Cisco IP Phone 7941 and 7961 User Guide

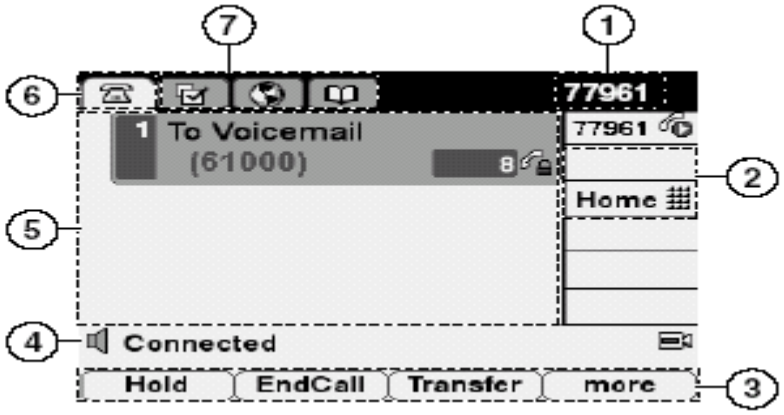
Figure 1 Cisco Unified IP Phone 7961G and 7961G-GE

Figure 2 Cisco Unified IP Phone 7941G and 7941G-GE

1	Programmable buttons	Depending on configuration, programmable buttons provide access to: • Phone lines (line buttons) • Speed-dial numbers (speed-dial buttons) The buttons illuminate to indicate phone line status: Green, steady – Active call on this line (off-hook) Green, blinking – Call on hold on this line Amber, steady – Privacy feature enabled (Default, All Phones have Privacy) Amber, blinking – Incoming call ringing on this line Red – Shared line, currently in use ○ No color – No call activity on this line (on-hook)
2	Phone Screen	Shows phone features. See the "Phone Screen Features" on next page.
3	Footstand button	Allows you to adjust the angle of the phone base.
4	Messages button	Typically auto-dials your voice message service
5	Directories button	Opens/closes the Directories Menu. Use it to access call logs and Corporate Directory.
6	Help button	Activates the Help menu.
7	Settings button	Opens/closes the Settings menu. Use it to control phone screen contrast and ring sounds.
8	Services button	Opens/closes the Services menu. Provides access to IP Phone Services
9	Volume button	Controls the volume and other settings.
10	Speaker button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Mute button	Toggles the mute feature on or off. When mute is on, the button is lit.
12	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
13	Navigation button	Allows you to scroll through menus and highlight items. Use in conjunction with softkeys to activate highlighted items.
14	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
15	Softkey buttons	Each button activates a softkey option, displayed on your phone screen.
16	Handset light strip	Indicates an incoming call or new voice message.

Phone Screen Features

This is what your main phone screen might look like with an active call. The following table provides a basic overview of phone screen features.



1	Primary phone line	Displays the ten digit telephone number sent for caller id.
2	Icons for programmable buttons ○	Icons indicate how programmable buttons ○ are setup on your phone: • ☎ Phone line icon – Corresponds to a phone line and reflects the call or line state. You might have multiple phone lines. ***See Quick Reference guide for list of other icons.*** • # Speed-dial number icon – If available, corresponds to a speed-dial.
3	Softkey labels	Each displays a softkey function. To activate a softkey function, press the softkey button.
4	Status line	Displays audio mode icons, status information, and prompts
5	Call activity area	Displays current calls per line, including caller ID, call duration, and call state for the highlighted line.
6	Phone tab	Indicates call activity.
7	Feature tabs	Each feature menu has a corresponding tab. The tab is visible when the feature menu is open. Press feature button (Settings, Directories, Messages, Services) to switch between open menus.

Understanding Line and Call Icons:

Your phone displays icons to help you determine the call and line state (whether the call is on hold, ringing, connected, and so on).

☎	On-hook line	No call activity on this line. If you are dialing on-hook (pre-dial), the call is not in progress until you go off-hook.
	Off-hook line	You are actively dialing a number or an outgoing call is ringing.
	Connected call	You are currently connected to the other party. Many phone features require that you have a connected call.
	Ringing line	An incoming call is ringing on one of your lines.
	Call on hold	You have put this call on hold. (When displayed next to a phone line, this icon indicates that all calls on the line are on hold.)
	Remote-in-use	Another phone that shares your line has a connected call.
	Message Waiting	New message(s) in your mailbox.
	Option Selected	Line item has been selected on the phone display.

ACCESSING ONLINE HELP

1. Press the button, then press any softkey feature or button on the phone to display help information for that softkey feature or button. Or, pause for the help menu.

USING THE LCD ICONS

1. The icons on the screen change depending on the task you are performing.

HANDSET, SPEAKERPHONE AND HEADSET VOLUME

1. To increase or decrease the volume of your handset, speaker or headset during a call or after invoking dial tone, press the up or down (Volume) button. The **Volume** button adjusts the volume for the currently active condition (handset, speaker or headset).
2. To save the setting, press **Save** softkey.

ADJUSTING THE RINGER VOLUME

1. Press the up or down **Volume** button while the handset is in the cradle and the headset and speakerphone buttons are off. Press the **Volume** (- or +) button repeatedly until you reach the desired volume level. The new ringer volume is saved automatically.

CHANGING THE RINGER SOUND

1. Press the **Settings** button and select, **User Preferences**, then select [**Rings**].
2. Navigate to a phone line or default setting, and press [**Select**].
3. Use the Navigation button to scroll through the ring types, you can press the [**Play**] softkey to play a sample of a "highlighted" ring type.
4. When you find a ring type (sound) that you like, press [**Select**] .
5. Press [**Cancel**] to revert to the previously saved setting, or press [**Save]**.
6. Press [**Default**] to apply the default ring setting to a selected phone line.
7. Press [**Exit**] softkey to return to the main phone screen
   (**Exit** softkey may have to be pressed several times to return to the regular phone screen).

CHANGING THE LCD CONTRAST

1. Press the **Settings** button and select [**User Preferences]**, then select [**Contrast]**.
2. If unable to read phone screen, press [**Settings]** button and then 1,4 on the keypad.
3. Press the **Up** or **Down** softkeys or the volume button to set the desired level.
4. Press the [**Save**] softkey, or press [**Cancel]** to revert to the previously saved setting.
5. Press the [**Exit**] softkey to return to the main phone screen.
   (**Exit** softkey may have to be pressed several times to return to the regular phone screen).

PLACING A PHONE CALL

1. Pre-dial (dial on-hook, without first getting dial tone). Do one of the following:
   a. Enter a phone number. (The Auto-Dial feature might pop up to suggest matching phone numbers from your **Placed Calls Log**.)

   b. Press the **Navigation** button to scroll and/or select a phone number from your **Placed Calls** log.
   Next, press **Dial** softkey to dial the selected telephone number. Or,
   1. Lift the handset to dial the selected telephone number. Or,
   2. Press Speaker button or headset button (non-wireless headsets), to dial the selected telephone number. Or,
   3. Press a line button (automatically selects speaker) and dials the selected telephone number.
2. To place a call using the speaker, press **Speaker** button or [**NewCall**] softkey and dial the number.
3. To place a call using a headset, plug the approved headset (non-wireless headsets) into the back of the phone base and press headset button before or after dialing number. If headset button is lit, press [**NewCall]** to place a call. Press [**EndCall**] when finished with call to remain in headset mode.
4. Originating a second call after you have an existing call on the same line. To do so, simply place the current call on [**Hold]** (using the soft key) and press [**NewCall**].
5. Receiving a second call after you have an existing call on the same line. The second call will cause your line to ring once, the softbuttons change and you then have an option to [**Answer**] or [**Divert**] the call. Press [**Answer**], the first call is placed on hold automatically. Now to change between calls, press [**Hold**], then select the line you want, and press the softkey [**Resume**] on the line you want to talk with.
6. To change from the handset to the speaker, press **Speaker** button and then hang up the handset.
7. To change from speaker to handset, lift **Handset**.
8. The volume and mute controls also adjust volume to the ear piece and mute the speech path of the headset.

ANSWERING CALLS

1. Lift handset, or press [**Answer**] softkey, [**Speaker**] button or [**Headset**] button.
2. Press line of incoming call to answer call on another line (first call is automatically put on hold), or press [**Answer**] softkey.
3. Conditions: If you have multiple lines (shared Extension numbers) on your phone, you will need to press the other line key(s) to answer the ringing line (shared extension number). Other ringing lines on your set may alter your softkey features when you are on a call, press your active line key to be offered softkey features for the current call (your current call will not be affected).

ENDING A CALL

1. Hang up while using the handset. Return the handset to its cradle. Or press [**EndCall**].
2. Hang up while using the headset (non-wireless headsets). Press headset button. If you want to keep headset mode activated (keep the button lit after hanging up), press [**EndCall**].

MUTING A CALL

1. To activate mute, press the **Mute** button. (Off = On =) Press the **Mute** button again to deactivate.
   The Mute button will mute the speech path of the headset, handset or speaker.

PLACING A CALL ON HOLD (no time limit for caller on hold)

1. When connected to a call, press the [**Hold**] softkey. (caller hears custom "music-on-hold")
2. To remove a call from hold on the current line, make sure that the appropriate call is highlighted and press [**Resume**] softkey.
3. Remove a call from hold on a different line. Press a blinking line button (held line). If there is a single call holding on this line, the call will resume automatically. If there are multiple calls holding, make sure that the appropriate call is highlighted and press [**Resume**]. Note that a held call is indicated by the call-on-hold icon.

PARKING A CALL

1. While on a call, press the **more** softkey until you see the [**Park**] softkey.
2. Press the [**Park**] softkey. The display shows the number where the call is parked.
3. To retrieve the parked call from any phone, lift handset and dial call park number where call is parked.

Note: After 120 seconds caller park hold expires and the caller will ring back on the telephone line where it was initiated.

TRANSFERRING A CALL

1. During a call, press the [**Transfer**] softkey. This places the call on consultation hold. (caller hears custom "music-on-hold")
2. Dial the number you wish to transfer caller to. (Dial directory number or 9 + external telephone number)
3. When ringing begins, press [**Transfer**] again, or wait for party to answer, announce the caller then press [**Transfer**]. If party refuses call, press [**EndCall**], then [**Resume**] softkey, which returns you back to talk with original caller.

TRANSFERRING A CALL DIRECTLY TO VOICE MAIL

1. During a call, press the [**Transfer**] softkey. This places the call on consultation hold.
2. Dial the [***** + **extension number]** you wish to transfer caller to.
3. When Voice Mail answers, press [**Transfer**] softkey and/or hang up.

IMMEDIATE DIVERT (Send a call to your voice mailbox)

1. When receiving an incoming call, press [**iDivert**].
2. The [**iDivert**] feature automatically transfers a call (including ring or held call) to your voice mailbox. Caller will year your voice message greeting and can leave you a message.

TRANSFERRING TWO CALLS ON THE SAME LINE TO EACH OTHER

1. **Navigate** (scroll) and highlight a call on the same line and press [**Select].** A check mark will be placed on the line . Repeat this for the second call.
2. Then press the [**more**] softkey twice then press [**DirTrfr**]. You are dropped from the call.
   To stay on the call (Conference) press [**Join**] instead of [**DirTrfr**].
   Note: When originating calls for outside callers, the long distance continue to accrue to ASU for the entire length of the call.

MAKING A CONFERENCE CALL (6 parties max to a conference call)

1. While on a call, press the [**more]** softkey, press the [**Confrn**] softkey. This will place the first call on hold and you will receive dialtone.
2. Place a call to another number.
3. When the call connects, press [**Confrn**] again to add this party to the conference. When call initiator hangs up, no additional parties can be added.
4. To drop a party out of a conference, press [**ConfList]**, highlight the name and press [**Remove]**. Only the initiator can remove participants.

CALL PICKUP (not currently used at SkySong)

To answer a call that is ringing on another extension within your call pickup group.

1. Lift handset, press [**PickUp**] softkey.

LAST NUMBER REDIAL

1. Lift handset and press [**Redial**] softkey.

CALL FORWARD NO ANSWER (Ring No Answer)

1. This is a system wide parameter, however can be changed by the system administrator on an individual line basis.
2. Lines ring approximately four times (18 secs) before forwarding to the "no answer" destination (e.g., your voicemail box).

CALL FORWARD ALL

1. Press the [**CFwdALL]** softkey. You hear two beeps, then dial tone.
2. Enter the 5-digit extension number you wish to forward your calls to. A forwarded phone icon/arrow appears in the upper-right corner of the LCD , indicating all calls forwarded.
3. To forward calls directly to voice mail, press [**CFwdAll**] softkey, then the [**Message**] button.
4. To cancel, press the [**CFwdALL**] softkey.
   Note: You can only activate [**CFwdALL**] for the primary line of the phone.

USING CALL LOGS AND DIRECTORIES
(Call logs contain records of your missed, placed and received calls)

View your Call Logs:

1. Press the (**directories**) button.
2. Select **Missed Calls**, **Received Calls** or **Placed Calls**. Each stores up to 100 records.

Display Details for a single call record:

1. Press the (**directories**) button.
2. Select **Missed Calls**, **Received Calls** or **Placed Calls.**
3. Highlight a call record.
4. Press [**Details**]. Doing so displays information such as called number, calling number, time of day, and call duration (for placed and received calls only.

Erase a single call record:

1. Press the (**directories**) button.
2. Select **Missed Calls**, **Received Calls** or **Placed Calls**.
3. Highlight a call record.
4. Press [**Delete**] softkey.

Erase all call records in a single log:

1. Press the (**directories**) button.
2. Select [**Missed Calls**], **Received Calls** or **Placed Calls.**
3. Highlight a call record.
4. Press [**Clear**] softkey. (you may need to press the [**More]** softkey to display **Clear**.)

Erase all call records in all logs:

1. Press the (**directories**) button, then press [**Clear**] softkey.

INTERCOM DIRECTORY

1. Intercom Groups are not currently used at SkySong.

USING YOUR PERSONAL DIRECTORY

The Personal Directory feature set contains your Personal Address Book (PAB) and Fast Dials. This section describes how to use Personal Directory on your phone.

Access Personal Directory (for PAB and Fast Dial codes)

1. Choose **> Personal Directory** (exact name can vary).
2. Enter your Cisco Unified Communications Manager user ID and PIN, then press [**Submit]**. (Note:**PSW default: 12345)**

Search for a PAB entry

1. Access Personal Directory, then choose **Personal Address Book**.
2. Enter search criteria and press [**Submit]**.
3. You can choose **Previous** or **Next** to move through listings.
4. Highlight the PAB listing that you want and press [**Select**].

Dial from a PAB entry

1. Search for a listing.
2. Highlight the listing and press [**Select**].
3. Press [**Dial**]. (You may need to press the [**More**] softkey to see **Dial**.)
4. Enter the participant's phone number.
5. Highlight the number that you want to dial and press [**OK]**.
6. Press [**OK]** again to dial the number.

CORPORATE DIRECTORY

1. Press the (**directories**) button.
2. Use the **Navigation** button (scroll key) to select [**Corporate Directory**] or press **4** on the dial pad.
3. Search for the name by entering letters on your keypad and pressing [**Search]**.
4. Select the directory listing and press [**Dial**] softkey or lift handset.

USING CORPORATE DIRECTORY ON YOUR PHONE

You can use a corporate directory to place calls to coworkers.

Dial from a corporate directory (while not on another call)

1. Choose **> Corporate Directory** (exact name can vary).
2. User your keypad to enter a full or partial name and press [**Search**].
3. To dial, select the listing, or scroll to the listing and go off-hook.

Dial from a corporate directory (while on another call)

1. Choose **> Corporate Directory** (exact name can vary).
2. User your keypad to enter a full or partial name and press [**Search**].
3. Scroll to a listing and press [**Dial**].
4. Choose a menu item to handle the original call:
   - **Hold**—Puts the first call on hold and dials the second.
   - **Transfer**—Transfers the first party to the second and drops you from the call. (Press **Transfer** again after dialing to complete the action.)
   - **Conference**—Creates a conference call with all parties, including you. (Press **Confrn** or **Conference** again after dialing to complete the action.)
   - **EndCall**—Disconnects the first call and dials the second.

See if the phone line in the directory is busy

1. Look for Busy Lamp Field (BLF) indicators.

SPEED DIALING

Speed dialing allows you to enter an index number (1-99) [**AbbrDial**], or press a programmable button.

To Use speed-dial (Programmable Buttons):

1. Set up speed-dial buttons, ***See "Customizing Your Cisco IP Phone on the Web"***
2. To place a call, press (programmed speed-dial button).

To Use Abbreviated Dial (AbbrDial):

1. Set up Abbreviated Dialing codes (1-99). ***See "Customizing Your Cisco IP Phone on the Web" user guide.***
2. To place a call, dial the abbreviated dialing code and press [**AbbrDial**] softkey.

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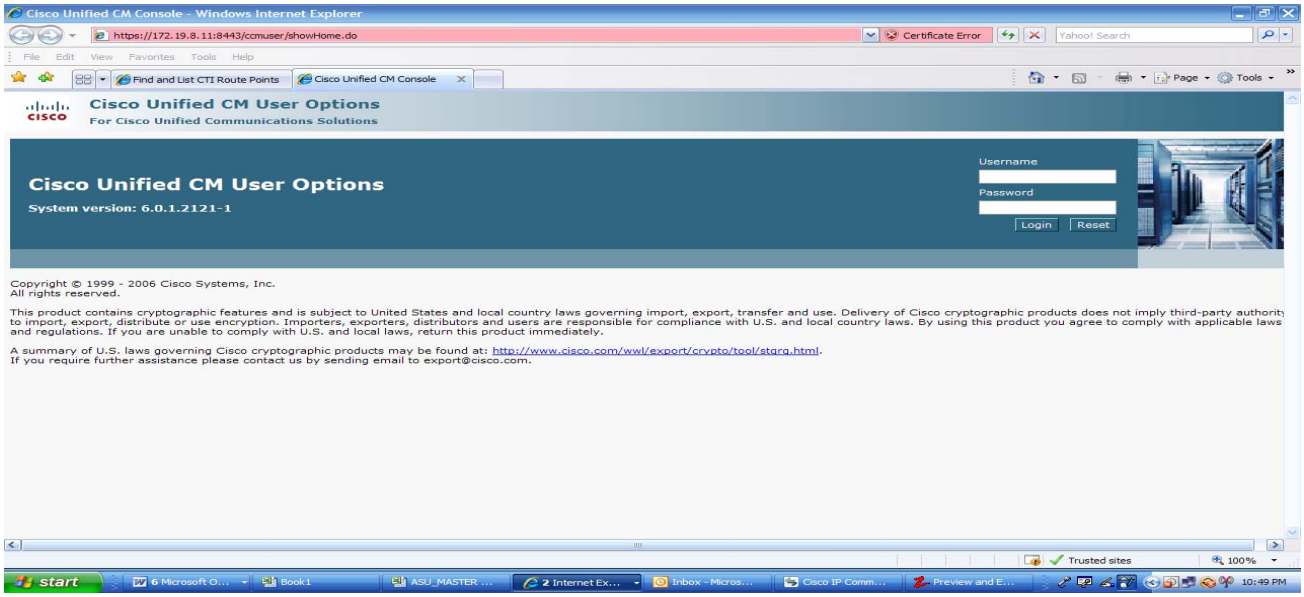
Customizing Your Cisco Unified IP Phone On The Web

This application allows you to change and update settings on your phone without contacting the helpdesk.
Voice over IP telephone users – Click on your web browser (e.g., Internet Explorer) and:

Logon to Cisco CallManager at: http://172.19.8.11/ccmuser

UserID – Your extension number _____ (4XXXX, e.g., **41500**)
Password – Default password is _____ (**sparky**)

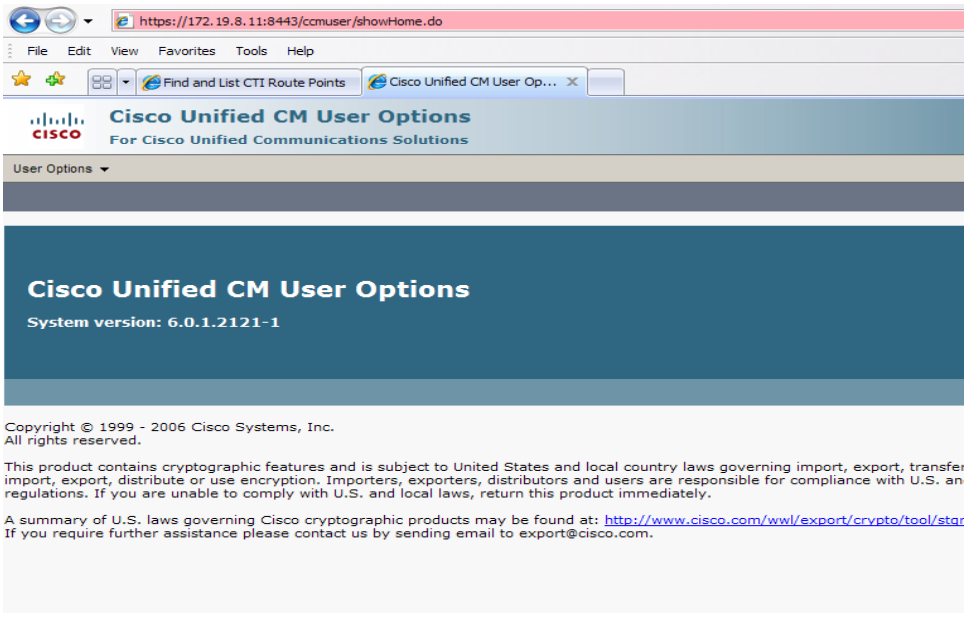
NOTE: When you first logon through the Web, chenge the password and make it unique.



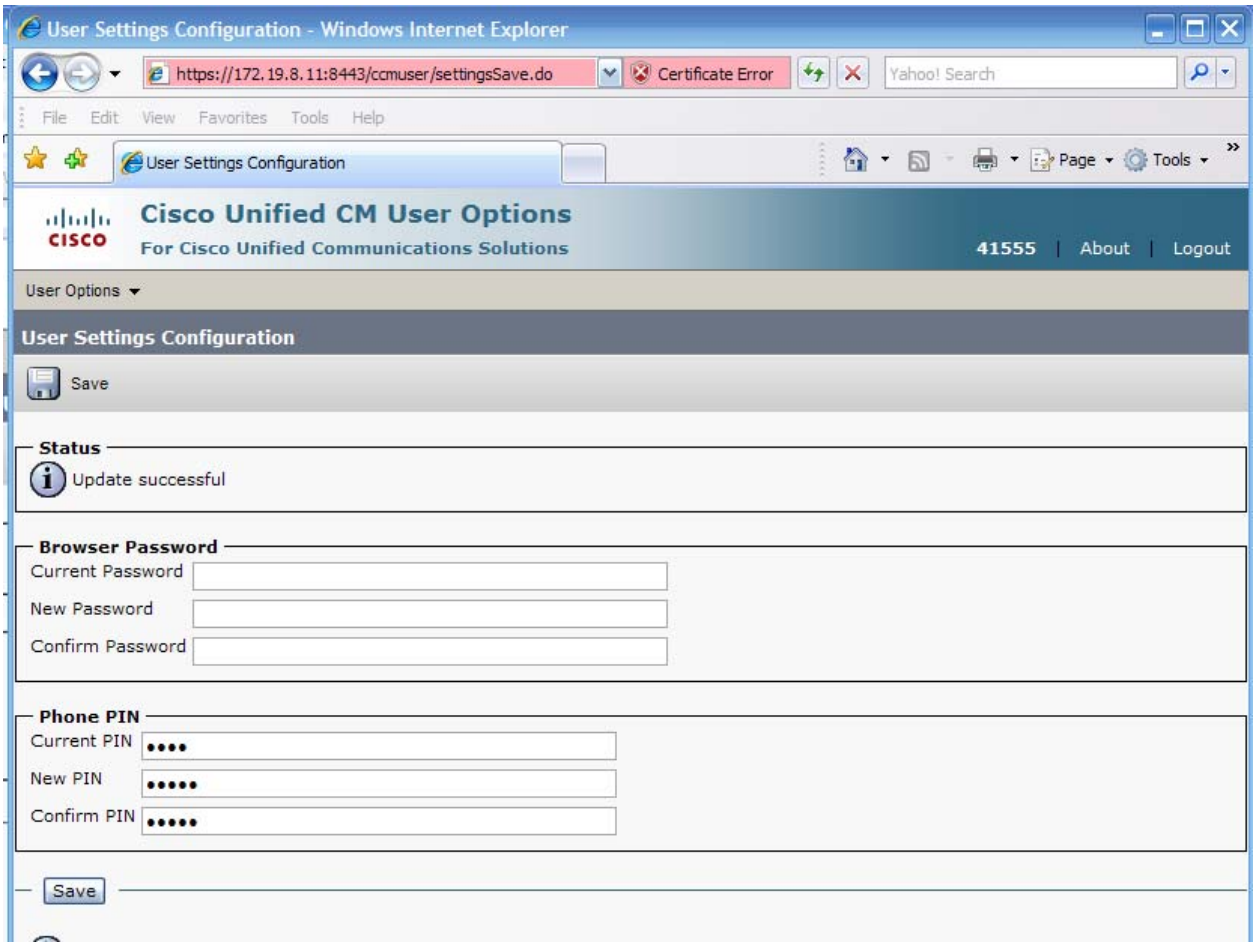
The CallManager Web Interface allows you to:

Have access to
- **-Device**
- **-User Settings**
- **-Directory**
- **-Personal Address Book**
- **-Fast Dials**

The options are selectable using the drop down "User Options"



Select from the Drop Down, "**User Settings**"



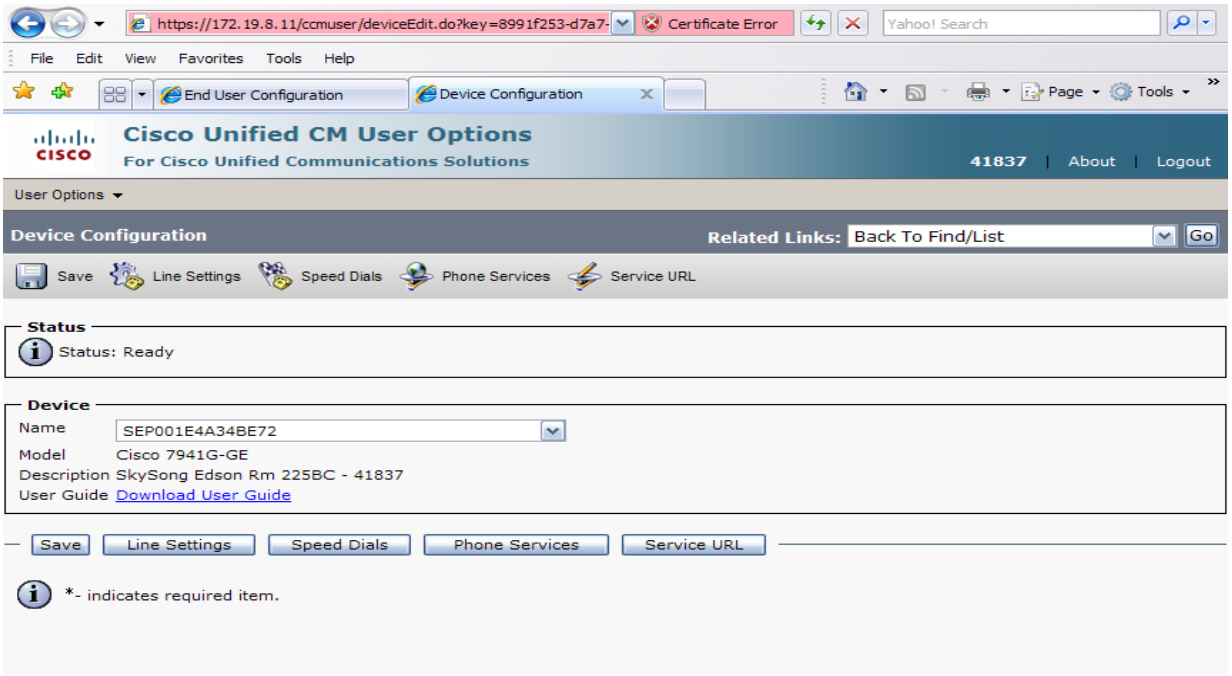
Privatize your web access password as soon as you logon, since the site password is the same for each station.

It is important to use a password that does not have consecutive numbers or repeated numbers to avoid someone hacking into your line and changing your phone settings. (i.e. do not use 1234, 1111). We recommend using alpha and numeric characters in combination. (All passwords require a minimum of 4 characters.)

Default Password is the password used for logging on through the web site. ("sparky")

The PIN number is the password used for logging on at the physical phone to your phone directories ("12345")

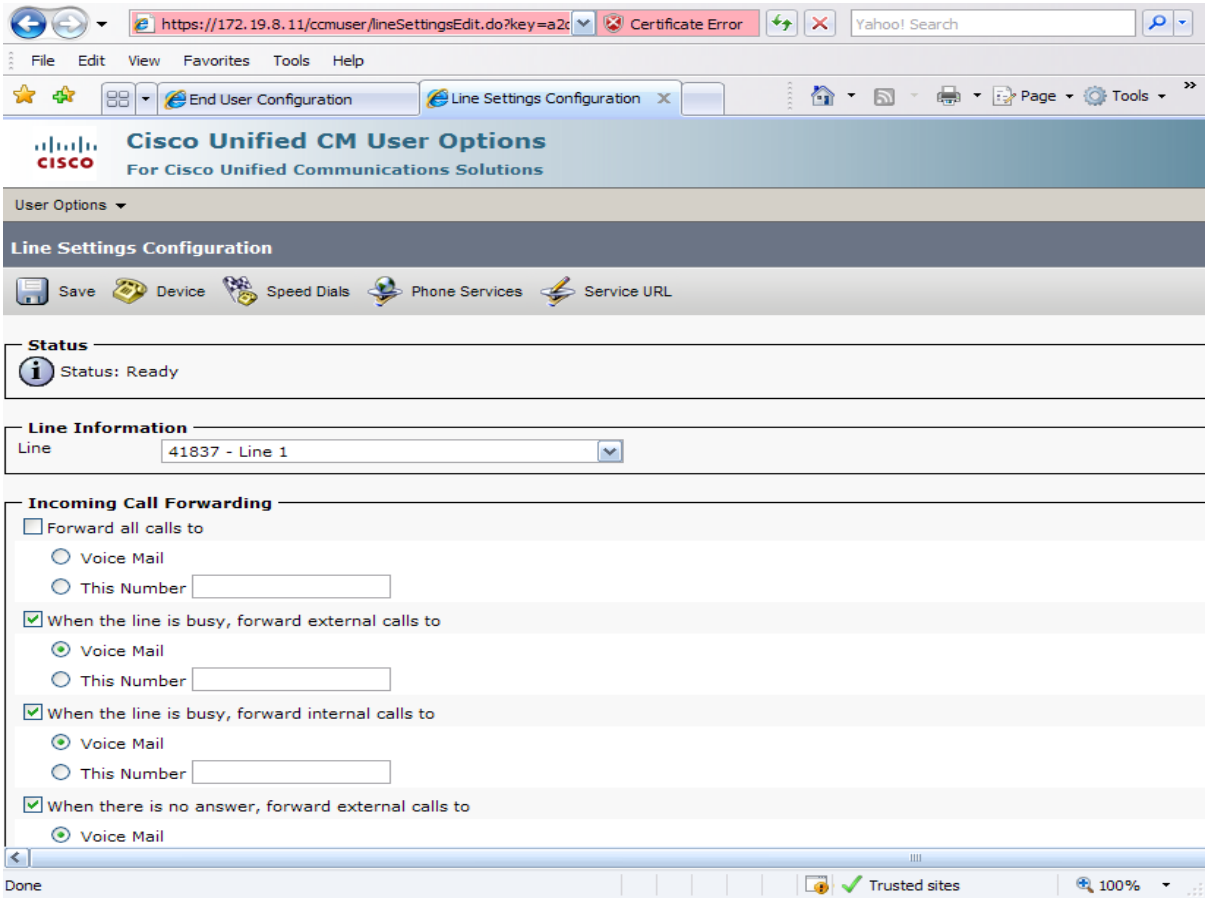
Select from the Drop Down, "**Device**"



For a detailed user guide click on "Download User Guide" just under the decription field.

Note: Its in PDF format and is about 80 pages in length

Select - Line Settings



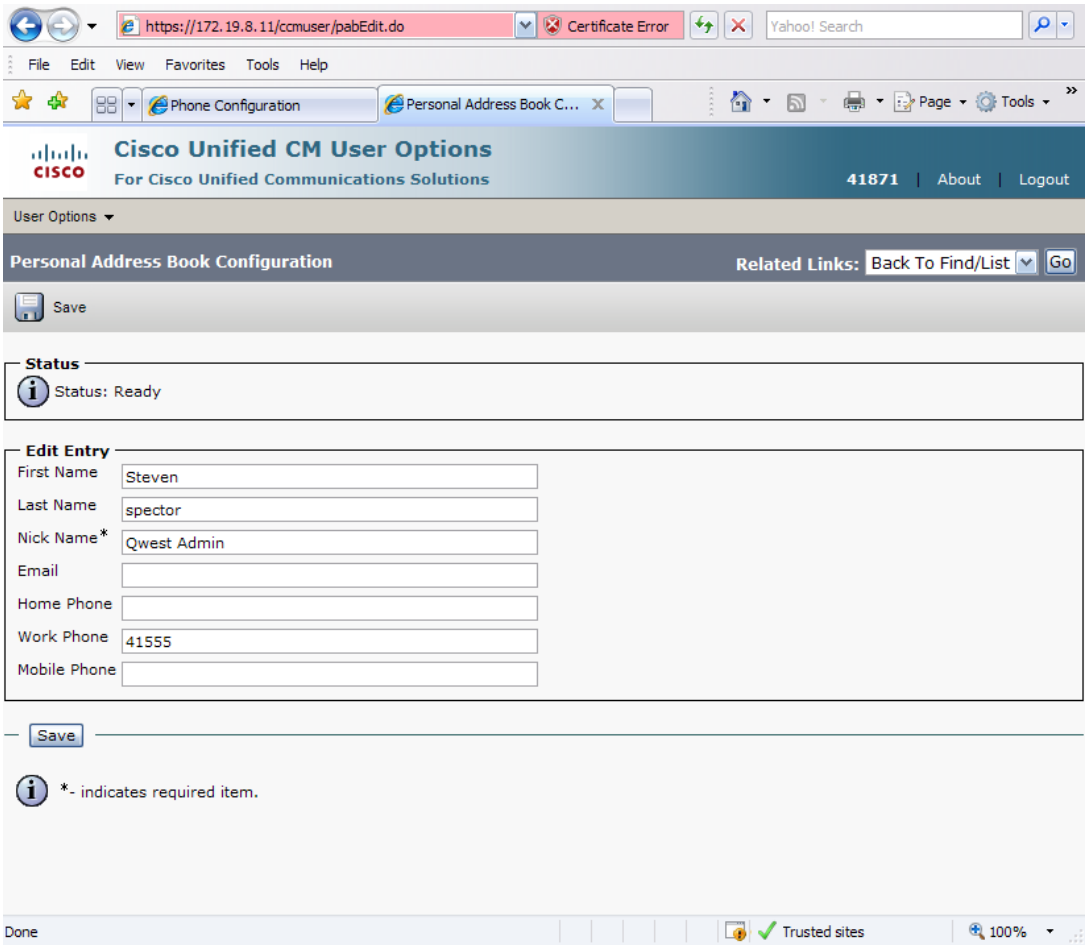
Forward all calls to a different number.(forwarding is enabled for local and internal calls)

Instead of using the [**CfwdALL**] soft key on your phone, you can click on this step from your PC and forward incoming calls on your line(s) to another internal extension. Do not forward any rollover lines (1XXXX).

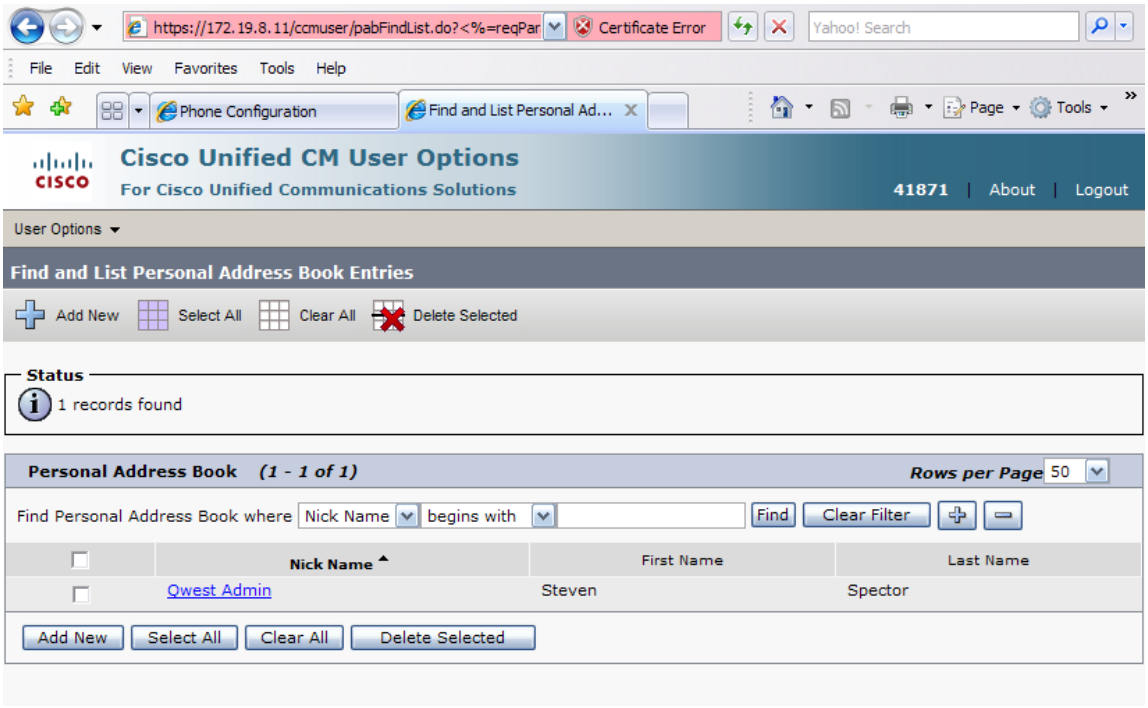
Note1: For inside the internal extension numbers use the 5-digit extension number (e.g., 415XX thru 419XX)
Note2: For local telephone numbers, include "9" for external dialing (e.g., 94801234567).
Note3: By default all lines are restricted from forwarding to long distance telephone numbers.

USING YOUR PERSONAL DIRECTORY

To make additions to your Personal address Book, click **user Options**, then [**Personal Address Book**]**,** then **[Add New**]



The sort order of the list is by the NickName. It is recommended to use last name first in the NickName Field. Since when looking up names in your PAB, it is sortable by the NickName field only.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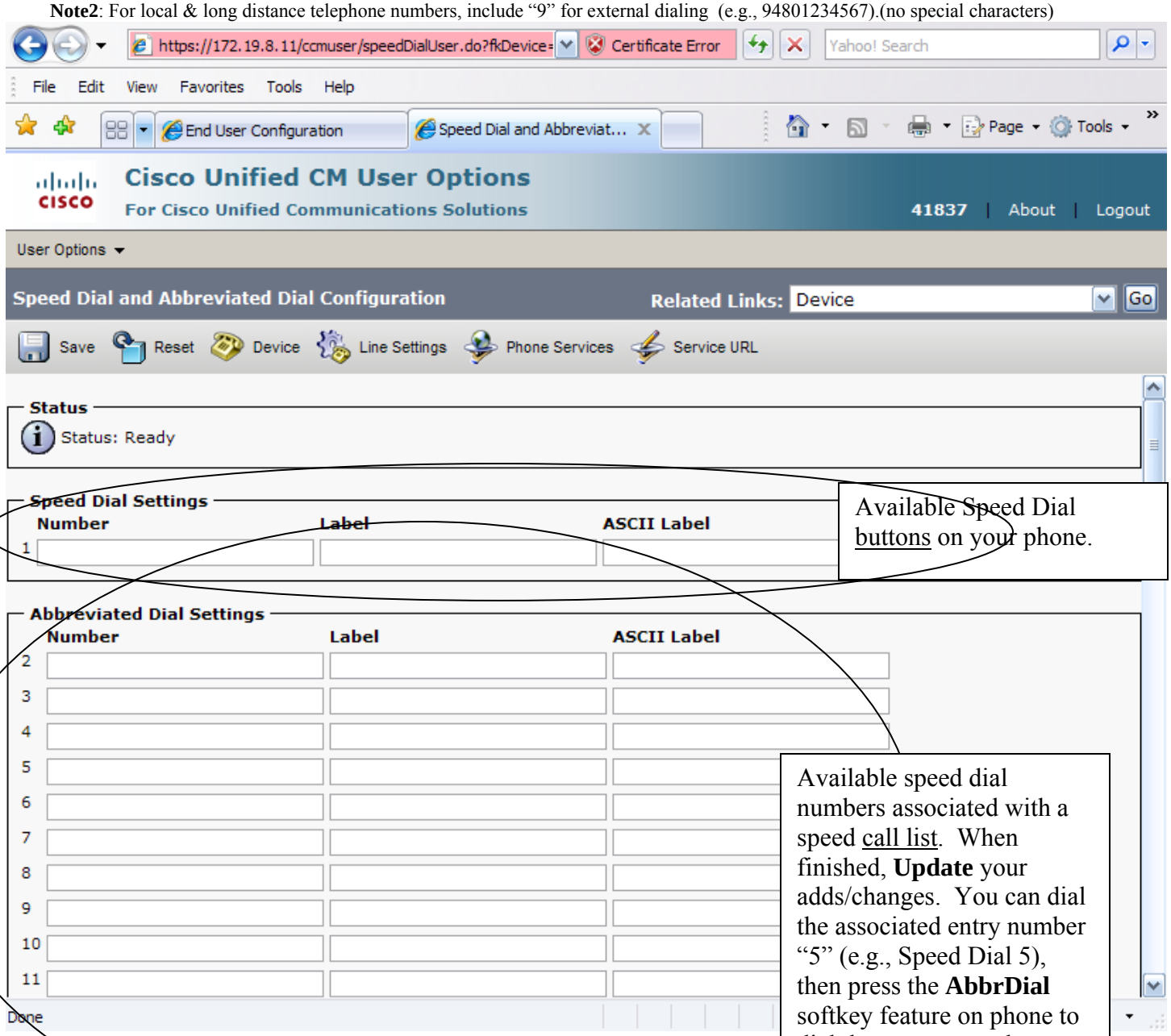
Tools
Cisco Unified CM User Options
For Cisco Unified Communications Solutions
41871 | About | Logout
User Options
Find and List Personal Address Book Entries
Add New
Select All
Clear All
Delete Selected
Status
1 records found
Personal Address Book (1 - 1 of 1)
Rows per Page 50
Find Personal Address Book where Nick Name begins with
Find
Clear Filter
Nick Name
First Name
Last Name
Qwest Admin
Steven
Spector
Add New
Select All
Clear All
Delete Selected

2. Add/Update your **Fast Dials**

Use this page to enter the phone numbers you want associated with each of your **Speed Dial** buttons or your **Abbreviated Dial** (Speed Call List). Once you've made all your changes make sure you press the **Update** button, so that the changes are reflected on your phone set.

Note1: For inside the internal extension numbers use the 5-digit extension number (e.g., 415345234)
Note2: For local & long distance telephone numbers, include "9" for external dialing (e.g., 94801234567).(no special characters)



Available Speed Dial buttons on your phone.

Available speed dial numbers associated with a speed call list. When finished, **Update** your adds/changes. You can dial the associated entry number "5" (e.g., Speed Dial 5), then press the **AbbrDial** softkey feature on phone to dial the programmed telephone number.

A total of 100 speed dials or abreviated dials

NOTE: See Using Directory on Page 6.