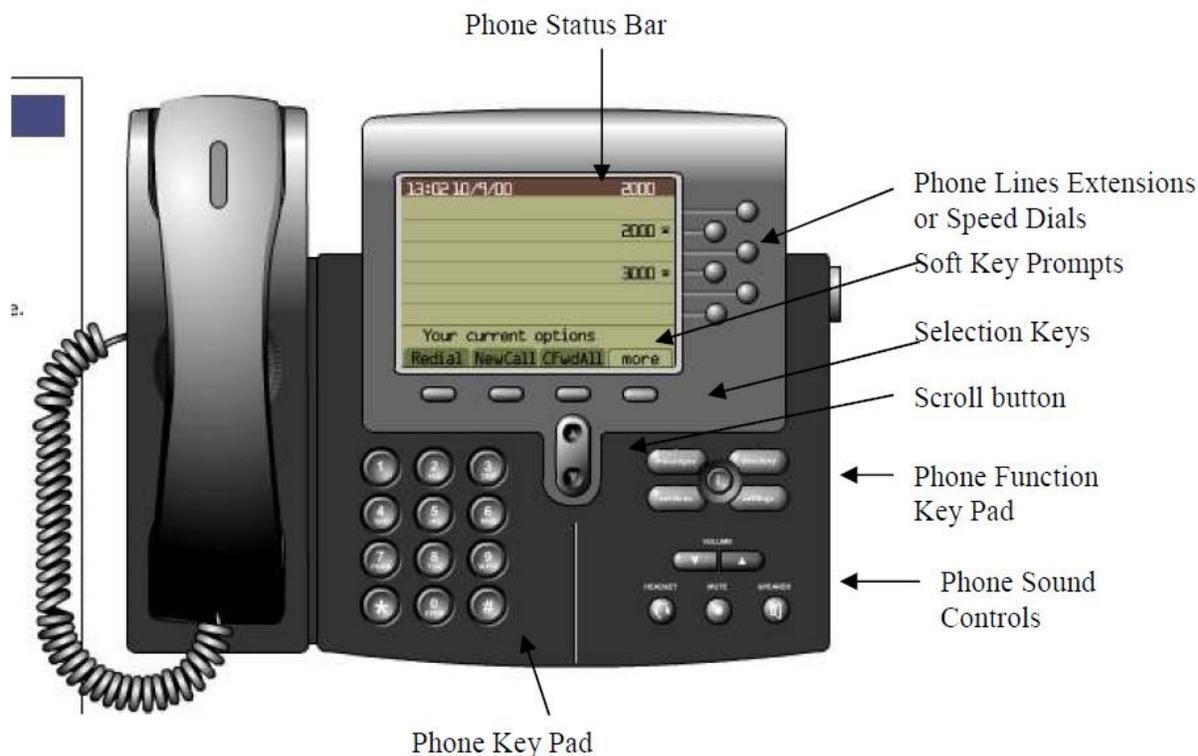


Cisco 7941 & 7961 How-To



Placing a Call

You can place a call with the telephone in any of the following ways:

- Lift the handset and dial the number.
- Press the Line button and dial the number.
- Press Speaker and dial the number. If someone answers, pick up the handset to talk to them.
- To use speed dial, press one of the speed buttons.

Answering a Call

You can answer calls coming to your direct telephone extension or to others in your group.

- To answer a call coming to you directly, simply lift the handset.
- You can answer a call using the Speaker button.

Ending a Call

You can end a call in any of these ways:

- If using the handset, hang up the handset.
- If using the speaker, press Speaker.
- Press the line button.

Muting a Call

While on a call, you can mute the handset, preventing the party you are speaking to from hearing what you or someone else in the room is saying. When using the speaker, your call is automatically muted if the handset is in the cradle.

- To mute a call, press Mute.
- To disengage mute, press Mute again.

Placing a Call on Hold

While in a call, you can place the call on hold, so that the caller cannot hear you and you cannot hear the caller. The caller will hear a beeping tone or music; it is not a good idea to use hold while on a conference call since the conference parties will hear the hold music.

- To place a call on hold, press the Hold soft button.
- To return to the call, press the Hold soft button again.

Transferring a Call

To transfer a call to another phone:

1. During a call, press the Transfer soft button. This places the call on hold.
2. Dial the number to which you want to transfer the call.
3. When the party answers, announce the call and press the Transfer soft button.
4. Hang up if the party accepts the call.
5. If the party refuses the call or does not answer press Hold soft button to return to the original call.

Note If you wish to not announce the call, after step 2 above you can press the Transfer soft button when the phone begins to ring or just hang up. In this case, the caller is transferred to the other phone without being announced, and you cannot return to this call. If the transferred party does not answer it will go into their voicemail, if that extension has voicemail capabilities.

Redialing the Last Number Dialed

To redial the most recently dialed number, lift the handset and press the redial soft button.

Making Conference Calls

Conference calls allow you to have multiple callers participating in the same telephone call.

The ability to make conference calls with your telephone is an optional feature. Your phone supports some of these features by default. However, the specific features available to you depend on how your system administrator configured your phone to support them.

These sections describe how to make conference calls with the phone:

1. During a call, press the confrn soft button.
1. This automatically opens a new line and places the other party on hold.
2. Place a call to another party.
3. When the call connects, press confrn soft button again to add this party to the conference call.

Note: Once the conference call initiator disconnects, no new parties can be add; and avoid putting a conference call on hold. When you put a call on hold, a beeping tone automatically generates every few seconds, or music is played (depending on how your administrator has configured the system).

To transfer a conference call to another telephone, press the Transfer button. Dial the number to which you want to transfer the call and then press Transfer again. All parties are transferred.

Using Call Forwarding

The Cisco IP Phone telephone includes call forwarding, which allows you to redirect calls made to your telephone to another phone. This is useful if you know you will be away from your desk for several days, for example, on a business trip or a vacation.

These sections describe how you can set up call forwarding:

1. Forwarding All Calls
Use this procedure to forward all incoming calls to another number.
 - a. Press the cfwdall soft button (You should hear two beeps).
 - b. Enter the internal extension number to which you want to forward all your calls. (Be sure to enter the number exactly as you would if you were to call that number). The LCD displays a message with the number to which your calls are being forwarded.

- c. To cancel forwarding of all calls, press the cfwdall soft button. You should hear a beep and the LCD should only show your extension, indicating that call forwarding is not active.

Checking for Missed Calls/ Received Calls/ Placed Calls

Press the **directories** button.

Using Directories

When using the Corporate Directory to place a call, do the following:

1. Press the Directories button located on the Phone Function Key Pad.
2. There are four directories listed. Use the scroll button to select the Directory.
3. Use the scroll Key to select the search option: first name or last name.
4. Use the corresponding numbers on the phone key pad to enter a name or first letter of a name. Press the key until the correct letter appears (ex: for C, press the 2 key three times). It is not necessary to enter the entire name but you must enter at least one letter of the person's first or last name.
5. Select the SEARCH option.
6. Using the scroll Key, highlight the individual you wish to contact.
7. Press the Dial soft key to call the highlighted individual.

Missed Calls

If you are away from your phone for a period of time, when you return you may notice a message that indicates how many calls you've missed. To see who's tried to call you:

1. Press the Directories button located on the Phone Function Key Pad.
2. Press the Select key to choose Missed Calls.
3. Use the scroll keys to view the Missed calls.
4. If you would like to return a missed call, press Dial soft key.

Received Calls

To view the history of received calls:

1. Press the Directories button located on the Phone Function Key Pad.
2. Press 2 on the phone Key Pad or use the scroll keys to highlight Received calls.

Placed Calls

To view the history of placed calls:

1. Press the Directories button located on the Phone Function Key Pad.
2. Press 3 on the phone Key Pad or use the scroll keys to highlight Placed calls.

Checking Voice Mail

The Red Light on the handset lights up when there is a voice mail message.

1. Press the Messages button.
2. Enter your password
3. Follow the prompts