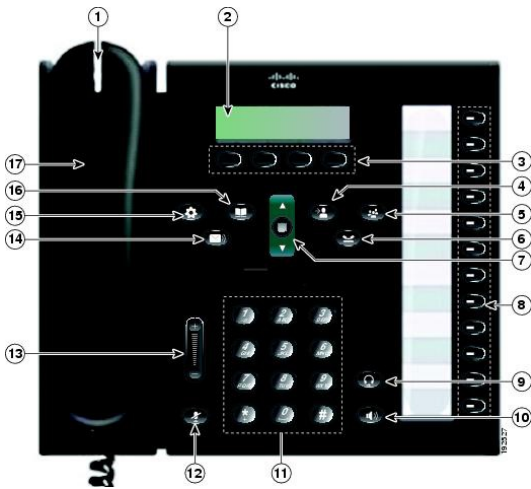





## Cisco 6961 User Guide



### Busy Lamp Field/Line Buttons

- Amber**  — Ringing call on this line
- Green**  — Active or held call on this line
- Red**  — Shared line in use remotely

- 1- Message Waiting Light
- 2- Display
- 3- Soft keys
- 4- Transfer Button
- 5- Conference Button
- 6- Hold Key Button
- 7- Navigation Button
- 8- Line Keys
- 9- Headset Button
- 10- Speaker Button
- 11- Key Pad Mute Button
- 12- Mute Button
- 13- Volume Toggle
- 14- Voicemail Button
- 15- Application Button
- 16- Contacts Button
- 17- Handset

### Basic Call Handling

For dialing instructions, follow the link <http://www.udel.edu/voip/dialing.html>

### BASIC CALL PLACING OPTIONS

- Lift the handset.
- Press the **Call** or **Redial** button.
- Press the **Speakerphone** button.
- Press a **Speed Dial** button.


### ANSWERING CALLS

While idle:

- Lift the handset.
- Press the **Speaker** button.
- Press the amber flashing session button.

### HOLD/RESUME

While on an active call:

1. Press the **Hold** button. 
2. Press the **Resume** Soft key.

### CALL JOIN

During an active call, if a second call rings in, you will hear a single beep.

To answer (the original call will be put on hold automatically),


- Press the flashing amber line button

Or

- Select the **Answer** Soft key.

## CALL JOIN



Start with two connected calls.

1. Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call.
2. Press the **Conference** button .
3. Press the line button for the other (held) call.

## Transfer Options

### BLIND TRANSFER

While in an active call:

1. Press the **Transfer** button. 
2. Dial the intended party.
3. Press the **Transfer** button again to complete the transfer. 

### CONSULT TRANSFER

While in an active call:

1. Press the **Transfer** button.
2. Dial the intended party.
3. Wait for the party to answer and announce the call. Press the **Transfer** button again to complete the transfer.
4. If dialed party does not wish to take the call, press **End Call** (red hardkey), then resume the original call.


### TRANSFER TO VOICEMAIL

1. Press the **Transfer** button.
2. Dial \* plus the 4-digit extension.
3. Press the **Transfer** button again.

## Conferencing Options

### AD-HOC CONFERENCING (MAX 6)

While in an active call:

1. Press the **Conference** button. 
2. Dial the intended party.
3. Press the **Conference** button again to complete the conference.
4. Repeat to add additional parties.

### VIEW CONFERENCE PARTICIPANTS

While in an Ad-Hoc or Joined Conference call:

1. Press **Show Detail** button.
2. To refresh the screen participants, press the **Update** button.

## REMOVE CONFERENCE PARTICIPANTS

While in an Ad-Hoc or Joined Conference call:

1. Press **Show Detail** button.
2. Highlight the party you wish to remove using the toggle button.
3. Press the **Remove** button.

## Call Forwarding

To activate:

1. Press the **Forward All** button.
2. Dial the desired destination.
3. To deactivate: Press the **Forward Off** button.

## Intercom (Speaker Call)

To Intercom

- Press the **Intercom** button.
- Enter the desired extension

The Receiving Extension

- Press the **Intercom** button or the originator of the speaker call will not be able to hear you. Note if the receiving extension is on the phone. You can whisper your message without the person they are talking to hearing you.

## Cisco 6961 Voicemail Set Up

### ID & PIN

Internally from your own phone:

Press the **Voicemail** button.

### INITIAL SET UP

Follow the prompts to set up your mailbox:

**“Record your name”**

**“Record your greeting”**

**“Change your temporary PIN”**

**The “default” PIN is “159357”**

**You will be prompted to change it during initial set up.**

If you “hang up” before you have completely enrolled, you will have to repeat the set up process next time you access voicemail.

### VOICEMAIL PROMPTS

To view a list of the common voicemail prompts, see the following web page:

<http://www.udel.edu/voip/voicemail.html>