8961 Features (Calls, Voicemail, Password)

Buttons and Features
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Several Ways to Place a Call
Select any one of the following:
• Lift the handset and dial a number;
• If you have a headset, press the headset button and dial;
• Press the New Call softkey (speakerphone will automatically activate) and dial
• Press the speakerphone button and dial
• Make a call on-hook by dialing a number when the phone is still on the hook and do one of the following:
  • Lift the handset after dialing or
  • Press a line button after dialing,
  • Press the Call softkey after dialing,
  • Press the headset button after dialing or
  • Press the speakerphone button after dialing
• Redial the last number by pressing the Redial softkey

New Call
• New call indicators
  – A flashing red light on your handset
  – A flashing amber line button
  – An animated icon and caller ID

Answer a Call
• To answer call, do one of the following:
  – Lift handset
  – Press flashing amber line button
  – Press Answer softkey
  – Press unlit headset or speakerphone button

Answer with Multiple Lines
• If talking on the phone when a new call comes in on a different line, press the flashing amber line button to answer the second call and put the first call on hold automatically.

Mute
• Press the Mute button. The button glows to indicate that Mute is on.
• Press Mute again to turn Mute off.
**Putting a Call on Hold**
- While on a call, Press the Hold button.
  - The hold icon appears and the line button flashes green.
- To resume a call from hold, press the flashing green line button or the Resume softkey.

**Transferring Calls**
- Press the transfer button.
- Dial the extension.
- **For a Blind Transfer:**
  - After dialing the extension, press the transfer button again to transfer the call immediately without waiting for the party to answer.
- **For a Consult Transfer:**
  - From an active call, press the transfer button.
  - Dial the extension.
  - Wait for the transfer recipient to answer, you may announce you are transferring a call, then.
  - Press the transfer button again to complete the transfer.

**Transfer Directly to Voicemail**
- Send the person on the line directly to the transfer recipient’s voicemail.
  - From an active call, press the transfer button.
  - Press the Asterisk (star) key before the extension number.
  - Press the transfer button again to complete the transfer.

**Forwarding Calls**
- Press the Fwd All softkey. You will hear two beeps.
- Enter the number to which you want to forward all calls.
- Cancel by pressing Fwd All Off.

**Conference Calls**
- From a connected call, press the conference button.
- Dial a number.
- Wait for the call to connect.
- Press the conference button.
- Repeat to add additional participants.
- Max of 4 people can be on a conference call.

**Setting Up Voicemail**
- Press.
- Enter the default password: 1111.
- Set up and personalize your voice message service by following the instructions:
  - Record your name.
  - Record your message (pause and press # when you stop talking).
  - Pick a new password (4 digits in length).
- Do not hang up until the recording says you have finished setup and stops talking.

**Accessing Voicemail**
- Press button from your office phone.
  - You will be asked to enter your password.
  - Follow the prompts.
- Call your voicemail from home by dialing:
  - Augusta personnel – 621-3200
  - Bangor personnel – 262-7788.
- When the attendant answers, immediately press the # key.
- When prompted for your ID, type your 4-digit extension.
- Type in your password.
- Follow the prompts.

**Settings**

**Volume**
Volume bar located to left of keypad.
- To adjust the handset, headset, or speakerphone volume, press the Volume bar when the phone is in use.
- To adjust the ringer volume, press the Volume bar up or down.
- To silence the phone when ringing, press the Volume bar down one time (pressing multiple times lowers the ringer volume).

**Ringtone**
• Press the Applications button
• Select Preferences. (Use the Navigation bar and round Select button to scroll and select.)
• Select Ringtone
• If necessary, select a line
• Scroll through the list of ringtones and press Play to hear a sample
• Press Set and Apply to save a selection

Screen Contrast

• Press the Applications button
• Select Preferences. (Use the Navigation bar and round Select button to scroll and select.)
• Select Contrast
• Press the Navigation bar up or down
• Press the Save softkey