

**How To Use Cisco  
7941/7961 Phone  
State of Alaska  
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**MAKE A CALL**

- Lift handset
- Dial 7-digit for local calls or State offices and 11-digit for long distance numbers
- Converse

***Note:** You may also press **Speaker**, your extension, **New Call** soft key, **Headset** key, **Speed dial keys**, **Dial** soft keys if using one of the directories, or **Redial** soft key.*

**ANSWER A CALL**

- Lift handset, or
- If using headset, press *Headset* key
- To use speaker, press *Answer* or *Speaker*

**END A CALL**

- Hang up handset, or
- Press *Headset* if using headset, or
- **End Call** soft key, or
- If using speaker, press *Speaker*, or **End Call** soft key

**PUTTING A CALL ON HOLD**

- Press **Hold** soft key
- Press **Resume** soft key to return to held call, **then lift handset**

**REDIAL LAST NUMBER**

- Press **Redial** soft key

**MUTING A CALL**

*(works on handset, headset, or speakerphone during a call)*

- Press **Mute** key
- To disengage Mute, press **Mute** again

***Note:** Mute temporarily disables your microphone. Mute prevents the party from hearing you, but does not interfere with your ability to hear them.*

**CALL FORWARD ALL CALLS**

- Press **CfwdAll** soft key
- Enter number where your calls will be forwarded

***Note:** Cancel: press **CfwdAll***

**PARK A CALL**

*(park a call when you want to put a call on hold and retrieve it from another phone in the system)*

- During a call press *more* soft key until you see **Park**
- Press **Park**
- Make a note of the call park number and hang up
- **Retrieve the call** by dialing the call park number from any phone in the system.

**TRANSFER A CALL**

- During a call, press **Transfer** soft key (this holds call)
- Dial 7-digit for local calls or State offices and 11-digit for long distance numbers
- When it rings, press **Transfer** again, or when party answers, announce the caller **privately**, and then press *Transfer* to complete the call.

## DIRECT TRANSFER

While alternating between 2 calls, to join only the 2 of them:

- Use Navigator button to highlight first call
- Press **Select** soft key (check mark appears next to call)
- Repeat process for second call
- With either one highlighted press **DirTrfr** soft key (you may have to press More to find DirTrfr option)
- Calls are connected and you are dropped from the call

**Note:** If you wanted to stay on the line with the callers, use **JOIN** option to create a 3-party call (see Join feature)

## TRANSFER TO VOICE MAIL

- While talking with caller press **Transfer**
- Press “\*” (**star**) twice
- Dial 7-digit mailbox
- Press **Transfer** again

## TO CALL A VOICE MAIL BOX DIRECTLY

- Lift handset
- Press “\*” (**star**) twice
- Dial 7-digit mailbox number

**Note:** You may also log into your voice mail box and press “2” on the main menu to leave a message for any State employee on the voicemail system

## IDIVERT

(To transfer a **ringing** call automatically to Voice Mail)

- Call rings on your phone
- Press **iDivert** soft key during ringing
- Call forwards immediately to your voice mail box

## JOIN

(this feature allows you to join 2 calls you are alternating between)

- Use the Navigator button to highlight the first of 2 calls you wish to connect
- Press **Select** soft key (check will appear next to this call)
- Repeat this process for the second call you wish to connect
- With either calls highlighted, press **Join** soft key – all 3 are on the call (you may need to press “**more**” soft key to get to Join feature)

## CONFERENCE CALL (6)

- During a call, press **More** soft key, then press **Confrn** soft key
- Dial 2<sup>nd</sup> call - announce call privately
- Press **Confrn** again to add new party

**Note:** Repeat to add more

**Note:** Can press **More** soft key, and press **Conflist** and “list” the conferees. Then using the cursor key, Initiator can **highlight** a specific conferee, and press Remove soft key to disconnect that person.

**Note:** Once the conference call initiator disconnects, no additional parties can be added