Quick Start Guide

Cisco Unified IP Phone
Model 8961

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1. Dial
To dial, lift the handset and enter a number. Or:
• Press an unlit session button (right side).
• Press the New Call softkey.
• Press the headset button or speakerphone button.

Place an intercom call – 4 numerals (extension)
Place an outside call – 0XX
Call a mobile phone – 63XXXX

Dial from call history
As you enter a phone number, matching numbers will be displayed on your call history. To dial, scroll to a number and press the Select button in the Navigation pad or click on the Call softkey.

2. Hang up
To end a call, replace the handset. Or:
• Press the Release button.
• Press the End Call softkey.
• Press the (lit) headset button or the speakerphone button.

3. Answer
To answer an incoming call, lift the handset. Or:
• Press the flashing amber session button (right side).
• Press the Answer softkey.
• Press the (unlit) headset button or the speakerphone button.

Press the Select button in the Navigation pad.

4. Mute
Press the Mute button to toggle Mute on and off.
When Mute is on, the Mute button glows red.

5. Hold
1. Press the Hold button. The hold icon displays and the session button pulses green.
2. To resume the highlighted call, press the pulsing green button, the Resume softkey, or the Navigation pad Select button.

6. Forward All – Follow Me
(Previously 14110 to activate and 14111 to deactivate)
1. Press the Forward All softkey.
2. Enter a phone number, select a number from Call History, or press the Messages button (to forward to voicemail).
Look for Forward All icon on your screen.
To cancel call forwarding, press the Forward Off softkey.

7. Do Not Disturb Optional
• Press the Do Not Disturb button to toggle DND on or off.
• When on, Do Not Disturb (DND) mutes the ringer and may block visual notification for new calls.
• The phone status can be changed through the personal portal.

Call Waiting
If you get a second call while the first call is active, a second session label displays.
To connect the second call and put the first call on hold automatically, press the flashing amber session button (right side).

Did you know?
Call the Switchboard 3800/88 | Call selection (previously 87) – is now a button | Call mobile phones 63xxxx
8. Conference
1. From a connected call (not on hold), press the Conference button.
2. Dial a new number.
3. Press the Conference button or the Conference softkey (before or after the party answers).
The conference begins and the phone displays "Conference" instead of caller ID.
4. Repeat these steps to add more participants. The conference ends when all participants hang up.
* Up to 4 participants

"Conference in" a held call
1. From a connected call (not on hold), press the Conference button.
2. Press the pulsing green session button for the held call that you want to add. Or, if the held call is on another line, press the Active Calls softkey, choose a call from the list, and press the Conference softkey.
The conference ends when all participants hang up.

View & remove conference participants
During a conference, press the Show Details softkey. To remove a participant from the conference, highlight a name and press Remove.

9. Transfer
1. From a connected call (not on hold), press the Transfer button.
2. Call the transfer recipient.
3. Wait for the recipient to answer, or skip to Step 4 while the call is ringing.
4. Press the Transfer button or the Transfer softkey. The transfer is complete. Confirmation will be displayed on your phone screen.

10. Remaining on busy extension - repeat dialer (previously 19)
When calling a busy extension/no response press Call Back at the bottom of the screen and when the requested extension becomes available, you will receive a signal and you will then be able to press the Dial softkey.

11. Programming numbers and configuring quick dial settings (previously 139)
Programming and configurations via the personal portal. See the full guide for instructions.

12. Call History
Press the Applications button and select Call History. The last 150 calls are displayed:
• Missed calls
• Placed calls
• Received calls
To dial, scroll to a call and press the Select button in the Navigation pad or the Call softkey.
To view details for a call, highlight the call and press these softkeys: More > Details.

View new missed calls
1. Press the Session button next to the Missed Calls icon on the right side of the screen (may include a count of missed calls). The Missed Calls icon appears in this location when you have new (not yet viewed) missed calls.
Or, view your missed calls history by opening Call History and pressing the Missed Calls softkey.

13. Directories
1. Press the Contacts button and select a directory.
2. Enter search criteria and press Submit.
3. Select the listing and press the Dial softkey. Configure contacts and password via the personal portal. See the full guide for instructions.

14. Shared Lines
If you share a line with your co-worker:
• Either you or your co-worker can answer a ringing call on the shared line.
• When your co-worker has a call on the shared line, your shared line button is solid red and the call is displayed on your screen.
• When your co-worker puts a call on hold, the session button on your phone pulses red. You or your co-worker can resume the call.
• If your co-worker enables the Privacy feature, his or her calls do not display on your screen.

15. Voicemail
New message indicators:
• A solid red light on your handset.
• A stutter dial tone on the line (if enabled).
• A voicemail icon next to the line label and session button (may include message count).

Listen to messages:
Press the Messages button and follow the voice prompts. Or, press the Session button next to the voicemail icon.
* The 96 dial option exists.
** Dial 96 according to the instructions in order to enable this service.
*** The default settings direct the call to your voicemail when the line is busy/no answer. You can cancel the voicemail via the personal portal. See the full guide for instructions.

16. Tips
What are the buttons next to my screen?
• The buttons on the left side of your screen are line (and feature) buttons. Line buttons change line views but do not affect calls.
• The buttons on the right side of your screen are session buttons. Each call correlates to a session button. Use session buttons to answer and resume calls or to view call details.

How do I silence my ringing phone?
• Press the left side of the volume button one time while the phone is ringing.

How do I change my ringtone?
• Select Applications > Preferences > Ringtone, then select a line and press Edit. Select a ringtone and press Play, then press Set.

What does the Back button do?
• Press the Back button to back out of applications and menus.

How can I personalize various features and phone settings?
• You can personalize your setting via the personal portal. See the full guide for instructions.

The personal portal’s URL is: http://myiptel

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