## BUTTONS & ICONS

### Button Icons

| | |
|---|---|
| ✉ | Messages |
| 🌐 | Services |
| ❓ | Help |
| 📖 | Directories |
| ☑ | Settings |
| ▭ | Volume |
| 🔊 | Speaker |
| 🔇 | Mute |
| 🎧 | Headset |
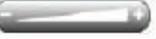
### Screen Icons

| | |
|---|---|
| | Call on hold |
| | Connected call |
| | Incoming call |
| | Off-hook |
| | On-hook |
| | Speakerphone in use |

# CISCO 7961/7941

*Telephone Guide*

## Help Desk
## Ext. 5530

**845-985-2296**

# MAKING AND RECEIVING CALLS

## Making a Call

First choose whether to use the handset (by lifting the handset), speaker phone (by pressing the *Speaker* button.  You can switch between speaker phone and the handset by lifting the handset while on speaker phone or pressing the speaker button while using the handset.

## Dialing Internal Tri-Valley CSD Telephones:

Dial the four digit extension number.

## Dialing a Local Number:

Dial 8, followed by a local 7-digit telephone number.  Enter access code if required.

## Dialing a Long Distance Number:

Dial 8, 1, the area code and number.  Enter access code if required.

## Emergency Numbers:

911 for Police and Medical Emergencies.

8, 911 will also work.

## Ending a Call:

Press the *EndCall* softkey or hang up your handset to finish the call.

## Answering a Call:

Classroom phone automatically answers via speaker after two rings.

Pick up receiver and press the *PickUp* softkey.

When your phone rings press the *Answer* softkey.

## Call PickUp:

Pick up the receiver and press the *PickUp* softkey.  When your phone rings press the *Answer* softkey.

# CALL HANDLING

## Placing a Call on Hold:

During an active call, press the *Hold* softkey.  To return to the call, press the *Resume* softkey.  If you have multiple calls on hold, use the *Navigation* button to select the desired call before pressing the *Resume* softkey.

## Attended Call Transfer:

During an active call, press the *Transfer* softkey.  Your first call will automatically be placed on hold.  Dial the party to which you wish to transfer.  Announce the call and then press the *Transfer* softkey to join the two parties.

## Transfer Directly to Voicemail:

Press the *Transfer* softkey.  Dial * followed by the extension number.  Press the *Transfer* softkey.

## Call Park:

During an active call, press the *More* softkey, then press the *Park* softkey.  The system will inform you to which virtual extension the call has been parked.  Make note of this number.  You can retrieve the parked call by dialing the virtual extension from any campus telephone.

## Conference:

During an active call , press the *More* softkey, then press the *Conference* softkey.  Dial the next party to whom you wish to join the conference.  Once they have answered, you can join them into the conference by pressing the *Conference* softkey.  Repeat these steps as necessary to add further participants.

## Call Forward:

Press the *CFwdAll* softkey.  Dial the number to which you wish to forward (Press the Envelope button to forward to voicemail).  To cancel, press the *CFwdAll* softkey.

# VOICEMAIL

## First Time Enrollment:

To access your voicemail box, press the *Envelope* button.  The voicemail system will ask you for your password.  Dial 13579 followed by #.  The voicemail system will now ask you to customize your voicemail box.  Simply follow the audio instructions to setup your recorded name, standard greeting and password.

## Accessing Voicemail from your Phone:

Press the *Message (Envelope)* button.  Then enter your password followed by #.

## Accessing from Another Campus Phone:

Press the *Message (Envelope)* button.  You will be asked for a password.  Press *.  You will be asked for an ID.  Enter your voicemail extension number followed by #.  Enter your password followed by #.

## Accessing from Off-Campus:

Dail 845-985-2296.  Press * when you hear the recording.  Enter your extension number followed by #.  Enter your password followed by #.

## Playing Messages:

Once you have logged on, the system will tell you how many new and old messages you have.  Press 1 to begin message playback.  During playback the following options can be used:

1—Restart from Beginning 2—Save 3—Delete 4—Slow Down 5—Change Volume 6—Speed Up 7—Rewind 8—Pause/Resume 9—Skip Forward # - Skip to End ## - Next Message