Highlighted blue text indicates a soft key. See diagram on reverse.

**Log in / log out**
Press **Applications** and navigate to **Login/Logout**. Use your SUNet ID and initial PIN: 123456

**Change phone PIN**
Press **Applications** and navigate to **Login/Logout**, press **Open**, then press **Set PIN**

**Answer a call**
Press **Answer**. Alternatively, lift the handset, press the flashing amber session button, or press the (unlit) headset button.

**Place a call**
Lift the handset before or after dialing a number. Alternatively, press **New Call** for dial tone.

**Hold/resume a call**
Press **Hold**. To return to the call, press the pulsing session button or the **Resume** soft key.

**Access your messages**
When you see a red light on your handset, you have a message. Press **Messages**, or dial 5-0000 to access voicemail. For more information, visit voicemail.stanford.edu.

**Forward your phone**
Forward to another number: Press **Forward All** and enter a target number:
- 5 digits for an on-campus number
- 9 + 1 + Area Code + 7 digits for off-campus numbers

Forward to voicemail: Press **Forward All** and press voicemail. To cancel, press **Forward Off**. To verify that Forward All is enabled on your primary line, look for the call forward icon on your screen.

**Transfer a call**
From a connected call (not on hold) press **Transfer**, enter the number, then press again.

**Start a conference call**
Place the first call. When answered, press **Conference** and dial the second conferee’s number, then press again. Repeat for all the conferees. Maximum number of participants is six (yourself and five others).

**Join two or more calls**
To join two active calls, press the **Conference** button. Press **Active Calls**. Select the other call in progress. Press **Conference**. Repeat to join other lines into the call.

**Mute/unmute your phone**
Press **Mute** to toggle Mute on and off. When Mute is on, the Mute button glows red.

**Use Do Not Disturb**
Press the **Do Not Disturb** feature button to silence the ringtone. The feature button turns red. The session button will flash amber when a call comes in. To accept the call, pick up the headset or press **Answer**. To send the call to voicemail, press **Divert**.
Website instructions

Your Cisco VoIP desk phone has many features, including a web portal where you can set up advanced functions: change your PIN, set up speed dials and a Personal Address Book, set up mobility (optional feature), search the Stanford Directory — and more. To access the web portal interface, log in with your organizations credentials:

» University and Medical School: phoneuser.stanford.edu. Log in with your SUNet ID and password.
» Stanford Hospital: shcphone.stanford.edu. Enter your SID under username and SID password.
» Lucile Packard Children's Hospital: myphone.lpch.org. Enter your computer login under username and computer password.

Buttons and keys

The various buttons and keys referred to in this handout are labelled in the illustration below. Along the bottom of the LCD screen of your phone, you’ll see soft key labels (accessed by pressing the adjacent buttons). These labels can change depending on context. In this handout, highlighted blue text indicates a soft key.

Model 8961 shown.