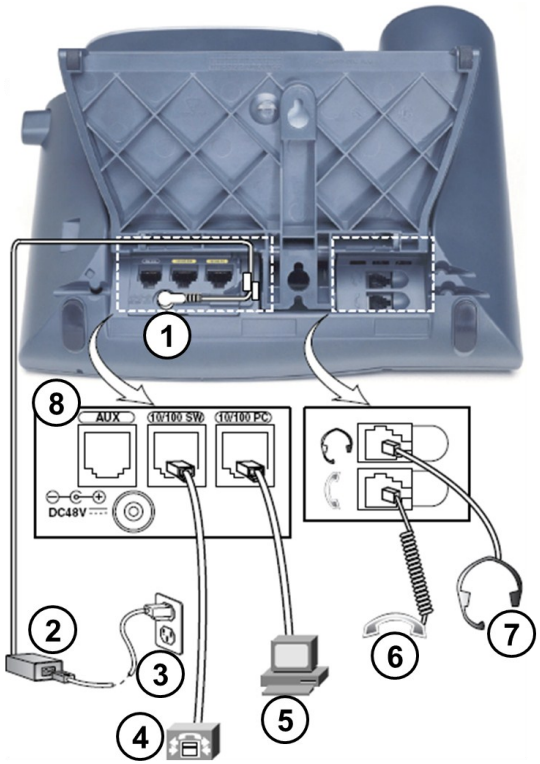
Cisco 7942* / 7962 IP Phone Quick Reference

V 1.4

1. Phone Screen
2. Programmable Buttons
3. Footstand Button
4. Messages Button
5. Directory Button
6. Help Button
7. Settings Button
8. Services Button
9. Volume Control
10. Speaker Button
11. Mute Button
12. Headset Button
13. Navigation Button
14. Keypad
15. Softkey Buttons **
16. Handset Light Strip

* 7942 has 2 programmable buttons

** Softkey labels change with different phone states.



1. DC adaptor port (optional)
2. AC-to-DC power supply (optional)
3. AC power cord (optional)
4. Network port (connects to the wall or network switch
5. Access port (connects to a computer or laptop device
6. Handset port
7. Headset port
8. Auxiliary port (used to connect an add-on module

TO PLACE A CALL

- Dial Tone — Lift Handset, press the **Speaker** button, **Line** button, **Headset** button, or the **New Call** softkey then dial number.
- Pre-Dial — Dial number you wish to call then lift Handset, press the **Speaker** button, **Line** button, **Headset** button, or the **Dial** softkey.
- Internal Calls — Dial the **7**-digit extension number.
- External Calls — Dial **8** + telephone number
  - Local — 8 + 7-digit number
  - Inter-Island — 8 + 1 + 808 + 7-digit number
  - Long Distance — 8 + 1 + 10-digit number
- Emergency Calls — Dial 911 or 8 + 911
- To leave a message directly in a voicemail box (does not ring phone), dial * + extension

ANSWER A CALL

1. While your phone is ringing, Lift Handset, press the **Speaker** button, **Line** button, **Headset** button, or the **Answer** softkey.

VOICEMAIL

VOICEMAIL ACCESS

From Your Phone
1. Press the **Messages** button or dial 1608000.
2. Follow prompts

From Another Phone
1. Press the **Messages** button or dial 1608000.
2. At the greeting, press *
3. Enter your mailbox number (extension number), followed by #
4. Enter your PIN number, followed by #
5. Follow Prompts

From Off Property (Cell Phone / Home Phone)
1. Call your DID number or Main Number.
2. At your greeting, press *
3. Enter your mailbox number (extension number), followed by #
4. Enter your PIN number, followed by #
5. Follow Prompts

VOICEMAIL SETUP

To Enroll with Voicemail (first use)
1. Press the **Messages** button.
2. Enter the first time enrollment initial PIN = **97531**, followed by #.
3. Follow the prompts to enroll:
   - Record your name - press # after stating your name
   - Record your Standard Greeting - press # after recording your greeting
   - Set a new PIN number. The minimum length is 4 digits. You can not use your last PIN. Your PIN expires in 365 days (1 year).

Notes:
- Your Deleted mail is discarded after three days.
- You will be locked out of your mailbox with 5 consecutive invalid attempts.
- If you are locked out, your mailbox will be locked for 10 minutes.
- Trivial (easy) PIN numbers are not allowed. The system will notify you if your selected PIN is accepted or not.

VOICEMAIL INDICATIONS

1. Handset light strip will be solid red.
2. Flashing envelope icon ✉ next to line button.
3. "You Have VoiceMail" will be displayed on the line of information in your LCD screen.

DISPLAY CONTRAST

1. Press the **Settings** button.
2. Press 1 on the dial pad, or scroll to User Preferences and select it.
3. Press 4 on the dial pad, or scroll to Contrast and select it.
4. Use the Down / Up soft keys to set the desired contrast.
5. Press the **Save** softkey to save the setting.

VOLUME SETTINGS

Ring

1. With your phone idle, press the **Volume Control** key to adjust the ring volume.
2. When the ring times out, the setting will be saved automatically.

Handset

1. With the handset Off-Hook, press the **Volume Control** key to adjust the handset volume.
2. Press the **Save** softkey to make the change permanent. If the **Save** softkey is not pressed, the volume returns to the original level when the handset is placed back On-Hook.

Speaker

1. With the speaker activated, press the **Volume Control** key to adjust the speaker volume.
2. Press the **Save** softkey to make the change permanent. If the **Save** softkey is not pressed, the volume returns to the original level when the speaker is deactivated.

Headset

1. With the headset activated, press the **Volume Control** key to adjust the headset volume.
2. Press the **Save** softkey to make the change permanent. If the **Save** softkey is not pressed, the volume returns to the original level when the headset is deactivated.

SRST (Failover) MODE

1. When phones are in SRST mode, “Network Failure—SRST Mode” is displayed on the phone.
2. Calls within the site operate normally (dial extensions as listed above)
3. External calls operate as usually. Dial **8** + desired number.
4. Some features may not be available during this time.

ANSWERING AN ADDITIONAL CALL

1. While on a call you will hear a call waiting beep indicating a new incoming call.
2. Press the **Answer** softkey to automatically put the first call on hold and answer the incoming call.

PLACE A CALL ON HOLD

1. During a call, press the **Hold** softkey.
2. To return to the held call, press the **Resume** softkey.
3. If multiple calls are on hold, use the **Navigation** button to select a call then press the **Resume** softkey to return to the held call.

ENDING A CALL

1. To disconnect from a call, place the Handset in the cradle, press the **Speaker** button, **Headset** button, or the **End Call** softkey.

CALL TRANSFER

1. With a call in progress, press the **Transfer** softkey. The current caller is placed on hold.
2. Dial the number/extension to which you want to transfer the call.
3. Then perform one of the following:
   - Blind Transfer — when you hear ringing press the **Transfer** softkey or disconnect from the call to complete the transfer.
   - Supervised Transfer — announce call to called party then press the **Transfer** softkey or disconnect from the call to complete the transfer.
   - Cancel the transfer — press the **End Call** softkey which will disconnect you from the called party. Press the **Resume** softkey to return to the held call.
4. To transfer a caller directly to a voicemail box, dial * + extension

CONFERENCE CALL

1. With a call in progress, press the **Confrn** softkey. The current caller(s) is/ are placed on hold.
2. Dial the number/extension of the party you wish to add to the call.
3. When the party answers, press the **Confrn** softkey to add this party to the conference.
4. Repeat steps 1 - 3 to add more callers.

Notes:

- The maximum callers in a conference are **8**.
- Only the initiator can add additional parties to the conference.
- The conference remains up if the initiator disconnects.
- There must be at least one internal party on the conference call or else the call will drop.

CONFERENCE LIST

1. While on a Conference call, press the **ConfList** softkey. The conference participants are displayed in your screen.
2. Press the **Update** softkey to update the conference list. The list does not automatically update as participants get added / removed.
3. The initiator can remove a party from the conference by highlighting the party then pressing the **Remove** softkey.
4. Press the **Exit** softkey to exit the display.

FORWARD ALL CALLS

1. Press the **CFwdAll** softkey.
2. Enter the number to which you want to forward all of your calls.
3. To remove call forwarding, press the **CFwdAll** softkey.

Notes:

- Enter the number exactly as you would if you were placing a call from your phone (include an **8** for an outside line).
- It is good practice to verify that your calls are forwarded to the correct number by dialing your extension.
- To forward your calls to voicemail, press the **CFwdAll** softkey followed by the **Messages** button.

LAST NUMBER REDIAL

1. Get dial tone and press the **Redial** softkey, or simply press the **Redial** softkey to activate the speaker.

CALL PARK

1. While on an active call press the **Park** softkey. Your caller is put on hold in the system. Take note of the park number displayed in the display screen.
2. To retrieve the parked call, get dial tone and dial the park number.
3. The call will be parked for 120 seconds. After this threshold is met, the call is returned back to the party that parked the call.

CALL PICKUP

1. Call Pickup - To pickup a ringing extension in your group.
2. Press the **PickUp** softkey. The call is directed to your phone.
3. Press the **Answer** softkey to answer the call. If the call is not answered, the call is returned to the original party.

SPEED DIAL

1. Get dial tone and press a Speed Dial button (programmable button that displays the icon). Call is placed to the speed dial destination.

BUSY LAMP FIELD (BLF) / SPEED DIAL

1. Get dial tone and press a BLF / Speed Dial button. Call is placed to the speed dial destination.
2. Busy Lamp Field
   - If button is dark and displays a telephone icon the line is idle.
   - If button is RED and displays two receivers icon the line is in use.
   - If button is RED and displays an "X" icon the line is in DND.

IDIVERT (Sends an incoming call to voicemail)

1. While phone is ringing, press the **iDivert** softkey. Call is forwarded to your voicemail.

CALL HISTORY (MISSED, RECEIVED, PLACED)

1. Press the **Directories** button.
2. Use the **Navigation** button to highlight desired option (Missed Calls, Received Calls, or Placed Calls) and press the **Select** softkey.
3. Use the **Navigation** button to scroll through entries, press the **Dial** softkey or pickup the handset to dial the selected number. It may be necessary to use the **EditDial** softkey to edit a number to dial off property.

CORPORATE DIRECTORY

1. Press the **Directories** button.
2. Use the **Navigation** button to highlight Corporate Directory and press the **Select** softkey.
3. Use the **Navigation** button to move to either the First Name, Last Name, or Number field.
4. Use the keypad to enter the appropriate information and press the **Search** softkey.
5. Use the **Navigation** button to scroll through the search results and press the **Dial** softkey or pickup the handset to place the call.

RING TYPE

1. Press the **Settings** button.
2. Press 1 on the dial pad, or scroll to User Preferences and select it.
3. Press 1 on the dial pad, or scroll to Rings and select it.
4. Select the Default Ring or select a specific extension / line.
5. Use the **Navigation** button to scroll through the various ring tones.
6. Press the **Play** softkey to hear the ring tone.
7. Press the **Select** softkey to select the ring tone.
8. Press the **Save** softkey to save the setting.