

















Common Phone Tasks	
Place a call	Go off-hook before or after dialing a number
Redial a number	Press Redial .
Hold/Resume a call	Press Hold or Resume .
Forward Phone	Press CFwdAll , enter 4-digit ext number, or press the  button to forward to voicemail.
Transfer a call	Press Transfer , dial the number, then press Transfer again.
Conference Call	Press, more > Confrn , dial the participant, then press Confrn again.
Call Pickup	Lift the handset, press PickUp
Use your call logs	Press  to access your directories. Highlight the call and then lift handset.

Phone Screen Icons	
	Call Forwarding enabled
	Call on hold
	Connected call
	Off-hook
	On-hook
	Incoming call
	Shared line in use
	Handset in use
	Speakerphone in use
	Headset in use
	Message Waiting
	Speed Dial configured
	Option selected
	Feature enabled



1	Programmable Buttons	Depending on configuration, These buttons can be phone lines, speed dials, or phone features.
2	Phone Screen	Shows phone features.
3	Footstand button	Allows you to adjust the angle of the phone base.
4	Messages	Autodials Voicemail.
5	Directories	Opens/closes the Directories menu to access call logs and a searchable directory.)
6	Help	Activates the help menu.
7	Settings	Opens/closes the Settings menu to access ringers, screen contrast, etc.
8	Services	Opens/closes the Services menu. *Note: This button may not be configured on your phone.
9	Volume	Controls the handset, headset, speakerphone, and ringer volume.
10	Speaker	Toggles the speakerphone on or off.
11	Mute	Toggles the Mute feature on or off.
12	Headset	Toggles the headset on or off
13	Navigation button	Allows you to scroll through menus and highlight items. When phone is off-hook, displays your Placed Calls log.
14	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
15	Softkey	Each button activates the softkey option displayed on your phone screen.
16	Handset light strip	Indicates an incoming call or new voicemail.

Softkey Definitions

*Note: Not all softkeys are available on all phones

AbbrDial	Dial using a speed-dial index number
Answer	Answer a call
CallBack	Receive notification when a busy extension becomes available
Cancel	Cancel an action or exit a screen without applying changes
CFwdALL	Setup call forwarding
Clear	Delete records or settings
Close	Close current window
ConfList	View conference participants
Confrn	Create a conference call
Delete	Remove characters to the right of the cursor
Details	Opens the Details of a call record in the Directories logs
Dial	Dial a phone number
DirTrfr	Transfer two calls to each other
EditDial	Edit a number in a call log
EndCall	Disconnect the current call
Erase	Reset settings to their defaults
Exit	Return to the previous screen
Hlog	Log out of hunt group
iDivert	Send a call directly to voicemail
Join	Join several calls on a single line to create a conference
more	Display additional softkeys
NewCall	Make a new call
PickUp	Answer a call within your group
Redial	Redial the most recently dialed number
Remove	Remove a conference participant
RmLstC	Drop the last party added to a conference call
Search	Search for a directory listing
Transfer	Transfer a call
Update	Refresh content on screen
<<	Delete entered characters
>>	Move through entered characters

911 Calls and Location Enforcement

Your phone will prompt you to enter the location of your phone. It is very important you enter this information as accurately as possible; this information is provided to the campus police when your phone dials 911. If you need help entering this information, please visit www.umkc.edu/is/nt/ip911.asp.

Cisco IP Phone 7961 Quick Reference User Guide



UMKC Information Services
www.umkc.edu/is



**If you need further assistance, please call the
Telecommunications Help Line at
816-235-1191**