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 the 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