

Button Features

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

11. **Directory Button:** Access Directories

A. **Cabrillo 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

12. **Setting Button – Ring Type**

- Press the **settings**  button.
- Select **User Preferences**. (This step may or may not apply.)
- Select **Ring Type** using scroll keys.
- Highlight and press **Play** to hear ring.
- Press **Select** to set ring type.

13. **“?” Button:** Press to learn more about any phone feature

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

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

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

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

18. **Abbreviated Dialing: (Programmable Via the Web Only)**

- Go to <http://phone>
- Click on Cisco IP Telephony Users Page
- Enter User ID: **Current Computer login**
- Password : **Current Computer 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



Staff Quick Reference Guide

Cisco IP Phone 7941G/7961G

Call Manager Version 6.X



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

2. 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.

D. Redial Feature:

- Lift handset and press the Redial softkey

E. Call Back Feature:

- While listening to ringing or busy tone, press CallBack softkey

3. Placing a Call On Hold/Resuming the Call:

- Press the Hold softkey
Press the Resume softkey

4. Transferring a Call:

- With connected call, press Transfer softkey
- Dial number to which you are transferring
- **Either hang up at this point, or**
- Listen for ringing or announce caller
- Press Transfer 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

Transferring Directly to Voice Mail:

- Press *extension/voice mailbox number to transfer to voicemail

5. Call Pickup: You must be pre-programmed into a pickup group.

- When a phone within a pickup group is ringing, lift your handset, locate and press the **Pickup** and **Answer** soft keys.

Advanced Phone Features

6. Call Forward Feature: (Forward incoming phone calls to alternate campus phone number)

- Press the C_fwdAll softkey
- Dial forwarding number (internal extension only), or press the Messages button to have all calls forwarded to voicemail
- To cancel, press C_fwdAll softkey again

7. 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: 8800-8804 and 8805-8809
- To retrieve parked call: Dial slot number on any Cisco IP Phone

8. Conference Calling:

A. Conference (Join Multiple callers together, maximum participants 8)

- To initiate a conference call: Begin with caller (A) on line
- Then press More softkey
- Then press Confn 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 Confn softkey
- 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. Conference List (View and Remove conference participants)

- 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
- Press Update softkey to update list of participants

9. Direct Conference – Conference two outside callers together.

- Place both calls on hold.
- Highlight each call and press **Select soft key** to select both calls.
- Press **Join soft key**.