

HOW TO USE CISCO 7941/7961 Phone

State of Alaska

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MAKE A CALL

- Lift handset
- Dial 7-digit State extension number or dial 9 for an outside line
- 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

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

PUTTING A CALL ON HOLD

- Press **Hold** soft key

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

TRANSFER A CALL

- During a call, press **Transfer** soft key (this holds call)
- Dial 7-digit extension number or dial 9 and outside number
- When it rings, press **Transfer** again, or when party answers, announce the caller **privately**, and then press **Transfer** to complete the call.

TRANSFER TO VOICE MAIL

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

CONFERENCE CALL (6)

- During a call, press **More** soft key, then press **Confrn** soft key
- Dial 2nd 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

REDIAL LAST NUMBER

- Press **Redial** soft key

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.

CALL FORWARD ALL CALLS

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

Note: Cancel: press **CfwdAll**

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)

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)

TO CALL A VOICE MAIL BOX DIRECTLY

- Lift handset
- Press * (star)
- 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 voice mail system.