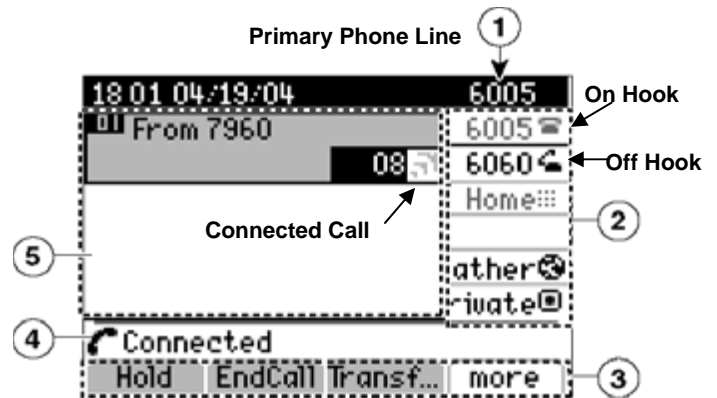




Using Your Cisco IP Phone 7941











An Overview of Your Phone












 Line 6005 is “on hook” (The handset is resting in the cradle, no calls are active and there is no active dial tone).

 Line 6060 is “off hook” (The handset is lifted from the cradle, the speakerphone is on or another method used to get a dial tone or answer an incoming call is in use).

Lines vs. Calls - The phone illustrated above has two lines.

1	Handset light strip	Indicates an incoming call or new voice message.
2	Phone screen	Shows phone features.
3	Model type	Indicates your Cisco IP Phone model.
4	Programmable buttons 	Provide access to phone lines, speed-dial numbers, web-based services, and phone features.
5	Footstand button	Allows you to adjust the angle of the phone base.
6	Directories button 	Use to access call logs and corporate directories.
7	Help button 	Activates the Help menu.
8	Settings button 	Use to adjust phone screen contrast and select ring tones.
9	Speaker button 	Toggles the speakerphone on or off.
10	Mute button 	Toggles the Mute feature on or off.
11	Headset button 	Toggles the headset on or off.
12	Volume button 	Controls the volume and other settings.
13	Services button 	Opens/closes the Services menu.
14	Messages button 	Auto-dials your voice message service.
15	Navigation button	Use to scroll through menus and highlight items. Use with softkeys to activate items.
16	Keypad	Use to dial phone numbers, enter letters, and choose menu items.
17	Softkey buttons	Each activates a softkey option (displayed on your phone screen).


1	Primary phone line	Displays the extension number for your primary phone line.
2	Programmable button labels	indicate the configuration for programmable buttons on your phone:
	 Phone lines	—Each corresponds to a line button. You may have multiple lines assigned to your phone. The phone illustrated above has two lines. The primary line (Line 6005) is on hook and Line 6060 is off hook.
	 Speed-dial numbers	—Each corresponds to a speed-dial button.
	 Phone services	—Each corresponds to a web-based phone service.
	 Phone feature	—Each corresponds to a specific feature.
3	Softkey labels such as Hold , End Call and Transfer .	Activate a softkey by pressing the corresponding softkey button. Press the more softkey button to display additional softkey labels.
4	Status line	Displays audio mode icons, status information, and prompts. Line 6006 is connected using the handset. This icon looks like a speaker if connected using the speaker button and a headset if connected using a headset.
5	Call activity area	Displays current calls for the highlighted line and includes detailed information such as caller ID, call duration, and call state.
	 Connected call.	You are currently connected to the other party.
	 Incoming call, ringing.	An incoming call is ringing on one of your lines.
	 Outgoing call, ringing.	An outgoing call is ringing on the other party's line.
	 Call on hold.	You have put this call on hold. When displayed next to a phone line, this icon indicates that all calls on the line are on hold.
	 Outgoing call, busy line.	The outgoing call that you placed has reached a busy line.

Place Calls


Using the Handset

1. Pick up the **handset** and dial the number or extension.
Or
Dial the number or extension and pick up the handset.
If the number is long distance, you must dial 9 for an outside line and 1 followed by the area code and number.
2. To end the call, return the handset to the cradle.



Using the Speakerphone

1. Press the **Speaker button**  and dial the number or extension.
Or
Dial the number of extension and press the **Speaker button**.
If the number is long distance, you must dial 9 for an outside line and 1 followed by the area code and number.
2. To end the call, press the **Speaker button**.

Using the Dial Softkey

1. Dial the number or extension and press the **Dial** softkey.
*The Dial softkey automatically invokes speakerphone mode if the handset is in its cradle and the headset button is not lit. If you do not want to use speakerphone mode, lift the handset from the cradle or
press the **Headset button**  to use your headset.*
2. To end the call, press the **EndCall** softkey.

Using the Headset

1. Press the **Headset button**  and dial the number or extension.
The Headset button will illuminate in green when it is on. 
Or
Dial the number of extension and press the **Headset button**.
2. To end the call, press the **EndCall** softkey.
The Headset button will remain lit; therefore the next time you place a call using the Dial softkey, you will automatically invoke headset mode rather than speakerphone mode.

Redial the Most Recently Dialed Number

1. Press the **Redial** softkey.
The Redial softkey automatically invokes speakerphone mode if the handset is in its cradle and the headset button is not lit. If you do not want to use speakerphone mode, lift the handset from the cradle.
2. To end the call, press the **EndCall** softkey.

End Calls

Hang Up With the Handset

1. Return the handset to the cradle or press the **EndCall** softkey.

Hang Up With the Headset


1. Press the lit **Headset button**  or press the **EndCall** softkey.
*Headset mode remains activated when you press **EndCall**.*

Hang Up While Using the Speakerphone

1. Press the **Speaker button**  or press the **EndCall** softkey.

Mute Calls

Toggle Mute On

1. Press the **Mute button** 
Mute disables the audio input for your handset, headset, speakerphone and external microphone.
You can hear other parties on a call but they cannot hear you.

Toggle Mute Off




1. Press the **Mute button** 

Answer Calls



Answer With the Handset

1. Go “off hook” by picking up the handset.

Answer With the Headset

1. Press the **Headset button** if *unlit* .
If the **Headset button** is lit, , press the **Answer** softkey or the **Line**  button.
Pressing Answer or a line button automatically invokes speaker phone mode unless the headset button is lit.

Answer with the Speakerphone



1. Press the **Speaker button** , the **Answer** softkey, or the **Line**  button.

Send an Incoming Call Directly to Your Voice Mail

1. Press the **iDivert** softkey.
The call is automatically transferred to your voice mail.

Handle Multiple Calls

Use Hold and Resume


1. Press the **Hold** softkey.
*The **Call on Hold** icon*  *displays next to a line that is on hold.*
2. To remove a call from hold, press the **Resume** softkey.
*The **Connected** icon*  *displays next to the line that is connected.*

Switch From a Connected Call to Answer a Ringing Call




1. Press the **Answer** softkey.
*The first call is automatically placed on hold and the **Call on Hold** icon displays next to the phone line.*
2. To return to the call on hold, press an arrow on the **Navigation button** to highlight the call.
3. Press the **Resume** softkey.
The other call is placed on hold automatically.
*If there are multiple calls holding on this line, scroll to the specific call and press **Resume**.*

Switch Between Calls

1. Press the down arrow on the **Navigation button** to highlight the call.
2. Press the **Resume** softkey.
*The other call is automatically placed on hold and the **Call on Hold** icon displays next to the phone line.*



*The **Connected** icon*  *displays next to the line that is connected.*
You can have a maximum of four active calls; one that is connected and three that are on hold. A fifth incoming call will route to voice mail.

Place a Call When Another Call is Connected


1. Press the **Hold** softkey.
*The **Call on Hold** icon*  *displays next to the line that is on hold.*
2. Press the **New Call** softkey.
3. Dial, re-dial, or speed dial the number.
You can have a maximum of four active calls; one that is connected and three that are on hold. A fifth incoming call will route to voice mail.
*The **Call on Hold** icon*  *displays next to the call on hold.*
*The **Connected** icon*  *displays next to the call that is connected.*

Dial From the Corporate Directory

Dial From the Corporate Directory



1. Press the **Directories** button. 
2. Press **5** on your keypad to select **Corporate Directory**.
3. Press the key on your keypad to enter the first few character's of the person's first name or press the down arrow on the Navigation button to select **Last Name**: and enter the first few character's of the person's last name.
Press each key on the keypad repeatedly until the correct letter is selected.
Use the Backspace key << to erase characters to the left.
4. Press the **Search** softkey.
5. Press the down arrow on the **Navigation** button to highlight the listing and go "off hook" to dial the extension. 

Dial From the Corporate Directory While on a Active Call


1. Complete steps 1 through 4 above. 
2. Use the Navigation button to scroll to the listing.
3. Press the **Dial** softkey.
4. Your phone screen will display the prompt **Handle Current Call**.
5. Press one of the following softkeys to handle the first call.
 - * Press **Hold** to put the first call on hold and dial the second.
 - * Press **EndCall** to disconnect the first call and dial the second.
 - * Press **Transf** and when the second party answers, press **Transf** again to transfer the first party to the second.
 - * Press **Confrn** and when the second party answers press **Confrn** again to create a conference call with all parties.*Press Cancel at any time to return to the Directory Screen.*
*Press the **Directories** button to return to the default phone screen.*

Dial From Call Logs


Dial From a Call Log

1. Press the **Directories** button. 
 2. Press the down arrow on the **Navigation** button to highlight either **Missed Calls**, **Received Calls**, or **Placed Calls**.
*Or press **1** Missed Calls, **2** Received Calls, or **3** Placed Calls.*
 3. Press the down arrow on the **Navigation** button to highlight the listing and go "off hook."
*To add a prefix or other digits, press **EditDial**.*
- 

Erase Call Logs

1. Press the **Directories** button. 
2. Press the **Clear** softkey.
All calls are erased from your Missed, Placed, and Received call logs.
Each call log can store a maximum of 32 calls.

Dial From a Call Log While on an Connected Call

1. Press the **Directories** button. 
2. Press either **1** Missed Calls, **2** Received Calls, or **3** Placed Calls.
3. Scroll to the listing and press the **Dial** softkey.
4. Press one of the following softkeys to handle the first call.
 - * Press **Hold** to put the first call on hold and dial the second.
 - * Press **EndCall** to disconnect the first call and dial the second.
 - * Press **Transf** and when the second party answers, press **Transf** again to transfer the first party to the second.
 - * Press **Confrn** and when the second party answers, press **Confrn** again to create a conference call with all parties.

Transfer Calls


Transfer Without Speaking to the Transfer Recipient

1. Press the **Transf...** softkey and enter the target number or extension.
2. When you hear the call ringing, press the **Transf...** softkey again.

Talk to Transfer Recipient Before Transferring Call

1. Press the **Transf...** softkey and enter the target number or extension.
2. Wait for the transfer recipient to answer.
3. If the transfer recipient accepts the call, press the **Transf...** softkey again.
*If the transfer recipient does not accept the call, press **Resume**.*

Direct Transfer (Transfer Two Concurrent Call to Each Other)

1. Highlight any call on the line and press the **Select** softkey.
*You may need to press the **More** softkey to see **Select**.*
2. Highlight a second call on the line and press the **Select** softkey.
Selected calls display a  and are grouped together in the call list.
3. Press the **DirTrfr** softkey.

The two calls are connected and you are dropped from the call.

*If you want to stay on the line with the callers, press **Join** at step three above rather than **DirTrfr** to create a Conference Call.*

*You cannot transfer a call that is on hold. You must highlight the call on hold and press **Resume** before transferring the call.*
***DirTrfr** only works with two calls on the same line. If the calls are on different lines, transfer one call to the other line and then use **DirTrfr**.*

Forward Calls


Setup Call Forward on Your Primary Line

1. Press **CFwdALL** and enter the target number or extension.
Enter the number exactly as you would dial it from your phone.
The status line on the phone screen will display "Forwarded to" followed by the target number or extension.


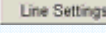

Cancel Call Forwarding on your Primary Line

1. Press **CFwdALL**.

Setup Call Forward to Your Voice Mail

1. Press the **CFwdALL** softkey and then the **Messages** button. 
The status line on the phone screen says "Forwarded to Voice Mail."

Setup or Cancel Call Forwarding Using Cisco CallManager

1. Start your web browser and visit the **Cisco Unified CallManager User Options** page.
2. Enter your user id and password.
3. Click the  button in the upper left corner of the web page and select the **Device** menu.
4. Click the  button.
5. Select the **Forward all calls to** check box.
6. Select either **Voice Mail** or **This number**.
If you selected this number, enter the number exactly as you would dial it from your phone.
7. Click on the **Save** button  in the upper left corner of the web page to save your changes.



Call Park

Park a Connected Call


1. During a call, press the **Park** softkey.
*The caller is automatically placed on hold.
Note the call park number displayed on your phone screen; you will need this number to retrieve the parked call from another phone.*

Retrieve a Parked Call


1. Go to the phone where you would like to retrieve the parked call.
2. Go "off hook."
You can either pick up the handset, press the speaker button, or press the headset button.
3. Enter the call park number into your keypad to connect to the call.
You have a limited amount of time to retrieve the parked call before it rings back on its original extension.

PickUp and GPickUp

Answer a Ringing Call on an Extension in Your Group

1. Press an available Line button .
2. Press the **PickUp** softkey.
The call will ring on your phone.

Answer a Ringing Call on Extension Outside Your Group

1. Press an available Line button .
2. Press the **GPickUp** softkey.
3. Enter the call group pickup code provided by your system administrator.
4. The call will ring on your phone.


The system administrator must establish "groups" before you can use PickUp and GPickUp.

Customize Your Phone


Adjust the Volume of Your Ring Tone

1. Press the **Volume** button  while on-hook.


Adjust the Volume of Your Handset, Speakerphone, or Headset

1. Press the **Volume** button  during a call or after invoking a dial tone.
2. Press the **Save** softkey to save your settings for future calls.

Change the Ring Tone


1. Press the **Settings** button  and select **User Preferences**.
2. Press **2** to select **Rings**.
3. Press **1** to select **Default Ring**.
4. Select a ring and press the **Select** softkey followed by the **Save** softkey.
5. Press the **Settings** button to return to the default phone screen.

Adjust the Phone Screen


1. Press the **Settings** button  and select **User Preferences**.
2. Press **1** to select **Contrast**.
3. Press the **Up** or **Down** button to adjust the contrast..
4. Press **OK**.
5. Press the **Settings** button to return to the default phone screen.

Voice Mail


Listen to Your Voice Messages

1. Press the **Messages**  button.
2. Enter your voice mail password and follow the prompts.
Your handset light strip is solid red and a flashing envelope appears on your phone screen when you have new voice mail.

Personalize Your Voice Mail

1. Press the **Messages**  button.
2. Enter your voice mail password and follow the prompts.

Check Voice Mail From Another Extension

1. Press the **Messages**  button followed by the * key.
2. Enter your extension (user id).
3. Enter your password and follow the prompts.


Check Voice Mail From an External Phone

1. Call your direct dial number.
2. Wait for a greeting to play.
3. Press the * key.
4. Enter your extension (user id).
5. Enter your password and follow the prompts.

Send a Call to Your Voice Mail

1. Press the **iDivert** softkey.
iDivert transfers a ringing call or a call on hold to your voice mail.

Forward All Calls to Voice Mail

1. Press the **CFwdAll** softkey followed by the **Messages**  button.
The status line on your phone display will say "Forwarded to Voice-mail. You can also forward your calls to voice mail using the Cisco Call Manager web page. See Forward Calls on Page 3 for instructions.
2. Press the **CFwdAll** softkey to cancel call forwarding.

Transfer a Caller to Someone's Voice Mail

1. Press the **Transfer** softkey followed by the * key.
2. Enter the recipient's extension and press the **Transfer** softkey.



**Computer
Products &
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MCPc is a leading supplier and integrator of technology products and

solutions. We make doing business easier by reducing the complexity associated with technology selection, purchasing and deployment to help customers maximize their IT investments. Headquartered in Cleveland, Ohio, MCPc operates from 20+ locations, representing over 300,000 products.

As a leading integrator of technology solutions, MCPc drives business results in eight areas: IT Lifecycle Management, Data Center Solutions, Printing and Imaging, Network Solutions, Audio Visual Integration, Network Security, Software Licensing, as well as a comprehensive Business Supplies offering.

Standard Conference Calls

Create a Standard Conference Call using Confirn

1. Call your first participant.
Standard Conference Call using Confirn requires you to call each conference participant. The maximum number of participants is 6.
2. During the connected call, press the **Confirn** softkey.
3. Enter the second participant's phone number.
4. During the connected call, press **Confirn** softkey to add the second participant to your call.
5. To add a third participant, press the **Confirn** softkey and enter the third participant's phone number or extension.
6. Press **Confirn** softkey again to add this party to your call.
7. Repeat steps 5 and 6 above to add additional participants.

Create a Standard Conference Call using Join

1. With two or more callers on the line, scroll to highlight any call and press the **Select** softkey.
Use Join to establish a Standard Conference with callers who are already on the line. The maximum number of participants is 6.
2. Repeat step 1 for each connected caller that will participate in the conference call.
Selected calls are indicated with a check mark and are grouped together in the call list.
3. Verify that one of the selected calls is highlighted and press the **Join** softkey.

View a list of Conference Call Participants

1. Highlight an existing conference and press the **ConfList** softkey.
Participants are listed in the order in which they joined the conference with the most recent additions on top.
The person who started the conference appears at the bottom of the list with an asterisk next to his/her name.

Get an Updated List of Conference Participants

1. Highlight an existing conference and press the **ConfList** softkey.
Participants are listed in the order in which they joined the conference with the most recent additions on top.
The person who started the conference appears at the bottom of the list with an asterisk next to his/her name.
2. Press the **Update** softkey.

Drop a Conference Participant From a Standard Conference Call

1. Highlight an existing conference call and press the **ConfList** softkey.
The last participant who joined the conference is always listed first.
Participants are listed in the order in which they joined the conference with the most recent additions on top.
The person who started the conference appears at the bottom of the list with an asterisk next to his/her name.
2. Press the **Navigation button** to highlight the person and press the **Remove** softkey.
Repeat step 2 above to remove any conference participant.
You must initiate a conference call in order to remove participants.

Drop Yourself From a Standard Conference Call

1. Hang up or press the **EndCall** softkey.
Hanging up will not disrupt the connection for the remaining parties.

Conference Call Tips

If you started the conference call, hanging up will not affect other connected participants.

If you get an error stating, "No Participant Info" when attempting to use Join, be sure that you have selected at least one call in addition to the active call, which is selected automatically.

SoftKey Definitions

AbbrDial	Dial using a speed dial index number
Answer	Answer a call
Barge	Add yourself to a call on a shared line
CallBack	Receive notification when a busy extension becomes available
Cancel	Cancel an action or exit a screen without applying changes
cBarge	Add yourself to a call on a shared line and establish a conference call
CFwdALL	Setup/cancel call forwarding
Clear	Delete records or settings
ConfList	View conference participants
Confirn	Create a conference call
Default	Restore settings (including volume) to original factory values
Delete	Remove characters to the right of the cursor when using EditDial
Dial	Dial an entered phone number
DirTrfr	Transfer two calls to each other
EditDial	Edit a number in a call log
EndCall	Disconnect current call
Exit	Return to the previous screen
GPickUp	Answer a call on another extension outside your group
Hold	Place the currently connected call on hold.
Join	Join several calls on one line to create a conference call
Meet-Me	Host a Meet-Me conference call
More	Display additional softkeys
NewCall	Make a new call
Park	Store a call using Call Park
PickUp	Answer a call on another extension in your group
Private	Allow/disallow others from viewing or barging calls on a shared line
QRT	Submit call problems to the system administrator
Redial	Redial the most recently dialed number
Remove	Remove a conference participant
Restore	Restore settings (including volume) to previously saved values
Resume	Resume a call on hold
RmLstC	Drop the last party added to conference call
Save	Save the chosen settings
Search	Search for a directory listing
Select	Select an item on the screen
Trnsfer	Transfer a call
Update	Refresh content and get the latest information
<<	Delete entered characters
>>	Move through entered characters



Cisco Unified Call Manager

Subscribe to a Service

1. Start your web browser and visit the **Cisco Unified Call Manager User Options** web page.
2. Enter your User ID and Password.
3. Click on **Configure your Cisco IP Phone Services**.
4. Click the drop down arrow on the **Available Services** list box and select a service such as **CNN Headlines**.
5. Click **Continue**.
6. Click **Subscribe**.
7. Click on **Return to the Menu** to return to the main menu or **Logoff**.

Available Services (for new subscription)
--- Not Selected ---

Access a Service on Your Phone

1. Press the **Services** button  on your phone.
2. Press the **Navigation** button to scroll to the listing or press the number on the left side assigned to the service. 
3. Press either **Exit** or **Cancel** to return to the main menu.

Change or End a Subscription

1. Start your web browser and visit the **Cisco Unified CallManager User Options** web page.
2. Enter your User ID and Password.
3. Click on **Configure your Cisco IP Phone Services**.
4. Click on the service whose subscription you would like to end under **Your Subscribed Services** list on the left side of the window.
5. Click on **Unsubscribe** and then **OK**.
6. Click on **Return to the Menu** to return to the main menu or **Logoff**.

Your Subscribed Services
New Subscription
Address Book
CNN Headlines

Speed Dial

Add Speed Dial Numbers

1. Start your web browser and visit the **Cisco Unified CallManager User Options** web page.
2. Enter your user id and password.
3. Click the **User Options** button in the upper left corner of the web page and select the **Device** menu.
4. Click the **Speed Dials** button.
5. Enter a phone number into an available **Speed Dial** text box exactly as you would dial the number on your phone.

Speed Dial Settings		
Number	Label	ASCII Label
1 2044	Bryan M.	

Abbreviated Dial Settings		
Number	Label	ASCII Label
2 914402258476	Patti L. Cell	Patti L. Cell
3 914409679379	Patti L. Office	Patti L. Office

6. Enter the label you would like to appear on your phone screen in the **Display Text** text box.
7. Click on the **Save** button in the upper left corner of the web page to save your changes.
*Use the Abbreviate Dial feature to speed dial. In the example above, you would press 1 on your keypad, then **AbbrDial** to speed dial Bryan M. and 2 followed by **AbbrDial** to speed dial Patti L. Cell.*
You can have a maximum of 99 speed dial numbers.

Use AbbrDial to Dial Speed Dial Numbers

1. Press the number on your keypad that you assigned in step 5 above.
2. Press the **AbbrDial** softkey.

Personal Address Book

Add an Entry to the Address Book

1. Start your web browser and visit the **Cisco Unified CallManager User Options** web page.
2. Enter your User ID and Password.

Select the **User Settings** menu from the **User Options** button to change your password.


Cisco Unified
User Options
Device
User Settings
Directory
Personal Address Book
Fast Dials

3. Click the **User Options** button in the upper left corner of the web page and select the **Personal Address Book** menu.

4. Click on the **Add New** button.
5. Enter the desired information and click on the **Save** button.
If this entry is a long distance call, enter the number in this format: 914402258476.

Edit Entry	
First Name	Patti
Last Name	Luchsinger
Nick Name*	Patti L.
Email	
Home Phone	
Work Phone	914409679368
Mobile Phone	914402258476

Dial from Your Personal Directory

1. Press the **Directories** button  and press **4 Personal Directory**.
2. Press the key on your keypad to enter the first few character's of the person's first name or press the down arrow on the **Navigation** button to select **Last Name:** and enter the first few character's of the person's last name.
Press each key on the keypad repeatedly until the correct letter is selected.
Use the Backspace key << to erase characters to the left.
3. Press the **Submit** softkey.
4. Scroll to the listing and press the **Select** softkey.
If you entered multiple phone numbers for an entry, select the desired number.
5. Press the **Dial** softkey to place the call.

The Corporate Directory Web Page

1. Start your web browser and visit the **Cisco Unified CallManager User Options** web page.
2. Enter your user id and password.

3. Click the **User Options** button in the upper left corner of the web page and select **Directory**.
Select the User Settings menu from the User Options button to change your password.

Cisco Unified
User Options
Device
User Settings
Directory
Personal Address Book
Fast Dials

4. Click the drop down arrow on the Name field and select either **First Name** or **Last Name**.
5. Click the drop down arrow on the second field and select **begins with**.
6. Enter the first character of the individuals first or last name and click the **Find** button.