





Cisco IP Telephone 7961 or 7962 Model

The Cisco IP Phone 7961 or 7962 Model is a fully featured handset which provides:

- Six backlit programmable lines and four interactive soft keys that guide a user through call features and functions
- This phone has high-quality two-way speaker capability, and a built-in headset port

Illuminated Buttons- the line buttons illuminate to indicate the status of the call

-  Green Steady - active call
-  Green Flashing - call on hold
-  Amber Flashing - incoming call
-  Red Steady - remote line in use

Volume Adjustment 

Ringer Volume

- While your phone is idle, press the **volume** bar up or down until desired volume is reached. Volume is automatically saved

Handset/Speaker Volume

- While you are on a call, press the **volume** bar up or down until desired volume is reached
- Press **Save** soft key to save this setting



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TECHNOLOGY-BASED BUSINESS SOLUTIONS




7961 or 7962 Telephone Quick Reference Brochure

ITS Support Centre
E-mail: helpdesk@uwo.ca
Ask ITS: <http://askits.uwo.ca>
Phone: 519 661-3800 or x83800

CALL HANDLING

Mute button

- Press **Mute** button  (indicator lights red)
- To return to two-way conversation, press **Mute** button again (indicator light turns off)

Speaker button

- You can press **Speaker button** before or after dialing, re-dialing or speed dialing a number

Using Hold

To place a call on hold:

- Press **Hold** softkey while on a call
- Call display will flash while on hold

To resume the call:

- Press **Resume** softkey

Call Forwarding - *direct calls to another destination*

To forward a call:

- Press the **CFwdALL** soft key (you will hear 2 beeps)
- Enter the number to which you want to forward OR to forward calls to voicemail, press the **Messages** button

To cancel call forwarding:

- Press the **CFwdALL** soft key

Call Transfer- *to transfer caller A to caller B*

To transfer a call:

- Press the **Transfer** soft key, you will hear a tone and the caller is placed on hold
 - Dial the telephone number to which you want to redirect your caller
 - Press the **Transfer** soft key and the call will be transferred
- OR**
- Wait for an answer, then announce the call that you will be transferring
 - Press the **Transfer** soft key and the call will be transferred

To cancel call transfer: *If caller refuses to accept the call, or is not available*

- Press **End Call** soft key
- Press **Resume** soft key to return to caller

Conference - *to join one or more parties to your call*

To make a conference a call:

- Press the **More** soft key to select **Confrn** soft key- you will hear a tone and caller is placed on hold
- Dial the number you wish to add to the call, when the called number answers, you can talk privately
- Press **Confrn** soft key to join your caller to the conference
- Repeat procedure to add additional parties

To drop a conference party- *If caller refuses to join conference, or is not available*

- Press **End Call** soft key
- Press **Resume** soft key to return to caller

FEATURE BUTTONS

Settings button

This button allows you to customize aspects of your phone

Changing Ring Type

- Press the **Settings** button
- Select **User Preferences**
- Select **Rings**
- Select **Default Ring**
- Navigate through the ring types, press the **Play** soft key to hear the samples
- Press the **Select and Save** soft key to choose the ring type

Messages button

- Press the **Messages** button to dial into the voicemail system and check new messages

Directories button

- To view your call records, select-
 - 1** for Missed Calls
 - 2** for Received Calls
 - 3** for Placed Call
- To retrieve and dial a number from the **Corporate Directory**, select-
 - 4** for Corporate Directory
 - Navigate through the entries by using the toggle button
 - Press the **Dial** soft key to call the selected entry
- **Select** and **Save** soft key to choose the ring type