

7960 IP Phone Diagram, front.  
Your phone has six line buttons.

The Cisco 7961/7941 IP telephone provides easy access to a wide range of business features.

### SOFT KEYS

Features available based upon the state of your phone

Features available with the 7961/7941 IP phone:

- Backlight line buttons
  - Green, steady – Active call on this line
  - Green, blinking – Call on hold on this line
  - Orange, steady – Privacy feature enabled
  - Orange, blinking – Incoming call ringing on this line
  - Red – Shared line, currently in use
  - No color – No call activity on this line

### TO PLACE A CALL

#### Emergency

- Lift Handset and Dial 911, 8 + 911 or 9+911

#### Internal

- Lift Handset, press the Speaker button, line button or the New Call soft key
- Dial 4 digit Extension

#### External

- Lift Handset, press the Speaker button, line button or the New Call soft key
- Local – Dial 8 + Number
- Long Distance – Dial 8 + 1 + Number, enter access code, and enter #sign.

#### Fax

- 10 digit dialing to all faxes

### LAST NUMBER REDIAL

- Press the REDIAL soft key

### iDIVER T

#### Personal Line

- This soft key is used to send the caller directly into your voicemail.

### CALL FORWARD

#### To Activate

- When your phone is idle, press the CFWDALL soft key
- Enter the number, OR press MESSAGE key for sending calls directly to Voicemail

#### To Cancel

- Press the CFWDALL soft key

### CALL HOLD

#### To Place a Call on Hold

- From an existing conversation, press the HOLD soft key

#### To Retrieve a Call on Hold

- Press the RESUME soft key
- If there are multiple calls on hold, scroll to the desired line before pressing the RESUME soft key

### JOIN

This feature allows you to join two incoming calls.

#### To answer the second incoming call

- Press the ANSWER soft key if it's appropriate to place your first caller on hold (pressing this soft key automatically puts the first caller on hold)

#### To Join these two callers to create a 3-way call

- Scroll to the call that is on hold
- Press the MORE soft key
- Press the JOIN soft key

### TO TRANSFER A CALL

- During a call, press the TRANSFER soft key
- Dial the number
- Announce the call
- Press the TRANSFER soft key to complete the transfer, hang up

#### OR

- If the person you attempt to transfer the call to is not available, press the END CALL soft key and the RESUME soft key to return to the original caller

### AD-HOC CONFERENCE CALL (maximum of 8)

While a call is in progress, press the MORE soft key and then press the CONFRN soft key. Dial the extension or outside number.

- After the party answers, press the CONFRN soft key to bring the parties together

#### To add additional parties

- Repeat the above steps

#### To reconnect to the Conference when a called party isn't joining

- If the person you attempt to bring into the conference is not available, press the END CALL soft key and then the RESUME soft key to return to the conference call

#### To view the conference call members

- Press the MORE soft key, then press the CONFLIST soft key to view the members on the conference call

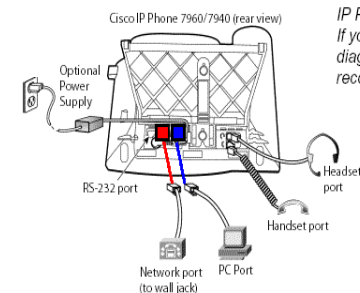
### CALL PARK-time out is 180 seconds

#### To Park a Call (park positions 599X)

- On an existing call, press the MORE soft key and then the PARK soft key, the call is automatically placed into a park position, note the position
- Hang Up

#### To Retrieve a Parked Call

- Dial the park position to which the call was parked, you are now connected



IP Phone Diagram, back.  
If you move your phone, this diagram shows you how to reconnect it.

## ABBREVIATED DIALING

This feature gives you the ability to access pre-programmed numbers by dialing a code. To program these numbers, please refer to the "Instructions for CCM User Page" handout.

### To access Abbreviated Dialing

- While your phone is idle (no dial tone)
- Dial the speed code number
- Press the ABBRDIAL soft key
- Pick up handset, if desired

## DIRECTORIES

- To view Missed, Received or Placed calls, press the DIRECTORIES button
- Scroll to the directory that you would like to view
- Press the SELECT soft key
- To place a call to one of the phone numbers from within the directory, press the DIAL soft key if it's an internal number or press the EDIT DIAL soft key, press the 8 on the dialing pad, then press the DIAL soft key if it's an external number

## RING VOLUME

- With your phone idle, press the volume key to hear the current ring volume
- Press either the up or down volume key to change the ring volume
- When the ring times out, the setting will be saved

## RING TYPE

- Press the SETTINGS button
- Press 1 on the dialing pad Or scroll to User Preferences and select it
- Press 1 Or select Rings
- Select DEFAULT RING
- Use the scroll key to browse the list of ring types
- Press the PLAY soft key to hear the ring type
- Press the SELECT soft key to select the ring type
- Press the SAVE soft key to save the ring type

## LCD CONTRAST

- Press the SETTINGS button
- Press the 4 on the dialing pad or scroll to Brightness
- Use the UP and DOWN soft keys to change the brightness
- Press the SAVE soft key to save the setting

## "I" INFORMATION BUTTON

- Press the ? button and then any other button on your phone to get information on how to use that button or key

## VOICE MAIL SETUP AND ACCESS

### To enroll with voice mail (first use):

- Press the **Messages** button
- Enter the first time enrollment password = **12345**
- Follow prompts to:
  - Record your name - press # key as soon as you say your name
  - Record a greeting – press # key as soon as you say your greeting
  - Set a new password-no trivial passwords
    - Minimum length 6
    - Password expires 0 days
    - Message retention read-30 days  
unread-45 days

### To log on to voice mail from your phone

- Press the **Messages** button
- Enter your password, press the # key

### To log on to voice mail from another inside phone

- Press the **Messages** button or dial the internal voice mail phone number 9790.
- Press the \* key when voice mail answers
- Enter your ID (extension), then press # key.
- Enter your password, then press the # key.

### To log on to voice mail from outside

- Dial the external voice mail phone number **907-745-9790**, or your own 7 digit extension,
- Press the \* key when voice mail answers
- When prompted, enter your ID/extension, then press the # key.
- Enter your password, press #

### Reboot the phone

On occasion you may need to reboot your phone after system changes.

- Press the "settings" button followed by; **\*\*#\*\***.

## Basic Controls

Press the **Messages**:

Hear new messages	1	Set up options	4
Send new message	2	Cancel or back up	*
Review old messages	3	Skip or move ahead	#

### During Message Playback

Restart message	1
Save	2
Delete	3
Slow Playback	4
Change Volume	5
Fast Playback	6
Rewind, small	7
Pause or Resume	8
Fast Forward, small	9

### After Message Playback

Repeat	1
Save	2
Delete	3
Reply	4
Forward message	5
Save as new	6
Rewind	7
Play message summary	9

**\*\*For Additional Feature Information and Menu Options review the Unity-At-A-Glance document**

## TRANSFER A CALLER INTO VOICEMAIL

- While connected to the caller, press the TRANSFER soft key,
- Press \*
- Dial the person's 4-digit extension you are transferring the call to
- Press the TRANSFER soft key quickly

## TO LEAVE A QUICK MESSAGE IN A MAILBOX WITHOUT CALLING THE EXTENSION:

- Pick up the handset
- Press \* and the 4-digit extension
- Leave your message
- Hang up