## Button Features

**8. Message Button:** Log into Voicemail

**9. Directory Button:** Access Directories
  A. **Company Directory**:
  - Press the Directories button
  - Select Corporate Directory using Navigation button
  - Using dial pad, enter search criteria, then press Search
  - Press Dial in order to call desired party

  B. **Missed, Received and Placed Call Log**:
  - Press the Directories button
  - Select Missed Calls, Received Calls or Placed Calls
  - Navigate call using Navigation button
  - Press Dial softkey in order to dial highlighted number

  C. **Edit Dial**: (Edit a number selected from a Directory or Call Log)
  - Press EditDial softkey
  - Use the << and >> softkeys to delete/add numbers
  - Press Dial softkey

**10. Setting Button:** Set User Preferences

**11. Services Button:** Pre-programmed by your Systems Administrator

**12. "?" Button:** Press to learn more about any phone feature

**13. Volume:** Adjust volume up and down, press Save softkey to save changes

**14. Headset Button:** Press to enable headset feature

**15. Mute Button:** Press to enable mute feature

**16. Speaker Button:** Press to enable speaker phone feature

**17. Abbreviated Dialing: (Programmable Via the Web Only)**
  - Go to http://phone
  - Click on Cisco IP Telephony Users Page
  - Enter User ID and Password
  - Click on Add/Update Your Speed Dials
      Internal Extensions: enter extension only
      External Numbers (Local): 9 + 7 Digit Number
      External Numbers (Long Distance): 9 + 1 + Area Code + Number
  - For Speed Dials associated with phone, press the corresponding Programmable button to the right of the screen in order to make call
  - For Speed Dials not associated with phone, press number (1-99) that corresponds with speed dial, then press AbbrDial sotkey
      ,

# Cisco IP Phone 7941/7961
Quick Reference Guide
Call Manager Version 6.X

## Mill Valley School District



Line or Speed Dial Button
Message Waiting
Footstand Adjustment
LCD Screen
Soft Keys.
Messages Directories Services Settings Buttons
Navigation Button
Volume Button
Speaker Button
Headset Button
Mute Button

AMS.NET
Your IP Convergence Specialist

# Basic Phone Features

**1. Basic User Information:**

A. **Placing** a call:
- Lift handset, dial number, or
- Press NewCall softkey, dial number (engages speaker phone),or
- Press NewCall softkey, dial number, lift handset, or
- Press Speaker button, dial number

B. **Ending** a Call:
- Replace handset, or
- Press EndCall softkey, or
- Press Speaker button (if on speaker phone)

C. **Answering** a Call:
- Lift handset, or
- Press Answer softkey (engages speaker phone), or
- Press Speaker button

D. **Redial** Feature:
- Lift handset and press the Redial softkey

E. **Call Back** Feature:
- While listening to ringing or busy tone, press CallBack softkey
- When person becomes available, you will receive notification

**2. Placing a Call On Hold/Resuming the Call:**
- Press the Hold softkey
- Press the Resume softkey

**3. Transferring a Call:**
- With connected call, press Trnsfer softkey
- Dial number to which you are transferring, or
  Press ✶extension/voice mailbox number to transfer to voicemail
- Listen for ringing or announce caller
- Press Trnsfer softkey again to complete transfer

- In order to retrieve caller during the transfer process, press the EndCall softkey, then press the Resume softkey to connect with original caller

**4. Alternatives to Answering:**
1. **iDivert**:
- Press iDivert softkey in order to send caller to voicemail
2. **DND (Do Not Distrub)**
- Press DND softkey Forwards calls without ringing the phone. Visual Alert

**5. Answering Multiple Calls on One Line**
- When another line is ringing, select the Answer soft key
- To return to other calls, use the navigation toggle to highlight the call and press the Answer soft key

# Advanced Phone Features

**5. Call Forward Feature:** (Forward incoming phone calls to alternate phone number)
- Press the CfwdAll softkey
- Dial forwarding number, or
  press the Messages button to have all calls forwarded to voicemail
- To cancel, press CfwdAll softkey again

**6. Call Park Feature:** (Held call that can be retrieved from any Cisco IP Phone)
- With call connected, press More softkey
- Press Park softkey
- Remember the assigned call park "slot number"
  **Range 1110 - 1139**
- To retrieve parked call: Dial slot number on any Cisco IP Phone

**7. Conference Calling:**

A. **Conference** (Join Multiple callers together, maximum participants **8**
- To <u>initiate</u> a conference call: Begin with caller (A) on line
- Then press More softkey
- Then press Confrn softkey
- Caller (A) is now on hold while you dial other participants to join
- Connect with caller (B) by dialing number, press More softkey, then Confrn sotkey
- Now you are conferenced with callers (A) and (B)
- Repeat above steps until desired or maximum amount of participants are included in conference call

B. **Direct Conference** (Conference two or more outside callers together)
- With calls connected, highlight call and place on hold one at a time
- Highlight each call one at a time using navigation button and press the Select softkey in order to select both calls
- Press the Join softkey

C. **Meet-Me Conference** (Participants dial in to join conference)
  Internal Meet-Me Numbers**: 1150 - 1159**
  Maximum Amount of Participants: **8**
- To <u>Initiate /Chair</u> a Meet-Me conference, press More softkey
- Then press MeetMe softkey
- Dial Meet-Me number, now other callers can join

- To <u>Join</u> a Meet-Me conference, dial Meet-Me number

D. **Conference List** (View and Remove conference participants)
- Note: Cannot use Conference List with Meet -Me
- While conference is in process, press More softkey
- Then press Conflist softkey, all participants will be listed

- To remove participant, press Remove softkey – only conference call originator can remove participants (not on Meet-Me)

- Press Update softkey to update list of participants