Getting Started With Your
Cisco VoIP Phone

Models 7965 and 7945

Highlighted blue text indicates a **soft key** . See diagram on reverse.

Log in / log out
Press **Services** 🌐 . Enter your SUNet ID (may be auto-populated). Use the navigation arrows to scroll down and enter your initial PIN: 123456.

Change phone PIN
Press Services 🌐 and then press **Set PIN** . Use the arrow keys to navigate to Current, New, and Confirm PIN; then press the **Change** soft key.

Answer a call
Press **Answer** . Alternatively, lift the handset, press the flashing amber programmable button, or press the headset 🎧 button.

Place a call
Lift the handset before or after dialing a number. Alternatively, press **New Call** for dial tone.

Hold/resume a call
Press **Hold** . To return to the call, press **Resume** .

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 information about voicemail, visit voicemail.stanford.edu.

Forward your phone
Forward to another number: Press **CFwdALL** and enter a target number:
• 5 digits for an on-campus number
• 9 + 1 + Area Code + 7 digits for off-campus numbers

Forward to voicemail: Press **CFwdALL** . To cancel, press **CFwdALL** again. To verify that Forward All is enabled on your primary line, look for the call forward icon ⤲ on your screen.

Transfer a call
From a connected call (not on hold) press **Transfer** , enter the number, then press **Transfer** again.

Start a conference call
Place the first call. When the recipient answers, press **more** then **Confrn** and then dial the next participant. Repeat these steps to add participants; maximum number is six (yourself and five others).

Join two or more calls
To join two active calls, press **more** > **Join** , navigate to the line you want to join, and press **Join** again. Repeat to join other lines into the call.

Mute/unmute your phone
Press **Mute** 🎙 to toggle Mute on and off. When Mute is on, the button glows red.

Use Do Not Disturb
Press the **DND** soft key to silence the ringtone. A programmable button will flash amber when a call comes in. To accept the call, press the **Answer** soft key or to send the call to voicemail, press **iDivert** .

Website instructions

Your Cisco VoIP desk phone has many features, including a web portal where you can set up advanced functions — change your PIN, set up speed dials and a Personal Address Book, set up mobility (optional feature), search the Stanford Directory — and more.

To access the web portal interface, log in with your organizations credentials:

» University and Medical School: **phoneuser.stanford.edu.** Log in with your SUNet ID and password.

» Stanford Hospital: **shcphone.stanford.edu.** Enter your SID under username and SID password.

» Lucile Packard Children's Hospital: **myphone.lpch.org.** Enter your computer login under username and computer password.

Buttons and keys

The various buttons and keys referred to in this handout are labelled in the illustration below Along the bottom of the LCD screen of your phone, you'll see soft key labels (accessed by pressing the adjacent buttons). These labels can change depending on context. In this handout, highlighted blue text indicates a   **soft key** .

Handset
Light strip
Phone screen
Programmable buttons
Footstand button
Display button
Messages button
Directories button
Help button
Settings button
Services button
Volume button
Softkey buttons
Keypad
4-way navigation pad & Select button (center)
Headset button
Mute button
Speaker button

Model 7965 shown.