

# Cisco 9951 IP Phone Quick Reference Guide



## Phone Use

### Ringer Volume

1. Press the VOLUME key (with phone on hook) to hear a sample ring.
2. Press the up and down arrows to reach the desired level.
3. To save, press SETTINGS and then press the SAVE key.

### Handset Volume

1. To increase or decrease the volume of your handset, lift the handset and press the up or down volume button. The volume buttons adjust the volume for the currently active condition.
2. To save the setting, press the SAVE soft key.
  - Note: Volume setting should be saved near the middle, only increasing as needed per call. Contact the IT department if you constantly need to increase the volume.

### Place a call

Either lift handset and dial, press line button and dial, or press New Call soft key and dial.

- Dial 4 digits for internal calls. Dial 8 + number for local calls.
- Dial 8 + 1 + number for long distance calls.
- **Dial 911 or 8 + 911 for Emergency Calls.**

### Answer a call

Lift handset, press Line Appearance, or press ANSWER soft key.

- If you receive a second call on your individual extension, you will
- To answer second call, press Line -OR- press ANSWER soft key. (First call is automatically put on hold).

**End a call** - Hang up handset, or press END CALL soft key for speaker mode.

**Mute a call** - To mute, press MUTE. Press MUTE again to disengage.

#### **Place a call on Hold**

1. Press the HOLD soft key.
2. Press the RESUME soft key or press the Line Appearance button to return to a call.
  - If multiple calls are on hold on the same Line Appearance, use the scroll key to select the desired call before pressing RESUME.

#### **Transfer a call**

1. During a call, press the TRANSFER soft key. This places the call on hold.
2. Dial the number to which you wish to transfer the caller.
3. When ringing begins, press TRANSFER again, or wait for party to answer then press TRANSFER. If party refuses call, press RESUME soft key, or extension key where call is held to take the call back.

#### **Transfer to Voicemail**

1. During a call, press the TRANSFER soft key. This places the call on hold.
2. Press the MESSAGES button to call the Voicemail system.
3. When you are asked for your password, press the # key
4. While you hear the Opening Greeting, dial the destination extension followed by “# 2”(e.g. 2064 # 2)
5. Press the TRANSFER button again to complete the transfer to voicemail

#### **Host an Ad Hoc Conference Call**

1. While on a call, press the MORE soft key, then the CONFRN soft key. This will put the first call on hold and select a new line.
2. Place a call to another number.
3. When the call connects, press CONFRN again to add this party to the conference.
4. Repeat to add up to 5 parties.
  - When call originator hangs up, no additional parties can be added.

#### **Host a Meet Me Conference Call**

1. Lift the handset or press SPEAKER
2. Press MORE soft key
3. Press MEETME soft key
4. Dial Meet Me location (4-digit number)

#### **Participate in a Meet Me Conference Call**

1. Lift the handset or press SPEAKER
2. Dial Meet Me location (4-digit number)

Note: Calls can be transferred to a Meet Me by using the normal transfer procedure.

#### **Call Pick-Up**

1. As the phone rings at an extension within your Call Group, lift the handset or select a line button.
2. Press the MORE soft key to view the PickUp soft key.
3. Press the PickUp soft key to transfer the call to your extension.

4. Press the Answer soft key to answer the re-directed call on your phone.

**Call Park**

1. While on a call, press MORE soft key until you see PARK tab.
2. Press PARK. The display shows the number where the call is parked.
3. To retrieve the parked call from any phone, lift handset and dial Park number.

**Last Number Redial** - Lift handset and press REDIAL soft key. To redial from a line other than primary, press line first, then press REDIAL.

**Call Forward (to another extension)**

1. Press the CFWDALL soft key (two beeps) and enter the internal number to which you wish to forward your calls.
  - To cancel, press the CFWDALL soft key.

**Do Not Disturb**

1. Press the CFwdAll soft key
2. Press the MESSAGES button
  - To cancel, press the CFwdALL soft key

**Viewing/Dialing Missed Calls**

1. Press the DIRECTORIES button. Use scroll key to select MISSED CALLS.
2. Press the SELECT soft key to select MISSED CALLS from the directory menu.
3. Press the DIAL soft key to dial a number from the missed call list.
4. To edit a number, such as adding a 9, use the EditDial soft key to add digits to the front of the number.
5. Press the EXIT soft key twice to exit the directory menu.

**Viewing/Dialing Placed or Received Calls**

1. Press the DIRECTORIES button. Use scroll key to select PLACED or RECEIVED CALLS.
2. Press the SELECT soft key to select either PLACED or RECEIVED CALLS from the directory menu.
3. Press the DIAL soft key to dial a number from the list.
4. To edit a number, such as adding a 8, use the EditDial soft key to add digits to the front of the number.
5. Press the EXIT soft key twice to exit the directory menu.

**Accessing/Dialing from the Corporate Directory**

1. Press the DIRECTORIES button.
2. Use the scroll key to select CORPORATE DIRECTORY.
3. Press the SELECT soft key to display the directory search options.
4. Use the SCROLL key to select a search option: First or Last Name, or Extension.
5. Use the numbers corresponding to the letters on the dialing pad to enter a name or number to find it in the directory.
6. Press the DIAL soft key to speed dial a number from the corporate directory.

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## Ring Settings - Setup Options

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### To Select Ring Type

1. Press "SETTINGS" button.
2. Select Ring Type by highlighting and pressing "SELECT" soft key or by pressing 2.
3. Press "SELECT" to set default ring type -or- highlight desired extension and press "SELECT."
4. Scroll through list of available ring types, press "PLAY" to hear a sample, press "SELECT" to choose that ring.
5. After making your selection, press "OK"
6. Press "EXIT" twice to return to the main menu.

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## Voicemail - Initial Setup

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You can access your voice mailbox from your phone by pressing the "Messages" button. You will be asked to initialize your mailbox the first time you access voicemail. Initialization includes recording your name, recording a greeting, and changing your password.

**Your temporary password is 12345.** Your new password must be at least 3 digits in length.

NOTE: Be sure to press "#" after every entry for which the system prompts you.

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## Voicemail - Setup Options

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### To re-record greeting

1. Enter mailbox.
2. Press 4 for Setup options.
3. Press 1 for Greetings.
4. Press 1 to change greetings and follow prompts.

### To re-record name

1. Enter mailbox.
2. Press 4 for Setup options.
3. Press 3 personal settings.
4. Press 2 to change name and follow prompts.

### To change password

1. Enter mailbox.
2. Press 4 for Setup options.
3. Press 3 for Personal settings.
4. Press 1 to change password and follow prompts.

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## **Voicemail - Basic Use**

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### **To access voicemail from a desk phone**

1. Press MESSAGES button.
2. Enter your password followed by the # key when prompted.
3. Press 1 to listen to new messages, 2 to send a message, 3 to review old messages, or 4 to access SETUP options.

### **To access voicemail when away from the office**

1. Dial the main office number or your DID (skip to #3 if DID).
2. When the auto attendant answers, dial your extension.
3. **When voicemail answers, press \* key.**
4. Enter your 4 digit mailbox I.D. number (i.e., your "Extension Number") followed by the # key.
5. Enter your password followed by the # key.

### **While listening to a message, press**

1. Repeat
2. Save
3. Delete
4. Slower
5. Change volume
6. Faster
7. Reverse
8. Pause
9. Fast-forward
- Press # to jump to end of message

### **After a message**

1. Repeat
2. Save
3. Delete
4. Reply to internal user
5. Forward message
6. Mark as new
7. Reverse
- 8.
9. Hear data/timestamp