




Cisco Unified IP Phone 8961 Users Guide




1 Logging In (Extension Mobility)

Most phones are restricted from making calls. With Extension Mobility, you have been provided with a user ID and PIN required to login to a phone. If the phone is set up to accept a login code you will see the Services button on the right side of the phone.

1. Have your User ID and PIN which has been provided by your administrator.
2. Press the **Services** button  on the right side of the phone.
3. Press the Select softkey.
4. Enter your user ID and the PIN using the phone keypad. Use the scroll key to scroll down to the PIN area.

2 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 (unlit) headset button  or speakerphone button .

Dial from Call History

As you enter a phone number, matching numbers display from your call history.






Double tap a number to dial it, or scroll to the number and press the **Select** button in the Navigation pad.

Redial the last number

Press the **Redial** softkey.





3 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 speakerphone button .

4 Answer

To answer a ringing call , lift the handset. Or:


- Press the flashing amber session button  (right side).
- Press the **Answer** softkey.
- Press the (unlit) headset  or 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).



To see which line is selected, look for a blue icon on the line label (left side of screen) and the line extension in the header bar (top of screen).

All Calls uses your primary extension.

5 Mute

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

6 Forward All


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).
3. Look for Forward All icon  on your screen.
4. To cancel call forwarding, press the **Forward Off** softkey.

Your system administrator can help you forward calls remotely from your User Options web pages.



7 Hold

1. Press the **Hold** button .

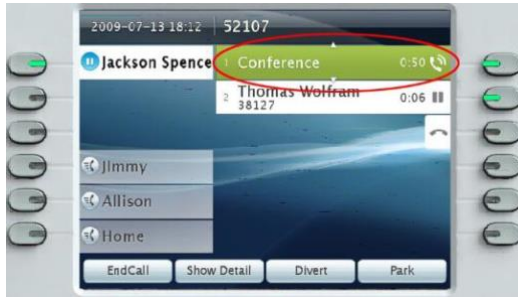
The hold icon  displays and the session button pulses green.

2. To resume the highlighted call, press the pulsing green button , the **Resume** softkey, or the **Select** button in the Navigation pad. (Note that pressing the **Hold** button again does not resume a call from hold.)

8 Conference




1. From a connected call  (not on hold), press the **Conference** button .
2. Make a new call.
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.

“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. Press the **Transfer** button or the **Transfer** softkey (before or after the party answers).

The transfer is complete. Confirmation displays on your phone screen.

10 Call History

Press the **Applications** button  and select **Call History**.



The last 150 calls display:

- Missed calls 
- Placed calls 
- Received calls 

To dial, double tap a call. Or, scroll to a call 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

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 displays 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.


11 Shared Lines

If you share a line with a co-worker or an administrative assistant:

- 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 displays 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.


12 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.

Check messages remotely

To check voicemail from another desk or from a remote location:

1. Dial: 202-671-2161.
2. Press *. At the prompt, enter the 7-digit phone number, then press #.
3. At the prompt, enter the password and press #.

13 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 active 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 use the touchscreen?

- To select items, gently press or double-tap (as needed) using your fingertip or a pencil eraser.
- To scroll down a page, “flick” the last item up.
- To disable the touchscreen for 60 seconds, press and hold the **Select** button in the Navigation pad until confirmation displays.

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?

1. Select **Applications**  > **Preferences** > **Ringtone**, then select a line and press **Edit**.
2. 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.



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