Cisco VOIP Phones
9951 Video
Quick Reference Guide

About the Phone

Line Keys
One line key is always the primary phone number. CS&T can program the other keys to be either speed dials (regular or busy notification) or line appearances**.

Call State by Color:
Solid Green—Active Call
Pulsing Green—Call on hold
Flashing Amber—Incoming call
Solid Red—Remote line in use (shared line)
Pulsing Red—Remote call on hold

**Line appearance is when another phone number rings on your phone (e.g. a second line). It will be a device line appearance (other people’s phone numbers) or a phantom line appearance (number that isn’t primary on any phone — e.g. department’s main phone number).

Basic Settings

<table>
<thead>
<tr>
<th>Button Icon</th>
<th>Button Feature</th>
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</table>
| Applications | • Call history  
              • Change Ringtone  
                     • Preferences>Ringtone |
| Conference | • Can have a total of 4 people on one call |
| Contacts | • UCF Directory |
| Headset | |
| Hold | |
| Messages | • Automatically dials voicemail. |
| Mute | • Lit red when on. |

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| Navigation pad | • Up, down, right and left navigation  
                     • Select button is in middle, see Select |
| Release | |
| Select | • Used to choose menu options.  
               • Lit white when phone is in power save mode.  
                     • Press button to wake. |
| Speakerphone | |
| Transfer | |

VOLUME key
Change the volume of the ringer
• Take handset off the hook  
  • Press the VOLUME key to adjust ringer level  
  • Press Save soft key

Cisco Unified Video Camera
The video camera is adjustable and detachable.
1. LED Indicators—When in use and transmitting the LED turns green. When the LED is lit red the video is muted.

2. Camera Lens and Shutter—Lens swivels up and down to adjust the angle. The lens can be turned clockwise to shutter it and block video transmission.
Dialing Plan for UCF Numbers
Main Campus: 2-xxxx or 3-xxxx (2 or 3 and the last four digits)
Lake Nona: 6-xxxx (6 and the last four digits)
Rosen College: 3-8xxx (3, 8 and the last three digits)
Brevard Regional Campus: 50-xxxx (50 and the last four digits)
UCF Downtown or Florida Interactive Entertainment Academy: 5-xxxx (5 and the last four digits)

Dialing plan for Non-UCF Numbers
Local: 9 plus the ten digit number: 9-407-xxxx-xxxx or 9-321-xxxx-xxxx
Long Distance (if added to plan): 9-1-Area Code-xxxx-xxxx

Forwarding Your Calls
- Press the CFwdALL softkey.
- Enter the five digit UCF phone number.
The phone will display “Forwarded to XXXXX”.

Removing Call Forwarding
- Press the CFwdALL to remove call forwarding.

Transferring Received Calls
- Press the Transfer button.
- Enter the phone number (use dialing plan format above).
- (Optional) Announce the caller when line is picked up.
- Press the Transfer button.

Stop the transfer
- Press End Call. Your caller will be on hold.
- To try another transfer, press New Call softkey.
- To return to the caller, press the Resume softkey.

Conference Calls
- While on line with first caller, press Conference button.
- Enter phone number.
- When call to connects, press Conference button again.
- This can be repeated until 4 total are in the call.

Do Not Disturb (DND)
- Press DND softkey to turn on or off the ringer on the phone.

Visit the Telecom Resources page on www.cst.ucf.edu for more advanced guides and videos

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