Dear Members of Staff,

We have a highly efficient telephone system. These brief operating instructions are intended to explain the numerous functions of the telephone to you and make everyday communication easier for you.
Cisco IP Telephone 7965

1 Programmable keys

Depending on the configuration, these keys can have the following function:
- telephone line (personal line),
- telephone line (shared line),
- speed dial keys.

The keys light up in colour in order to indicate the following statuses of the telephone lines:

- green, permanent: active call;
- green, winking: call held;
- yellow, permanent: call ON/OFF activated or registered with a hunt group;
- yellow, winking: incoming or returning call;
- red, permanent: shared line occupied.
2 Telephone support button To adjust the angle of the telephone on the desktop.

3 Display key Activates the telephone display after the energy saver mode.

4 News key Access to the voicemail box.

5 Directory key This key enables you to access the call log, your personal directory and the firm’s directory.

6 Help key Activates the help menu.

7 Settings key The settings menu enables you to adjust the settings of the telephone display and to change the ring tunes.

8 Service key To access services you may have subscribed to.

9 Volume key To adjust the receiver, headset and loudspeaker volume (when handset is lifted) and the ring tone volume (when the handset is replaced).

10 Loudspeaker key Switches the loudspeaker on/off.

11 Muting key Switches the microphone on/off. When the microphone is off, the key is lit up.

12 Headset key When you use the telephone with a headset, use this key to take the call.

13 Navigation key Enables you to navigate through menus and directories.

14 Keypad To dial numbers and browse through directories.

15 Softkeys Their functions are indicated on the display.

16 LED on the receiver Provides information about incoming calls and new voicemails.

17 Telephone display Information about calls and functions.
Telephone functions

**Calling**
- with receiver: Lift receiver – dial number.
- with loudspeaker: Press – dial number.
- with headset: Press – dial number.

**Putting through a call**
- Address: Press Transfer softkey – dial number.
- Address does NOT answer: Press Transfer softkey again.
- Press EndCall softkey.
- Press Resume softkey to return to caller.

**Holding a call**
Press Hold softkey; line key is winking.

**Bringing back from hold**
Press Resume softkey or winking key.

**Address does not answer**

**Activating return call**
Press CallBack softkey.
*The relevant information about the return call thus initiated will display.*

**Answering return call**
As soon as the addressee is free, you will receive a message to that effect on the display.
Press Dial softkey.

**Redialling**
Press Redial softkey to redial the last number, or
press navigation key to display the numbers selected earlier.

**Conference**
up to 6 participants
Press Confrn softkey.
You may have to press the more softkey for Confrn to display.
Dial the participant’s number.
Wait until the participant answers the call.
Then redial Confrn to add the participant to the conference. Further conference participants can only be added by the conference chair (initiator).

**Displaying conference participants**
Press ConList softkey.
You may have to press the more softkey for ConList to display.
All the conference participants are listed.
The participant with an * is the initiator of the conference.

**Removing conference participants**
Highlight the participant’s name in the conference list and then press Remove.
Depending on the configuration, only the initiator is permitted to use this function.
Telephone functions

Redirecting
Press **CFwdALL** softkey.
Dial number of your choice.
*Redirection only applies to the telephone line in question.
If your set has several lines, you will have to activate redirection for all the lines.*
The addressee’s number for the redirected call can be seen on the telephone display.

Taking over a call
Within the configured group
Press **PickUp** key.
The call is now ringing on your set.
Press **Answer** softkey.

Taking over with BLF
Press BLF key when a call is coming in.

Call logs
Press directory key.
- **Missed Calls**
- **Received Calls**
- **Placed Calls**

Displaying details
Highlight entry of your choice.
Press **Details** softkey.

Deleting entry
Highlight entry of your choice.
Press **Remove** softkey.

Deleting entire list
Highlight list of your choice.
Press **Clear** softkey.
*You may have to press the more softkey for Clear to display.*

Personal telephone directory
User ID: like Windows login name
PIN: must first be defined through the web.
Entries into the personal telephone directory are made through the web (cf. chapter on “Website for user options”).
With **Sign Out**, your telephone directory will again be password-protected.

BLF function
A BLF key enables you to see the status of the monitored lines (for instance, your boss’s line). If a call is coming in on this line, you can answer it by pressing the BLF key.
At the same time, the BLF key only serves as a speed dial key, which you can also use to call one of the extensions or put a call through to it.
*A BLF key must be set up by the Administrator.*
**Telephone functions**

**Register/deregister in exchange line group**
Press **HLog** softkey.

**Muting the telephone**
Press **DND** softkey. 
*You may have to press the more softkey for **DND** to display.*

**Icons on the telephone display**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Call redirection is activated. In addition, the redirection addressee displays on the status bar.</td>
</tr>
<tr>
<td>📞 📜</td>
<td>Call has been placed on hold. In addition, the line key is winking.</td>
</tr>
<tr>
<td>📞 📜</td>
<td>Incoming call. In addition, the line key is winking yellow.</td>
</tr>
<tr>
<td>📞</td>
<td>Receiver has been lifted.</td>
</tr>
<tr>
<td>📞</td>
<td>Receiver has been replaced.</td>
</tr>
<tr>
<td>📞</td>
<td>Shared line is active.</td>
</tr>
<tr>
<td>📞</td>
<td>Message is waiting.</td>
</tr>
<tr>
<td>📞 📞</td>
<td>Speed dial, call log or directory entry: line busy (BLF function).</td>
</tr>
<tr>
<td>📞 📞</td>
<td>Speed dial, call log or directory entry: line free (BLF function).</td>
</tr>
<tr>
<td>📞 📞</td>
<td>Speed dial, call log or directory entry: line status unknown (BLF function).</td>
</tr>
<tr>
<td>📞 📞</td>
<td>Ring tone is deactivated for this line (BLF function).</td>
</tr>
</tbody>
</table>
Website for user options

http://voip.unisg.ch/ccmuser

Log in here with your user name and password (same log-in as Windows).

Speed dial keys – defining speed dial keys

Open the Benutzeroptionen menu, and click on Gerät and then on Kurzwahleinträge.

Depending on the configuration of your telephone, the keys still freely available will display here.

Under Einstellung für Kurzwahlnummern you can enter up to 199 speed dial numbers.

TIP: Do not forget to prefix the 0 required for external numbers!

Making a call through a speed dial code

Type in the relevant speed dial code on the telephone keypad, then press the AbbrDial softkey.
Subscribing to services

Click on **Telefondienste**.

You can subscribe to the following services:

- Extension Mobility
- MUT
- VisualVoicemail

**Extension Mobility**
This service enables you to register on a different telephone, which means that your entire configuration, including extension number, is transferred to the other set.

This service needs to be configured by the System Administrator.

**MUT**
If you subscribe to this service, one key on your telephone will be configured with MUT. This key serves to trigger off a mute alarm.

This service needs to be configured by the System Administrator.

**VisualVoicemail**
This service has already been subscribed to as a standard for all the users and is available on sets of the 7965 type. It enables you to display and play voicemails on the telephone display.

Setting up call forwarding

Click on **Leitungseinstellungen**.

Here you are able to set up call forwarding options for each line yourself.

**Call forwarding when line is busy**:
If your telephone line is already busy, the call will be put through directly to the number defined by you.

**Call forwarding when the receiver has not been lifted** means that the call will first ring on your set four times and then be put through to the addressee defined by you.

You can define various addressees for external and internal calls.
Personal directory

Open the **Benutzeroptionen** menu, click on **Persönliches Adressbuch**, then click on **Neue hinzufügen**.

**Spitzname** is a compulsory field. You can register up to 3 different telephone numbers and an e-mail address under each individual entry.

Using the telephone directory on your set:

Your personal directory is protected. You have to log in with your user name (Windows login) and a PIN. Define the PIN as described in the next chapter before you use the telephone directory on your set for the first time.

You will remain logged into your telephone directory until you reblock it by pressing **Log Out**.

Looking for entries: Log into the telephone directory and type in 2-3 letters in the **Last Name, First Name** or **Nickname** fields, then press the **Submit** softkey. Select the name of your choice and press the **Dial** softkey. If you have input several numbers for this name, you can now select the number to be dialled and press the **Dial** softkey once more.
Changing your PIN

Open the **Benutzeroptionen** menu and click on **Benutzereinstellungen**.

Now define a PIN for your personal telephone directory. The current PIN is 12345.

Changing the language setting of your set

Open the **Benutzeroptionen** menu and click on **Gerät**.

You can now change the language setting here.

This is where you will also find the complete User Manual for downloading.

Important

If you change the language setting, you will not only have to click on **Speichern**, but also on **Konfiguration übernehmen** and then confirm the next window with OK.
Mobility settings

These settings enable you to have your desktop set and your mobile phone ring at the same time.

Open the Benutzeroptionen, click on Mobilitätseinstellungen and then on Remote-Ziele.

Under Remote-Ziel-Profil, you can select the profile generated for you by the System Administrator.

If you have no selection, you will first have to apply for a profile.

Then input the number which you want to ring in parallel with your desktop set.

Please note: external number with the prefix 0.

Then save your entries.

Now place a ✔ under Leitungszuordnung, and activate Mobiltelefon and Mobile Verbindung.

Click on Speichern.

Now you will be able to switch mobility on your set on/off with the Mobility softkey.
A call that is ringing in parallel can be answered both on your mobile phone and on your desk set. Also, you will be able to change from one device to the other.
Unity (voicemail box) access no: internal: 2828 / external: 071 224 28 28

Accessing the voicemail box: 

Dial the access number and press the key.
Type in your PIN and press #. Default PIN = 1245

If you do not call from your own set, you will have to press * in order to be able to type in your ID (your internal telephone number).

The first time round you will hear a system message that tells you that you have not recorded a name and salutation yet.
You will also be requested to change your PIN.

Listening to voicemails: during playback or when listening to the voicemail summary:

1. New voicemails
2. Restart playback
3. Old voicemails
4. Save voicemail
5. Delete voicemail
6. Reply to voicemail
7. Forward voicemail

Accessing SetUp options:

1. Managing salutations
2. Configuring voicemail settings
3. Configuring personal settings

Managing salutations
1. Re-recording current salutation
2. Alternative salutation on/off
3. Editing salutations
   1. Recording standard salutation
   2. Recording alternative salutation

Configuring voicemail settings
1. Setting up notification
   You can have the system send you a notification by means of a text message whenever a new voicemail has come in.
   Settings through the web: cf. chapter on “Website for voicemail”.

Configuring personal settings
1. Changing your PIN
2. Changing recorded name
Website for voicemail

You can also access your voicemails and make personal settings through the web.

http://voicemail.unisg.ch/ciscopca

Log in with the same login that you use for the Benutzeroption.

Listening to / managing voicemails

Cisco Unity Connection-Posteingang

Über den Cisco Unity Connection-Posteingang können

Click here to go to your voicemail box.

Double-click on the voicemail to open the window for listening.

Define whether playback should be effected through the telephone or the computer (if equipped for the purpose).

Of course you can also delete, save or, if need be, forward voicemails here.
Recording / activating / deactivating salutation texts

Click here to go to your personal communication assistant.

Select Begrüssungen.

This is where you are able to activate or deactivate a salutation (provided you have recorded one).

Salutations can be recorded through the web / telephone, or there is a possibility of uploading a WAVE file.

Please note: Begrüssung Geschlossen and Feiertag cannot be used. They need to be configured by the System Administrator.

When the alternative salutation is activated, all the other salutations are switched off.

Example of voicemail salutations

Standard salutation

This is the voicemail box of Jane Smith, University of St.Gallen. Hello. I’m not available at the moment. Please leave a message for me after the beep and I’ll call you back as soon as possible. Thank you very much for your call and good-bye.

Alternative salutation

This is the voicemail box of Jane Smith, University of St.Gallen. Hello. I’ll be out of office up to and including [day and date]. Please leave a message for me and I’ll call you back when I return. Thank you very much for your call and good-bye.
Setting up remote notification

If you are out of office a great deal and do not continually want to call your voicemail box to find out whether you have received any voicemails, you can set up remote notification. The system will then send you a text message every time a voicemail has come in.

Click on **Benachrichtigungsgeräte** and select **SMTP**.

Enter your mobile telephone number here (**WITHOUT** the zero for external calls), followed by @mail2sms.ch:

Then place the relevant ticks ✅ and save your inputs.

Notes
Important numbers

If you require help or want to submit an application for the configuration of your set to be changed:

Service Desk  2900
servicedesk@unisg.ch

Access number to your voicemail box:
2828 or
071 224 28 28 from external telephones

Direct redirection to voicemail: 2828

Internal emergency call: 3333