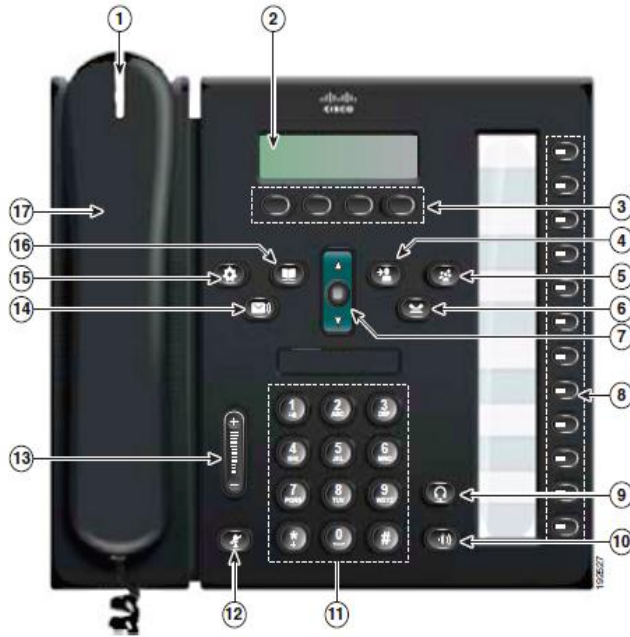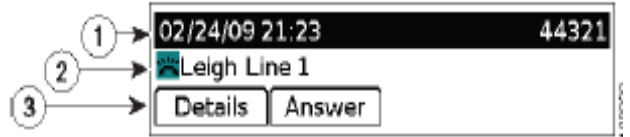**Imperial College London**

# Guide to using your CISCO IP 6961 phone at Imperial College

## Cisco IP Phone 6961



## Cisco IP 6961 Phone Screen



1. **Header** – Displays date, time and extension number
2. **Extension details and other phone information** - During a call, displays details for the active line. If not on a call, displays the extension text label and other information such as placed calls, missed calls and phone menu listings
3. **Softkey labels** – Displays softkeys for available features or actions.

---

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

- Amber, flashing – Incoming call
- Red, steady – Shared line in use
- Red, flashing – Shared line on hold

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

---

**Imperial College**
London

# Guide to using your CISCO IP 6961 phone at Imperial College

**To make an External business call**      Dial **9** followed by the full telephone number you require including the dialling code

**To make a personal call**      Dial **7** followed by the full telephone number you require including the dialling code

**Please note**: Extensions within the college have different classes of service (CoS) which restricts the type of call you can make. To find out what the class of service is on an extension, please log a query via
www.imperial.ac.uk/ict/services/securitynetworkdatacentreandtelephonyservices/telephonyservices/classofservicequery
A list of the different CoS can be found on the same web link above. To change the CoS please contact your telecoms rep.

**To make an internal call**      Dial the 5 digit extension you require.

**To make cross-campus internal calls / Global Short Codes**      Dial the relevant campus prefix followed by the 5 digit extension you require.

See the **Internal Call Matrix** at
www.imperial.ac.uk/ict/services/telephones/telephoneuserguides

**To make a call to a College Mobile/ BlackBerry via its Mobex number**      Dial the 5 digit mobex number you require.

**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. |
| **Call Forward All [Fwd All]** | To **Activate** a temporary Call Forward <br>1. Press *Fwd All* softkey <br>2. Dial the extension number or full external number (including the '9' as a prefix). <br><br>To **Deactivate** a temporary Call Forward <br>1. Press *Fwd OFF* softkey <br>2. Replace receiver |

**Please note**:

- The destination to which you can Call Forward to is limited by the class of service the extension has.
- External Call Forwarding is only available if this feature has been activated on the extension. To request external call forwarding please contact your Telecoms Rep. who will need to place an order for a software change.
- You cannot Call Forward to a College Mobex. You must Call Forward to the full mobile number. If you Call Forward to your College Mobex, any external caller/ internal caller who are still on the Aastra/ Ericsson Telephone Exchange who ring your fixed extension will not be directed to your mobex.

| | |
|---|---|
| **How to use/ pick up a Monitor/ Pick Up button** | On a Cisco IP 6941 Phone you can have the spare Programmable feature buttons (see 3 on the diagram above) programmed up as a Monitor/ Pick Up button which illuminates (and rings if requested). To request a Monitor/ Pick Up button please contact your Telecoms Rep. who will need to place an order for a software change. <br><br>**To answer a Monitor/ Pick Up call** <br>When the Programmable feature button is flashing amber (and ringing if set up to ring) <br>1. Lift the receiver <br>2. Press the feature button which represents your colleague <br><br>**To transfer a Monitor/ Pick Up call** <br>Announce to the caller you are going to transfer their call <br>1. Press the *Transfer* button . The call will go on hold. <br>2. Press the feature button which represents your colleague. If the button is lit up red it means your colleague is on the phone, so if you transfer the call it will go to their voicemail if they have voicemail. <br>*3.* Announce the call. (To return to the caller, if there is no answer, or the extension you require is busy. Press *End Call* softkey and then press *Resume* softkey). <br>4. Press the *Transfer* button <br>5. Replace the receiver |

| | |
|---|---|
| **Directories** | Service currently not available |

**Call History** ⚙

Call History allows you to view information about the last 150 calls on your phone. A call icon is displayed to indicate the type of call:
- Received
- Placed
- Missed

**View Call History**

1. Press the *Applications* button ⚙
2. Select *Call History*. (Use the Navigation bar and button to scroll and select.)
3. Press the *Exit* softkey to exit

**Filter Call History**

1. Press the *Applications* button ⚙
2. Select *Call History*. (Use the Navigation bar and button to scroll and select.)
3. To sort by missed calls, press the *Missed* softkey
4. To view all calls in the Call History List, press the *All Calls* softkey
5. Press the *Exit* softkey to exit

**Dial From Call History**

1. Press the *Applications* button ⚙
2. Select *Call History*. (Use the Navigation bar and button to scroll and select.)
3. Navigate to relevant call using Navigation bar
4. Press the *Select* button (centre of Navigation bar with square on it) or press the softkey *Call*

**Please note**: For *Missed Calls* and *Received Calls* you must prefix the external call entry you chose to dial (by pressing EditDial) with a 9 or 7 otherwise the first digit the system will dial is 0 which will take you to Voice Activated Assistant (VAA) and then the Imperial College operator. Also, it is not possible to ring telephone numbers which start 44/ 54 as these are incoming calls across campuses.

**Clear Call History**

1. Press the *Applications* button ⚙
2. Select *Call History*. (Use the Navigation bar and button to scroll and select.)
3. Press the *More* softkey
4. Press the *Clear* softkey

**Delete Call Record From Call History**

1. Press the *Applications* button ⚙
2. Select *Call History*. (Use the Navigation bar and button to scroll and select.)
3. Press the *More* softkey twice
4. Press the *Del Call* softkey

# Guide to using your CISCO IP 6961 phone at Imperial College

## To Make a Conference Call

1. Lift receiver/ press the *Speaker* button if you want the call to be on two way loud speaker.
2. Dial the first conference delegate. If it is an external call remember to prefix your call with a '9'.
3. Press *Conference* button and the first call will go on hold.
4. Dial the second delegate and let them answer.
5. Press or the *Conf* softkey and all calls will be connected
6. Repeat steps 3 to 6 until you have all the delegates in the call

**Please note**:
- The destination to which you can conference in is limited by the class of service the extension has.
- The max number is 8

## Messages

If you do not have Unified Messaging when you press , nothing will happen. To request Unified Messaging please contact your Telecoms Rep.

To access Unified Messenger

1. Press
2. The system will then say "You are connected to Microsoft Exchange, "Name" (if you have already set up your voicemail box ) please enter your pin then press the # key"
3. Enter your pin and press the # key
4. The system will then say "You have X new voice message and X new email message. Main menu to listen to your voicemail messages say voicemail ..." you just then follow the prompts.

See the **Unified Messaging Guides** on the following web link for more detailed instructions
www.imperial.ac.uk/ict/services/telephones/telephoneuserguides

See the guide called **How to reset your voicemail pin if using Microsoft Unified Messaging** if you want to reset your voicemail pin, which is available on the following webpage:
www.imperial.ac.uk/ict/services/telephones/telephoneuserguides

## How to change your ring tone

1. Press *Applications* button
2. Select *Preferences*. (Use the Navigation bar and button to scroll and select.)
3. Select *Ringtone*
4. Select a ringtone
5. Press the *Play* softkey to hear a sample of the ringer tune
6. Press the *Set* softkey to select the ringtone
7. Press the *Apply* softkey to confirm your selection or press the *Cancel* softkey to go back to the ringtone screen
8. Press the ↰ softkey to return to the Preferences screen

# Guide to using your CISCO IP 6961 phone at Imperial College

**How to change you the volume of the handset, headset or ringer**

**To adjust the handset/ headset volume**

1. Lift the receiver/ press the so the button is lit up

2. Use the Volume + and -  button until the volume is at an acceptable level

3. Hang up receiver/ / press the so the button is not lit up

**To adjust the ringer volume**
Use the black up and down buttons nearest to where you put the

handset receiver until the volume is at an acceptable level

**How to change the contrast of the screen**

1. Press *Applications* button
2. Select *Preferences*. (Use the Navigation bar and button to scroll and select.)
3. Select *Contrast*
4. Set the contrast to the level you prefer.  (Use the Navigation bar's up and down buttons to adjust the contrast.)
5. Press the *Save* softkey

**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 Imperial 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

Alternatively, you can log a fault by completing a fault form on:
www.imperial.ac.uk/ict/services/telephones/reportingtelephonefaults

**To place a telecom works/ mobile/ Blackberry/ Billing change order**

Please contact your telecom rep. Your tel. rep can be found on
www.imperial.ac.uk/ict/services/telephones/reportingtelephonefaults