LCD — Line or speed dial buttons
Footstand adjustment

7960 IP Phone Diagram, front.

Your phone has six line buttons.

Soft Keys
"i" button
On-screen mode buttons
Volume buttons

Handset — Dialing pad — Scroll key — Function toggles

The Cisco 7961/7941 IP telephone provides easy access to a wide range of business features.

SOFT KEYS
Features available based upon the state of your phone

Features available with the 7961/7941 IP phone:
- Backlight line buttons
  - o Green, steady – Active call on this line
  - o Green, blinking – Call on hold on this line
  - o Orange, steady – Privacy feature enabled
  - o Orange, blinking – Incoming call ringing on this line
  - o Red – Shared line, currently in use
  - o No color – No call activity on this line

TO PLACE A CALL
Internal
- Lift Handset, press the Speaker button, line button or the New Call soft key
- Dial Extension

External
- Lift Handset, press the Speaker button, line button or the New Call soft key
- Local – Dial 8 + Number
- Long Distance – Dial 8 + 1 + Number
- Emergency – Dial 911 or 8911

Answer/End Call
- Pick up handset/Hang up handset
- Select the Answer soft key/Select End Call soft key
- Press the Speaker button or line button

LAST NUMBER REDIAL
- Press the REDIAL soft key

CALL HOLD
To Place a Call on Hold
- From an existing conversation, press the HOLD soft key

To Retrieve a Call on Hold
- Press the RESUME soft key
- If there are multiple calls on hold, scroll to the desired line before pressing the RESUME soft key

CALL FORWARD
To Activate
- When your phone is idle, press the CFWDALL soft key
- Enter the number, OR press MESSAGE key for sending calls directly to Voicemail

To Cancel
- Press the CFWDALL soft key

JOIN
This feature allows you to join two incoming calls.
To answer the second incoming call
- Press the ANSWER soft key if it's appropriate to place your first caller on hold (pressing this soft key automatically puts the first caller on hold)

To Join these two callers to create a 3-way call
- Scroll to the call that is on hold
- Press the MORE soft key
- Press the JOIN soft key

TO TRANSFER A CALL
- During a call, press the TRANSFER soft key
- Dial the number
- Announce the call
- Press the TRANSFER soft key to complete the transfer, hang up

OR
- If the person you attempt to transfer the call to is not available, press the END CALL soft key and the RESUME soft key to return to the original caller

AD-HOC CONFERENCE CALL (maximum of 6)
While a call is in progress, press the MORE soft key and then press the CONFRN soft key. Dial the extension or outside number.
- After the party answers, press the CONFRN soft key to bring the parties together

To add additional parties
- Repeat the above steps

To reconnect to the Conference when a called party isn't joining
- If the person you attempt to bring into the conference is not available, press the END CALL soft key and then the RESUME soft key to return to the conference call

To view the conference call members
- Press the MORE soft key, then press the CONFLIST soft key to view the members on the conference call

MEET- ME CONFERENCE (maximum of 6)
To establish a Meet Me conference
- Press the MORE soft key until you see the MEET-ME feature
- Press the MEET-ME soft key
- Dial the MEET-ME conference number (1260 - 1279)

To Join a Meet-Me Conference
- Dial the MEET-ME conference number
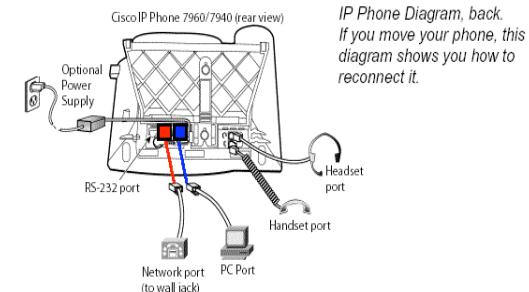- You are now connected to the conference

CALL PARK
To Park a Call (128X)
- On an existing call, press the MORE soft key and then the PARK soft key, the call is automatically placed into a park position for 3 minutes, note the position
- Hang Up

To Retrieve a Parked Call
- Dial the park position to which the call was parked, you are now connected

Cisco IP Phone 7960/7940 (rear view)

IP Phone Diagram, back. If you move your phone, this diagram shows you how to reconnect it.

Optional Power Supply

RS-232 port

Headset port

Handset port

Network port (to wall jack)   PC Port

CALL PICK UP GROUPS
If your group is set up in software

- When a phone is ringing within your group
- Press the MORE soft key until you see PICK UP, then select the feature
- The call will begin ringing on your phone with the caller Id of the person the call was for
- To accept the call, press the ANSWER soft key
- You are now connected

ABBREVIATED DIALING
This feature gives you the ability to access pre-programmed numbers by dialing a code. To program these numbers, please refer to the "Instructions for CCM User Page" handout.

To access Abbreviated Dialing
- While your phone is idle (no dial tone)
- Dial the speed code number
- Press the ABBRDIAL soft key
- Pick up handset, if desired

DIRECTORIES
- To view Missed, Received or Placed calls, press the DIRECTORIES button
- Scroll to the directory that you would like to view
- Press the SELECT soft key
- To place a call to one of the phone numbers from within the directory, press the DIAL soft key if it's an internal number or press the EDIT DIAL soft key, press the 9 on the dialing pad, then press the DIAL soft key if it's an external number

RING VOLUME
- With your phone idle, press the volume key to hear the current ring volume
- Press either the up or down volume key to change the ring volume
- When the ring times out, the setting will be saved

RING TYPE
- Press the SETTINGS button
- Press 1 on the dialing pad Or scroll to User Preferences and select it
- Press 1 Or select Rings
- Select DEFAULT RING
- Use the scroll key to browse the list of ring types
- Press the PLAY soft key to hear the ring type
- Press the SELECT soft key to select the ring type
- Press the OK soft key to save the ring type

LCD CONTRAST
- Press the SETTINGS button
- Press the 4 on the dialing pad or scroll to Brightness

- Use the UP and DOWN soft keys to change the brightness
- Press the SAVE soft key to save the setting

"I" INFORMATION BUTTON
- Press the? button and then any other button on your phone to get information on how to use that button or key

VOICE MAIL SETUP AND ACCESS
To enroll with voice mail (first use):
- Press the **Messages** button or dial the internal voice mail phone number (**1200**).
- Enter the first time enrollment password =**Your Extension**
- Follow prompts to:
  - Record your name - press # key as soon as you say your name
  - Record a greeting – press # key as soon as you say your greeting
  - Set a new password
    - Minimum length _____?_____
    - Password expires ____No____

To log on to voice mail from your phone
- Press the **Messages** button or dial the internal voice mail phone number (1200).
- Enter your password, press the # key

To log on to voice mail from another inside phone
- Press the **Messages** button or dial the internal voice mail phone number.
- Press the * key when voice mail answers
- Enter your ID (extension), then press # key.
- Enter your password, then press the # key.

To log on to voice mail from outside (Not avail.)
- Dial the external voice mail phone number or your own 10 digit extension
- Press the * key when voice mail answers
- Enter your ID (extension), then press # key.
- Enter your password, then press the # key.

Basic Controls
Press the **Messages** button or dial the internal voice mail phone number (1200) and log on:

Hear new messages	1	Set up options	4
Send new message	2	Cancel or back up	*
Review old messages	3	Skip or move ahead	#

During Message Playback		After Message Playback	
Restart message	1	Repeat	1
Save	2	Save	2
Delete	3	Delete	3
Slow Playback	4	Reply	4
Change Volume	5	Forward message	5
Fast Playback	6	Save as new	6
Rewind, small	7	Rewind	7
Pause or Resume	8	Play message	8
Fast Forward, small	9	summary	9

**For Additional Feature Information and Menu Options review the Unity-At-A-Glance document

TRANSFER A CALLER INTO VOICEMAIL
- While connected to the caller, press the TRANSFER soft key,
- Press (***)
- Dial the person's extension you are transferring the call to
- Press the TRANSFER soft key quickly

TO LEAVE A QUICK MESSAGE IN A MAILBOX WITHOUT CALLING THE EXTENSION:
- Pick up the handset
- Press (***) and the extension
- Leave your message
- Hang up