

# PWSCC

## CISCO 7941/7961

### Quick Reference Sheet

#### MAKING A CALL

- Lift handset
- Dial 5-digit extension number or dial 8 for an outside line.
- Converse

**Note:** You may also press **Speaker**, your extension button, *New Call* soft key, **Headset** button, Speed dial keys, Dial soft keys if using one of the directories, or the Redial soft key.

#### LONG DISTANCE DIALING

8 + 1 + Area Code + Phone Number + Access Code + #

#### INTERNATIONAL DIALING

8 + 011 + Country Code + City Code + Phone number + # + Access Code + #

#### ANSWER A CALL

- Lift handset
- If using a headset, press **Headset** button.
- To use speaker, press Answer soft key or **Speaker** button.

#### END A CALL

- Hang up handset
- Press **Headset** button if using a headset.
- Press *End Call* soft key
- If using Speaker, press **Speaker** button or *End Call* soft key.

#### MUTING A CALL

- Press **Mute** button, button will turn red.
- To disengage Mute, press **Mute** button and the red light will go off.

**Note:** Mute temporarily disables your microphone. Mute prevents the party from hearing you, but does not interfere with your ability to hear them.

#### PUTTING A CALL ON HOLD

- Press *Hold* soft key
- Press *Resume* soft key to return to call on hold.

#### TRANSFER A CALL

- When ready to transfer a call, press *Transfer* soft key.
- Dial 5-digit extension number to transfer to.
- When line rings and party answers, announce and then press *Transfer* soft key again to complete the transfer.

#### CALL FORWARD ALL CALLS

- Press *CfwdAll* soft key
- Enter the extension for where your calls will forward to.
- To CANCEL a forward: press *CfwdAll* soft key.

**Note:** If forwarding to voicemail, press *CfwdAll* soft key, then your **Messages** button.

#### LAST NUMBER REDIAL

- Press *Redial* soft key

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## IDIVERT

- Call rings on your phone
- Press *iDivert* soft key during ringing.
- Call then forwards directly to your voice mailbox.

## CONFERENCE CALL (6)

- During a call, press *More* soft key, then press *Confrn* soft key.
- You will get dial tone, so you can dial 2<sup>nd</sup> party.
- Press *Confrn* again to add new party.
- Repeat to add more

## UNITY VOICEMAIL

### Logging into voice mail from your phone:

- Press *Message* button
- Enter your password followed by #.
- Follow prompts to setup your mailbox.

**\*\*Your default password is.**

### Accessing voice mail from outside the system:

- Dial **834-1695**
- Once the system answers, press \*
- The system will then ask you for your ID number. Your ID number is your 7-digit phone number followed by #.
- Then you will enter your password, followed by #.

## MAIN MENU PROMPTS

- 0 Help
- \* Cancel/back up
- # Skip/Move Ahead
- 1 Play New Messages
- 2 Send Messages to other extensions on this voicemail system.
- 3 Check Saved Messages
- 4 Change Set Up Options

## DURING A MESSAGE YOU MAY PRESS:

- 1 = Repeat
- 2 = Save
- 3 = Delete
- 4 = Slower
- 5 = Change Volume
- 6 = Faster
- 7 = Rewind 3 sec
- 8 = Pause/Resume
- 9 = Fast Forward
- # = Fast Forward to end of message
- ## = Save as New

## AFTER LISTENING TO A MESSAGE:

- 1 = Repeat
- 2 = Save
- 3 = Delete
- 4 = Reply
- 5 = Forward
- 6 = Mark as New
- 7 = Skip Back
- 9 = Play message properties