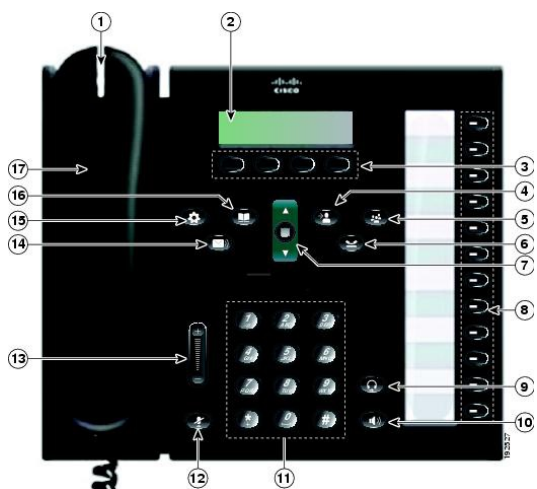


## Cisco 6961 User Guide



### 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

### INTERNAL DIALING

- Dial the 4 digit extension .
- Calls between 831 numbers will be 4 digit dial.
- Calls between 837 numbers will be 4 digit dial.
- Calls from 831 to 837 will be 5XXXX.
- Calls from 837 to 831 will be 5XXXX.
- Callers in Lewes can dial 55 + 4 digit extension
- For further dialing instructions follow the link <http://www.udel.edu/voip/dialing.html>

### EXTERNAL DIALING

- Local: 9+ Number
- Domestic: 9+1 Area Code + Number
- International: 9+011+Country Code+Number
- **Emergency External 911 & 9911**

### BASIC CALL PLACING OPTIONS

- Pick up the handset.
- Press the **Call** or **Redial** icon.
- Press the Speakerphone button.
- Press a **Speed Dial** button.

### ANSWERING CALLS

While idle:

- Lift the handset
- Press the speakerphone button
- Press the amber flashing session button

### HOLD/RESUME

While on an active call:

1. Press the **Hold** key.
2. Press the **Resume** softkey.

### CALL JOIN

During an Active call, if a second calls 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** softkey.

## 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** key. 
2. Dial the intended party.
3. Press the **Transfer** key  again to complete the transfer.

### CONSULT TRANSFER

While in an active call:

1. Press the **Transfer** key.
2. Dial the intended party.
3. Wait for the party to answer and announce the call, press the **Transfer** key 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** key.
2. Dial \* plus the 4 or 5 digit extension.
3. Press **Transfer** again.

## Conferencing Options

### AD-HOC CONFERENCING (MAX 6)

While in an active call:

1. Press the **Conference** key. 
2. Dial the intended party.
3. Press the **Conference** key 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** icon.
2. To refresh the screen participants, press the **Update** icon.

## REMOVE CONFERENCE PARTICIPANTS

While in an Ad-Hoc or Joined Conference call:

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

## Call Forwarding

To activate:

1. Press the **ForwardAll** icon.
2. Dial the desired destination.
3. To deactivate: Press the **Forward Off** icon.

## 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 the message your message without the Person they are talking to hearing you.

## Voicemail

### ID & PIN

Internally from your own phone:

Press the Message Key

The “default” PIN is “159357”

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

### INITIAL SETUP

Follow the prompts to setup your mailbox

“Record your name”

“Record your greeting”

“Change your temporary PIN”

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

### INTERNAL ACCESS

Internally from another phone:

1. Press the Message envelope
2. Enter 7-digit(831-XXXX) extension,#
3. Enter your PIN & #
- 4.

---

## EXTERNAL ACCESS

---

1. Dial your number
2. Press the “★” key
3. Enter 7-digit (831-XXXX) extension, #
4. Enter your PIN & #.

---

## MAIN MENU

---

- 1- Listen to messages
- 2- Send a message
- 3-Review old messages
- 4-Setup options

---

## PERFORMING COMMON TASKS

---

- 4-1-1 Re-Record Standard Greeting
- 4-1-2 Re-Record Alternate Greeting
- 4-3-2 Re-Record Name
- 4-3-1 Change Pin

---

## LISTENING TO MESSAGES

---

- 1- Listen to new messages
- 3- Listen to old messages

[1][1] Rewind to beginning of message

---

## WHILE LISTENING TO MESSAGES

---

[3] Delete

[4] Slower

[6] Faster

[#] Skip

---

## AFTER LISTENING TO MESSAGES

---

- [1] Repeat Message
- [2] Save Message
- [3] Delete Message
- [4] Reply to Message
- [5] Forward a Message
- [6] Save message as new
- [7] Go back 5 seconds
- [8] Pause/Restart
- [9] Message Properties
- [#][#] Skip to next message
- [\*] Cancel playing messages
- [1] [4]-Previous Message
- [1][6] Next Message

---

## NOTES or Help Desk INFO

---