



**CISCO COMMUNICATIONS
MANAGER
7941/61/65
Quick Reference Guide**

**Los Angeles Mission
College**

To transfer a conference call to another telephone

- Press the **Trnsfer** softkey → dial the number you want to transfer the call to → press **Trnsfer**. All parties will be transferred.

To remove a participant in the conference call (Only the conference leader has access to this feature),

- The initiator of the conference call presses the **More** softkey, and then press the **ConfList** softkey.
- Highlight the person's phone number that you wish to disconnect using the scroll button.
- Press the **Remove** softkey
- Press the **Update** softkey to refresh the screen
- Press the **Exit** softkey to exit the list and return to the conference call screen.

FORWARD ALL CALLS

To forward all calls to another extension:

- Press the **CFwdAll** soft key. You will hear two beeps.
- Enter the number to which you want to forward all your calls (internally to another department line), or press the **MESSAGE** button to forward to voicemail. A flashing right arrow will appear next to your phone number on the LCD to indicate that all calls are being forwarded (top right line after the phone number)

SERVICES BUTTON

Not currently being used.

To Access the Corporate Directory:

- Press the **Directories** button to display the Directories menu
- Scroll & Select the **Corporate Directory** or press **6**
- Enter the name of the person you want to call (first 2 or 3 letters)
- Press **Search** softkey
- Press **Dial** to place the call

DIALING FROM THE CORPORATE DIRECTORY

If you want to dial from a directory while on an active call:

- Choose **DIRECTORIES** → **Corporate Directory**
- Scroll to a listing and choose from the following options:
 - 1 - Hold** – Puts the first call on hold and dials the second.
 - 2 - Transfer** – transfers the call to selected user
 - 3 - Conference** – creates a 3-way conference call
 - 4 - End call** – disconnects the selected entry

CALLS

To place calls do one of the following:

- Lift the handset and dial the number
- Press the **Speaker** button and dial the number
- Press the **NewCall** soft key and dial the number
- Dial the number and press the **Dial** softkey
 - If you make a mistake, press the << keys to back up a space
- Depress Headset and dial the number

To a place a call on hold:

- While on a call, press the **Hold** soft key
- To return to the call, press the **Resume** soft key

To answer a call:

- Lift the handset
- Press the **Answer** softkey (especially if using a headset)
- Press the **Speaker** button

To end a call:

- Hang up the handset
- Press the **Speaker** button
- Press the **Endcall** softkey

To use the Headset:

- Press the **Headset** button. You will hear dial tone through the headset.
- Dial the number.
 - Press the **Headset** again to end call

To keep the Headset active, press the **Headset** button, press the line button to turn off dial tone.

- To answer calls, press the **Answer** softkey.
- To hang up, press the **End Call** softkey.

To place a call on hold:

- While on a call, press the **Hold** soft key
- To return to the call, press the **Resume** soft key

To mute a call:

- Press the **Mute** button
- To turn off mute, press **Mute** again

To change between handset and speakerphone during a call:

- Press the **Speaker** button and hang up the handset.

SENDING CALLS TO VOICE MAIL (DIVERT) – IF AVAILABLE

You can immediately redirect incoming calls to a voice messaging system by using the **Immediate Divert** feature on your phone.

- Press the **iDivert** softkey while you are receiving a call, from a call-on-hold, or from a connected call. The call is immediately sent to your voice mail box.

CALL TRANSFER

- During a call, press the **Transfer** softkey. This places the call on hold.
- Dial the number to which you want to transfer the call.
- Press **Transfer** immediately or;
- When the party answers, announce the call and press **Transfer**

If the party cannot accept the call, does not answer or you misdial, press the **EndCall** softkey then the **Resume** softkey. You will be reconnected to your original caller.

CALL PICK-UP

To use: *when your phone is ringing this feature will enable you to answer from another phone*

- Press the **PickUp** softkey
- Call will be connected to your phone (phone will ring)
- Press the **Answer** softkey to retrieve call

If you choose not to answer the call after pressing **PickUp**, the call will be returned to the original phone where it will ring again, allowing the original party or another person to answer the call before going to voicemail.

REDIAL

To redial the most recently dialed number:

- Press the **Redial** softkey

CONFERENCE CALLS – 6-WAY

This type of call is used for spontaneously generated conference calls. People participating in this conference are brought in by a user.

To place a conference call:

- During a call, press the **More** softkey (if necessary) and then the **Confrn** softkey. This will give you dial tone and automatically place the other call on hold.
- Dial the number, either internally or externally. (Use the **Corporate Directory** to find numbers for internal users.)
- Press **ConFrn** again to add the person to the conference call.
- Repeat the above steps to add people to the conference call.
- If the party cannot join the call or is not available, press **End Call** and then the **Resume** softkey to return to the original call. (To correct dialing errors use the back arrows)

To view participants in a conference call:

- Press the **More** softkey, then the **ConFList** softkey. (Only internal participants in the conference are able to use the **ConFList** softkey.)
- While viewing the list, press the **Update** softkey to get an updated list of participants
- Press the **Exit** softkey to exit the list and return to the conference call screen.

Conference Call Tips:

- To end a conference call, hang up.
- Once the conference call initiator disconnects, no additional parties can be added unless there are only two remaining parties.
- To place a conference call on hold, press the **Hold** softkey. The other parties can talk among themselves but they cannot hear you.
- To place a conference call on speakerphone, press the **Speaker** button.
- Press the **Mute** button to turn off the microphone. The conference parties cannot hear you but you can hear them.