***Basic instructions for the Cisco 8961 phone***

Placing a call:

**•** Lift handset & dial,OR:

**•** If you have multiple lines, press an unlit line button & dial.

Answering an incoming call:

**•** Lift the handset.

**•** If you have multiple lines, press the flashing red line button .

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**•** To put a call on speakerphone press the speakerphone button(which turns green) & put handset back on the cradle. To take call off speakerphone, lift the handset (the light goes out).

Putting a call on hold:

• Press the hold button. The line on hold will pulse green. To resume the call, press the pulsing green line button.

To mute a phone call so callers can’t hear you, but you can still hear them):

• Press the mute button  (the button turns red).

●To take call off mute & resume conversation, press mute button again (light goes out).

Transferring a call:

1. From a connected call, press the transfer button .
2. Call the transfer recipient.
3. Press the transfer button again & the transfer is complete.

Note: If you want to announce the call to the recipient before completing the transfer, wait for them to answer before pressing the transfer button the second time.

Initiating a Conference Call



1. From a connected call, press the **Conference Button** (call will be put on hold and you will hear dial tone).

2. Dial the next person; when they answer, press the **Conference Button**  to add them to your conference.

3. To add participants, press the **Conference Button**  again and repeat these steps (you can conference a maximum of 8). The conference call ends when **all** participants hang up.

Voicemail - New message indicators:

• A solid red light on your handset.

• A voicemail icon  next to the line indicator button.

Listen to messages:

Press the message button & enter your password when prompted & follow the voice prompts.

 or speakerphone