Phone Overview

| 1. Phone screen | 12. Mute button |
| 2. Session buttons | 13. Headset button |
| 4. Back button | 15. Messages (voicemail) button |
| 5. Release or end call button | 16. Applications (settings) button |
| 6. Navigation pad and select button | 17. Contacts button |
| 7. Conference button | 18. Phone Display |
| 8. Hold button | 19. Programmable buttons |
| 9. Transfer button | 20. Handset with light strip |
| 11. Speakerphone button |

Place a Call

**NOTE:** To place an outside call, dial 9, then 1, the area code, then the number.

- Lift the handset and dial the number.
- Dial the number and then lift the handset.
- Press a speed dial button and then lift the handset.
- If you selected a number from a directory, press the **Dial** soft key, and then lift the handset.

**Answer a Call**

- Lift handset.
- If you are using a headset, press the Headset button.
- To use the speakerphone, press the Speaker button.

**End a Call**

- Hang up the handset.
- If you are using a headset, press the Headset button, or press the **End Call** soft key.

**Redial a Number**

- Lift handset, press the **Redial** soft key.
- To use the speakerphone, press the speakerphone button, then the **Redial** soft key.

**Hold/Resume a Call**

**Hold**

- While on an active call, press the **Hold** button on your phone.

**Resume**

- While on hold, press the **Resume** soft key.
- To retrieve a call from multiple calls on hold, use the Navigation button to select the call, then press the **Resume** soft key.

**Transfer a Call**

1. While on a call, press the **(Transfer)** button on your phone.
2. Dial the “transfer to” number.
3. Wait for the user to answer, then announce caller.
4. Press the **Transfer** soft key to complete the transfer or press the **(End)** button on the phone to end the call. Press the **Resume** soft key to reconnect to the first caller.

**Start a Conference Call**

1. During a call, press the **(Conference)** button on your phone.
2. Dial the number of the next person you would like to join the conference call.
3. When the call connects, press the **Conference** soft key button to add the new party to the existing call.

**Forward Your Phone**

**Set Call Forwarding**

1. Press the **Forward All** soft key on your phone.
2. Enter the number you wish to forward to. If the call is outside of UWW, dial 9, then 1, then the area code and phone number.

A “Forwarded to xxxx” message should now appear at the bottom of the screen.

**Remove Call Forwarding**

1. To remove call forwarding, click the **Forward Off** soft key button on your phone.

The “Forwarded to” message should no longer display on your phone.

**Send to Voice Mail**

- While receiving a call, press the **Divert** soft key button to send the call to voicemail.
Cisco 8961 9951 9971 IP Phone

Access Voice Mail Remotely
1. From an external phone, dial your full UWW phone number.
2. Once you reach the voice mail prompt, press the * (star) button using your number pad.
3. Enter your 4 digit UWW extension when prompted to enter your id, then press #. Enter your voice mail pin when prompted. Press # to continue.

You will now enter into the voice mail system.
Follow the prompts to manage your voice mail.

Access Voice Mail
You can access your voice mail by following the directions below, or go to http://phone.uww.edu to manage your voice mail from the web.

1. Press the (Messages) button on your phone.
2. Enter your voice mail pin followed by the # key using the number pad.
3. To play your new message, press 1 on your keypad.
4. Once inside a message, follow the prompts to manage your voicemail.

Call History
1. Press the (Settings) button on your phone.
2. Use the Up/Down arrows on the navigation pad to select Call History.
3. Press the Open soft key button.
4. Use the Up/Down arrows on the navigation pad to select the call.
5. Press the Call button to call back that user. Press the Missed Calls soft key to view missed calls. Press the All Calls button to view all calls.

Corporate Directory
1. Press the (Directories) button on your phone.
2. Use the Up/Down arrows on the navigation pad to select Corporate Directory.
3. Press the Select soft key button.
4. Use the Up/Down arrows on the navigation pad to select Last Name.
5. Using the number pad, enter in the last name of the person you wish to call. You may need to press the button multiple times to get the correct letter. You do not need to type in the entire last name.
6. Press the Search soft key button.
7. Use the Up/Down arrows on the navigation pad to locate the user.
8. Press the Dial soft key to place a call to that user.

Camera Options
- Spin the dial on the camera lens to open and close the camera shutter.
- While on a call, press the Hide Video soft key button to minimize the video shown on your phone display. Note: Your video will remain active on the end user’s phone.
- Press the (Off) button to disable the video camera on your phone. You will still see the other caller’s video on your display.

Parking a Call
Parking a call allows you to put your call on hold and pick up the call from another Cisco VoIP phone located on campus.
1. During a call, press the More soft key and then the Park soft key.
2. Party will be put on hold.
3. Make note of the park number that is displayed on the bottom of your phone screen. Ex. 8900
4. From another phone, dial the park number.
5. You will now be reconnected to your call.

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2. Enter your voice mail pin followed by the # key using the number pad.
3. To play your new message, press 1 on your keypad.
4. Once inside a message, follow the prompts to manage your voicemail.

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