1 Handset with indicator light
Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and remains lit to indicate a new voice message (depending on your message system).

2 LCD screen
Displays features such as the time, date, your phone number, caller ID, line/call status, and soft-key tabs. If you see an animated phone icon on the black banner in the top right corner of the LCD screen, your phone is using Cisco CallManager with “Call Forward All” activated.

3 Cisco IP Phone model type
Indicates the Cisco IP Phone model.

4 Line or speed dial buttons
Opens a new line, speed dials the number on the LCD screen, or ends a call. The Cisco IP Phone 7960G has six line (or speed dial) buttons and the Cisco IP Phone 7940G has two.

5 Footstand adjustment
Adjusts the angle of the phone base.

6 Directories button
Provides access to call histories and directories (if available).

7 ? button
Displays help on your LCD screen for a phone key or function (if available).

8 Settings button
Provides access to phone settings such as contrast and ring sound, network configuration, and status information.

9 Speaker button
Toggles the speaker on or off.

10 Mute button
Toggles the mute on or off.

11 Headset button
Toggles the headset on or off.

12 Volume button
Increases or decreases volume for the handset, headset, or speakerphone (depending upon which is currently active). Also controls the ringer volume (if on-hook), and the LCD contrast.

13 Services button
Provides access to phone services (if available).

14 Messages button
Provides access to a voice message system (if available).

15 Navigation button
Enables you to scroll through text and select features displayed on the LCD screen.

16 Keypad
Works exactly like the keypad on a traditional telephone.

17 Soft-keys
Enable you to engage any of the functions displayed on the corresponding LCD tabs. Soft-key functions change depending on the status of the phone (for example, if the phone is active or idle).

Note: At any point in time you can press the more soft-key to get more soft-key options.
Call Forwarding:
1. Press the CFwdAll soft-key. You will hear two beeps.
2. Enter the number to which you want to forward all of your calls. Enter the number exactly as you would if you were placing a call to that number. An animated phone icon flashes in the upper-right corner of your LCD screen.
3. To cancel call forwarding, press the CFwdAll soft-key.

Transferring a Call:
1. During a call, press the Transfer soft-key. This puts the call on hold.
2. At the tone, dial the number to which you want to transfer the call.
3. As soon as you hear ringing, or after the party answers, press Transfer.
   Note: If the transfer fails, press the Resume soft-key to return to the original call.

Direct Transfer:
The DirTrfr soft-key allows you to transfer two current calls to each other (direct transfer) without staying on the line (SCCP phones only).
1. With two current calls, change the focus to the call on hold and note your Transfer soft-key changes to DirTrfr.
2. Select the DirTrfr soft-key to connect the callers and drop you from the call.

iDivert:
- iDivert allows you to transfer an active, ringing or on-hold call to voicemail. Select the iDivert soft-key as it is displayed to send the call straight to voicemail.

Call Conferencing:
Call Conferencing allows you to create an ad hoc conference by calling each participant. You can currently have four callers beside yourself in an ad hoc conference.
1. During an active 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.

Call Join:
The Join soft-key allows you to create an ad hoc conference by combining existing calls.
1. During an active call, you accept another call.
2. Change your focus back to the holding call.
3. Press the more soft-key to locate the Join soft-key.

Call Conference List:
During an ad hoc conference, you can view a list of participants and remove participants.
1. During an ad hoc conference, press the ConfList soft-key to view current participants.
2. While viewing the conference list, press Update soft-key.
   Note: New participants entering the conference will be announced by a single beep, while participants exiting are announced by two beeps. Updates of the list are not dynamic, thus require the Update soft-key to update the list.
3. While viewing the conference list, highlight the person’s name and press Remove to remove participants from the list.

Call Park:
1. During a call, press the more soft-key to locate and press the Park soft-key.
2. Note the status message *Call park at #100 (100-109).
   Note: The parked call will ring back after 2 minutes or you may dial the park number.