CISCO

Star2Star
COMMUNICATIONS

One System, One Service, One Provider... The Whole Solution

Cisco 7960
(6 Line appearance phone)

Quick User Guide

Basic Phone Features
Customizing Your Phone

Applies to phones running SIP firmware 8.9.

For detailed information please consult the Star2Star Phone and Features Guide, available for view/download via the Star2Star Web Portal at:

https://portal.star2star.com/

PLACING A CALL
Using the Handset:
Pick up the handset and dial the desired number. If the number is less than 10 digits please press the **Dial** soft key to complete the call.
Using the hands-free Speakerphone:
1. With the handset on-hook, either

press the **New Call** soft key, 🔊, or

⚫ (a line button). Dial the desired number.
2. If the number is less than 10 digits please press the **Dial** soft key to complete the call.
Using the optional Headset:
1. With the headset connected,

press 🎧, the **New Call** soft key, or

⚫ (a line button). Dial the desired number.
2. If the number is less than 10 digits please press the **Dial** soft key to complete the call.

> *During a call, you can alternate between handset, headset, or hands-free modes by pressing the 🔊 or 🎧 keys, or picking up the handset.*

ANSWERING A CALL
Using the Handset:
Pick up the handset.
Using the Speakerphone:

Press 🔊, **Answer** soft key or ⚫ (the line button for the incoming call).

Using the optional Headset:

Press 🎧 if unlit to answer the call using a headset.

Or if 🟢 is already lit, press the

Answer soft key or ⚫ (the line button for the incoming call).

ENDING A CALL
1. Press the **EndCall** soft key or replace the handset.

2. Press 🔊 if you are using the Speakerphone.

3. Press 🟢 if you are using a headset. Press the **EndCall** soft key if you wish to keep headset mode activated (keep the button lit after hanging up).

MICROPHONE MUTE

1. During a call press 🎤. The indicator

will glow red 🔴.
2. The other party cannot hear you.

3. Press 🔴 again to resume audio.
4. This feature will work when using handset, headset or speakerphone.

CALL HOLD AND RESUME
1. During a call press the **Hold** soft key to place the call on hold.
2. The call information will flash on screen and **Hold** will be indicated on the display.
3. The caller on hold will hear Music or Message on hold if enabled on your system.
4. Press the **Resume** soft key to re establish the call.
5. If two calls are placed on hold, use

the Navigation button 🔘 to select the desired call, and then press the **Resume** soft key to return to this call.

LOCAL CONFERENCE CALLS
To create a three-way local conference call:
1. You can create a conference with two other parties using the phones local conferencing feature.
2. With an incoming call on your phone or a call you have made, press the **Confrn** soft key to create a new call.
3. The active call is placed on hold and the caller will hear Music or Message

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on hold if enabled on your system.
4. Dial the phone number of the second

party or press 📖 to access your Directories. From one of these lists press the **Dial** soft key.
5. When the second party answers, press the **Join** soft key again to join all parties in the Conference.

> *Placing the call on hold on the conference originator's phone will place the other parties in the conference on hold.*

> *Ending the call on the conference originator's phone will allow the other parties to continue the conference.*

> *Use the Star2Star Conference room feature for larger conferences.*

CALL TRANSFER
Blind Transfer (Transfer the call to another party without any announcement):
1. During a call, press the **more** soft key.
2. Press the **BlndXfr** soft key.
3. The caller on hold will hear Music or Message on hold if enabled on your system.
4. Dial the number you want to transfer the call to then press the **Dial** soft key to complete the transfer.

5. Alternatively you may press 📖 to access a list of **Missed Calls**, **Received Calls**, **Placed Calls**, or the **Company Directory**.

6. Use the Navigation button 🔘 to scroll to the required list. Press the **Select** soft key.
7. Use the Navigation button again to scroll to the required entry.
Press the **Dial** soft key to call the number displayed and complete the transfer.

Transfer (Announced):
1. During a call, press the **more** soft key.
2. Press the **Trnsfer** soft key. Enter the number you require.
3. The caller on hold will hear Music or Message on hold if enabled on your system.
4. Press the **Dial** soft key to complete the call.
5. When the called party answers announce the call.
6. Press the **Trnsfer** soft key to complete the transfer.
7. Alternatively you may press to access a list of **Missed Calls**, **Received Calls**, or **Placed Calls**.
8. Use the Navigation button to scroll to the required list. Press the **Select** soft key.
9. Use the Navigation button again to scroll to the required entry.
10. Press the **Dial** soft key to call the number displayed.
11. When the called party answers announce the call.
12. Press the **Trnsfer** soft key to complete the transfer.

*Transfer may be cancelled during establishment by pressing the **EndCall** soft key and then **Resume** soft key. The original call is resumed.*

CALL FORWARDING
To enable call forwarding:
1. Press the **CFwdALL** soft key from the phone's idle display.
2. Enter the number required.
3. Press the **Accept** soft key to invoke the feature.

To disable call forwarding:
1. Press the **CFwdALL** soft key again.

Use the Star2Star Find-Me / Follow-Me feature in the Star2Star Web portal.
***Follow Me (Immediate)** -- Calls to your extension will be sent automatically to the number you define.*
***Find Me (Sequential)** -- Calls to your extension will ring your extension and any other numbers that you define, in order.*
***Find Me (All)** -- Calls to your extension will ring your extension and any other numbers that you define, all at once.*

REDIAL
Press the **Redial** soft key to redial the most recently dialed number. You may also use any line key and press **Redial**.

DO NOT DISTURB
1. Press to enter the Settings Menu.
2. Use the Navigation Button to select option **6 Call Preferences**. Press the **Select** soft key.
3. Select option **1 Do Not Disturb**.
4. Press the **Yes** soft key followed by the **Save** soft key to turn on the DND feature for your phone.
5. Press the **Back** soft key to return to normal phone display.
6. **Do Not Disturb** is displayed on your phone.
7. Callers will hear your voicemail or follow the path of Find-Me / Follow-Me if configured on your system.
8. Press the **DND** soft key to turn off the feature.
(Note) callers will be directed to Voice Mail or the Star2Star Find-Me / Follow-Me feature if invoked.

VOICE MAIL
1. When you receive a message on your phone the red light on your handset will glow to indicate that a new message(s) is waiting. A flashing envelop icon ✉ will appear on your phone display.
2. To listen to voice messages press the ✉ button or dial 1000.
3. The system will prompt for your password.
(Note) when accessing the voice mail system for the first time your password is your extension #. Change your password to a number other than your extension number e.g. a 4 digit number you can recall easily.

DIRECTORY
The Company Extension Directory is automatically downloaded to the phone (5. External Directory). The system will also retain details of Missed, Received and Placed Calls:
1. To access the Directory press
2. Use the Use the Navigation Button to select the option you require e.g. **5. External Directory**.
3. Use the Navigation Button to select an entry or your keypad to enter the first character of a name.
4. Press the Dial soft key to dial the entry you require.

VOLUME ADJUSTMENT
1. Press the volume keys to adjust handset, headset and speakerphone volume during a call.
2. Pressing these keys in an idle state will adjust the ringer volume.
3. Your settings will be retained unless the phone is powered off.

RING TYPE
1. Press to enter the Settings Menu.
2. Use the Navigation Button to select option **2 Ring Type**. Press the **Select** soft key.
3. Use the Navigation Button to scroll through available ring types.
4. Press **Play** to hear the selected ring type.
5. When you find a ring sound that you want, press **Select**, then press **OK**.

STAR2STAR CALL PARK AND RETRIEVE
1. Perform an Attended transfer to the park code 7000.
2. Listen to the system retrieval code announcement e.g. 7001
3. Press Transfer.
4. The caller is now parked.
5. The caller will hear music or message on hold if configured on your system.
6. Dial the system retrieval code e.g. 7001 on any local extension to retrieve the call.

CALLER PICKUP
1. To pick up a call ringing a specific phone that is not ringing as part of a Ring Group, dial ***8xxx** (xxx being the extension of the ringing phone).
2. For example your neighbor's phone extension 112 is ringing. You would dial ***8112** to pickup that call.
3. To pick up a call on any ringing phone dial ***8**.