Cisco Phone Guide
7941/61/7X Models

Display Screen/Soft Key Options

Line Buttons
Voice Mail
Directory Button
Online Information
Settings Button
Volume Control
Speaker Button
Services Button
Scroll Button
Mute Button
Headset Button

Line Buttons- Will display the phone lines you have access to.
Messages- Will direct you to the Voicemail Service
Directory- Will display the directory menu. Items included in the directory are: Missed, Received, & Placed calls.
Settings- allow you to personalize your phone. Options included in settings are: display contrast, ring type, & ring volume.
Volume Control- during a call, use the volume control to increase or decrease the volume of the h&set & speaker phone.
Services- allow you to access My Address Book & My Speed Dials.
Scroll- navigate through the directories & settings.
Soft Keys- will change depending on the state of the phone is in (in or not in use).
*Color Screens are touch screens

Accessing Outside Lines
- Lift the Handset & dial the number preceded by '9' OR
- Press the Line, Speaker, Headset, **NewCall** buttons & dial the number preceded by '9'

Placing a Call on Hold:
- During a call, press the **Hold** soft key
- To return to the call, highlight the call & press the **Resume** soft key
- To place another call from that line, press the **New Call** soft key

Parking a Call:
- During a call, press the **Park** soft key
- Call parked at will display on bottom of phone with number call is at

- To get the call back, from any phone, take the phone offhook and enter the number the call was parked at

Transferring a Call:
- Press the **Transfer** soft key (caller is put on hold automatically)
- Dial the number to transfer the call to
- When you hear ringing press **Transfer** button OR wait to announce call then press **Transfer** a second time
- ❖ To retract the transfer, press **End Call** prior to the pressing **Transfer** the second time, then press **Resume** to get the call off Hold
- ❖ To Transfer Directly to someone's voicemail box dial *XXXX where XXXX is their number.

Using Corporate Directory:
- Press the *Directory* button
- Select Corporate Directory
- Enter a portion of the name & press Search
- Select the user & press **Dial**

Conference Calls:
- During a call, press the **More** soft key & then the **Confrn** soft key.
- Call the other party
- When the call connects, press the **Confrn** soft key again to add this party to the call
- ❖ To end the Conference prior to getting the third party on line, press **End Call** prior to the pressing **Confrn** the second time, then press **Resume** to get the call off Hold
- Continue the previous steps to add additional parties to the conference call

Call History:
- Press the **Directories** button to display the directory menu:
- Use the *Scroll* key to highlight the desired history then press the **Select** soft key
- Use the *Scroll* key to highlight the desired number then press the **Dial** soft key place a call

- Use the **EditDial** key to change the number to dial out if needed (may need to add 9, 91, or remove some digits)

Ignoring a Call:
- When a call is ringing in, press the **iDivert** softkey to immediately redirect them to VM

Do Not Disturb
- To turn your phone off from ringing when the phone is idle press the **DND** softkey this will turn off the ringer on your phone but it will flash when you received new calls

Forward Your Phone
- While your phone is idle press the CFWDALL Soft Key this will give you dial tone allowing you to enter the number. Once the system recognizes it as a valid number it will be activated. To disable press the CFWDALL Soft Key to turn it off

Ringer Volume:
- When the phone is **OnHook**, you can change the ringer volume by pressing the volume control up or down repeatedly.
- Change the call volume by changing the volume while on a call, then press Save to retain the setting for the next call

Emergency Dialing:
- All phones can call both 911 and 9911 – either number will place a call to 911 emergency services.

Voicemail Numbers:
From outside:
- 540-831-7750 – Press *

From your phone:
- Press the Messages key
- When voicemail picks up enter followed by PIN followed by #.

- Default PIN: 12345 or use your existing PIN