

Austin Community College

7941G and 7961G IP Phone Training



CALENCESM

CALENCE[®]
Putting your network to work.[™]

© 2008 Calence, LLC
All Rights Reserved.

Calence Proprietary & Confidential
Do Not Copy or Distribute

2

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 (onhook)**
 - Redial
 - New Call
 - Call Forward
 - MeetMe
- **How Do I Operate the LCD Screen (offhook)**
 - Hold and Call Waiting
 - Transfer
 - Park
 - Conference
 - Conference List
- **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

© 2008 Calence, LLC
All Rights Reserved.

Calence Proprietary & Confidential

CALENCE[®]
Putting your network to work.[™]

Parts of the 7961 IP Phone

LEGEND

- 1 Handset light strip
- 2 Phone Screen
- 3 Model Type
- 4 Programmable buttons
- 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

© 2008 Calence, LLC
All Rights Reserved.

Calence Proprietary & Confidential

CALENCE®
Putting your network to work.™

Parts of the 7941 IP Phone

LEGEND

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

© 2008 Calence, LLC
All Rights Reserved.

Calence Proprietary & Confidential

CALENCE®
Putting your network to work.™



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 onhook, 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 "9" to get an outside line!

**In the event of an emergency –
both 911 and 9911 will work!**



Operating the LCD Screen while onhook

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.

You can only forward your phone to voicemail and local numbers.



MeetMe

MeetMe SoftKey – The MeetMe softkey can be used to hold an internal conference call of up to 10 people. Only people within ACC who have an IP phone can use the MeetMe conference option.

To organize a MeetMe conference:

- Pick up the handset
- Press the More softkey
- Press the MeetMe softkey
- Dial one of the MeetMe numbers (1800-1805). If you hear a fast busy – that number is already in use. Select another one.
- This will open up the conference number you select and allow other people to dial that number and join in.
- Send notice to the conference participants (email, phone call, instant message, etc.) of the MeetMe number.
- All the participants have to do is dial that number and they will be connected to the conference.



How to operate the LCD screen while offhook (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.



How to operate the LCD screen while offhook (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.
- 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 allows you to resume the original call (make sure it is highlighted and press resume).

To transfer to an outside line – remember to dial 9 first!

You can transfer a call to someone's voicemail without ringing their phone:

- Press the Transfer softkey.
- Press the Messages button
- Press the # key
- Dial the extension of the person that is receiving the voicemail
- Press #2.
- When voicemail answers, Press the Transfer softkey again.



How to operate the LCD screen while offhook (when on a call) continued

Park Softkey – Enables a call to be parked on a randomly assigned number and then picked up on any IP phone in the network. You must be on a call in order to see the park softkey.

- Press the More softkey and then press Park.
- Your screen will display a prompt. "Call Park on _____"
- Remember the number or write it down. It will only display for a few seconds.
- Go to any IP Phone and dial the number the call was parked on to retrieve the call.

A parked call that is not picked up within a few minutes will ring back to the phone it was parked on.

The call park numbers are 31720 – 31725.



How to operate the LCD screen while offhook (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 6)

NOTE:

- Only the initiator of a conference call can add people.
- If one person hangs up, including the initiator – the rest of the call will remain connected.
- 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



Feature Buttons: Directories

Menu Options for your Directories button:

- 1) Missed Calls
- 2) Received Calls
- 3) Placed Calls
- 4) Intercom
- 5) Personal Directory
- 6) Corporate Directory

Your phone's LCD display will indicate if you have missed a call.

Press the Clear softkey to erase ALL call records.

Use your navigation keys to highlight a menu option and press select or press the corresponding number.

A call record contains the time and date of the call, and a phone number (if available).



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 a 9 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 just highlight a record you want to call and pick up the handset.

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) Contrast
- 2) Ring Type

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:

- If you only have one extension, change only your Default Ring.
- Use your navigation keys to select a ring type.
- Press the Play softkey to preview.
- Press the OK softkey to choose and save.
- 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

If applicable, this button will allow the user to set up an address book and speed dials.

- Log into the CCMUser webpage.
- Username: first initial, last name
(example: jsekell)
- Password: 159357



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 enter your default password.
- The default password is **159357**.
- Follow the prompts until you are complete with the setup.

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 and press *
- Follow the prompts

**If asked for your user ID, enter your extension number.
If asked for your pin, enter your voicemail password.**

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

- Dial (512) 223-1790
- Press the *
- Follow the prompts.



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	Reply 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	FFwd 9
*	*	*
0	0	0
#	Skip #	#



Additional training and Q/A

Cisco IP 7961 Phone Tutorial:

<http://www.cisco.com/comm/applications/CCNP/qIm/7961/index.htm>

Cisco IP 7941 Phone Tutorial:

<http://www.cisco.com/comm/applications/CCNP/qIm/7941/index.htm>

**ACC Help Desk #
223-HELP [34357]**

Still have questions?