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Razorline 7941/7961 Cisco User Manual





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Customer Service/Technical Support

Please call 877-733-1700 or e-mail us at support@razorline.com
Razorline customer/technical support is available 24/7.

Important Razorline Numbers and Web Addresses

New Orleans Main Number:	504-274-1700
Razorline Website:	http://www.razorline.com
Web Portal Address:	http://webportal.razorline.com
Technical Support Email:	support@razorline.com
Technical Support Line:	877-733-1700

Star Code Summary

Feature	Set	Cancel
Abbreviated Dial	75* + Menu	75* + Menu
Anonymous Call Rejection	*77	*87
Call Forward—All Calls	72* + no. + #	73*
Call Forward—Busy	76* no. + #	77*
Call Forward—No Answer	78* + no. + #	79*
Call Forward—Out of Svc.	70* + Menu	71*
Call Forward—Selective	*63 + Menu	*83 + Menu
Call Return	*69	N/A
Call Trace	*57	N/A
Call Waiting	N/A	*70 + no.
Caller ID Block	*67	N/A
Directed Call Pickup	*12 + extension	N/A
Do Not Disturb	*04	*04
Group Call Pickup	*06	N/A
Perm. Caller ID Block Release	N/A	*82 + no.
Priority Call	*61 + Menu	*61 + Menu
Privacy Guard	*88 + Menu	*88 + Menu
Redial	*07	N/A
Selective Call Block	*60 + Menu	*60 + Menu
Speed Dial	74* + Menu	74 + Menu
Voice mail	*09	N/A

Voice Mail System Cheat Sheet

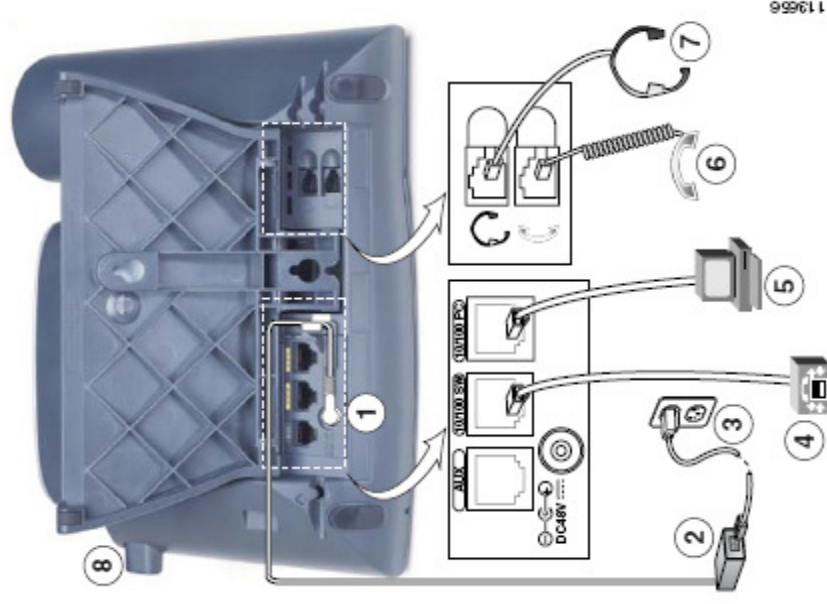
Voice Mail Menu

- 1—Listen to Inbox messages
- 2—Listen to Saved messages
- 3—Change you password
- 4—Listen to your voice mail greetings
- 5—Record your voice mail greetings
- 6—Access your personal distribution groups
- 7—To compose a message
- 8—To hear or change your customized operator

While Listening To Your Messages

- # - Skip Time/Date stamp prior to message
- 7—Rewind in 5 second increments
- 9—Forward in 5 second increments
- 99—Skip to the end of the message
- 77—Rewind to the beginning of the message
- 8—Pause the message
- 5—Save the message
- 4—Delete the message

Connecting Your Phone



- 1. DC adaptor port (DC48V)
- 2. AC-to-DC power supply
- 3. AC power cord
- 4. Network port (10/100 (/1000) SW) for connecting to the network
- 5. Access port (10/100 (/1000) PC) for connecting your phone to your computer
- 6. Handset port
- 7. Headset port
- 8. Foot stand button

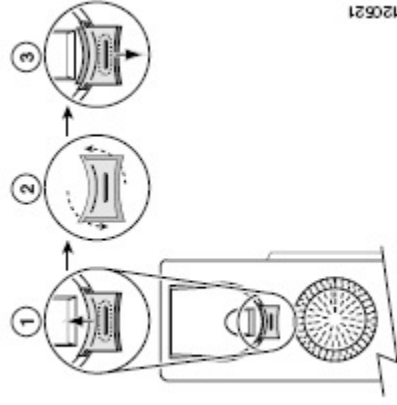
Buttons and Hardware

Adjusting the Foot stand

To change the angle that your phone sits on your desktop, adjust the foot stand while pressing the foot stand button.

Adjusting the Handset Rest

When you connect your phone, you may want to adjust the handset rest to ensure that the receiver will not slip out of the cradle. See the description below for instructions.



1. Set the handset aside and pull the square plastic tab from the handset rest.
2. Rotate the tab 180 degrees.
3. Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.

Configuring Cisco 7941 & 7961 for Off-Network Access

Important – To use your telephone away from the office, you will need to supply power to the phone. Make sure you have a power brick for the telephone.

Erasing Existing Configuration

1. Press the Settings Button
2. Use the arrow keys to select Network Configuration
 - Press the Select soft key
3. Using the keypad, dial the following keys:
 - * * #
 - Make sure that the lock in the upper right hand corner of the LCD screen is open.
4. Press the More soft key and then the Erase soft key.
5. Disconnect and reconnect power cord from phone.

Setting New Configuration

1. Press the Settings Button
2. Use the arrow keys to select Network Configuration
 - Press the Select soft key
3. Using the keypad, dial the following keys:
 - * * #
 - Make sure that the lock in the upper right hand corner of the LCD screen is open.
4. Use arrow keys to navigate to line 24 (Alternate TFTP)
 - Press the Yes soft key
 - **DO NOT HIT SAVE AFTER THIS**
5. Use arrow keys to navigate to line 8 (TFTP Server 1)
 - Use the Edit soft key
 - Using the keypad, dial the following keys:
204*11*8*140
 - Press the Validate soft key
6. Press the Save soft key

Billing and Long Distance Authorization Codes

Billing Codes

Billing codes enable you to track calls by associating a billing code with each call.

To enter a billing code for a call using star codes:

- During a call, press *02
- Enter the billing code and then press #

To enter a billing code for a call using the menu:

- Press the More soft key until you see the Billing soft key
- Press the Billing soft key
- Enter the billing code
- Press the More soft key again until you see the Billing soft key
- Press the Billing soft key

Note: The other party will not hear key tones as you make entries. If you enter multiple billing codes during a call, only the last billing code will be recorded.

Long Distance Authorization Codes

Authorization codes enable you to override any call restrictions on the phone when you place a call.

To make a call with an authorization code:

- Lift the handset
- Dial your outside access digit
- Press #
- Enter your authorization code
- When you enter the correct code, you will hear a dial tone
- Dial the phone number

Figure 1 Cisco IP Phone 7961G and 7961G-GE

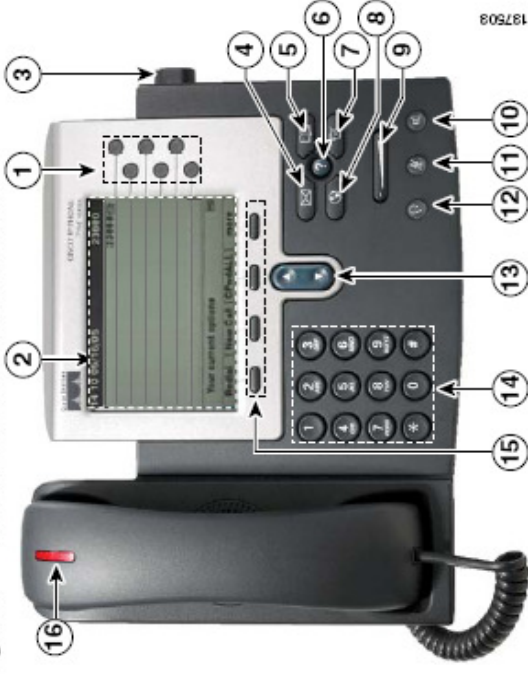
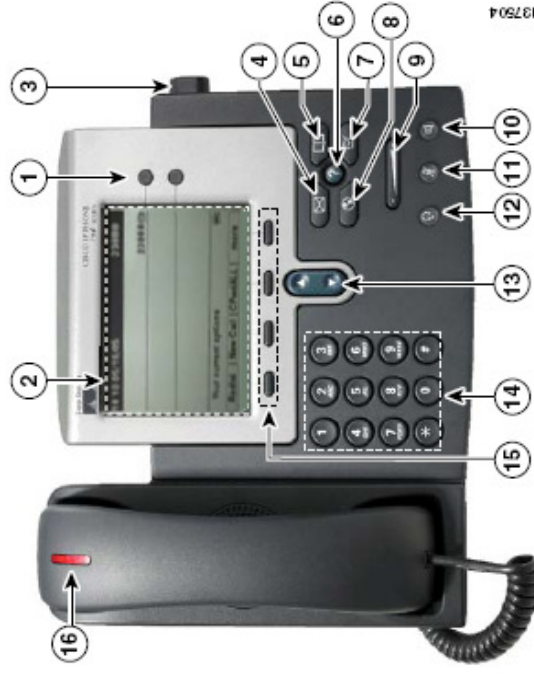


Figure 2 Cisco IP Phone 7941G and 7941G-GE



1	Programmable buttons 	Depending on configuration, programmable buttons provide access to: • Phone lines (line buttons) • Speed dial numbers (speed dial buttons) The phone buttons illuminate to indicate status:  Green, steady—Active call on this line (off-hook)  Green, blinking—Call on hold on this line  Orange, blinking—Incoming call ringing on this line  Red—Shared line currently in use  No color—No call activity on this line (on-hook)
2	Phone screen	Displays features such as time, date, your phone number, caller ID, line/call status and soft key tabs.
3	Foot stand button	Allows you to adjust the angle of the phone base.
4	Messages button 	Provides access to the voicemail system.
5	Directories button 	Provides access to call history (missed, received and placed calls)
6	Help button 	Displays help on your phone screen for a phone button or function.
7	Settings button 	Provides access to contrast, ring types, network configuration and status information.
8	Services button 	Provides access to personal and company directories.

If you want to...	Then...
Erase your call logs	Press the Directories button, and then press Clear.
See call details such as time and date	Scroll to the number you want more information on, and press the More soft key until the Details soft key is displayed. Press the Details soft key to display call information.

Call Blocking & Privacy Features

Call Block (Selective Call Rejection)

With Call Block you can program your phone to decline calls from certain people. The Call Block menu provides step-by-step instructions on enabling/disabling the feature and managing the call block list.

To access the Call Block menu, dial *60 and follow the voice prompts.

Note: When entering an external number to the call block list, enter the 10-digit number. Do not include the outside access digit.

Permanent Caller ID Block Release

If your phone is configured to block sending Caller ID, this feature sends your caller ID for a single phone call.

To send your caller ID for a call, dial *82. At the second dial tone, dial the desired phone number.

If you want to...	Then...
Access your voice mailbox from another internal phone	Dial the access code provided to you by Razorline. You will be prompted to enter your extension and password. Follow the prompts to use the voice mail system.
Access your voice mailbox remotely	Dial your phone number. When your voicemail greeting plays, press the * key. You will be prompted to enter your password. Follow the prompts to use the voice mail system.
Create a custom operator (the caller can press 0 when reaching your voicemail and be directed to another number)	Press the Messages button or dial *09 and enter your password (if required). Follow the prompts to create a custom operator number. When recording your greeting, be sure to include instructions to press 0 to reach the other destination.

Using the Directories

Your phone maintains logs of your missed, placed and received calls. You can use the Directories button to access these records.

If you want to...	Then...
View your call logs	Press the Directories button and select Missed, Received or Placed calls.
Dial from a call log	Scroll to the phone number you want to dial and pick up the receiver or press the Dial soft key. If you need to edit the number displayed (to add a 1 for example), press EditDial followed by << or >> to add or erase digits.

9	Volume button		Controls the volume for the handset, headset, speakerphone, or ringer.
10	Speaker button		Toggles the speakerphone on and off. When the speakerphone is on, the button is lit.
11	Mute button		Toggles the mute feature on and off. When mute is on, the button is lit.
12	Headset button		Toggles the headset on and off. When the headset is on, the button is lit.
13	Navigation button		Allows you to scroll through the menus and highlight items. Use in conjunction with soft keys to activate highlighted items.
14	Keypad		Allows you to dial phone numbers, enter letters, and choose menu items.
15	Soft key buttons		Each button activates a soft key option (displayed on your phone screen).
16	Handset light strip		Indicates an incoming call or a new voice message.



Helpful Tips

Understanding Lines vs. Calls

It is sometimes easy to confuse *lines* and *calls* on your phone. Use these tips to avoid confusion:

Lines

The Cisco IP Phone 7961G/7961G-GE supports up to six lines and the Cisco IP Phone 7941G/7941G-GE supports up to two lines. Each line corresponds to a phone number (or extension) that others can use to call you.

Calls

Each line can support 2 calls.

Choosing Phone Screen Items

To choose an item on the phone screen...	Do this...
By scrolling	Press the Navigation button to highlight an item in a list. Press a relevant soft key such as Select or Dial to finish the action.
By item number	Press the corresponding number on your keypad. For example, press 4 to choose the fourth item in a menu.



Group Speed Dial

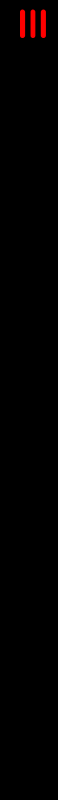
Group Speed Dial provides up to 1000 extensions that are configured to dial other numbers. Razorline creates these extensions which can be dialed from everyone's phone in your network.

To dial a group speed dial number, simply pick up the handset and dial the extension.

Voice Mail

When accessing your voice messaging system, you will be prompted for a password. Your password will be the last 4 digits of your phone number (your extension). You have the option to change this password.

If you want to...	Then...
Set up and personalize your voice mailbox	Press the Messages button or dial *09 and enter your password (if required). Follow the voice instructions. You can record 3 greetings: 1. Your phone rings and you don't answer it (No Answer greeting) 2. You have activated DND (Do not Disturb greeting) 3. You are talking on the phone (Busy Greeting)
See if you have a new voice message	Look at your phone for the following indicators: • A steady red light on your handset • A flashing envelope icon on your screen
Listen to your voice messages	Press the Messages button or dial *09 and enter your password (if required). Follow the prompts to use the voice mail system.



- Press the Up or Down soft key
- Press the Save soft key to exit the menu

Setting Up Speed Dial Features

Speed dial features allow you to press a button or enter a code to place a call.

You can set up speed dialing for your phone in two ways:

- Speed dialing with a button - You can assign a speed dial number to any available programmable button on your phone that has not already been configured as a line or feature.
- Speed dialing with a code - Using the Abbreviated Dialing feature, you can create up to 100 2-digit speed dial codes.

If you want to...	Then...
Add speed dial numbers to phone buttons	Using a Cisco 7961 phone, lift the handset and dial 74*. Follow the prompts.
Modify or delete a speed dial button	Using a Cisco 7961 phone, lift the handset and dial 74*. Follow the instructions to program a new speed dial button. When prompted, press the button you want to modify or delete. If modifying, enter the new phone number. If deleting, press # to enter an empty phone number.
Add speed dial numbers to use with Abbreviated Dialing	Lift the handset and dial 75*. Follow the voice prompts.
Modify an Abbreviated Dial code	Lift the handset and dial 75*. Follow the prompts to program a new abbreviated dial code and use the same digits.
Use and abbreviated dial code	Lift the handset and dial *3. Enter the desired 2-digit speed dial code.



Basic Call Handling

This section covers basic call-handling tasks such as placing, answering, transferring, and conferencing calls.

Placing a Call

If you want to...	Then...
Pre-dial (dial on-hook, without first getting a dial tone)	Enter the outside access digit and the phone number. Next, press Dial. Or do one of these actions to go off-hook and dial the number: • Lift the handset • Press the speakerphone or headset button • Press a line button
Dial using the speakerphone	You can press the speakerphone before or after dialing, re-dialing or speed dialing a number.
Redial the most recently dialed number	Press the Redial soft key or dial *07. By default, Redial uses your primary line. However, you can open a secondary line and then press Redial.
Place a call when another call is active (using another line)	Press a line button for the new line. The call on the first line will be placed on hold automatically.
Place a call when another call is active (using the same line)	Press New Call. The original call will be placed on hold automatically. Then dial, redial, or speed dial a number.
Dial from a call log	Choose Missed, Received, or Placed calls from the Directory. To dial, select the listing or scroll to it and go off-hook.
Dial a long distance number	Dial the outside access digit + 1 + the phone number.
Dial an international number	Dial the outside access digit + 011 + country code + the phone number.



Tip: If you make a mistake while entering a phone number, press << to erase one or more digits. Press Cancel to exit the dialing attempt.

Answering a Call

When you hear your phone ring and see the red light flashing on your handset, you have a new call. The Cisco IP phone has distinctive rings for incoming calls:

- Internal calls - one ring
- External calls - two rings

If you want to...	Then...
Answer with a headset	Press the headset button if unlit. Or, if the headset button is already lit, press answer or the flashing line button.
Answer with the speakerphone	Press the Speakerphone, Answer, or the flashing line button.
Switch from a connected call to answer a ringing call	Press Answer, or if the call is ringing on a different line, press the flashing line button. Either action answers the new call and automatically places the first call on hold.
Retrieve a held call on another phone	Use Call Park
Use your phone to answer a call that is ringing on another phone	Use Direct Call Pickup
Send an incoming call directly to voicemail	Press the DND (Do not Disturb) soft key. Your phone will remain in DND mode until the DND soft key is pressed again.



- Lift the handset and dial 6|*
 - Follow the voice prompts
- Note: When entering an external number in the priority list, enter the 10-digit number. Do not include the outside access digit.

Customizing Phone Settings

Adjusting the Volume

If you want to...	Then...
Adjust the volume level for a call	Press the Volume button during a call or after invoking a dial tone. You can press Save to save this volume setting for future calls. Note that the volume settings for the handset, speakerphone, and headset must be adjusted separately.
Adjust the volume level for the ringer	Press the Volume button while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume is saved automatically.

Customizing Ring Tone

- Press the Settings button
- Select menu item “User Preferences”
- Select menu item “Rings”
- Select the line you want to customize
- Scroll through the list of ring types, pressing the Play soft key to hear the ring, and the Select soft key to accept the ring.
- Press the Save soft key to exit the menu.

Customizing the Display

- Press the Settings button
- Scroll to menu item “Contrast”



Do Not Disturb (DND)

Do Not Disturb instantly routes all of your incoming calls to your voice mailbox. You can record a special voice mail greeting that callers will hear when you have DND active.

If you want to...	Then...
Enable DND	Press the DND soft key or lift the handset and dial *04 and hang up. The display will show "Do Not Disturb is active"
Disable DND	Press the DND soft key or lift the handset and dial *04 and hang up. The "Do Not Disturb is active" message will disappear.

Intercom

Intercom allows you to make an announcement through another person's speakerphone.

To initiate an intercom call

- Press the More soft key until you see the Intercom soft key
- Press the Intercom soft key
- Dial the extension of the other party
- Begin speaking after you hear two beeps

Note: If the other party is on the phone, your intercom will come across as a new call to either answer or ignore.

Priority Call

Priority Call lets you define a list of callers identified as priority callers using a unique ring tone when they call you. The Priority call menu provides step-by-step instructions on enabling/disabling the feature and manage the priority list.



Ending a Call

If you want to...	Then...
Hang up while using the handset	Return the handset to its cradle, or press End Call.
Hang up while using the headset	Press the Headset button. If you want to keep headset mode activated (keep the button lit after hanging up), press End Call.
Hang up while using the speaker-phone	Press the Speakerphone button, or press End Call.

Using Hold and Resume

If you want to...	Then...
Put a call on hold	Make sure the call you want to put on hold is highlighted and press hold. Note: Starting one minute after the party is on hold, and occurring each minute after that, three short rings sound from the phone speaker. This is to remind you that you have a call on hold.
Remove a call from hold on the current line	Make sure that the appropriate call is highlighted and press Resume.
Remove a call from hold on a different line	Press the blinking light button. If there is a single call holding on this line, the call will resume automatically. If there are multiple calls holding, make sure that the appropriate call is highlighted and press Resume.

Transferring a Connected Call

Transfer redirects a connected call. The *target* is the number to which you want to transfer the call.

If you want to...	Then...
Transfer a call without talking to the transfer recipient (blind transfer)	Press the More soft key, and then press the Transfer soft key. Enter the target number. When you hear the call ringing, hang up or press End Call.
Talk to the transfer recipient before transferring a call (announced transfer)	Press the More soft key, and then press the Transfer soft key. Enter the target number and wait for the transfer recipient to answer. If the recipient accepts the transferred call, hang up. If the recipient refuses the call, use the Navigation button to scroll to the holding call and press Resume.
Transfer a call to a voice mailbox	Press the More soft key, and then press the Transfer soft key. Dial the access code provided to you by Razorline, then dial the target number and hang up.
Cancel a transfer	Use the Navigation button to scroll to the holding call and press Resume.

Forwarding Your Calls to Another Number

If you want to...	Then...
Set up call forwarding for all calls	Press the Forward soft key and enter the forwarding number as you would dial it from your phone. Press the Forward soft key again. The display shows "Forwarded to xxxx"
Disable call forwarding	Press the Forward soft key. Pick up and replace the handset. You can also dial 73*. After hearing verification, hang up.

Directed Call Pickup

Directed Call Pickup allows you answer another ringing phone from your phone.

- Pick up the handset
- Press the More soft key until you see the DC Pick.. soft key
- Press the DC Pick... soft key
- Enter the ringing extension number and you will immediately be connected to the call

Group Call Pickup

Group Call Pickup allows you to answer another ringing phone that is in your call pickup group, from your phone.

- Pick up the handset
- Press the More soft key until you see the Group pickup soft key
- Press the Group pickup soft key
- You may also dial *06
- You will immediately be connected to the call

Note: If multiple inbound calls are ringing in your group, the call that has been ringing the longest will be answered.

Using Mute

The Mute button disables the microphone of the handset, speakerphone or headset so you can have a private conversation. You will

If you want to...	Then...
Toggle Mute on	Press the Mute button. It will turn red.
Toggle Mute off	Press the Mute button again. It will turn gray.

Making Conference Calls

Your Cisco IP phone allows you to join up to 5 people into one telephone conversation, creating a conference call.

- While on an existing call, press the More soft key
- Press the Conf soft key. The first call will automatically be placed on hold
- Enter the conference participant's phone number
- After the call connects, press the Conf soft key again to complete the conference
- To add more parties to the conference, repeat the steps above

Advanced Call Handling

Parking Calls and Retrieving Parked Calls

You can “park” a call when you want to store the call so that it can be retrieved from another phone. When parked, a call is assigned an ID number by the system.

If you want to...	Then...
Park a call	During a call, press the More soft key until you see the MC Park soft key (Multi-call park). Press the MC Park soft key. This prompts your phone to store the call. Note the park number displayed on your phone screen and hang up.
Retrieve a parked call	Enter the call park number from any Cisco IP phone in your network to connect to the call. You have a limited amount of time to retrieve the parked call before it reverts to ringing at its original destination. Razorline can adjust this time if necessary.

If you want to...	Then...
Enable/modify call forwarding from a remote location	Dial the number for Remote Access to Call Forwarding specified by Razorline. Enter your complete telephone number + #. If your phone is configured as an extension only (non DID) line, enter your company's complete main telephone number + * + your extension number + #. Enter your telephone password + #. Enter the new forwarding number + #. For external numbers use your outside access digit. After hearing the verification, hang up.
Disable call forwarding from a remote location	Dial the number for Remote Access to Call Forwarding specified by Razorline. Enter your complete telephone number + #. Enter your telephone password + #. Press #. After hearing the verification, hang up.
Enable/modify call forward (Busy) - forwards calls to another number when you are on a call	Lift the handset and dial 76* Enter the extension or forwarding number followed by #. For external numbers, use your outside access digit. Press # to confirm followed by 2 to exit. Hang up.
Disable call forward (Busy)	Lift the handset and dial 77* Hang up.
Enable/modify call forward (No Answer) - forwards calls to another number when you don't answer	Lift the handset and dial 78* Enter the extension or forwarding number followed by #. For external numbers, use your outside access digit. Press # to confirm followed by 2 to exit. Hang up.
Disable call forward (No Answer)	Lift the handset and dial 79* Hang up.
Access the selective call forwarding menu - forwards calls from certain callers	Lift the handset and dial *63 Follow the voice prompts to enable, disable, change the forwarding number, hear the forwarding number, add or remove callers to forwarding list, and to hear the forwarding list.