**Cisco 7961G and 7941G IP Phones**

1. **Programmable** buttons - Depending on configuration, programmable buttons provide access to:
   - Different phone lines or extensions (line buttons)
   - Frequently dialed phone numbers (speed-dial buttons)
   - Specialized phone features (Privacy button)
   The buttons illuminate to indicate status:
   - Green: steady—Active call on this line (off-hook)  
     flashing—Call on hold on this line
   - Amber: steady—Privacy feature enabled  
     flashing—Incoming call on this line
   - Red: steady—Shared line, currently in use  
     flashing—Directed Call Park unavailable
   - No color: No call activity on this line (on hook)

2. **Phone screen** - Shows phone features.
3. **Footstand adjustment knob** - Allows you to adjust the angle of the phone.
4. **Messages** button - Typically auto-dials your voice messaging system
5. **Directories** button - Toggles the Directories menu, which provides call logs (Missed, Received, and Placed) and a corporate directory (if available).
6. **Help** button - Provides access to online Help.
7. **Settings** button - Toggles the Settings menu, which provides access to user settings, network settings, device settings, and information about the phone.
8. **Services** button - Toggles the Services menu, which provides access phone services, including assigned services and services to which you have subscribed.
9. **Volume** button - Controls the volume for a phone call (off-hook) and the ringer (on-hook), adjusts contrast settings.
10. **Speaker** button - Toggles the speakerphone on or off.
11. **Mute** button - Toggles the Mute feature on or off.
12. **Headset** button - Toggles the headset on or off.
13. **Navigation** button - Allows you to scroll through menus and highlight items. Use with softkeys to activate highlighted items.
14. **Keypad** - Operates exactly like the keypad on a traditional telephone.
15. **Softkey** buttons - Enable you to engage any of the functions displayed on the corresponding LCD tabs. Softkeys point to feature options displayed along the bottom of the LCD screen. Softkeys change depending on the status of the phone.
16. **Handset** indicator - Blinks when the phone rings, remains lit to indicate a new voice message.

**To transfer a call** - Push transfer button, dial extension, push transfer button, hang up.
**To transfer a call to voicemail** - Push transfer button, dial *, then the person’s extension number, then push transfer button, hang up.
**To place a call on hold** - Push hold button.
**To pick up a call on hold** - Select resume.
**To make a Conference call** - Place first call, select confmr, call second party, select confmr.
**To leave someone a message without calling them** - Press * followed by their extension followed by # (then speak and hang up).
**If you get a person’s Voice Mail greeting and want to skip it and just leave a message** press #