

Cisco 7961 IP Phone Quick Reference



Adjust call volume

1. With a call in progress, press the up or down volume button.

Adjust ringer volume

1. Press the up or down volume button.
2. To save the ring volume, press the **Save** softkey.

Check voicemail

1. Press the **Messages** button.
2. Follow the voice prompts to login to your voicemail box. The IP Phone voicemail system is the same system used by the rest of campus.

Place a call on hold

1. During a call, press the **Hold** soft key.
2. To return to the call, press the **Resume** soft key.

Transfer an active call

1. With a call in progress, press the **Trnsfer** soft key. This places your current call on hold.
2. Dial the number/extension to which you want to transfer the call.
3. When you hear ringing, press the **Trnsfer** soft key again, or when the party answers, announce the call and then press **Trnsfer**.

Answer a second call

1. You will hear a call waiting beep indicating you have another call.
2. Press the **Answer** soft key to put the first call on hold and answer the second call.

Note: To switch between calls, press the scroll up or down to select the desired call and then press the **Resume** soft key.

Forward calls to voicemail

1. Press the **CFwdAll** softkey.
2. Press the **Messages** button.
3. To cancel call forwarding, press the **CFwdAll** soft key.

Forward all calls

1. Press the **CFwdAll** soft key. You should hear two beeps.
2. Enter the number to which you want to forward all of your calls. Be sure to enter the number exactly as you would if you were placing a call to that number from your office phone.
3. To cancel call forwarding, press the **CFwdAll** soft key.

Redial the last number dialed

Lift the handset and pres the **Redial** soft key, or simply press **Redial** to activate the speakerphone.

Place a conference call

1. With a call in progress, press the **More** softkey.
2. Press the **Confrn** soft key. This will put the first call on hold and give you a new line to make a second call.
3. Dial the number/extension of the third party you wish to add to the call.
4. When the third party answers, press the **Confrn** soft key again to add this party to the conference.
5. Repeat steps 1 - 3 to add more callers.

View missed, received, and placed calls

1. Press the **Directories** button.
2. Press the **Select** softkey to select Missed Calls from the menu. The call history for missed calls is displayed on the screen.
3. If desired, press the **Dial** soft key to dial the selected number from this list. It is necessary to use the **EditDial** soft key to append a 9 to the front of off-campus numbers.

Changing voicemail password

1. Log into voicemail.
2. Press **4** for greetings & transfers.
3. Press **3** for personal settings.
4. Press **1** to change passwords.

Changing the ringer type

1. Press the **Settings** button. *User Preferences* will be highlighted.
2. Press **Select** softkey. *Rings* will be highlighted.
3. Press the **Select** softkey
4. Use the Scroll keys to highlight the line you would like to change. Press **Select** softkey.
5. Press the **Scroll** keys to highlight one of the available ring types.
6. Press the **Play** soft key to hear a ring type.
7. Press **Select** and then press **Save** soft key to save your selection and exit and return to the main menu.

For a complete list of features and an online tutorial please visit
<http://www.ccis.edu/departments/technologyservices/training/VoIP.asp>