**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

**Soft Keys**

These keys display different menu options as you use the phone.

**Session buttons**

Buttons display different menu options as you use the phone.

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**Applications**
- Call history
- Change Ringtone
  - Preferences>Ringtone

**Back**

**Conference**
- Can have a total of 8 people on one call

**Contacts**
- UCF Directory

**Headset**

**Hold**

**Messages**
- Automatically dials voicemail.

**Mute**
- Lit red when on.

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**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.

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**Button**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Button Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Applications Icon]</td>
<td>Call history</td>
</tr>
<tr>
<td>![Applications Icon]</td>
<td>Change Ringtone</td>
</tr>
<tr>
<td>![Applications Icon]</td>
<td>Preferences&gt;Ringtone</td>
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<tr>
<td>![Back Icon]</td>
<td>Back</td>
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<tr>
<td>![Conference Icon]</td>
<td>Conference</td>
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<tr>
<td>![Contacts Icon]</td>
<td>Contacts</td>
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<tr>
<td>![Headset Icon]</td>
<td>Headset</td>
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<tr>
<td>![Hold Icon]</td>
<td>Hold</td>
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<tr>
<td>![Messages Icon]</td>
<td>Messages</td>
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<tr>
<td>![Mute Icon]</td>
<td>Mute</td>
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</tbody>
</table>

**Button**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Button Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Navigation pad Icon]</td>
<td>Navigation pad</td>
</tr>
<tr>
<td>![Navigation pad Icon]</td>
<td>Up, down, right and left navigation</td>
</tr>
<tr>
<td>![Navigation pad Icon]</td>
<td>Select button is in middle, see Select</td>
</tr>
<tr>
<td>![Release Icon]</td>
<td>Release</td>
</tr>
<tr>
<td>![Select Icon]</td>
<td>Select</td>
</tr>
<tr>
<td>![Speakerphone Icon]</td>
<td>Speakerphone</td>
</tr>
<tr>
<td>![Transfer Icon]</td>
<td>Transfer</td>
</tr>
</tbody>
</table>

**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

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**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.
Cisco 9951 Quick Reference Guide

Using the Phone

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-xxx-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 Cancel. 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 8 total are in the call.

Do Not Disturb (DND)
• Contact CS&T to have Do Not Disturb added if it is not already on your 9951.

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

UCF Service Desk  Mon-Fri, 8am-5pm  (407) 823-5117  servicedesk@ucf.edu