6961 IP Phone Guide

Basic Phone Features

To place a call, either:
- Lift handset and dial number.
- Press Line button then dial.
- Press Speaker then dial.
- Press NewCall(soft key), dial.
- Press a Speed Dial button.
- Enter a speed dial number, then press Speed Dial.

To answer a call, either:
- Lift the handset.
- Press flashing amber Line button.
- Press Answer or Speaker
- Press Headset button.

To end a call, either:
- Hang up the handset.
- Press Speaker or End Call.
- Press Headset .

To mute a call:
- Press the Mute button. (The button will glow red)
- To disengage , press Mute again.

To put a call on hold:
1. Press the Hold button.
2. To return to the call, press flashing green Line button or the Resume soft key.

Handling multiple calls
- If multiple calls are on hold, use the Navigation bar to select the desired call then press Resume.

To redial last number dialled:
1. Press the Redial button.

Pickup calls within a group:
1. Lift the handset and press more until you see PickUp.
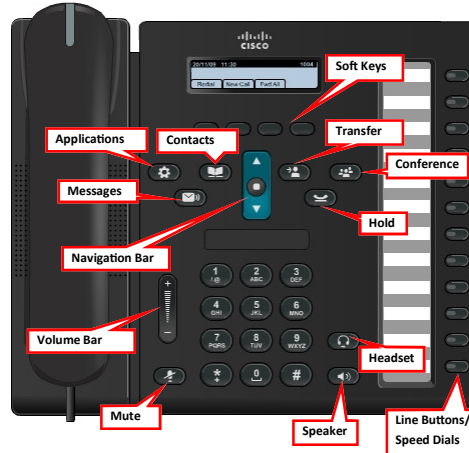2. Press Answer if required.

To silence your ringer:
- Press the Volume bar down once while the phone is ringing.

Increase/decrease ringer volume:
- Press the Volume bar while the handset is in its cradle.

Increase/decrease call volume:
- During a call, press the Volume bar up or down.

Voicemail

Before you will be able to send and receive messages you have to enrol in the new system.
- Press Messages button and follow instructions.

New message indication:
- Light on your handset glows.
- Text message displayed.

To access your voicemail:
- Press Messages and follow voice instructions:
- Press 1 to listen to new messages.
- Press 3 to review old messages.

During a message:
- Press 1 to restart message.
- Press 2 to save.
- Press 3 to delete.
- Press 5 to change volume.
- Press 9 to fast forward to end.

Record a Greeting:
- Press 4>1>1, your current greeting will play.
- Press 1 to record new greeting.

Call forwarding directly to your voicemail:
1. Press FwdAll (soft key).
2. Press Messages button.

To cancel call forwarding.
- Press the FwdOFF (soft key).

Line Buttons

Line buttons illuminate to indicate status as follows:
- Green, Steady - Active call on this line.
- Green, Blinking - Call on hold on this line.
- Orange, blinking - Incoming call ringing on this line.
- Red - Shared line in use by someone else.
- Red, Blinking - A co-worker has put a call on hold on a shared line. You or your co-worker can resume the call.

To Log In:

1. Press Application button and use navigation bar to select Services.
2. Select Extension Mobility
3. Enter your User ID and your PIN.
4. Press Submit (soft key)

To log out press Application button, select Services, then Extension Mobility. Press Yes (soft key) to confirm.

Forward All Calls

To forward all calls to another number:
1. Press the Fwd All soft key. You will hear two beeps.
2. Dial the number to which you want to forward all of your calls. The screen will display a message confirming the number or extension to which your calls are being forwarded.

To cancel call forwarding:
- Press the Fwd OFF soft key.

Transferring calls

1. During a call, press the Transfer button. This places the call on hold.
2. Dial the number.
3. Wait for the recipient to answer and announce the call or skip to Step 4 while the call is ringing.
4. Press the Transfer soft key again and hang up.
- After *you connect to the transfer recipient—but before you transfer a call to this party—you can press the Swap softkey to toggle between the two calls. This allows you to consult privately with the party before you complete.*
- *If you do not want to complete the transfer, press End Call then press Resume soft key to return to original call.*

Conference Calls

1. During a call, press the Conference button. This places the call on hold and opens a new line.
2. Place a call to another party.
3. When the call connects, press the Conf soft key or the Conference button to add this new person to the call. Repeat these steps to add more callers.
   − To end, all but one party must hang up.
   − Once the initiator disconnects, the remaining participants can continue, but no additional parties can be added.

Viewing or Removing Conference Participants
   − While in a conference, press the Details softkey to view a list of the participants who have joined the conference.
   − If you initiated the conference call and need to remove a participant, use the Navigation button to highlight the name and press Remove (soft key).

Personal Directory

This directory contains your own contacts list as set up through the Cisco Call Manager User Options web pages.
1. Press Contacts button.
2. Select Personal Directory, if prompted enter User ID and Password.
3. Select Personal Address Book.
4. Enter details in Last Name, First Name or Nickname and press Submit. This will search for matching directory entries.
5. All possible matches are listed, scroll to the entry you require and press Select. This will give you details of the chosen entry.
6. Press Dial, Edit (if number is incorrectly entered) or Cancel.

Dialing a Fast Dial
1. Press Contacts button.
2. Select Personal Directory, if prompted enter User ID and Password.
3. Select Personal Fast Dials.
4. Highlight the Fast Dial entry and press Dial (soft key).

Change the Ringtone

To change the ringtone on your phone:
   − Press the Applications button.
   − Use the Navigation bar and Select button to select Preferences.
   − Select Ringtone. If neccessary, select a line.
   − Scroll through the list of ringtones and press Play to hear a sample.
   − Press Set and Apply to save a selection.

Call History

   − Press the Applications button.
   − Use the Navigation bar and Select button to select Call History. Select a line to view.
   − Your phone displays the last 150 missed, received, placed calls.
   − To dial a number, use the Navigation bar to select the number then lift the handset or press the Call soft key or Select button.
   − To view missed calls only press Missed soft key.
   − To view your placed calls only press the Up arrow on the Navigation bar when the phone is idle.

Note: You might need to use EditDial to add digits to the front of an incomplete number before pressing the Call soft key.

Corporate Directory

Making Calls from the Corporate Directory
   − Press the Contacts button.
   − Use the Navigation Bar and select button to select Corporate Directory.
   − Use the Navigation bar to select the search option: First Name, Last Name, Number.
   − Use the letter representation on the dialling pad to enter a name or number.
   − Press Search (soft key) to display the results.
   − Press Call (soft key) to speed dial a number from the corporate directory.

It is not necessary to enter a complete query to conduct a search.

User Web Pages

You can use your computer to sign in to your Cisco Unified CM User Options web pages, where you can control features, settings, and services for your Cisco Unified IP Phone, for example you can set up speed-dial buttons.

Click link to access the User Options Web Page and click continue to any security warnings.
1. Enter your **Username** and **Password**.
2. From the following options menu page select either:

Speed Dials/Abbreviated Dial
You can set up speed dials for any available line button on your IP Phone and an additional 99 abreviated dials as follows:
1. Click User Options drop down and select Device.
2. Select Speed Dials tool button.
3. In an available **Speed Dial** box, enter the phone number you require (enter the same number as you would dial normally, e.g. include international codes or '9' for outside line).
4. Enter the text you wish to appear on your phone's display in the **Label** box.
5. To activate your new speed dial entry click Save. Speed dials will appear beside the available line, press the button to call. Abbreviated Dial Numbers can be called by pressing the relevant number on the dial pad, then press AbbrDial.

Note: For ease of reference, you can print out your speed dials

Forwarding All Calls
You can forward your calls directly via your IP Phone, however you can also forward your calls via the Call Manager User Options Web Pages, as follows:
1. Click User Options drop down and select Device.
2. Select Line Settings tool button.
3. Select the Line you would like to forward.
4. Check the Forward All Calls to option and choose the call forwarding conditions you require.
5. To activate call forwarding click Save. An animated icon flashes in the upper-right corner of the display on phone.

To **cancel Call Forward** either uncheck the box and press Save, or press the CFwdAll soft key on your phone.

Personal Address Book
This directory contains your own contact list. Once set up your Personal Address Book and Fast Dials can be access via your IP Phone.
1. Click User Options drop down and select Personal Address