

CISCO IP 7941/7961 QUICK REFERENCE

Place a call

- Lift hand set, dial number or
- For hands-free, press **Newcall** soft key button (17), dial number or press **Speaker** (9), dial number

Note: You must dial 9 for all off campus numbers, local and long distance. For long distance calls, enter 9, followed by the number, you will hear a tone, enter your long distance pin followed by the pound (#) key.

To place a second call;

- Press **Hold** soft key
- Press **Newcall** soft key, dial number

To end a call ;

- Hang up handset or press **Endcall** soft key button (17)

Answer a call

- Lift handset or
- For hands-free, press **Answer** soft key button (17) or press **Speaker** (9)

Mute a call

Disables microphone

1. Press **Mute** button (10) to activate
2. Press **Mute** again to deactivate

iDivert

To immediately forward an incoming call to your voice mail

Press the **iDivert** soft key

Place a call on hold

1. Press **Hold** soft key button (17)
2. Press **Resume** soft key button (17) or your line button to resume

If multiple calls are on hold, use the Navigation button to select the desired call before pressing the **Resume** key

Join

To join multiple calls on hold;

Remain on the line with one of the callers

Use the Navigation button to highlight a held call

Press **More** soft key and then press **Join** soft key

- Press **Transfer** soft key button (17) to join the second incoming caller and exit call yourself or
- Press **Confirm** soft key button (17) to join the second incoming caller and yourself in conference call

Model 7961 (6 lines) shown below
Model 7941 (2 lines) shown on front cover



1. Indicator light
2. LCD Screen
3. IP Phone Series
4. Line Buttons
5. Adjustable foot stand
6. Directories
7. Help
8. Settings
9. Speaker
10. Mute
11. Headset
12. Volume
13. Services
14. Messages
15. Navigation
16. Dial Pad
17. Soft Keys *

* Options on the 4 Soft Key buttons located below the screen will change when you receive, answer or place a call

Transfer a call

1. During a call, press **Transfr** soft key button (17) - this places the call in hold.

2. Dial number

To directly transfer the party, press **Transf** soft key and hang up when you hear the ring ringing.

To speak to the recipient before transferring the call, wait for the recipient to answer, speak to him/her and then press **Transfr** soft key to release the call. Hang up.

To cancel the transfer press **EndCall** soft key

Conference

While on a call, press **More** soft key followed by **Confrn** soft key. *This places your call on hold and opens another line.*

Dial another number and when the party answers, press **Confrn** soft key again and the conference is complete.

To add additional parties, repeat above procedure.

To view who is on the call, press **More** soft key and then **ConfLi** soft key. *The star (*) key indicates originator.*

To remove a conference participant, use Navigation button to highlight party, press **Remove** soft key

Call waiting

1. When you hear the call waiting beep (single alert)
2. Press **Answer** soft key button (17) - first call automatically goes on hold
3. Use Navigation buttons to alternate between calls, press **Resume** soft key button (17)
4. Press **Endcall** soft key button (17) to disconnect the selected caller

Call forward

1. Press **Cfwdall** soft key button (17)
2. Dial number to forward call

Dial 5000 to forward to voice mail or press **Messages**

To deactivate:

Press **Cfwdall** soft key button (17)

Call Pick Up

To answer a call ringing on another extension
Lift handset

Press **PickUp** soft key

Press **Answer** soft key

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Call Park

To hold a call and retrieve it at another extension;
While on the call, press **Park** soft key
LCD screen will display a Park Code, which you will need to remember or write down. Hang up
To retrieve a Parked Call;
Lift handset , dial Park Code

Directories

Press **Directories** (6), Press

1. for Missed Calls
2. for Received Calls
3. for Placed Calls
4. for Corporate Directory

View/Retrieve missed, received or placed calls

1. Press **Directories** (6) button
2. Use Navigations to highlight either missed, received or placed calls
3. Press **Select**

Dial a missed call

1. Press **Directories** (6)
2. Select 1. Missed Calls
3. Press **Dial** for on campus calls
4. Press **Edit, Dial 9, 1 Dial** for off campus calls

Redial last number called (Internal Calls)

- Press **Redial** soft key button (17)
- Speaker for hands-free turns on automatically or
- Lift handset

Corporate Directory

1. Press **Directories** (6)
2. Select 4. Corporate Directory
3. Enter Name

Additional Resources and Help

On-line tutorial:
Model 7941 (2 lines)
<http://www.cisco.com/comm/applications/CCNP/qlm/7941/>

Model 7961 (6 lines)
<http://www.cisco.com/comm/applications/CCNP/qlm/7961/>

On the phone:
Press the **Help** button (7)

INFORMATION TECHNOLOGY CISCO IP 7941/7961 QUICK REFERENCE GUIDE



Information Technology
<http://www.bowdoin.edu/it/telecom/>
For additional assistance contact the IT HelpDesk at x3030
helpdesk@bowdoin.edu

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