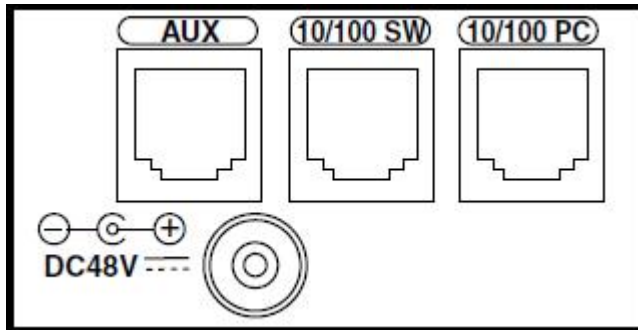


Need to Move Your IP Phone?

One advantage of IP phones is that they are usually simple to move. You should select a location near a network outlet (and near an AC electrical outlet if your phone has an AC adapter). You may or may not need assistance to move your IP phone (see below).

If you do NOT have a black AC power adapter connected to your IP phone then your phone is receiving power from the network closet and you should submit a **Technology Work Request (TWR)** to have a technician assist you. The TWR should clearly identify (1) the telephone to be moved, (2) its current location, and (3) the intended destination (room & location within the room).

If you have a black AC power adapter connected to your IP phone then you have the option to relocate your phone without the assistance of a technician. You will need to move (1) your IP phone, (2) your AC power adapter & power cord, and (3) your network patch cable. Use the patch cable to connect the **10/100 SW** outlet on the back of your IP phone to an orange network wall outlet. In addition, you may also connect a computer to the **10/100 PC** outlet on your IP phone. **Note:** To avoid problems computers should be logged off or shut down before network cables are disconnected.



Cisco 7941/7961 IP Phone Connections

Want to Know More?

For additional information on these and other features of your new phone see the complete listing of NPS IP phone documentation online at:

www.norman.k12.ok.us/002/phones/

This is the 9-15-2008 version of the Phone Brief for the Cisco 7941/7961 IP Phones. Current documentation for these models is available at the web site shown above.



IP Phone Brief – 7941

For Cisco Model 7941 & 7961 Multi-Line IP Phones

Answering Calls

When your phone rings and the red Handset Light is blinking you are receiving a call. To answer the call, lift the handset (for privacy) or press the [Answer] softkey or the speaker key (for speakerphone). If necessary, press the flashing Line button of the incoming call to select that line. If a second call comes in, press the Navigation button (†) down, then press the [Answer] softkey. This automatically places the first call on hold and answers the second call.

Placing Calls

To place a call, lift the handset then dial the number. Alternatively you may press an unlit Line button, the [New Call] softkey, or the Speaker key before dialing. You may also dial the number first then press the [Dial] softkey to place a call.

- ▶ **Internal Calls:** Dial the NPS 4-digit extension
- ▶ **External Calls:** Dial 9 + phone number
- ▶ **Long Distance:** Dial 9 + 1 + (area code) + phone number
- ▶ **Redial:** Press the [Redial] softkey to redial the last number direct dialed from your phone.

Ending Calls

If you are using the handset then you can simply hang up the phone to end a non-speakerphone call. If you are using the speakerphone then you can press the Speaker button to end the call. Pressing the [EndCall] softkey will end either type of call.

Selected Phone Features

- **Hold:** To place a caller on hold, press the [Hold] softkey.
 - ▶ To return to the caller press the [Resume] softkey.
 - ▶ If **multiple calls** are on hold, then use the Navigation button (†) to select the desired call before you press [Resume].
 - ▶ If **multiple calls on multiple lines** are on hold, then first press the line button for the desired line, next use the Navigation button (†) to select the desired call, and finally press [Resume].

■ **Call Transfer:** Sends a caller to another party. While on an active call, press the [Transfer] softkey. This places the first caller on hold while you dial the next party. Announce the call to the second party and press [Transfer] a second time to complete the transfer. To cancel a call transfer, wait for second party to hang up or press [End Call] softkey.

■ **Call Forward:** Press the [CFwdALL] softkey to automatically forward all calls for that line to another number. Enter the 4-digit NPS extension number or the 9+ telephone number where you wish to direct the calls. Press the [CFwdALL] softkey a second time to disable call forwarding. Calls cannot be forwarded to a long distance number.

■ **Call Park:** While on an active call press the [More] softkey then the [Park] softkey to park the call (place it on hold). Note the 3-digit Call Park number shown on the phone. Dial the 3-digit Call Park number from any NPS IP phone to retrieve the call on that (other) phone. If the parked call is not retrieved it will ring back to the first party.

■ **Conference Calling:** Connect up to 6 separate parties into one call. Dial and connect with your first party. While on an active call, press [Confrn] softkey. This places the first caller on hold while you dial next party. Press [Confrn] to connect all parties. Repeat these steps until all parties are connected. Callers stay connected if/when the moderator hangs up and leaves the call.

Voice Mail (NOTE: Not all IP phones have voicemail)

A tutorial will step users through initial voicemail set up. Separate messages can be recorded for no answer, busy, and out of office. Find a quiet time and place to avoid unwanted noise in your messages.

■ **Your Greeting:** It's a good idea to write and practice your greeting before recording it. Information you may want to include in your greeting:

- ▶ Your Name (Department or position optional)
- ▶ Your regular business hours (availability)
- ▶ Instructions for leaving a message
- ▶ An alternate contact for urgent business

■ **Initial Voicemail Setup:** Press the Messages key to get started. The default voicemail password is **12345** which you will be required to change. Follow the prompts to complete setup.

- ▶ Record your name
- ▶ Record personal greeting
- ▶ Enter and verify new password
- ▶ Listen to confirm: "You have finished enrollment."

■ **Voicemail Retrieval From Your Phone:** When the red Handset Light is lit (not blinking) you have a voicemail message. To retrieve your voicemail messages from your phone, press the Messages key, then follow the prompts.

■ **Remote Voicemail Retrieval From Other Phones:** To retrieve messages when away from your phone, dial into the NPS central voicemail number (801-3800). (If you are using another NPS IP phone you can dial extension 3800.) When the messaging system answers, press the [*] key. You will be prompted to enter your ID (your 4-digit NPS extension number) followed by the [#] key and your password followed by the [#] key. Follow the prompts to retrieve your messages.

Get to Know Your IP Phone (Model 7941 Shown Below)



1. Line Buttons • 2. Phone Screen • 3. Adjust Footstand • 4. Messages • 5. Directories • 6. Help • 7. Settings • 8. Services • 9. Volume • 10. Speaker • 11. Mute • 12. Headset • 13. Navigation • 14. Keypad • 15. Softkeys • 16. Handset Light (blinking = ringing; solid = voicemail)