







## CISCO TELEPHONE 7961/62 Series QUICK REFERENCE GUIDE



### Common In-Call Phone Tasks








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

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