Cisco 7941/7961 IP Telephone Quick Reference Guide

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Network & Data

Message Waiting

Line or Speed Dial Button

LCD Screen

Soft Keys.

Footstand Adjustment

Messages Directories Services Settings Buttons

Navigation Button

Volume Button

Headset Button

Mute Button

Speaker Button

To Answer a Call
- Lift Handset, Press Speaker or Line

To Place a Call
- Lift Handset or Press Speaker Button, Dial extension or 9 + ten digit number

To Place a Call to ACH 449 Numbers
- Dial *7 plus last 4 digits

To Place Call on Hold
- While on a call, Press **Hold** (soft key) To retrieve call, press **Resume**

To Transfer a Caller
- Press *Transf* softkey
- Dial number (Announce the call)
- Press *Transf* softkey or Hang up.

To Create a Conference Call (up to 6 participants)
- Press *More* softkey to get to additional features
- Press *Confrn*
- Dial Number and announce conference call
- Press *Confrn*

To Park a call (while on a call)
- Press *More* softkey to get to additional features
- Press *Park* (Note Park number on display)

To retrieve Parked call
- Lift handset and dial displayed Park Code

Call Pickup
- Lift handset and Press *More* softkey to get to additional features
- Press *Pickup* softkey
- Press *Answer*

Join Command:
- On the active line, hit the *More* softkey twice until you see the *Join* command. Press *Join*.
- Use the arrow key to move to the line on hold, once this is highlighted, press the *More* softkey, and the *Join*.

Call Forward
- Press *CfwdAll* softkey
- Press Messages (to voicemail) or enter an extension or 9+ Number if allowed

Change Phone Settings
- Press the Setting Button
- Select User Preferences
  - Select Rings
  - Select Background Images

Send an incoming call to Voicemail
- Press *iDivert* while call is ringing

--UNITY VOICE MAIL--

To Set Up Mailbox
- Press Messages Button
- Enter Default Password (112233) followed by #
- Follow voice prompts to record Name and Greeting
- Change Password (Must be 6 numbers long.)

To Access Voicemail
- Press Messages Button
- Enter Password followed by #

During Message	After Message
1 Restart	1 Replay
2 Save	2 Save
3 Delete	3 Delete
4 Slow Playback	4 Reply
5 Change Message Volume	5 Forward
6 Fast Playback	6 Save as New
7 Rewind (5 Sec increments)	7 Rewind (5 Sec)
8 Pause/Resume	*
9 Fast Forward (5 Sec increments)	9 Play Summary

To Leave a Message in Voicemail
- Press *, Dial extension
- To by-pass Greeting, Press #.

To Skip a Message in Voicemail
- Press "#" to skip a message in your Voice-mail

To transfer a caller directly into Voicemail
- Press *Transf* softkey
- Dial *, then extension number
- Press *Transf* softkey or hang up

To Access Your Mailbox remotely
- Dial your Direct Dial Number, when greeting starts, press * then enter your ID (Extension number) followed by # and Password followed by #. Or Dial the Back Door Number (280-2500) and enter ID and Password.

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Cisco Unity Voicemail

The key to effectively using Cisco Unity voicemail is to realize voicemail is also email. The message is stored as an email and has a *.wav file attachment that contains the audible message. Messages can be retrieved by two methods; via the phone or playback from email. Your computer must be equipped for audio to listen to messages.

Message retrieval from email is done by opening the message and double-clicking the *.wav file.

NOTE: Because voicemail is also email, actions performed to one will directly affect the other.

- **Unread/Read vs. New/Saved messages** – When an email message arrives, it is an **unread** message. This is depicted by the message being bold faced in the message list. Similarly, when a new voicemail arrives, it is a **new** message. This is indicated by a **Message Waiting Indicator** (MWI) on the phone – the red light, and when you log into voicemail you will hear the greeting "you have new messages!" Since voicemail is email, if the email status changes from **unread** to **read**, the voicemail status changes from **new** to **saved**. Therefore, once the email message is opened or viewed, the MWI on the phone will turn off and the system will say "you have no new messages." If you change the status of an old message to **unread**, the MWI will turn on and the prompt will indicate new messages.

- **Moving voicemail out of your Inbox will make it inaccessible via phone -** Cisco Unity Voicemail does not look in other mail folders for messages. If you move messages out of your inbox, you can no longer listen to them from the phone. The same is true if a mail filter or rule, junk-mail filter, or other setting moves the message. Your message will still be received via email, but the MWI and new message prompt will not indicate new voicemail.

- **Deleting Messages** – If you delete a message in Outlook, it is moved to your Deleted Items folder. This message can still be retrieved until the Deleted Items folder is emptied. If a message is deleted using the phone, it is **permanently deleted** and cannot be retrieved.

- **Outlook Web Access, Mobile Devices, or a Blackberry,** – Actions performed using any of these devices to your messages will affect their status in Outlook. If you open a message, the status will change to **read,** your MWI will not light, and you will not receive the new message greeting if you call into voicemail.

NOTE: Depending on the system load the MWI does not always change instantaneously.

For Support, please contact DoIT at:
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