Getting Started With Your Cisco VoIP Phone

Models 9951 and 8961

Highlighted blue text indicates a `soft key` . See diagram on reverse.

Log in / log out

Press **Applications** ⚙ and navigate to **Login/Logout**. Use your SUNet ID and initial PIN: 123456

Change phone PIN

Press **Applications** ⚙ and navigate to **Login/Logout**, press **Open**, then press **Set PIN**

Answer a call

Press `Answer` . Alternatively, lift the handset, press the flashing amber session button 🟨 , or press the (unlit) headset button 🎧 .

Place a call

Lift the handset before or after dialing a number. Alternatively, press `New Call` for dial tone.

Hold/resume a call

Press Hold ☋ . To return to the call, press the pulsing session button 🟩 or the `Resume` soft key.

Access your messages

When you see a red light on your handset, you have a message. Press Messages ✉ , or dial 5-0000 to access voicemail. For more information, visit voicemail.stanford.edu.

Forward your phone

Forward to another number: Press `Forward All` and enter a target number:
- 5 digits for an on-campus number
- 9 + 1 + Area Code + 7 digits for off-campus numbers

Forward to voicemail: Press `Forward All` and press voicemail ✉ . To cancel, press `Forward Off` . To verify that Forward All is enabled on your primary line, look for the call forward icon ⤢ on your screen.

Transfer a call

From a connected call (not on hold) press **Transfer** ➔👤 , enter the number, then press ➔👤 again.

Start a conference call

Place the first call. When answered, press **Conference** 👥 and dial the second conferee's number, then press 👥 again. Repeat for all the conferees. Maximum number of participants is six (yourself and five others).

Join two or more calls

To join two active calls, press the **Conference** 👥 button. Press `Active Calls` . Select the other call in progress. Press `Conference` . Repeat to join other lines into the call.

Mute/unmute your phone

Press **Mute** 🎤 to toggle Mute on and off. When Mute is on, the Mute button glows red.

Use Do Not Disturb

Press the **Do Not Disturb** feature button 🟩 to silence the ringtone. The feature button turns red 🟥 . The session button will flash amber when a call comes in. To accept the call, pick up the headset or press `Answer` . To send the call to voicemail, press `Divert` .

Website instructions

Your Cisco VoIP desk phone has many features, including a web portal where you can set up advanced functions: change your PIN, set up speed dials and a Personal Address Book, set up mobility (optional feature), search the Stanford Directory — and more. To access the web portal interface, log in with your organizations credentials:

» University and Medical School: **phoneuser.stanford.edu.** Log in with your SUNet ID and password.

» Stanford Hospital: **shcphone.stanford.edu.** Enter your SID under username and SID password.

» Lucile Packard Children's Hospital: **myphone.lpch.org.** Enter your computer login under username and computer password.

Buttons and keys

The various buttons and keys referred to in this handout are labelled in the illustration below Along the bottom of the LCD screen of your phone, you'll see soft key labels (accessed by pressing the adjacent buttons). These labels can change depending on context. In this handout, highlighted blue text indicates a **soft key** .

1 – LCD Screen

2 – Session Buttons

3 – Softkeys

4 – Previous Screen

5 – Release Button

6 – Navigation Pad and Select

7 – Conference Button

8 – Hold Button

9 – Transfer Button

10 – Keypad

11 – Speakerphone Button

12 – Mute Button

13 – Headset Button

14 – Volume Button

15 – Messages Button

16 – Applications Button

17 – Directories Button

18 – Tilt Phone Display

19 – Programmable Feature Buttons

20 – Handset with Light Strip

Model 8961 shown.

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