Common Phone Tasks	
Place a call	Go off-hook before or after dialing a number
Redial a number	Press **Redial**.
Hold/Resume a call	Press **Hold** or **Resume**.
Forward Phone	Press **CFwdAll**, enter 4-digit ext number, or press the ✉ button to forward to voicemail.
Transfer a call	Press **Transfer**, dial the number, then press **Transfer** again.
Conference Call	Press, **more** > **Confrn**, dial the participant, then press **Confrn** again.
Call Pickup	Lift the handset, press **PickUp**
Use your call logs	Press 📖 to access your directories. Highlight the call and then lift handset.
Phone Screen Icons	
🚗	Call Forwarding enabled
📞	Call on hold
📞	Connected call
☎	Off-hook
☎	On-hook
☎	Incoming call
✍	Shared line in use
📞	Handset in use
🔊	Speakerphone in use
🎧	Headset in use
✉	Message Waiting
⌗	Speed Dial configured
☑	Option selected
◉	Feature enabled

1	Programmable Buttons	Depending on configuration, These buttons can be phone lines, speed dials, or phone features.
2	Footstand button	Allows you to adjust the angle of the phone base.
3	Display button	Awakens the phone screen from sleep mode
4	Messages	Autodials Voicemail.
5	Directories	Opens/closes the Directories menu to access call logs and a searchable directory.)
6	Help	Activates the help menu.
7	Settings	Opens/closes the Settings menu to access ringers, screen contrast, etc.
8	Services	Opens/closes the Services menu. *Note: This button may not be configured on your phone.
9	Volume	Controls the handset, headset, speakerphone, and ringer volume.
10	Speaker	Toggles the speakerphone on or off.
11	Mute	Toggles the Mute feature on or off.
12	Headset	Toggles the headset on or off
13	Navigation button	Allows you to scroll through menus and highlight items. When phone is off-hook, displays your Placed Calls log.
14	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
15	Softkey	Each button activates the softkey option displayed on your phone screen.
16	Hanset light strip	Indicates incoming call or new voice mail
17	Phone screen	Shows phone features

Softkey Definitions

Note: Not all softkeys are available on all phones

AbbrDial	Dial using a speed-dial index number
Answer	Answer a call
CallBack	Receive notification when a busy extension becomes available
Cancel	Cancel an action or exit a screen without applying changes
CFwdALL	Setup call forwarding
Clear	Delete records or settings
Close	Close current window
ConfList	View conference participants
Confrn	Create a conference call
Delete	Remove characters to the right of the cursor
Details	Opens the Details of a call record in the Directories logs
Dial	Dial a phone number
DirTrfr	Transfer two calls to each other
EditDial	Edit a number in a call log
EndCall	Disconnect the current call
Erase	Reset settings to their defaults
Exit	Return to the previous screen
Hlog	Log out of hunt group
iDivert	Send a call directly to voicemail
Join	Join several calls on a single line to create a conference
more	Display additional softkeys
NewCall	Make a new call
PickUp	Answer a call within your group
Redial	Redial the most recently dialed number
Remove	Remove a conference participant
RmLstC	Drop the last party added to a conference call
Search	Search for a directory listing
Transfer	Transfer a call
Update	Refresh content on screen
<<	Delete entered characters
>>	Move through entered characters

911 Calls and Location Enforcement

Your phone will prompt you to enter the location of your phone. It is very important you enter this information as accurately as possible; this information is provided to the campus police when your phone dials 911. If you need help entering this information, please visit www.umkc.edu/is/nt/ip911.asp.

If you need further assistance, please call the Telecommunications Help Line at **816-235-1191**

Cisco IP Phone 7965
Quick Reference User Guide

UMKC Information Services
www.umkc.edu/is