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, or
  • 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