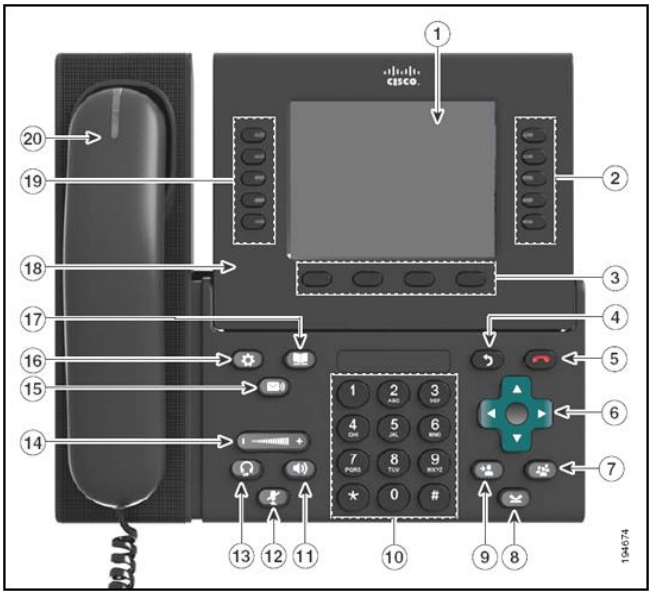
# CU CISCO IP Phone 8961 Quick Reference Guide

## Features and Functions




| FEATURE | FUNCTION |
|---|---|
| **1. Phone Screen** | Displays phone features. |
| **2. Session buttons** | Each represents a call session and takes the default action for that session. For example, pressing the session button for a ringing call answers the call, while pressing the session button for a held call resumes the call.<br>Color LEDs reflect the call state. LEDs can *flash* (blink on and off rapidly), *pulse* (alternately dim and brighten), or appear *solid* (glow without interruption).<br>• Flashing amber—Ringing call<br>• Solid green—Connected call or an outgoing call that is not yet connected<br>• Pulsing green—Held call<br>• Solid red—Shared line in-use remotely<br>• Pulsing red—Shared line call put on hold remotely (when Privacy is off) |
| **3. Softkey button** | Allows you to access the softkey options displayed on your phone screen. |
| **4. Back button** | Returns to the previous screen or menu. |
| **5. Release button** | Ends a connected call or session. |
| **6. 4-way Navigation pad and Select button** | Allows you to scroll through menus and highlight items, and move within a text input field.<br>The Select button (center of the Navigation pad) allows you to select a highlighted item, disable the phone screen for cleaning, or enable the phone screen if the phone is in power save mode. |
| **7. Conference button** | Creates a conference call. |

| FEATURE | FUNCTION |
|---|---|
| **8. Hold button** | Places a connected call on hold. |
| **9. Transfer button** | Transfers a call. |
| **10. Keypad** | Allows dialing phone numbers, entering letters, and choosing menu items (enter item number). |
| **11. Speakerphone button** | Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green.<br><br>The speakerphone audio path does not change until a new default audio path is selected (for example, by picking up the handset).<br><br>If external speakers are connected, the Speakerphone button selects them as the default audio path. |
| **12. Mute button** | Toggles the microphone on or off during a call. When the microphone is muted, the button is lit red. |
| **13. Headset button** | Selects the wired headset as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button lights green.<br>A headset icon in the phone screen header line indicates the headset is the default audio path. This audio path does not change until a new default audio path is selected (for example, by picking up the handset). |
| **14. Volume button** | Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).<br>Silences the ringer on the phone if an incoming call is ringing. |
| **15. Messages button** | Autodials your voicemail system (varies by system). |
| **16. Applications button** | Opens the Applications menu. |
| **17. Contacts button** | Opens the Contacts menu. |
| **18. Phone display** | Phone display that can be positioned to your preferred viewing angle |
| **19. Programmable feature buttons** | Programmable feature buttons that correspond to phone lines, speed dials, and calling features.<br>Pressing a button for a phone line displays the active calls for that line. If you have multiple lines, you might have an All Calls feature button that displays a consolidated list of calls from all lines.<br>Color LEDs indicate the line state:<br>• Amber—Ringing call on this line<br>• Green—Active or held call on this line<br>• Red—Shared line in-use remotely |
| **20. Handset with light strip** | The handset light strip lights up to indicate a ringing call (flashing red) or a new voice message (steady red). |

| | |
|---|---|
| Skip, save as is | ## |

# Voicemail

## Setting Up Your Voice Mailbox

The first time you access voicemail, you will be asked to enroll your mailbox. Pre-recorded prompts will guide you through the process, which includes recording your name, recording a greeting, and changing your **temporary PIN - 12345.** Creating a new minimum 4-digit PIN is mandatory.

**Note**: Do not hang up until you receive the system prompt: You have finished enrollment."

## Accessing Voicemail

### New message indicators

- A solid red light on your handset.
- A red voicemail icon next to the line label and session button.

### Access voicemail from your phone

1. To listen to a voice message, do one of the following:
   - Press the MESSAGES button.
   - Select a line with a Message icon, and press the Session button next to the Voicemail icon.
2. Follow the prompts to listen to your voice messages. Enter your four (4) digit mailbox I.D. (your extension number), followed by the # key when prompted.
   - Press 1 to listen to new messages.
   - Press 2 to create/send a message.
   - Press 3 to review old messages
   - Press 4 to access Setup options.

### Access voicemail from offsite

1. Dial (303) 860-4295
2. When voicemail answers, press the * key.
3. Enter your 4-digit mailbox ID number followed by the # key.
4. Enter your PIN followed by the # key.

| WHILE LISTENING TO A MESSAGE | | AFTER LISTENING TO A MESSAGE | |
|---|---|---|---|
| **To:** | **Press:** | **To:** | **Press:** |
| Restart message | 1 | Replay | 1 |
| Save | 2 | Save | 2 |
| Delete | 3 | Delete | 3 |
| Slower playback | 4 | Reply to an internal user | 4 |
| Change volume | 5 | Forward message | 5 |
| Fast playback | 6 | Save the message as New | 6 |
| Rewind message | 7 | Rewind message | 7 |
| Pause/Resume | 8 | Play message properties | 9 |
| Fast-forward | 9 | Cancel playing message | * |
| Skip message | # | | |

## Changing Voicemail Options

Use the following procedures to change the setup of your voicemail after you have completed initial enrollment.

### Re-recording Your Greeting

1. Access your mailbox.
2. Press **4** for setup options.
3. Press **1** for Greetings, and to change Greetings.

### Re-recording Your Name

1. Access your mailbox.
2. Press 4 for setup options.
3. Press 3 for personal settings.
4. Press 2 to change name.

### Changing Your PIN/Password

1. Access your own mailbox.
2. Press 4 for Setup options.
3. Press 3 for personal settings.
4. Press 1 to change PIN.

# Using Your Phone

## Answering a Call

1. Lift handset, or press ANSWER softkey, or press SPEAKER button, or press HEADSET button to answer primary line.
2. Press ringing session button to answer incoming call on another session button (first call is automatically put on hold).

## Placing a Call

Use any of the following methods:

1. Lift the handset and dial the number.
2. Dial the number with the phone on hook. Then, lift the handset or press the DIAL softkey.
3. Press the button for the line you want to use.
4. Press the SPEAKER button; or
5. Press the NEWCALL softkey; or
6. Press the HEADSET button; or
7. Press the REDIAL soft key.
8. Internal calls at Grant Street: Dial the 4-digit extension.
9. External calls (off-site)-Dial 9+1+10-digit telephone number.
10. To reach Emergency service, dial 911 or 9 + 911.

## Transferring an Active Call

1. Press the TRANSFER button or softkey to place the current call on hold.
2. Dial the number/extension to which you want to transfer the call. **NOTE**: To transfer directly to voice mail, press * before the number, when voicemail answers, press TRANSFER, hang up.
3. Then, either press the TRANSFER button or softkey to complete the transfer, or wait for the recipient to answer so you may announce the call while the original call stays on hold, then

press the TRANSFER button or softkey and hang up. Transfer confirmation will display on your phone screen.

4. If the party refuses the call, press the RESUME softkey to return to the original call.
5. If the transfer fails, press the ENDCALL and RESUME soft keys.

## Starting a Conference Call

**To establish a conference call with a maximum of 6 parties (yourself + up to five others):**

1. While on an active call, press the MORE softkey, then the CONFRN softkey, putting the first call on hold and giving you a new line to make a second call.
2. Dial the number/extension of the next party to add to the conference call.
3. When the party answers, press the CONFRN softkey again to add the new party to the conference call.

**To rejoin the conference call if a called party is not available:**

1. Press the ENDCALL softkey.
2. Press the RESUME softkey. You will be connected with the conference already in progress.
3. To add additional parties, repeat the previous steps.

**To end the conference call:**
Press the ENDCALL softkey or hang up.

## Forwarding All Calls

**To forward all incoming calls:**

1. Press the FORWARD ALL softkey.
2. Enter the phone number to which you want to forward all of your calls.
3. Press the FORWARD ALL icon on your screen. The phone display will be updated to show that the phone is forwarded.
4. To cancel call forwarding, press the FORWARD OFF softkey.

**To forward to voice mail:**
Press the FORWARD ALL softkey and then the MESSAGES button. Calls will go directly to voice mail.

## Answering a Second Call

If you are on a call when a second call comes in, you will hear a call-waiting tone or see a flashing indicator light on the handset rest, depending upon the configuration of your phone.

**To answer the new call on the same line:**

1. Use the NAVIGATION button to select the call.
2. Press the ANSWER softkey to answer the call. The first call will automatically be put on hold.

**To return to the original call:**

1. Use the NAVIGATION button to reselect the call.
2. Press the RESUME softkey to reconnect to the call.

**For calls on a separate Line:**
Press the **LINE** button for the incoming call. The call on the other line will automatically be put on hold.

## Putting a Call on Hold

To place a call on hold while on the call**:**
Press the HOLD softkey or if another call is ringing, press the ANSWER soft key, which puts the first call on hold.

**To retrieve a held call:**
Press the RESUME softkey.

**If multiple calls are on hold:**

1. Use the NAVIGATION button to select the desired call
2. Press RESUME softkey.

**TIP:** If you have multiple lines and want to see caller ID for a holding call, press the "**?**" button followed by the appropriate Line button.

## Call Pickup (if assigned to a pickup group)

Call Pickup allows you to answer a call that is ringing on a co-worker's phone by redirecting the call to your phone.

1. Press PICKUP softkey to transfer a ringing call within your pickup group to your phone. If your phone supports auto-pickup, you will be connected to the call.
2. If the call rings, press the ANSWER softkey and you will be connected to the call.