



Cisco Unified IP Phone Model 8961

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Did you know?

Call the Switchboard 3800/88 | Call selection (previously 87) - is now a button | Call mobile phones 63xxxx

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.



Redial the last number

Press the **Redial** softkey.

Speed dial

Press a speed-dial button (if available).

Or, enter a speed-dial code while the handset is down (no dial tone), then press the **Speed Dial** 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

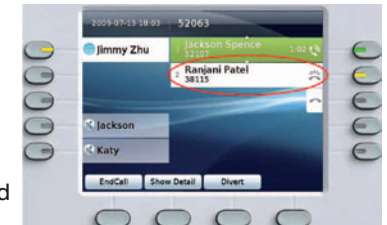
Press the **Select** button in the Navigation pad.



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).



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.



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>

- Mobility options

If an option is listed as unavailable, it can be requested.

Where can I find a complete User Guide?

http://www.cisco.com/en/US/products/psl0453/products_user_guide_list.html



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