

# QUICK REFERENCE – 7961 CISCO PHONE



1. Programmable Buttons
  - phone lines, speed dials etc.
  - Button color indicates status
  - Steady green, active call
  - Flashing green, held call
  - Steady amber, privacy in use
  - Flashing amber, incoming call
  - Steady red, remote line in use.
2. Phone Screen – Shows phone features
3. Foot stand button
4. Message button – autodials voicemail
5. Directories – Opens/closes directories menu
6. Help button
7. Settings button – Opens/closes settings menu
8. Services button - Opens/closes services menu
9. Volume button
10. Speaker button
11. Mute
12. Headset button
13. Navigation – used for scrolling through features on screen
14. Keypad
15. Softkey buttons – Activates a feature depending on phone status
16. Handset light strip – Indicates incoming call or voicemail

## Answering a Call While on a Current Call

- Phone will beep when the second call comes in
- Press the “Answer” soft key
- Other call is put on hold

## To switch between the calls

- Use the “Navigation” button to highlight desired call
- Press the line button or “Resume”

## Placing a Call

- Lift handset *or* Press “New Call” softkey
- Dial Number

## Putting a Call on Hold

- Press the “Hold” button
- Press “Resume” softkey to reconnect

## Transferring a Call

- Press the “Transfer” softkey
- Dial extension or number to transfer to
- Press “Transfer” again
- Hang up

## Call Forward

- Press “CFwdALL” softkey
  - Dial number to forward to
- To Deactivate:*
- Press “CFwdALL” softkey

## Speaker Phone

- Press the “Speaker” button
- Hang up receiver
- Lift receiver to resume

## Mute a Call

- Press the “Speaker” button
- Press “Mute” button
- Hang up receiver to monitor call
- Lift receiver to resume

## Conference a Call

- While on the line put first call on hold
- Place second call
- Navigate to first call
- Press “Join” softkey (may need to select “More” softkey)

## Retrieve Missed, Received, Placed Calls

- Press the “Directories” button
- Highlight call type to view using the “Navigation” button
- Press the “Select” softkey
- Scroll through numbers using “Navigation” button
- To exit number listing, press the “Exit” softkey
- Press “Exit” once more to leave

## Redial last Number Called

- Press “Redial” softkey
- Lift handset

## Check Messages

*Red light on handset indicates new message*

- Press “Message” button
- Follow prompts

## Set Ringer Volume

- Press “Volume” button up or down

## Setting Call Volume

- While on a call, press the “Volume” button up or down
- Press the “Save” softkey