

Cisco 7941 IP Phone Guide

Basic Phone Features

To place a call, either:

- Lift handset and dial the number.
- Press the **Line Button** of your extension, then dial.
- Press **Speaker** button then dial.
- Press **NewCall** (soft key), then dial.
- Press **Redial** (soft key) to re-dial the last number.
- Press any configured **Speed Dial** button.

Note: Also refer to Directory Menu.

To answer a call, either:

- Lift handset.
- Speakerphone: Press **Answer** (soft key) or **Speaker** button.

To end a call, either:

- Replace handset.
- Speakerphone: Press **Speaker** button or **EndCall** (soft key)

To mute a call:

- Press **Mute**.

- To disengage mute, press **Mute** again.

To put a call on hold:

- Press **Hold** (soft key).
- To return to the call, press **Resume** (soft key)

Handling multiple calls

- If multiple calls are on hold, use **Scroll** to select the desired call then press **Resume** (soft key)

To redial last number dialed:

- Press **Redial** (soft key).

Pickup calls within group:

- Lift handset and press **more** (soft key) until you see **Pickup** (soft key).
- Press **Pickup** (soft key).
- Press **Answer** (soft key).

Line Buttons/Speed Dial Buttons

Depending on configuration, these buttons provide access to:

- Phone lines – the first button will always be your primary extension. Additional lines/ extensions that you have access to will appear on the button(s) below.
- Frequently dialed numbers (speed-dial buttons)

The buttons illuminate to indicate status as follows:

- Green, Steady - Active call on this line (off hook).
- Green, Blinking - Call on hold on this line.
- Orange, blinking - Incoming call ringing on this line.
- Red - Line in use by someone else.

Transferring calls

- 1. During a call, press **Trnsfer** (soft key). This places the call on hold.
- 2. Dial the number.

To perform attended call transfer:

- 3. When the party answers, announce the call.
- 4. Press **Trnsfer** (soft key) and hang up.

To perform unattended call transfer:

- 3. When phone rings press **Trnsfer** (soft key).
- 4 Hang up.

Note: If you do not want to complete the transfer, press **End Call** (soft key), then press **Hold** (soft key) to return to the original call.

Direct Transfer

You can directly join two independent calls and immediately drop yourself from the call. When you are connected to one call and have the other on hold:

- 1. Use the **Scroll** key to highlight the call on hold.
- 2. Press **DirTrfr** (soft key)

The two calls are joined into one call.

Forward All Calls

To forward all calls to another number:

- Press **CfwdAll** (soft key). You will hear two beeps.
- Dial the number to which you want to forward all of your calls. The screen will display a message confirming the number or extension to which your calls are being forwarded.

To cancel call forwarding.

- Press **CfwdAll** (soft key).



Conference Calls

- During a call, press **more** (soft key) until you see **Confrn** (soft key).
This places the call on hold and opens a new line.
- Place a call to another party.
- When the call connects, press **Confrn** (soft key) again to add this new person to the call.
- This can be repeated for up to 6 concurrent callers.

Tips:

- To end, all but one party must hang up.

Viewing Participants in a Conference Call

- Press **ConfList** (soft key) to display the list of conference participants.
- Press **Update** (soft key) to refresh the list of participants.

If you initiated the conference call and need to remove a participant, use the **Scroll** keys to highlight the name and press **Remove** (soft key).

Joining Calls

You can use the join feature to join parties in established calls into one conference call. When you are connected to one call and have the other on hold:

- Use the **Scroll** keys to highlight the call on hold.
- Press **Join** (soft key).

The selected calls are joined into one conference call. You can then add further parties.

Call History including Missed Calls

- Press **Directories** button.
- Use the **Scroll** keys to highlight the desired call history option: **Missed Calls**, **Received Calls**, or **Placed Calls**.
- To speed dial a number, use the **Scroll** keys to highlight the desired number and press **Dial** (soft key).

Note: You might need to use the **EditDial** soft key to add digits to the front of the number. For example, if the call was from an outside, long-distance caller, you might need to add the digit "9" to the front of the number.

Callback

When there is no answer from another IP Phone or the extension is busy, the Callback feature can be used before the call is diverted:

- Press **Callback**.

When the destination phone has been used again, indicating the user may be available to take calls, then a message will appear on the caller's screen and will give the option to **Dial** (soft key) the caller again.

Volume and Ringer Sound

To adjust the ringer volume:

- Press **Volume -** or **+** while the handset is in its cradle.

To adjust the Handset volume:

- During a call, press **Volume -** or **+**. Press **Save** (soft key) to apply the new volume level to future calls.

Changing the Ringer Sound

- Press the **Menu** button, select **Settings** and then **User Preferences**.

- Select **Ring Type** from the **Settings** menu.

- Press **Select** (soft key).

- To scroll through the list of ring types, press the **Scroll** keys.

- Press **Play** (soft key) to hear the selected ring type.

- When you find the ring you want, press **Select** and then **OK** (soft keys).

- Press **Save** (soft key) to save your selection and exit the **Settings** menu.

Changing the LCD Contrast

To change the amount of contrast:

- Press the **Menu** button, select **Settings** and then **User Preferences**.

- Select **Contrast** from the **Settings** menu.

- Press the **Up** or **Down** soft keys to set the desired intensity of the display.

- Press **OK** (soft key) to accept your changes.

- To save this contrast setting, press **Save** (soft key) and exit the **Settings** menu.