

Cisco® 7960, 7961 / 7940, 7941 IP Phone User Tips



- 1** **Handset** with indicator light (blinks when phone rings; will be a solid light if you have a voicemail message)
- 2** **LCD screen** displays time, date, your phone number, caller ID, line/call status, and softkey tabs (labels)
- 3** Cisco IP Phone model type (7940, 7941, 7960, 7961)
- 4** **Line or Speed Dial buttons** used to open a new line or speed dial the number on the LCD screen. Model 7940, 7941 has 2 buttons; Model 7960, 7961 has 6 buttons.
- 5** **Footstand adjustment button** changes the tilt of the phone. Hold the phone and press in on the button
- 6** **Directories button** displays call history options and provides access to the Home Office Phone Directory (menu item 4). Note: Only employees with the new phones are in this phone directory.
- 7** **Help button** displays descriptive information on the LCD screen for the current function
- 8** **Settings button** displays/changes LCD screen contrast, ring sound, status information, and other phone qualities
- 9** **Speaker button** toggles the speaker on/off
- 10** **Mute button** toggles the mute on/off so that other parties do not hear you
- 11** **Headset button** toggles the headset on/off
- 12** **Volume buttons**
- 13** **Services button** directs you to a listing of services on your phone. See the back of this sheet
- 14** **Messages button** dials local ext. voicemail pilot number for voicemail
- 15** **Navigation buttons** scroll up and down through text and menus on the LCD screen
- 16** Standard telephone dial pad
- 17** **Softkeys** provide access to the functions displayed on the corresponding labels on the LCD screen. *These functions change depending on your current options*

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Using Some Common Phone Features

Answer a Call	<ul style="list-style-type: none">• Pick up handset - OR -• If already on call, press Answer softkey. The first call is automatically put on hold - OR -• Press Speaker button
Place a Call	<ul style="list-style-type: none">• Lift handset:<ul style="list-style-type: none">– Press the line button and dial the number - OR -• Press the speed dial button - OR -• Press the Speaker button and dial the number - OR -• Press the Dial softkey after locating the number in your Directories -OR -• Press the Services button, select Fast Dials, then use the Navigation button to choose a Fast Dial number and press the Dial softkey
Directories Button	<ul style="list-style-type: none">• Press Directories and then select Corporate Directory from the menu options
Program Fast Dial Numbers	<ul style="list-style-type: none">• You can program up to 99 Fast Dial numbers via the CallManager web page (see explanation below)
Program Speed Dial Buttons	<ul style="list-style-type: none">• You can program up to 4 Speed Dial buttons, depending on phone model, via the CallManager web page (see explanation below)
Hold	<ul style="list-style-type: none">• Press Hold softkey to put the caller on hold
Conference Calling	<ul style="list-style-type: none">• Initiate first connection• Press Conf softkey to put the caller on hold• Place call to another extension (up to six lines total, including initiator)• Press Conf softkey again to connect the calls (Do not hang up or all parties will be disconnected)
Remove Conference Call Attendee	<ul style="list-style-type: none">• During a conference, press ConfList softkey. The list of attendees appears• Highlight which attendee to drop and press Remove. Note: Only originator can do this
Join	<ul style="list-style-type: none">• Press Select softkey on the active call• Highlight second call• Press Select softkey again• After both calls are selected, press Join softkey
Call Transfer (with or without announcement)	<ul style="list-style-type: none">• Press the More softkey• Press Trnsfer softkey and dial extension where you want to transfer the call• When phone rings on the other end, press Trnsfer softkey again and hang up, or wait for an answer and announce the caller before hanging up
Call Transfer to Voicemail	<ul style="list-style-type: none">• Press the More softkey• Press Trnsfer softkey and dial voicemail, then press * *. Enter the extension of the voice mailbox• Press Trnsfer softkey again and hang up
Call Park (move call to another phone)	<ul style="list-style-type: none">• Press the More softkey• Press the Park softkey. A 4-digit extension appears• Go to another phone and enter the 4-digit extension to connect with the caller
Call Forward	<ul style="list-style-type: none">• Press CFwdALL softkey and listen for two beeps• Enter the number where you want to forward your calls (only internal numbers can be entered) Note: To cancel, press CFwdALL softkey again
Privacy Button	<ul style="list-style-type: none">• If your line is bridged with another phone, press the Privacy button. When this feature is active, your calling name/extension are not displayed which disables the charge option