Cisco IP 7961 Telephone & Unity Voicemail User's Guide

WestVirginiaUniversity.

Office of Information Technology
Telecommunications and Network Operations

Cisco IP Telephone Quick Reference

Table of Contents

Cisco IP Phone 7961/7940 Series

Instant Help

To display instant help about buttons and features:
- Press the ? button once, then press a button or soft key.
- Highlight a feature in the Directories, Settings, or Services menu, then press the ? button twice quickly.

Basic Phone Features

To Place a Call:
- Lift the handset and dial the number
- Press the **Line** button for your extension then dial number.
- Press the **Speaker** button then dial number.
- Press the **NewCall** soft key then dial number.
- If you are using a headset, press the **Headset** button, then dial.
- If you have established speed dial numbers, press a **SpeedDial** button.
- If you have selected a number from the directory, press the **Dial** soft key.

To Answer a Call do one of the following:
- Lift the handset.
- If you are using a headset, press the **Headset** button. If necessary press the **line** button of the incoming call.
- To use the speakerphone, press the **Answer** soft key or the **Speaker** button.

To End a Call do one of the following:
- Hang up the handset.
- If you are using a headset, press the **Headset** button.
- When using the speakerphone, press the **End Call** soft key or the **Speaker** button to end the call.

To Redial a Number:
- To redial the most recently dialed number press the **Redial** soft key.

To View Missed Calls, Placed Calls, or Received Calls:
1. Press the **Directories** button.
2. Select desired menu option.

To Put a Call On Hold:
- Press the **Hold** soft key.
- To return to the call, press the **Resume** soft key.
- If multiple calls are on hold, use the **Navigation** button to select the desires call before you press **Resume.**
- If multiple calls on multiple lines are on hold, press the **Line** button for the line to which you want to switch and use the **Navigation** button to select the desired call. Press **Resume.**

Note: because engaging the **Hold** feature generates music or a beeping tone, avoid putting a conference call on hold or use the **Mute** button.

To Place a Conference Call:
1. During a call, press the **more** soft key and then the **Confrn** soft key to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press **Confrn** again to add the new party to the call.

Note: You may add up to 7 to your conference call for a total of 8 conferees.

To Transfer a Call:
1. During a call, press the **Trnsfer** soft key. This puts the call on hold.
2. Dial the number to which you want to transfer the call.

As soon as the party answers announce that you are transferring a call to them then press **Trnsfer.**

To Forward All Calls to Another Number:
1. Press the **CFwdAll** soft key. You will hear two beeps.
2. Enter the number to which you want to forward all of your calls. Enter the number exactly as you would if you were placing a call to that number. An animated phone icon flashes in the upper-right corner of your LCD screen.
3. To cancel call forwarding, press the **CFwdAll** soft key.

To Mute a Call:
Press the **Mute** button. To disengage mute, press **Mute** again or lift the handset.

Voice Mail

To access your voice mail:
Press the **Messages** button and follow the voice instructions.
Note: When you receive a new message, a flashing envelope icon displays on your LCD screen. Depending upon your phone configuration, the light on your handset glows to indicate that you have received a new message.

To forward calls to voicemail:
- Press the **CFwdAll** soft key. You will hear two beeps.
- Push message button
- To cancel call forwarding, press the **CFwdAll** soft key.

Volume and Ringer Sound

To Adjust the Ringer Volume:
Press the up or down **Volume** button while the handset is in the cradle.

To Change the Ringer Sound:
1. Press the **Settings** button.
2. Press **2** for Ring Type.
3. Use the **Navigation** button to scroll through the list of ring types and press the **Play** soft key to hear samples.
4. Highlight the ring you want, then press the **Select** soft key.
5. Press the **OK** and **Save** soft keys.

To Adjust the Handset, Speakerphone, or Headset Volume:
During a call, press the up or down **Volume** button. Press the **Save** soft key to apply the new volume level to future calls.

Table of Contents

General Information

Call-Handling and Navigation Tips

These guidelines can help you handle calls and navigate menus on your Cisco IP Phone.

Going On-Hook and Off-Hook

Some phone tasks and instructions differ depending on whether the phone is *on-hook* or *off-hook*.

- On-Hook 📞—The phone handset is resting in the cradle, no calls are active, and you do not have an active dial tone. Your phone provides *on-hook dialing,* which enables you to enter or choose phone numbers before activating the call.

- Off-Hook 📞—The phone handset is lifted from the cradle, the speakerphone is active, or any of several other methods are used to get a dial tone or to answer an incoming call.

Understanding Lines vs. Calls

It is sometimes easy to confuse *lines* and *calls* on your phone. Use these tips to avoid confusion:

Lines

The Cisco IP Phone 7961 supports up to six lines. The number of lines available on your phone depends on how your system administrator has configured your phone's programmable buttons. To see how many lines you have, look at the line area of your phone screen. You have as many lines as you have phone numbers.

Calls

Each line can support multiple calls. Therefore, you might find yourself handling several calls on one phone line. **The default configuration is four calls per line with a busy trigger of two calls.** This means that if you have two active calls, the next incoming call will trigger the Call Forward – Busy setting and forward the call to the programmed destination, normally to voicemail.
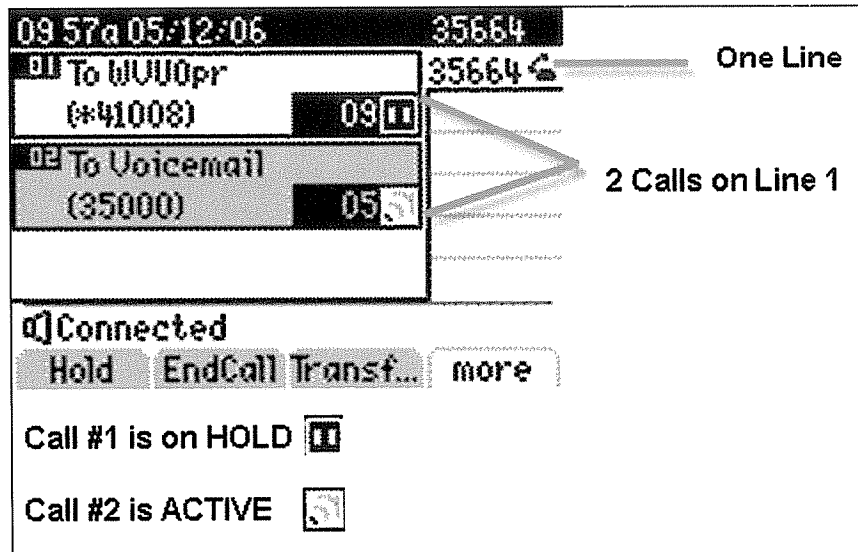
Selecting Calls

Many phone features require that you select the calls you want to use with a particular feature. For example, if you have four held calls, but only want to join two of them to a conference call, you can select the calls that you want to add to the conference before activating the feature.

Highlight a call: Use the Navigation button to scroll through the call list. Highlighted calls appear slightly darker than other calls.

Select a call:
Highlight a connected or held call and press **Select**. You may need to push the **More** softkey to find the **Select** softkey.

Then Verify selected calls:
Use the Navigation button to scroll through the list of calls. Selected calls are grouped together in the call list.

```
10 08a 05/12/06              35664
   To WVUOpr              35664

                      38

   To Voicemail

  Connected
   Hold   EndCall  Transf...  more
```

Call 1 is not Selected (no checkmark)

Call 2 is Selected
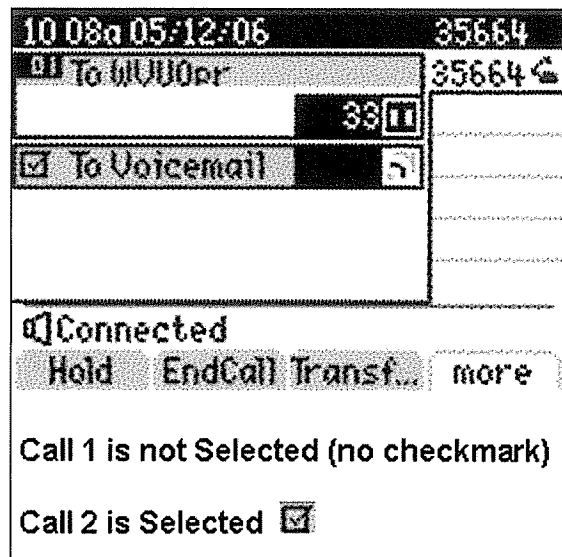
Viewing Calls and Switching Between Calls

These tips can help you switch between calls on one or more lines. If the call you want to switch to is not automatically highlighted, use the Navigation button to scroll to it.

Tips
- Only one call can be active; other calls will be placed on hold automatically.
- When you have multiple calls on one line, calls with the longest duration display at the top of the call list.
- Calls of a similar type are grouped together in the call list. For example, calls that you have interacted with are grouped near the top, selected calls are grouped next, and calls that you have not yet answered are grouped last.

If you want to:

Switch between calls on one line:
Highlight the call you are switching to and press **Resume**. The other call is placed on hold automatically.

Switch from a connected call to answer a ringing call...
Press **Answer** or press the corresponding button for the line with the incoming call. Doing so automatically places the first call on hold.

Switch between calls on different lines:
Press the corresponding button for a line that has a call on hold. (The line displays the call-on-hold icon.) If there is a single call holding on the line, it will resume automatically. If there are multiple calls holding on the line, scroll to the specific call (if necessary) and press **Resume**.

See all calls on a specific line:

Press the **Information Button** ⊕ (designated with an I or a?), then immediately press the line button. Doing so shows call details but will not impact the call state; it is therefore useful if you are talking on one line and want to view held calls on another line.

See an overview of line activity (one call per line):
Press the corresponding button for the highlighted line. (A line appears highlighted when the calls associated with it are displayed on the phone screen.) Doing so prompts the phone to switch to *call overview mode* and display one call per line. This call is either the active call or, if all calls are on hold, the held call with the longest duration. To return to the standard view, press the **Information Button** (designated with an I or a?), then immediately press the line button.

How to Use the Handset, Speakerphone, and Headset

Using the Handset

To place or answer calls using the handset
1. Lift handset from cradle to place or answer a call.

To switch from handset to speakerphone
1. Press the **Speaker** button in the lower right corner of the phone.
2. Replace **Handset** in the cradle.

To place or answer calls using the speakerphone
1. To place a call using the speakerphone, press the **Speaker** button on the lower right corner of the phone base and dial the number
2. To hang up, press the **Speaker** button again.

OR

1. Press the **Softkey** located directly below the words **New Call** on the LCD screen.
2. To hang-up, press the **Speaker** button.

To place or answer calls using the headset
The headset must be Plantronics H series compatible.
1. Plug the approved headset into the back of the phone base. The headset jack is located on the lower right side of the back of the phone, directly above the handset jack.
2. To place a call using the headset, press the **Headset** button on the lower right corner of the phone base and dial the number.
3. To hang up, press the **Headset** button on the lower right corner of the phone base.
4. To answer a call using the headset, press the **Headset** button on the lower right corner of the phone base.
5. To hang up, press the **Headset** button again.
(Some wireless headsets might have different directions)
- Note: Contact the OIT Helpdesk (oithelp@mail.wvu.edu or call 293-4444) to determine if your headset is compatible or to get a list of compatible headsets.

To Place a call using speed dial
1. Press the button located on the right hand side of the LCD screen that is directly across from the desired entry. The

speed dial entries are indicated by a grid of 12 dots along with an associated name.
(NOTE: to have specific numbers set on speed dial, contact the OIT HelpDesk at 293-4444. The requested changes will then be forwarded to Telecommunications and Network Operations Department and they will program your phone.)

Redialing the most recently called number
1. Lift the **Handset**.
2. Press the **Softkey** for **Redial.**

To place a caller on hold:
1. When a call is active, the word **Hold** will appear along the bottom of the LCD screen. Press the **Hold Softkey** located directly below the word **Hold** on the LCD screen to place the caller on hold.
2. To return to that call, press the **Softkey** located directly below the word **Resume** on the LCD screen.

To place a caller on hold and then call another person on a second line:
1. Press the **Softkey** located directly below the word **Hold** on the LCD screen to place the caller on hold.
2. Press the **Softkey** located directly below the words **New Call** on the LCD screen to get a dial tone.
3. Dial the desired number.
4. To return to the first caller, press the **Softkey** located directly below the word **Hold** on the LCD screen which will place the second caller on hold.
5. Press the **Up or Down scroll arrows**, located below the LCD screen to highlight the original caller's ID.
6. Press the **Softkey** located directly below the words **Resume** on the LCD screen to return to the original caller.
7. To end the call, press the **Softkey** located directly below the words **End Call** on the LCD screen to drop the active caller.
8. Press the **Up or Down scroll arrows**, located below the LCD screen to highlight the remaining caller's ID.
9. Press the **Softkey** located directly below the word **Resume** on the LCD screen to return to the selected caller.

Using multiple lines
On some phones, multiple lines may be available. Callers are automatically put on hold when a user moves from one line to another. The buttons for the different available lines are located on the right hand side of the LCD screen. A telephone icon is displayed on the screen for each line.

Transfer a Call

1. To transfer an active call, press the **Softkey** located directly below **Transf.** on the LCD screen.
2. Dial the number to which the call is to be transferred.
3. Once the line begins to ring, push the **Transf.** key again or wait until the party answers, announce the call, and then press the **Transf.** key.
4. Hang up to end involvement in the call.
- Note: If you need to cancel your transfer (such as the person you are transferring the call to does not answer), press the **End Call** softkey to end that call and then press **Resume** to return to your original call.

Transfer a Call Directly to Voicemail

1. Press the **Transfer Softkey**.
2. Dial ** and then the 5 digit phone number. Ex: **33333
3. Press the **Transfer Softkey** again to complete the transfer.

Placing a Conference Call

1. Place the initial call.
2. Press the **Softkey** located directly below the word **more** until **Confrn** is visible. The caller is automatically on hold and a new line is opened.
3. Dial the new party.
4. After the call is answered, press the **Confrn Softkey** again. This will add the second party to the call.
5. Repeat steps 2-4 to access more participants to the conference call. (NOTE: when the initiator of the conference call disconnects, the call is terminated. If the hold button is used by the initiator, the other parties cannot talk to each other. Use the **Mute** button in order to avoid disrupting other callers.

Note: You may add up to 7 to your conference call for a total of 8 conferees.

Dropping the last caller from a conference call

While on a conference call the user can drop the last person who had been added to the conference call.

1. Press the **More Softkey**.
2. Choose **RmLstC (remove last caller) Softkey**. The last person is dropped from the call.

Remove Conference Participants

Allows the conference initiator to drop participants from the conference call by using **Remove** *or* **Remove Last Conference Participant**:

- **Remove** drops the selected participant
- **Remove Last Conference Participant** drops the most recently added participant.

To find the **Remove Softkey**, the user will need to first hit the **More Softkey** located at the bottom right hand corner of the LCD screen.

Associated **Softkeys**: **Remove** and **RmLstC**

View Conference List

This feature allows you to view current participants in a conference call.

Associated **Softkey**: **ConfList**

To find the **Conference List Softkey**, press the **More** softkey. This will then bring up another set of **Softkeys** at the bottom of the LCD screen. Press the **ConfList** softkey to see the conference participants. When a participant is added or removed, the existing participants will hear a tone through the handset. They can then press the **Update** softkey to see the changes in the participant list.

The ConfList is a "snapshot" of the conference call. To clear the screen, the user should hit the **Exit Softkey** twice to return to the normal phone screen.

Join

Allows you to join two or more calls that are on one line to create a conference call. You remain on the call.

Associated **Softkey**: **Join**

Using the Mute Button

The mute button will allow the user to prevent the caller from hearing what the user or someone in the user's room is saying.

To Mute the Handset, Speakerphone, or Headset
The mute functions the same way regardless of which voice receiver is being used.

1. Press the **Mute** button on the lower right corner of the phone base to mute the user's end of the conversation.
2. Press the **Mute** button again to allow the caller to hear the user's end of the conversation.

Customizing the Phone Settings

Adjusting the Volume Level
The volume level can be adjusted for whichever voice receiver (handset, speakerphone, or headset) is currently active.

Adjusting the Handset Volume
1. Lift the **Handset** from the cradle.
2. Press the **Up or Down Volume Arrows** located on the lower right side of the phone base.
3. Press the **Softkey** located directly below the word **Save** on the LCD screen to save the changes.
4. Hang up the **Handset** to hang-up.

Adjusting the Speakerphone Volume
1. Press the **Speaker** button. Press the **Up or Down Volume Arrows** located on the lower right side of the phone base. Press the **Softkey** located directly below the word **Save** on the LCD screen to save the changes.
2. Press the **Speaker** button to hang up.

Adjusting the Headset Volume
1. Press the **Headset** button.
2. Press the **Up or Down Volume Arrows** located on the lower right side of the phone base.
3. Press the **Softkey** located directly below the word **Save** on the LCD screen to save the changes.
4. Press the **Headset** button to hang up.

Adjusting the ringer volume
1. Press the **Up and Down Volume Arrows** located on the lower right side of the phone base.
2. The ringer will automatically play. Continue pressing the **Up or Down Volume Arrows** until the desired ringer level is reached.

Changing the ringer sound

There are 25 different ringer sounds to choose from.
1. Press the **Settings** mode button located on the lower right side of the phone base.
2. Press the number **2** on the number pad to select the **Ring Type** option. For the primary line on the set, remain on the DEFAULT ring line of the phone, otherwise you will change the ring for other lines on the set.
3. The **Ring Type** menu list is displayed. To select a ring type, press the **Up and Down Scroll Arrows**, located below the LCD screen to highlight the desired ring.
-OR-
Using the number pad, press the number that corresponds to the desired sound to select that ring type.
1. Press the **Softkey** located directly below the word **Play** on the LCD screen to hear the selected ring type.
2. Repeat steps 3-4 until the desired ring type is found.
3. Press the **Softkey** located directly below the world **Select** on the LCD screen, in order to choose the highlighted ring type.
4. Press the **Softkey** located directly below the word **OK** on the LCD screen.
5. Press the **Softkey** located directly below the word **Save** on the LCD screen to save the changes.

Changing the LCD Contrast

The color contrast can be adjusted on the LCD screen to improve the readability of the display.
1. Press the **Settings** mode button located on the lower right side of the phone base. Press the number **1** for **User Preferences**.
2. Press the number **4** on the number pad to select the **Contrast** option. If the phone does not have an expansion mode, continue to step 4.
3. If the phone has an **Expansion Mode**, the contrast can also be changed on it. Press **1** on the number pad to change the contrast on the **Base Phone** or press **2** on the number pad and select **Expansion Module** option.
4. Press the **Softkey** located directly below the words **Down** or **Up** on the LCD screen to change the contrast.
(NOTE: the volume up or down buttons may also be used to change the contrast in this step)
5. Once the desired level of contrast is achieved, press the **Softkey** located directly below the word **OK** on the LCD screen.
6. Press the **Softkey** located directly below the word **Save** on the LCD screen, to save the changes.

Making Calls from the Corporate Directory

1. Press the **Directories** button.
2. Press the **5** on the number pad or use the **Down Scroll Button** to highlight **Corporate Directory** and then press the **Select the Softkey**.
3. The Directory Search screen appears. Use the **Number Pad** to type in a person's first name if desired. For example, if the person's name was Anne Smith, the user would press **2** once because the letter A is the first letter on the 2 button. Pause for a second. Then the user would press **6** twice because the letter N is the second letter on the 6 button. Pause for a second. Press the **6** twice for the second N. (NOTE: if a mistake is made, press the **<<Softkey** to backspace.)
4. Press the **Scroll Down Arrow** to move to the **Last Name** field.
5. Follow the same procedure as in step **3.** (NOTE: it is not necessary to enter a person's entire name in order to query the directory. Users may enter the first few letter of a person's first or last name for their query.)
6. Press the **Search Softkey.**
7. The number is displayed on the LCD screen. Lift the **Handset** (or press the **Speaker** or **Headset** button) and the number is automatically dialed.
8. If there are multiple listings returned in the search, use the **Scroll Down Arrow** to highlight the desired entry before lifting the receiver.

Using the Call History

Through the directory services users can see a list of missed, received, or recently played calls.

Viewing a List of Missed Calls

1. Press the **Directories** mode button.
2. Press the number **1** on the number pad to select the Missed Calls option.
3. A list of recently missed calls displays. The date and time of the missed call is displayed along the bottom of the LCD screen.
4. To select a different missed call, use the **Scroll Down Button** to highlight the desired listing.

5. Press the **Dial Softkey** to dial the highlighted record.
6. If the user does not wish to dial the number, press the **directories** mode button again to exit the directory.

Viewing a List of Received Calls

1. Press the **Directories** mode button.
2. Press the number **2** on the number pad to select the Received Call option.
3. A list of recently received calls displays. The date and time the call was received is displayed along the bottom of the LCD screen.
4. To select a different received call, use the **Scroll Down Button** to highlight the desired listing.
5. Press the **Dial Softkey** to dial the highlighted record.
6. If the user does not wish to dial the number, press the **directories** button to exit the directory.

Viewing a list of Recently Placed Calls

1. Press the **Directories** mode button.
2. Press the number **3** on the number pad to select the Recently Placed Calls option.
3. A list of recently played calls displays. The date and time the call was placed is displayed along the bottom of the LCD screen,
4. To select a different placed call, use the **Scroll Down Button** to highlight the desired listing.
5. Press the **Dial Softkey** to dial the highlighted record.
6. If the user does not wish to dial the number, press the **Directories** button to exit the directory.

Expansion Module

An expansion module will be added to certain phones. It allows for up to 14 additional lines, speed dial buttons or Busy Lamp Fields/Direct Station Select buttons. This will be most helpful to the administrative assistants. The display allows the user to see if other users are on the phone and if they have voice mail. If the line is in use the line button will glow red. A flashing yellow light indicates an incoming call to that line. The Expansion Module must be plugged into an electrical wall jack.

Setting Up Voicemail

1. Press the **Messages** button located on the lower right corner of the phone base.

2. Enter the password.
3. Continue following the voice instructions. See your main section for a list of voice mail options. (NOTE: after recording the name and/or a new greeting, press the pound key (#) to stop recording.

Forwarding calls to voice mail

If a call is not answered after 4 rings, the call will automatically be forwarded to voice mail. Follow the directions below to forward all calls to the voice mail system.

1. Press the **CFwdALL Softkey**.
2. Press the **Messages** mode button. After a brief pause the phone line will automatically turn on the voicemail system. A notice will appear at the bottom of the LCD screen stating that calls have been forwarded to voicemail.

Canceling voice mail

1. Press **CFwdAll Softkey.**

Accessing Voice Mail Messages

The red light on the phone's handset lights up when there is a voice mail message. The LCD screen displays the number of messages that have been received.

1. Press the **Messages** button and follow the voice instructions. Refer to the table at the end of this section.

In the list of names on the Expansion Module, an envelope appears next to the name of the person when there is a voice mail message. A notice stating that "you have voice mail" will also appear at the bottom of the LCD screen. First, select the appropriate line, before pressing the **Messages** mode button.

1. Press the line button that corresponds to the person whose voice mail is to be retrieved.
2. Press the **Messages** mode button.
3. Enter the appropriate security code and follow the voice instructions. Refer to the table at the end of this section.

Forwarding calls to another number

1. Press the **CFwdAll Softkey.**
2. Dial the local number to which calls should be forwarded. **Calls cannot be forwarded to a long distance number.**
3. After a brief pause, a notice will appear on the bottom of the LCD screen stating that calls have been forwarded to that number.

Turning Off Forwarding to Voicemail

1. Press the **CFwdAll Softkey.**

Help/Support

If you require assistance, please contact the Help Desk by calling **293-4444** or e-mail **oithelp@mail.wvu.edu**.

You can also visit the Office of Information Technology Telecommunications & Network Operations website at **http://oit.wvu.edu/telecom** for more information about Voice Over IP (VOIP) and available phones.

Cisco Unity Voicemail Phone Menus and Shortcuts

This card lists the most frequently used Cisco Unity voicemail menus and shortcut key sequences for managing your messages and personal options by phone.

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Call Cisco Unity and Log On

If you are calling from inside your organization from your phone, dial this number:

Press the "Messages" button

If you are calling from inside your organization from a phone other than your own, dial this number:

9-293-5000 * ID(3XXXX) # Password

If you are calling from outside your organization, dial this number:

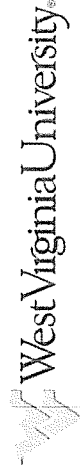293-5000 (dial 304 if it is long distance)
* ID (3XXXX) # Password

Your Cisco Unity ID is:

3XXXX – your University number

For security reasons, record your password in a place other than on this card.

Main Menu

Key	Task
1	Hear New Messages
2	Send a Message
3	Review Old Messages
4	Change Setup Options

Message Type Menu

Key	Task
1	Voice Messages
2	E-mails
3	Faxes
4	Receipts
#	All Messages

During Message Menu

While listening to a message, press:

Key(s)	Task
1	Restart message
2	Save
3	Delete
4	Slow playback
5	Change volume
6	Fast playback
7	Rewind message
8	Pause/resume
9	Fast-forward
#	Fast-forward to end
##	Save as is

After Message Menu

After listening to a message, press:

Key(s)	Task
1	Replay message
2	Save
3	Delete
4	Reply
42	Reply to all
44	Call the subscriber
5	Forward Message
6	Save as new
7	Rewind
9	Play message properties
#	Save as is

Shortcuts

After recording a message, press:

Key(s)	Task
11	Change addressing
12	Change Recording
13	Set special delivery
14	Review recorded message

Shortcuts (con'td.)

While listening to the Main menu, press:

Key(s)	Task
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
423	Choose full or brief menus
431	Change phone password
432	Change recorded name
44	Change call transfer

While listening to a message, press:

Key(s)	Task
#3	Replay message
#4	Save
#42	Delete
#5	Reply
#6	Reply to all
#8	Call the subscriber
#9	Forward Message
##	Save as new