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 from the default.

Place a call
Lift the handset before or after dialing a number. You can also press NewCall for (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 (messages) or dial 5-0000 to access voicemail. For more information, go to voicemessaging.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 to call.

Forward your phone
Press ForwardAll and enter a target number (5 digits for an on-campus number; 9 + 7 digits for numbers within 650 area code; 9 + 1 + Area Code + 7 digits for numbers outside of 650 area code). To cancel, press ForwardAll 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.

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 and then dial the participant. When the call starts ringing, press Confirm again. Repeat these steps to add participants.

Join two calls
From a connected call (not on hold), press more and 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)*
Place 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 > Ringer. Select a phone line or the default ringer setting, press Select, and then choose a ring tone to play a sample of it. Press Save to set the ring tone, or press Cancel.

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

Turn on DND
Press DND. Do Not Disturb, so manage incoming calls. You will hear one beep, then have the option to Answer or iDivert.

Switch...
Switch...from a connected call to a ringing call...between connected calls (on one line)....an in-progress call to another phone
Press Answer. The first call is automatically placed on hold when you answer the ringing call. 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.

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 (or other desktop) phone. For all other numbers, use Transfer.

Use your call logs
Press User Options > Mobility Settings to select a call log.

With a listing highlighted in your selected call log (see above), press EditDia. 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 add numbers again to the cursor, 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 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 (Firefox browser only for Mac users) to set up many of your phone features.

Change your phone PIN
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 (default PIN is 123456), and click Save. Note: For security, change your pin immediately from the default.

Set up Speed Dials
You can assign frequently called numbers to your usable programmable buttons. On the Device Configuration screen (User Options > Device), select device name SUNetID_phone from the pull-down menu. Then click the Speed Dial 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 AbbDial softkey.

Simple 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.

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 * Enable Mobile Connect 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/or * Enable 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. Press Time Zone > Choose Time Zone > GMT– 800 America/Los Angeles.

Choose User Options > Mobility Settings > Access List. Click Add New. Enter Name (identifies the access list) and Description (describes the access list) Choose either Blocked Access List (creates a list for numbers to be blocked) or Allowed Access List (creates a 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 grey buttons beneath the screen). These labels change depending on context.

When your phone is...

- **onhook**
  - NewCall
  - CpwdALL
  - Mobility
  - DND
- **offhook**
  - Redial
  - EndCall
  - Pickup
- **incoming call**
  - Answer
  - D pounding
- **call in progress**
  - Hold/Resume
  - Transfer
  - Mobility
  - Conf
  - ConfList
  - Join

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:

- From the IT Services Cisco VoIP web site, voip.stanford.edu, 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.

* Available as an additional requested feature.