



CISCO TELEPHONE 7961/62 Series QUICK REFERENCE GUIDE



Common In-Call Phone Tasks

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| Dialing and Answering | <i>Make an outside call</i> | <i>Make an internal call</i> | <i>Answering/ Ending a call</i> |
| | <ul style="list-style-type: none"> - Press the “NewCall” softkey or lift handset. - Dial 9 + the number - Press “Dial” softkey | <ul style="list-style-type: none"> - Press the “NewCall” softkey or lift handset. - Dial extension - Press “Dial” softkey | <ul style="list-style-type: none"> - To answer, lift the handset. - To end, press “EndCall” softkey or hang up. |
| Make or Accept a Call Without Lifting Handset | <ul style="list-style-type: none"> - To make or accept a call using speakerphone, press the  or “Speaker” key. - To make or accept a call using a headset, press the  or “Headset” key. - To mute the mic in the handset or headset, press the  or “Mute” key. | | |
| Redial | To redial your last call, <ul style="list-style-type: none"> - Lift handset and press the “Redial” softkey To redial your last call w/out using the handset, <ul style="list-style-type: none"> - Press the “Redial” softkey | | |
| Transfer | <i>To transfer a call to another extension:</i> <ul style="list-style-type: none"> - Press “Trnsfer” softkey - At dial tone, dial the other extension. - Announce the call - Press “Trnsfer” softkey again to complete the transfer. | | <i>If no one answers:</i> <ul style="list-style-type: none"> - Press “End Call” softkey - Press “Resume” softkey <i>To return to original call:</i> <ul style="list-style-type: none"> - Press “Resume” softkey |
| Hold | To place a call on hold, press “Hold” softkey and hang up. To reconnect with the call, lift the handset and press “Resume” softkey. | | |
| Conference | <i>To conference up to 6 parties, while in conversation:</i> <ul style="list-style-type: none"> - Press “More” softkey - Press “Confrn” softkey - At the dial tone, dial another extension or number - Announce the call - Press “Confrn” softkey again to join the calls. | | <i>If a party doesn’t answer or doesn’t want to join:</i> <ul style="list-style-type: none"> - Press “EndCall” softkey - Press “Resume” softkey <i>To remove yourself from the conference:</i> <ul style="list-style-type: none"> - Press “Hold” softkey |
| Forwarding | <i>To forward calls to another extension</i> | <i>Cancel forwarding</i> | <i>Forward calls to your voicemail</i> |
| | When <u>not</u> in a call, press the “CFwdALL” softkey and dial the destination extension | To cancel, simply press “CFwdALL” softkey. | When <u>not</u> in a call, press the “CFwdALL” softkey and press the “Messages” key.  |



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Common Changes to Phone Settings

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| Call History | <i>To view missed, received, or placed call history</i> | <ul style="list-style-type: none"> - Press  or “Directories” key. - Scroll to the desired history option. - Press the “Select” softkey |
| | <i>To exit viewing call history:</i> | <ul style="list-style-type: none"> - Press the “Exit” softkey twice. |
| | <i>To edit missed or received calls:</i> | <ul style="list-style-type: none"> - Highlight desired number - Press the “EditDial” softkey. - Enter “9” before the number. - Press the “Dial” softkey. |
| | <i>To speed dial a call in the history directory:</i> | <ul style="list-style-type: none"> - Press  or “Directories” key. - Scroll to the desired history option. - Scroll to the desired number. - Insert “9 1” before the number. - Press the “Dial” softkey. |
| Ring Type | To choose a ring type: <ul style="list-style-type: none"> - Press  or “Settings” key. - Scroll to “Ring Type” and press the “Select” softkey. - Scroll through the ring type options. - Press the “Play” softkey to sample a ringtone. - Press the “Select” softkey to make a choice. - Press the “OK” softkey and then the “Exit” softkey. | |
| Volume | To adjust the handset, speaker, or headset volume: <ul style="list-style-type: none"> - While listening, press  keys - Press the “Save” softkey To adjust the ringer volume: <ul style="list-style-type: none"> - At an idle phone, press  keys | |
| Contrast | To adjust the display contrast: <ul style="list-style-type: none"> - Press  or “Settings” key - Scroll to “Contrast” - Press “Select” softkey - Press ▲▼ softkeys - Press “OK” softkey - Press “Exit” softkey | |
| Voicemail | To retrieve new voice mail messages: <ul style="list-style-type: none"> - Press  or “Messages” key or call (312) 362 – 7900 | |
| Transfer to Voicemail | To transfer someone to another voicemail account: <ul style="list-style-type: none"> - Press “Trnsfer” softkey - Dial x26600 and when instructed, dial the extension of the voice mail account. - Then press the “Trnsfer” softkey again to complete the transfer. | |