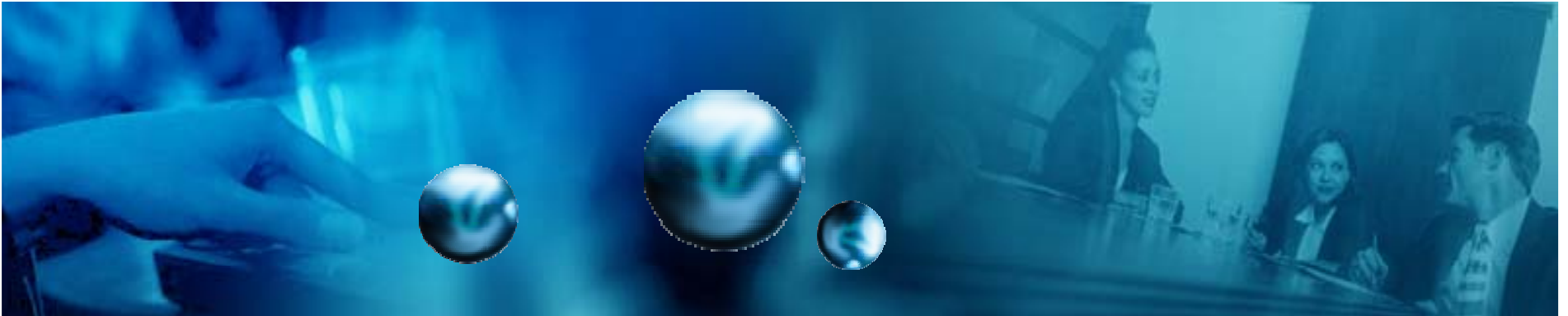


# *LULING ISD*

## *End User Phone Training*



***Cisco 7961G and 7941G***  
***Instructor: Michael Walter***

**CALENCE<sup>®</sup>**  
Putting your network to work.<sup>SM</sup>



# Agenda

- Parts of the Phone
  - Using the Speaker, Handset and Mute Buttons
  - Using the Volume Keys
  - Using the Navigation Keys
- Placing, Answering and Disconnecting Calls
- How Do I Operate the LCD Screen (when not on a call)
  - Redial
  - New Call
  - Call Forward
- How Do I Operate the LCD Screen (when on a call)
  - Hold and Call Waiting
  - Transfer
  - Park
  - Conference
  - Conference List
  - MeetMe
- How To Use the Feature Buttons
  - Directories: How to view call logs and global directory
  - Settings: How to change ring types and adjust the contrast of the LCD screen
  - Services
  - Information Button
  - Messages: Setting up and accessing voicemail



# Parts of the 7961 IP Phone

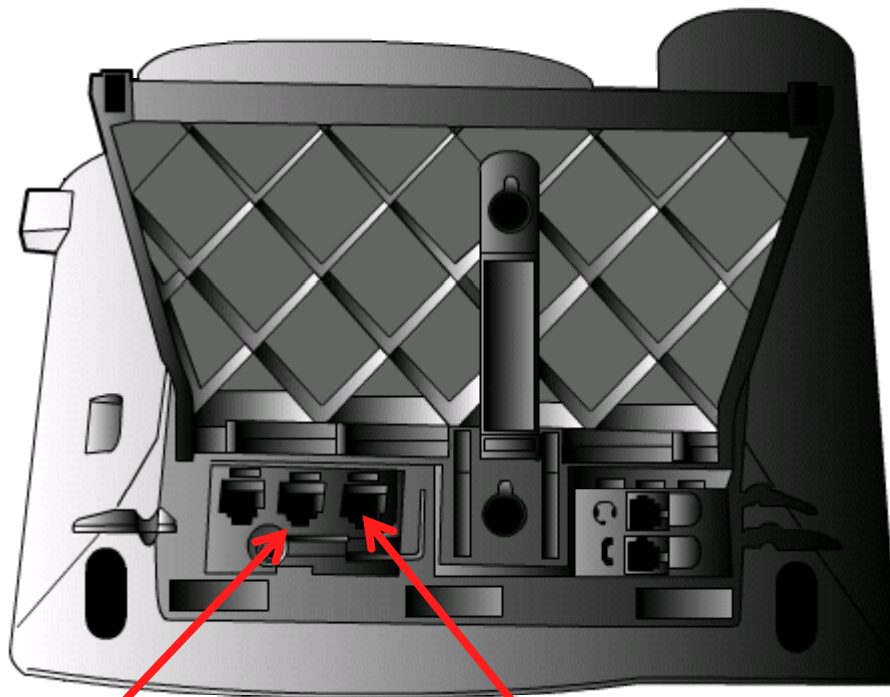


### LEGEND

- 1 Handset light strip
- 2 Phone Screen
- 3 Model Type
- 4 Phone Lines/Extensions
- 5 Footstand button
- 6 Directories button
- 7 Help button
- 8 Settings button
- 9 Messages
- 10 Services button
- 11 Headset button
- 12 Mute button
- 13 Speaker button
- 14 Volume button
- 15 Navigation button
- 16 Keypad
- 17 Softkey buttons



# The Back of the Phone



Connection to Network Jack

Connection to back of PC



# Placing, Answering and Disconnecting Calls

## Ways to Place Calls:

- Lift the handset and dial the number  
or
- Press the NewCall softkey and dial the number  
or
- Enter the number with the phone on-hook, then press the Dial softkey or lift the receiver  
or
- Press the Redial softkey  
or
- Press an available line button and dial the number

## Ways to Answer Calls:

- Lift the handset  
or
- Press the Answer softkey  
or
- Press the line button the call is ringing on

## Ways to Disconnect Calls:

- Hang up the handset  
or
- Press the EndCall softkey

Remember to dial "8" to get an outside line! 1 - For long Distance, then the 4 digit Account number.

if you have ability To call long distance - use Existing long distance account code



## Operating the LCD Screen (when not on a call)

**Redial Softkey** – Redials the last call placed.

**NewCall Softkey** – Gives you a dial tone on speaker. Pick up the handset to go off speaker.

**CFwdAll Softkey** – Forwards all calls to another number.

- Press CFwdAll and dial the number exactly as you would if you were placing a call to that number.
- The screen will then show where your calls are being forwarded.
- You will also know your calls are being forwarded when you see a flashing arrow next to your extension.
- To undo call forwarding, press the CFwdAll softkey again.

### Phone Forwarding Tips:

You can forward your phone to a local (remember to dial 8 first!) or internal extension number.



## Operating the LCD screen (when on a call)

**Hold SoftKey – Puts calls on hold. The held call will flash and a pause symbol will appear next to the extension number. A timer will also count the time the call is held. Press the resume button to return to the call.**

If you receive another call while on an active call (CALL WAITING):

- Press the answer softkey. This will put the first call on hold.

To navigate between multiple calls:

- Use your navigation keys to highlight a call and press the resume softkey.
- **Continue to use the navigation keys, hold and resume softkeys to switch calls.**

**The caller on hold will hear hold music!**



## Operating the LCD screen (when on a call) continued

### Transfer Softkey – Transfers a call to another number.

- Press the Transfer softkey. This will put the call to be transferred on hold.
- Dial the number to where you want the call to go. Remember to dial “8” for an outside line!
- To announce the transfer to the transfer recipient, wait for the person to answer. If they accept, press the transfer softkey again.
- To send the transfer without announcing, press the transfer softkey on the first ring.
- To cancel the transfer, press the EndCall softkey. This returns you to the original call.
- To transfer a call directly to a voicemail box, press “transfer” + “ \* ext ” + “transfer”.

### Park Softkey – Enables a call to be picked up on any IP phone in the network.

- Press the More softkey and then press Park.
- Your screen will display a prompt. “Call Park on 71XX” where XX will be 00 through 50.
- Remember the number or write it down. It will only display for a short time.
- Go to any IP Phone and dial the number the call was parked on to retrieve the call.





## Operating the LCD screen (when on a call) continued

### Conference Softkey – Enables you to initiate a conference call.

- Press the More softkey.
- Press the Conference softkey.
- Dial the number of the person you want to add to the call.
- When they answer press the Conference softkey again.
- To cancel press the EndCall softkey. This returns you to the original call.
- “To conference” will display on your screen after you press the Conference softkey the second time.
- Repeat the steps to add more people. (Up to 4 people)

### NOTE:

- Only the initiator of a conference call can add people.
- Anyone on the call can press the Conference List softkey to view the names and/or phone number of the people on the conference call.
  - Press the More softkey
  - Press the ConfLi softkey



## Operating the LCD screen (when on a call) continued

**MeetMe Softkey** – Allows you to create or join a conference by calling a predetermined internal extension (external users can call a Direct Dial conference number if IT enables this feature).

- **Cons of MeetMe are:**
  - **No security, any one can join and listen.**
  - **A block of numbers are designated as virtual conference rooms, someone has to maintain virtual conference room schedule to prevent other users from barging in on meeting.**
- **To create a MeetMe Conference:**
  - **Obtain a Meet-Me phone number from conference number scheduler.**
  - **Distribute the number to participants.**
  - **When you are ready to start the meeting, go off-hook to get a dial tone, then press MeetMe.**
  - **Dial the Meet-Me conference number.**
- **To join a MeetMe Conference, simply dial the number the conference initiator provided at the specified time.**
- **To end conference, all participants must hang up. The Initiator can hang up and the conference will still stay in session.**



# Feature Buttons: Directories

## Menu Options for your Directories button:

- 1) Missed Calls
- 2) Received Calls
- 3) Placed Calls
- 4) Personal Directory. Web page URL: <https://172.16.5.10/ccmuser>
  - Click 'Continue to this website'
  - Type in the Username and Password
  - First Initial, Last Name (dsmith) is the phone's extension and password is W3lc0me
  - Click 'Login'
  - In the upper left corner, select User Options > Personal Address Book
  - Click 'Add New'
  - Fill in the desired fields
  - Click 'Save'
- 5) Corporate Directory

Press the Clear softkey to erase ALL call log records. Use your navigation keys to highlight a menu option and press select or press the corresponding number.

**Note :** A call record contains the time and date of the call, and a phone number (if available). **Your phone's LCD display will indicate if you have missed a call.**



## Feature Buttons: Directories

### Placing a call from a call record

#### To place a call from a call record:

- Highlight the call you want using your navigation keys.
- Pick up the handset. This will dial the number automatically.

OR

- Press the dial softkey to use the speaker.

Sometimes a number must be edited before it is dialed, to add an “8” to the front for example.

- Highlight the call you want using your navigation keys.
- Press the EditDial softkey.
- The cursor will be at the front of the number.
- Use the >> softkey to scroll to the end.
- Pressing the << softkey will delete numbers.
- Press Dial when finished or pick up the handset.



# Feature Buttons: Directories

## Using the Corporate directory

### Use the navigations keys to select a search option:

- First Name:
- Last Name:
- Telephone:

**Use the numbers corresponding to the letters on the dialing pad to enter a name or number and press the Submit softkey.**

**Note: It is not necessary to enter a complete query to conduct a search. For example, entering J, could yield everyone whose name begins with a J.**

**Press the Dial softkey to speed dial a number from the Corporate Directory. Use the EditDial softkey if necessary.**



# Feature Buttons: Settings

Available Menu Options for your Settings button (You may need to choose the first option “User Preferences”):

- 1) Rings (25 options)
- 2) Background Images (only 1)
- 3) Audio Preferences
- 4) Contrast

All other menu items are for IT personnel only. Contact your helpdesk if you need additional information.

## Adjusting the Contrast:

- Use the Down and Up softkeys to change the contrast of the LCD screen.
- Press the OK softkey to save or the Cancel softkey to go back to the main Settings menu screen.

## Changing the Ring Type:

- Change only your Default Ring.
- Use your navigation keys to select a ring type.
- Press the Play softkey to preview.
- Press the Select softkey to choose and then press Save softkey.
- Press the Cancel soft key to go back to the Ring Type menu screen and then the Exit softkey to return to the main Settings menu screen.



# Feature Buttons: Services

The services button is not active at this time.

If and/or when new services are added to this feature, you will receive specific instructions on how to use this button.



# Feature Buttons: Information

Press the information button and then any other button or softkey on your phone.

A description of what that button does will appear on your LCD screen.





# Feature Buttons: Messages

## To set up voice mail:

- Press the Messages button and \* then enter your default password. Default password is **258741**.
- Follow the prompts until you are complete with the setup.
- Be sure to complete the setup process until you are prompted that voicemail enrollment is complete.

## To access voicemail from your phone:

- When you have a voice message your phone displays a steady red light on your handset.
- You'll also see a flashing envelope and text message on your LCD phone screen.
- Press the Messages button and follow the voice instructions to listen to your voice messages.

## To access voicemail from another IP phone:

- Dial your extension OR press the messages **button or dial 9991**.
- **Press \* and follow the prompts.**

## To access voicemail outside of the network (from home or cell phone):

- **Call the main number for Luling ISD, 830-875-3191.**
- Press \* and follow the prompts. Enter your extension, and your password.



# Voicemail Guide:

## Voicemail Quick Reference

Main Menu	During Playback	After Playback
Hear New 1	Restart 1	Replay 1
Send 2	Save 2	Save 2
Review Old 3	Delete 3	Delete 3
Setup Options 4	Slow Playback 4	4
5	5	Forward Message 5
6	Fast Playback 6	Mark as New 6
7	Back Up 7	Back Up 7
8	Pause 8	Pause 8
9	FFwd 9	Message Properties 9
EXIT *	*	*
HELP 0	0	0
#	Skip #	#



# Additional training and practice

**Online Cisco Tutorial for IP Phone 7941G:**

**<http://www.cisco.com/en/US/products/ps6513/index.html>**

**Cisco Product Information for IP Phone 7941G:**

**[http://www.cisco.com/comm/applications/CCNP/qlm/7941/index.  
htm](http://www.cisco.com/comm/applications/CCNP/qlm/7941/index.htm)**

**Questions???**

**Thank you!**