Basic Call Handling

For dialing instructions, follow the link http://www.udel.edu/voip/dialing.html

**Basic Call Placing Options**

- Lift the handset.
- Press the Call or Redial button.
- Press the Speakerphone button.
- Press a Speed Dial button.

**Answering Calls**

While idle:

- Lift the handset.
- Press the Speaker button.
- Press the amber flashing session button.

**Hold/Resume**

While on an active call:

1. Press the Hold button.
2. Press the Resume Soft key.

**Call Join**

During an active call, if a second calls rings in, you will hear a single beep.

To answer (the original call will be put on hold automatically),

- Press the flashing amber line button

Or

- Select the Answer Soft key.
### Call Join
Start with two connected calls.
1. Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call.
2. Press the Conference button.
3. Press the line button for the other (held) call.

### Transfer Options
#### BLIND TRANSFER
While in an active call:
1. Press the Transfer button.
2. Dial the intended party.
3. Press the Transfer button again to complete the transfer.

#### CONSULT TRANSFER
While in an active call:
1. Press the Transfer button.
2. Dial the intended party.
3. Wait for the party to answer and announce the call. Press the Transfer button again to complete the transfer.
4. If dialed party does not wish to take the call, press End Call (red hardkey), then resume the original call.

#### TRANSFER TO VOICEMAIL
1. Press the Transfer button.
2. Dial * plus the 4-digit extension.
3. Press the Transfer button again.

### Conference Options
#### AD-HOC CONFERENCING (MAX 6)
While in an active call:
1. Press the Conference button.
2. Dial the intended party.
3. Press the Conference button again to complete the conference.
4. Repeat to add additional parties.

#### VIEW CONFERENCE PARTICIPANTS
While in an Ad-Hoc or Joined Conference call:
1. Press Show Detail button.
2. To refresh the screen participants, press the Update button.

### Remove Conference Participants
While in an Ad-Hoc or Joined Conference call:
1. Press Show Detail button.
2. Highlight the party you wish to remove using the toggle button.
3. Press the Remove button.

### Call Forwarding
To activate:
1. Press the Forward All button.
2. Dial the desired destination.
3. To deactivate: Press the Forward Off button.

### Intercom (Speaker Call)
To Intercom
- Press the Intercom button.
- Enter the desired extension

*The Receiving Extension*
- Press the Intercom button or the originator of the speaker call will not be able to hear you. Note if the receiving extension is on the phone. You can whisper your message without the person they are talking to hearing you.

### Cisco 6961 Voicemail Set Up
#### ID & PIN
Internally from your own phone:
Press the Voicemail button.

#### INITIAL SET UP
Follow the prompts to set up your mailbox:
- “Record your name”
- “Record your greeting”
- Contact Telephone Services if you do not have a temporary PIN.
- You will be prompted to change it during initial set up.

If you “hang up” before you have completely enrolled, you will have to repeat the set up process next time you access voicemail.

### VOICEMAIL PROMPTS
To view a list of the common voicemail prompts, see the following web page:
http://www.udel.edu/voip/voicemail.html