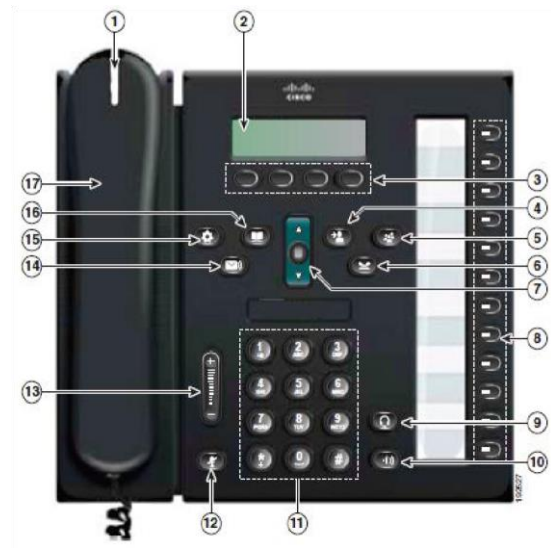


Cisco IP 6941



Cisco IP 6961



**Key to Cisco IP 6941**


1. **Handset light strip** new voice mail message (steady red). – Indicates incoming call (flashing red)
2. **Phone Screen** – Shows information about your phone
3. **Programmable feature buttons** – Depending on how your system administrator sets up the phone, programmable feature buttons provide access to:
  - Phone lines
  - Speed-dial numbers
  - Call features
 Buttons illuminate to indicate status:
  - Green, steady – Active call
  - Green, flashing – Held call
  - Amber, flashing - Incoming call
  - Red, steady – Shared line in use
  - Red, flashing – Shared line on hold
4. **Softkey buttons** – Enables softkey options on your phone
5. **Transfer button** – Transfers a call
6. **Conference button**
7. **Hold button** – Places an active call on hold– Creates a conference call
8. **Navigation bar and Select button** – Navigation bar allows you to scroll through menus and highlight items. When phone is on hook, displays calls from your Placed Call listing (up arrow) or speed dials (down arrow). The Select button (button with square) allows you to select a highlighted item.
9. **Headset button** – Toggles the headset on or off. When headset is on, the button is lit.
10. **Speakerphone** – Toggles the two way speakerphone on or off. When speakerphone is on, button is lit.
11. **Keypad** – Allows you to dial numbers, enter letters and select menu items (by entering the item number).
12. **Mute button** – Toggles the microphone on or off. When microphone is muted, button is lit.
13. **Volume button** – Controls the handset, headset, and speakerphone volume (off hook) and ringer volume (on hook)
14. **Messages button** – Auto-dials your voice messaging system
15. **Applications button** – Opens/ closes the Application menu. Use it to access call history, user preferences, phone settings and phone model information.
16. **Contacts button** – Open/ closes the Directories menu. Uses it to access personal and corporate directories.
17. **Handset/ Receiver** – Phone handset/ receiver

**Key to Cisco IP 6961**

1. **Handset light strip** – Indicates incoming call (flashing red) or new voice mail message (steady red).
2. **Phone Screen** – Shows information about your phone
3. **Softkey buttons** – Enables softkey options on your phone
4. **Transfer button** – Transfers a call
5. **Conference button** – Creates a conference call
6. **Hold button** – Places an active call on hold
7. **Navigation bar and Select button** – Navigation bar allows you to scroll through menus and highlight items. When phone is on hook, displays calls from your Placed Call listing (up arrow) or speed dials (down arrow). The Select button (button with square) allows you to select a highlighted item.
8. **Programmable feature buttons** – Depending on how your system administrator sets up the phone, programmable feature buttons provide access to:
  - Phone lines
  - Speed-dial numbers
  - Call features
  - Buttons illuminate to indicate status:
    - Green, steady – Active call
    - Green, flashing – Held call
9. **Headset button** – Toggles the headset on or off. When headset is on, the button is lit.
10. **Speakerphone button** – Toggles the two way speakerphone on or off. When speakerphone is on, button is lit.
11. **Keypad** – Allows you to dial numbers, enter letters and select menu items (by entering the item number).
12. **Mute button** – Toggles the microphone on or off. When microphone is muted, button is lit.
13. **Volume button** – Controls the handset, headset, and speakerphone volume (off hook) and ringer volume (on hook)
14. **Messages button** – Auto-dials your voice messaging system
15. **Applications button** – Opens/ closes the Application menu. Use it to access call history, user preferences, phone settings and phone model information.
16. **Contacts button** – Open/ closes the Directories menu. Uses it to access personal and corporate directories.
17. **Handset/ Receiver** – Phone handset/ receiver

**To transfer a call**


Announce to the caller you are going to transfer their call

1. Press the *Transfer* button . The call will go on hold.
2. Dial the extension you wish to transfer to
3. Announce the call. (To return to the caller, if there is no answer, or the extension you require is busy. Press the *End Call* softkey and then press *Resume* softkey).

4. Press the *Transfer* button  or the *Transfer* softkey
5. Replace the receiver


### To make an inquiry call

Whilst you are having a telephone conversation

1. Press the *Transfer* button . The person you were talking to will be put on hold.
2. Dial the required extension number and speak to your colleague
3. To toggle between the calls press the *Swap* softkey. Your colleague will go on hold and vice versa each time you press *Swap*.
4. To return to the caller once your colleague has answered your inquiry, or if there is no answer, or the extension you require is busy. If your colleague does not hang up, press the *End Call* softkey and then press the *Resume* softkey.

### To put a call on hold

Announce to the caller you are going to them on hold

1. Press *Hold* button 
2. To retrieve the call press the *Resume* softkey

### To Pick Up a call for a colleagues extension

1. Lift the receiver
2. Press the *PickUp* softkey

**Please note:** Your extensions must be in a Pick Up Group to use this feature - To create a Pick Up Group or to change the member extensions, please contact your telecoms rep.

### To Divert a call

Press the *Divert* softkey to send an active, ringing or held call to your voicemail or to a predetermined extension (set up by your system administrator).

### Redial [Redial]

Press the *Redial* softkey to redial the last telephone number you dialed.

### Directories



Service currently not available

**Do Not Disturb [DND]**

To **Activate** the Do Not Disturb (i.e. stop the phone ringing)

1. Press *DND*

Screen will change and display DND is on

To **Deactivate** the Do Not Disturb (i.e. allow the phone to ring)

1. Press *DND*

Screen will change and display DND is off briefly before returning to the default screen

**For the College  
Switchboard**

Dial **0 (Externally (020)7 589 5111)**

All internal calls for the Imperial College switchboard (by dialing **0**) will be answered by the Interactive Voice Response (IVR) system. To get to the operator when the IVR answers, press 0 again or say Operator.

**To log a fault**

Dial **49049 (Externally (020)7 59 49049)**

Please have the following details ready:

- Extension which has fault
- Socket Reference
- Location of the faulty Extension (i.e. room number, building and campus )
- Alternative Contact number

**To place a telecom works/ mobile/**

Please contact your telecom rep.