

CISCO 7961 / 7941 IP PHONE

Telephone User Guide

Internal Calls

- Lift handset or Press **Speaker** or **New Call** soft key or **Line Key**
- Dial **7 + 3-digit extension** number when calling from Cisco Phone extension to Nortel Phone extension
- Dial **12 + 4-digit extension** number when calling from Nortel Phone extension to Cisco Phone extension

External Call (Outside Calls)

- Lift handset or Press **Speaker** or **New Call** soft key or **Line Key**
- Dial 9 + telephone number

Note: An AUTHORIZATION CODE is needed when placing a long distance call. After dialing a long distance number, you will hear a tone. At the tone enter your Authorization Code. If you need an authorization code, see your administrator.

Answering a Call

- Lift handset or Press **Speaker** button or **Answer** soft key or **Incoming Line Key**

Ending a Call

- Hang up a Press **Speaker** or **EndCall** soft key

Using Mute

- Press MUTE button (if light is **RED**- you cannot be heard)
- Press Lit MUTE button (if light is **OFF**- you can be heard)

Call Hold

- Press **Hold** soft key
- Press **Resume** soft key or **Line Key** to return to call

Call Transfer to Another Extension

- Press **Transfer** soft key (caller is put on **HOLD** – you get **Dial Tone**)
- Dial Number
- Announce Call (Optional)
- Press **Transfer** soft key

NOTE: If an extension is busy, no answer or if you misdial, Press **“EndCall”** soft key, **“Resume”** soft key or **Line Key** to return to original party

Conference Call

- Press **“MORE”** soft key, then the **“CONFRN”** soft key (caller(s) is/are put on hold – you get dial tone)
- Dial internal or external number of consulted party (consult privately)
- When the call connects, press the **“CONFRN”** soft key again to conference in all parties

OR

- Press **End Call**, **Resume** soft keys to hang up with the New Caller and return to one's original party

NOTE: Only the initiator can add parties (up to three). If the initiator disconnects from the conference the conference remains connected, but the remaining parties cannot add more parties.

Call Forward

- Press **CFwdAll** soft key (hear two beeps)
- Dial the forward to number (flashing right arrow and display confirms forwarding)

Cancel

- Press **CFwdALL** soft key (hear one beep, display reminder off)

Note: You can Forward to Voicemail Direct – Press **CFwdALL** soft key enter **8588** or the **Messages** button.

Last Number Redial

- Lift handset, Press Redial soft key or press Redial (activates Speaker) or press other Line key, Redial

Call Pickup

- Lift handset or Press **Speaker** button
- Press the **MORE** soft key and then **Pickup** soft key, then **Answer** soft key

Directory Calls (Missed, Received and Placed Calls)

- Press the **Directories** button
- Use Navigation / Scroll button (use up/down middle bar) for desired option (Missed/Received/Placed)
- Press **Select** soft key to display list
- Press **Dial** soft key to speed call placed call or use **EditDial** soft key to adjust Received Call number to Dial

To Exit: Press Exit soft key twice or Directories button once

Corporate Directory (Programmed by your System Administrator)

- Press the **Directories** button
- Use Navigation / Scroll button to select particular site
- Press **Select** soft key to display search options
- Use scroll key to select First Name, Last Name, Number option
- Use numbers corresponding to letters on dial pad for name or number
- If desired, Press Dial soft key to speed call

To Exit: Press **Exit** soft key twice

LCD Display Contrast

- Press the **Settings** button
- Select **User Preferences**
- Use **NAVIGATION** scroll button to select **Contrast (choice #4)**
- Press **Select** soft key
- Press Up or Down soft keys for desired light or dark display
- Press **OK** soft key then **Save** soft key then **Exit** soft key

Ringer Type

- Press the **Settings** button
- Select **User Preferences**
- Use **NAVIGATION** scroll button to select **Ring Type (choice #1)**
- Press **Select** soft key twiceScroll through list types.
- Press **Play** soft key to hear choices
- Press **Select** soft key then **OK** soft keys when desired ring is heard
- Press **Save** soft key and then **Exit** soft key