Welcome to your new Cisco 7962 VoIP Phone

Here are a few things to know

Initial Set-up
• Press the messages button
• Enter your temporary pin and the # key (12345#)
• Follow prompts to set up your electronic name, voicemail greeting and pin
• Electronic name: Say your First name, Last name and press #
• Voicemail greeting: Record your greeting and accept it.
• PIN: Set your pin to a new pin at least four digits long.

Here are some common tasks

Check your voicemail
• If the red light on the back of your handset is on, you have an unread voicemail
• Press the messages button
• Follow the prompts

Transfer a call
• Press the transfer softkey
• Dial the recipient of the transfer
• When you are ready to transfer, press the transfer softkey again

Set up a conference (multi-party) call
• While on an active call, press the More softkey, then the Conf soft key
• Call the number you wish to add
• After the call goes through, press the Conf soft key

Choose a ringtone
• Press the Settings button
• Use the Select softkey to select User Preferences
• Use the Select softkey to select Rings
• Use the Select softkey to pick the phone line of which you want to change
• Use the “Play” softkey to preview and the “Set” softkey to select different ringtones
• Use the “Apply” softkey to confirm your selection

Voicemail & Email
You may have noticed that your voicemails are showing up in your email inbox. If you open a voicemail email, the phone will be alerted and will note that voicemail as read. You will see the red light turn off when this happens.

What is a “Softkey?”
The softkeys are the row of unlabeled gray buttons under the phone’s LCD screen. These buttons do not have fixed functions, but have different uses based on how you are using your phone. Look for the outlined text box above the buttons to see what they do currently.