












Cisco IP Phone 7941/7942/7961/7962 Users Guide



| | Name | | Description |
|----|------------------------------|---|---|
| 1 | Cisco phone model | | Shows the Cisco Unified IP phone model number. |
| 2 | LCD screen | | Displays information such as call status, phone number, and soft key tabs. |
| 3 | Line / speed-dial button |  | Opens a new line, speed-dials a phone number, or ends a call. |
| 4 | Foot stand adjustment | | Allows you to adjust the angle of the phone base. |
| 5 | Directories button |  | Provides access to phone directories. |
| 6 | Question button |  | Get help about button by pressing this button and then press the button you want help with. The help information will appear in the LCD screen. |
| 7 | Settings button |  | Provides access to phone settings such as display contrast and ring type. |
| 8 | Speaker button |  | Toggles the speaker on and off. |
| 9 | Mute button |  | Toggles mute on and off. |
| 10 | Headset button |  | Toggles the headset on and off. |
| 11 | Volume button |  | Increases or decreases handset, headset, ringer, or speakerphone volume depending upon which feature is currently active. |
| 12 | Services button |  | Provides access to phone services. |
| 13 | Messages button |  | Provides access to the voice mail system. |
| 14 | Navigation button |  | Scrolls through text and selects features that are displayed on the LCD screen. |
| 15 | Keypad | | Functions like a traditional telephone keypad. |
| 16 | Soft keys buttons | | Engages the functions displayed on the corresponding LCD tabs. |
| 17 | Handset with indicator light | | The light blinks when the phone rings and remains lit to announce the arrival of a new voice-mail message. |

Operating Your Cisco 7941/7942/7961/7962 IP Phone

Basic: Place a Call

To place a call, use one of the following methods:

- Lift the handset and dial the number.
- Dial the number and then lift the handset.
- Press a line button, dial the number, and then lift the handset.
- Press the **New Call** soft key, dial the number, and then lift the handset.
- Press a speed dial button and then lift the handset.
- If you have selected a number from a directory, press the **Dial** soft key, and then lift the handset.

Speakerphone: Place a Call



To place a call using the speakerphone, use one of the following methods:

- Press the speakerphone button and perform the steps for placing a basic call, and do not lift the handset.
- Perform the steps for placing a basic call and do not lift the handset.

To switch to handset operation, just lift the handset.

Headset: Place a Call



To place a call using a headset, press the headset button, then perform the steps for placing a basic call. Do not lift the handset.

To switch to handset operation, just lift the handset.

Answer a Call

To answer a call, use one of the following methods:

- Lift the handset.
- If you are using a headset, press the **Headset** button. If necessary, press the line button to select between incoming calls.
- To use the speakerphone, press the **Answer** soft key or the **Speaker** button.

End a Call

To end a call, use one of the following methods:

- Hang up the handset.
- If you are using a headset, press the **Headset** button or the **EndCall** soft key.
- If you are using the speakerphone, press the **Speaker** button or the **EndCall** soft key.

Redial a Number

To redial the most recently dialed number, use one of the following methods:

- Lift the handset and press the **Redial** soft key.
- Press the **Redial** soft key to dial using the speakerphone.

Place a Call on Hold

To place a call on hold while on the call, press the **Hold** soft key.

To retrieve a held call:

Press the **Resume** soft key.

If multiple calls are on hold, use the **Navigation** button to select the desired call then press **Resume**.

If multiple lines are on hold, press the line button for the line that you want to pick up.

An active call is automatically put on hold when you retrieve a previously held call.



Note Because the hold feature can generate music or beeps, avoid using hold when dialed into a remote conference system. Simple three-party conferences that are created locally on your phone can safely be placed on hold without introducing music or beeps into the conference.

Mute a Call



To mute a call, press the **Mute** button. The **Mute** button lights, indicating that the other party cannot hear you.

To deactivate the mute function, use one of the following methods:

- Press the **Mute** button again.
- Lift the handset if you are using mute with the speakerphone.



Note The Mute feature does not generate music or beeps.

Manage Call Waiting

If you are on a call when a second call comes in, you will hear a call-waiting tone or see a flashing indicator light on the handset rest, depending on the configuration of your phone.

To answer the new call on the same line, use the following method:

Press the **Answer** soft key to answer the call.

The active call is automatically put on hold.

To switch between calls:

1. Use the **Navigation** button to select the caller you want to speak with.
2. Press the **Resume** soft key to reconnect to the call.

Your current call is automatically put on hold when you retrieve a previously held call.

For calls on separate lines, you may press the **Line** button for the incoming call.

The call on the other line is automatically put on hold.

To return to the original call, press the **Line** button associated with the original call.

Transfer a Call

Transfer a selected call to another number in one of two ways:

- **Blind transfer**—Immediately redirects the call without allowing you to speak to the transfer recipient.
- **Consult transfer**—Redirects the call after first allowing you to announce the call to the transfer recipient.

To transfer a call, perform the following steps:

1. During a call, press the **Transfer** soft key. The call is placed on hold.
2. Dial the number to which you want to transfer the call.
3. To make a blind transfer, press the **Transfer** soft key again.
To make a consult transfer, wait for an answer. Announce the call. Then press the **Transfer** button.
To cancel your consult call-transfer attempt press the **EndCall** soft key.
Then press the **Resume** button return to the original caller.



Note If a call rings in when you want to transfer a call and the **Transfer** soft key is not displayed, use the **Navigation** button to place the focus back on the call you want to transfer. Then the **Transfer** soft key will be available to use.

Transfer a Call Directly to Voice Mail

To transfer a caller to someone's voice mail, perform the following steps:

1. During a call, press the **Transfer** soft key. The call is placed on hold.
2. Dial # then the voice mailbox number (extension) you want to transfer to.
3. Then press the **Transfer** soft key again.

Forward All Calls

To forward all incoming calls to another number, use the following method:

1. Press the **CFwdALL** soft key. You will hear a confirmation beep.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as you would if you were placing a call to that number. Remember to include any locally required prefix numbers (ie:9.)
The phone display is updated to show that calls are to be forwarded.

To cancel call forwarding, press the **CFwdALL** soft key.



Note To forward your calls to voice mail, enter the voice-mail extension 63500.
Forward All Calls only forwards the first line on your phone.

Place a Conference Call

To initiate a conference call, perform the following steps:

1. During a call, press the **more** > **Confrn** soft keys to put the call on hold and open a new line.
2. Place a call to another number.
3. When the call connects, press the **Confrn** soft key again to add the new party to the existing call.

To add a third party repeat steps 1 through 3. You cannot add more than three parties to a conference call.

Set up Voice Mail



To set up voice mail name and greetings, press the **Messages** button and enter the default password 12345 at the prompt. Follow the voice instructions to record your name (Name only!), greeting (this is separate from recorded name), and change the password.

Retrieve Voice Mail Messages



Press the **Messages** button, and follow the voice instructions.



Note: If your extension is not the first (top) line listed in the phone's display, you must press the line button next to your extension before pressing the messages button in order to access your voicemail.


Join Existing Calls Together

To join calls together, perform the following steps:

1. Place calls on hold.
2. Use the **Navigation** button to highlight one of the callers.
3. Press the **more** > **Select** soft key and a check mark will appear on the highlighted call.
4. Repeat steps 2 and 3 for all lines you want to join together, up to a total of 3 lines.
5. Press the **more** > **Join** soft key and all of the lines will be joined together on a conference call.


Select the Ring Type

To change the ring type, use the following method:

1. Press the **Settings** button. 
2. Press **1** for **User Preferences** then **1** for **Rings**, or use the **Navigation** button to select **User Preferences** and press the **Select** soft key, then select **Rings** and press the **Select** soft key.
3. Use the **Navigation** button to select default or a line on your phone and press the **Select** soft key.
4. Use the **Navigation** button to select the ring type. Press the **Play** soft key to hear samples.
5. Highlight the ring you want, and then press the **Select** soft key.
6. Use one of the following options:
 - Press the **Ok** soft key to select your setting, which returns you to the previous menu,
 - Press **Cancel** to exit to the previous menu without changing the setting.

Adjust the Display Contrast

To adjust the contrast in your LCD Display, use the following method:

1. Press the **Settings** button. 
2. Press **1** for Contrast, or use the **Select** soft key.
3. Use the **Down** or **Up** soft key to change the contrast.
4. Use one of the following options:
 - Press the **Ok** soft key to select your contrast setting, which returns you to the main directory,
 - Press **Cancel** to exit to the previous menu without changing the setting.

Adjust the Volume for the Current Call

To adjust the handset, speakerphone, or headset volume for the current call, use the following method:

1. During a call, press the **Up** or **Down Volume** button.
2. Press the **Save** soft key to apply the new volume level to future calls.

Adjust the Ring Volume

To adjust the ring volume, press the **Up** or **Down Volume** button while the handset is in its cradle.