Cisco Unified IP Phone 8961
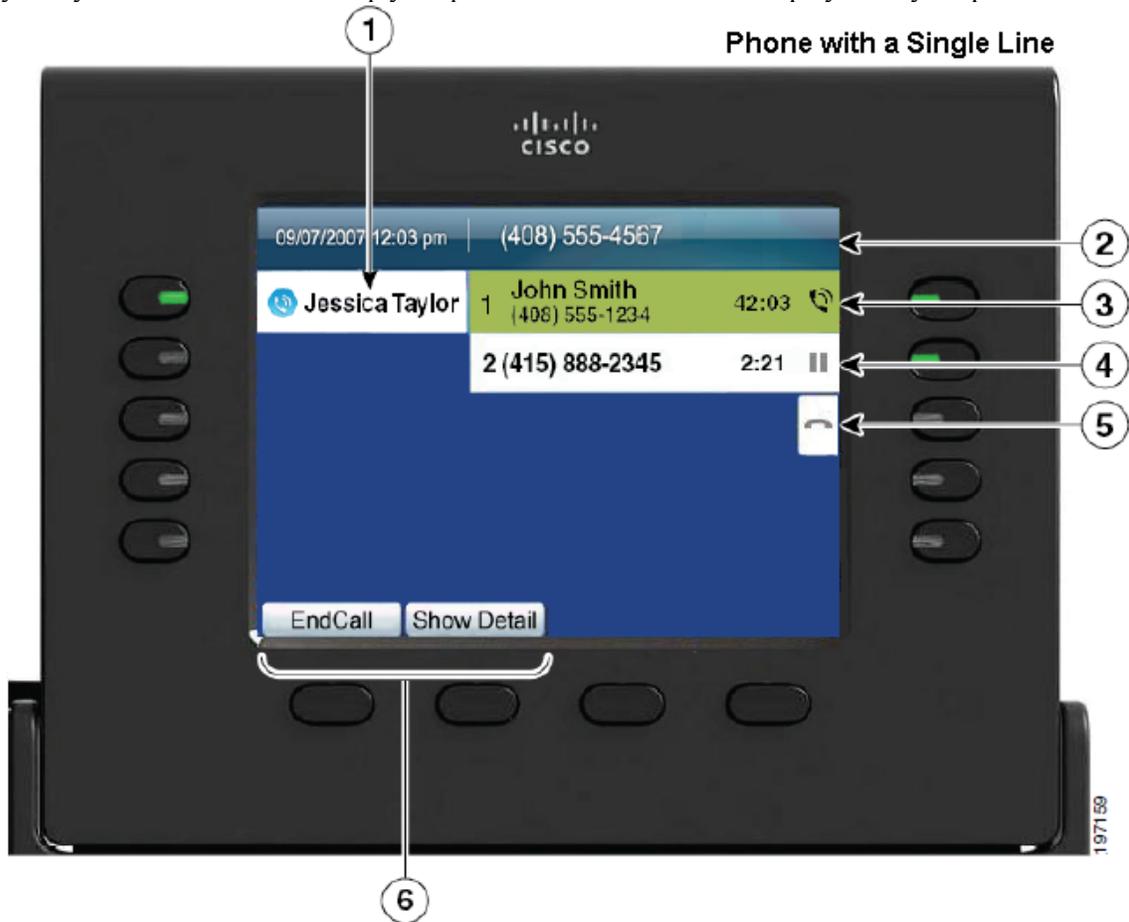

1	Phone Screen	Shows information about your phone, including directory number (extension), call information (for example caller ID, icons for an active call or call on hold) and available softkeys.
2	Session buttons	Each corresponds with an active call function. Pressing the button takes the default action: - **Active calls**-Pressing the button takes the default action for an active call. For example, pressing the button for a ringing call answers the call and pressing the button on a held call resumes the call. Session information, such as caller ID and call duration, appears on the phone screen next to the session button. - **Call functions**-When a session button is not being used for an active call, it can be used to initiate functions on the phone, as indicated by the adjacent phone screen icons. For example, pressing the session button can display missed calls, take the phone off hook, or dial your voice-messaging system (with a voice mail icon). Color LEDs reflect the call state. LEDs can flash (blink on and off rapidly), pulse (alternately dim and brighten), or appear solid (glow without interruption) - Flashing amber Ringing call. Pressing this button answers the call - Solid green May be a connected call or an outgoing call that is not yet connected. If the call is connected, pressing this button displays the call details for the participants of a conference call. If the call is not yet connected, pressing this button ends the call. - Pulsing green Held call. Pressing this button resumes the held call - Solid red Shared line in-use remotely. - Pulsing red Shared line call put on hold remotely. Pressing the button resumes the held call.

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3	Softkey buttons	Allow you to access the softkey options – phone features (for the selected call or menu item) displayed on your phone screen.
4	Back button	Returns to previous screen or menu.
5	Release button	Ends a connected call or session.
6	Navigation pad and Select button	The four-way Navigation pad allows you to scroll through menus, highlight items, and move within a text input field. The Select button (center of the Navigation pad) allows you to select a highlighted item, disable the phone screen for cleaning, or enable the phone screen if it is in power-save mode. The Select button is lit (white) when the phone is in power-save mode.
7	Conference button	Creates a conference call.
8	Hold button	Places a connected call on hold.
9	Transfer button	Transfers a call.
10	Key pad	Allows you to dial phone numbers, enter letters, and choose menu items (by entering the item number).
11	Speaker button	Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During the call, the button is lit green. The speakerphone audio path does not change until a new default audio path is selected (for example by picking up the handset).
12	Mute button	Toggles the microphone on or off during a call. When the microphone is muted, the button is lit red.
13	Headset button	Selects the wired headset as the default audio path and initiates a new call, picks up and incoming call, or ends a call. During a call, the button is lit green. A headset icon in the phone screen header line indicates the headset is the default audio path.
14	Volume button	Allows you to dial phone numbers, enter letters, and choose menu items.
15	Messages button	Auto-dials your voicemail system.
16	Applications button	Opens/closes the Applications menu. Depending on how your system administrator sets up the phone, use it to access applications such as call history, preferences, and phone information.
17	Contacts button	Opens/closes the Contacts menu. Depending on how your system administrator sets up the phone, use it to access personal directory, corporate directory, or call history.
18	Phone Display	Can be positioned to your preferred viewing angle.
19	Programmable feature buttons	Correspond to phone lines, speed dials, and calling features (example, Page button, Call Pickup) Press a button for a phone line displays the active calls for that line. Color LEDs indicate the line state: - Amber Ringing call on this line - Green Active or held call on this line - Red Shared line in-use remotely
20	Handset with light strip	The handset light strip lights up to indicate a ringing call (flashing red) or a new voice message (steady red)

Phone Screen

The way that your system administrator set up your phone determines what is displayed on your phone screen.

Phone with a Single Line

1	Line Label	Displays the line phone information
2	Header	Displays the date and time, and information (such as phone number) about the selected line.
3	Session button label (for connected call)	Display information (such as phone number and duration) about a connected call on the line.
4	Session button label (for held call)	Displays information (such as phone number and duration) about a held call on the line.
5	New Call icon	Indicates you can press the corresponding session button to make a new call.
6	Softkeys	Softkey options for the selected (highlighted) call only. If you select a different call (by pressing a feature button or the Navigation pad, or by answering a ringing call), the softkey options may change.

►Handset, Spearkerphone and Headset volume

1. To increase or decrease the volume of your handset, speaker or headset during a call or after invoking dial tone, press the up or down (Volume) button. The **Volume** button adjusts the volume for the currently active condition (handset, speaker or headset). Volume level is automatically saved until you change it again.

►Adjusting the Ringer volume

1. Press the up or down **Volume** button while the handset is in the cradle and the headset and speakerphone buttons are off. Press the **Volume** button repeatedly until you reach the desired volume level. The new ringer volume is saved automatically.

3

Applications ⚙ button

Phone applications allow you to access the following:

► Call History

Call History allows you to view information on the last 150 calls on your phone. An icon displays indicating the type of call:

- Received -
- Placed -
- Missed -

The caller ID is displayed with the call icon. If the caller ID is unavailable, then the phone number is displayed. If the phone number is unavailable, then "Unknown" is displayed. All Call History items are integrated into one list and are ordered by time (latest to oldest). The 150 call limit applies to all lines combined.

You can sort can sort the Call History list by all lines, each line or by missed calls. You can sort the call history for each line by selecting the individual line for which you want to see the call history. You can also dial the number directly from the Call History list.

1. View Call History

- Press the **Applications** button ⚙ .
- Select the **Call History**. (Use the **Navigation** pad and **Select** button to scroll and select.)
  The phone screen display the call history with an icon associated for each type of call.
- Press the **Exit** softkey to return to the **Applications** screen.

2. View Call Record Details

- Press the **Applications** button ⚙ .
- Select the **Call History**. (Use the **Navigation** pad and **Select** button to scroll and select.)
  The phone screen display the call history with an icon associated for each type of call.
- Select a call record and press the **Details** softkey (you may need to press More softkey first).
  The phone displays the call time stamp, duration of the call, caller's name, caller's directory number and any alternate number.
- Press the return softkey ↰ to return to the **Call History** screen.
- Press the **Exit** softkey to return to the **Applications** screen.

3. Filter Call History

- Press the **Applications** button ⚙ .
- Select the **Call History**. (Use the **Navigation** pad and **Select** button to scroll and select.)
- Press the **Missed Calls** softkey , if Missed Calls directory isn't already selected.
  The Call History screen displays only the missed calls on the selected line.
- To view all calls in the Call History screen, press the **All Calls** softkey.
- Press the **Exit** softkey to return to the **Applications** menu.

4. Dial From Call History

- Press the **Applications** button ⚙ .
- Select the **Call History**. (Use the **Navigation** pad and **Select** button to scroll and select.)
- From the Call History screen , highlight the call you want to dial and do one of the following:
  - Press the Call softkey
  - Pick up the handset
  - Press the Select button
  - Press the Speakerphone 🔊 button or the Headset 🎧 button.

5. Edit Number From Call History

- Press the **Applications** button .
- Select the **Call History**. (Use the **Navigation** pad and **Select** button to scroll and select.)
- Highlight the call you want to edit.
- Press the **EditDial** softkey. (you may need to press the More softkey first).
- Press the right or left arrow on the **Navigation** pad to move the cursor to the desired location (e.g., insert "9").
- Press the softkey to delete numbers on the left of the cursor.
- Press the **Call** softkey to dial the new edited number.
- Press the return softkey to return to the Call History screen.

6. Clear Call History

- Press the **Applications** button .
- Select the **Call History**. (Use the **Navigation** pad and **Select** button to scroll and select.)
- Press the **Clear List** softkey to clear the entire call history on the phone.
- Press the **Delete** softkey to delete the call history on the phone, or press **Cancel** softkey to go back to the Call History screen.
- Press the **Exit** softkey to return to the **Applications** screen.

7. Delete Call Record From Call History

- Press the **Applications** button .
- Select the **Call History**. (Use the **Navigation** pad and **Select** button to scroll and select.)
- Highlight the call you want to delete.
- Press the **Delete** softkey to delete the number from the Call History. (you may need to press **More** softkey first)
- Press the **Delete** softkey to delete the number, or press the **Cancel** softkey to go back to the Call History screen.
- Press the **Exit** softkey to return to Applications screen.

►Preferences (Applications Button – Continued)

1. Change Ringtone for a Line

- Press the **Applications** button .
- Select **Preferences**. (Use the **Navigation** pad and **Select** button to scroll and select.)
- Select **Ringtone**.
- Highlight a ringtone.
- Press **Select** button or **Play** softkey to play the sample ringtone.
- Press the **Set** softkey to apply the ringtone.
- Press the return softkey to return to the **Preferences** screen.

2. Change Wallpaper (Display background image)

- Press the **Applications** button .
- Select **Preferences**. (Use the **Navigation** pad and **Select** button to scroll and select.)
- Select **Wallpaper** and select a wallpaper option.
- Press the **Preview** softkey to see the wallpaper on your phone.
- Press the **Set** softkey to apply the wallpaper to the phone

3. Adjust the Brightness

- Press the **Applications** button .
- Select **Preferences**. (Use the **Navigation** pad and **Select** button to scroll and select.)
- Select **Brightness.**
- To increase brightness, press the right arrow on the **Navigation** pad.
- To decrease brightness, press the left arrow on the **Navigation** pad.
- Press the **Save** softkey to set the brightness, or press the **Cancel** softkey to exit.

►Listen to Voice Messages (see Setting Up Your Cisco Unity Voice Mailbox)

1. To listen to voice messages, do one of the following :

   ● Press the **Messages** button 📧 or

   ● Select a line with a Message icon 📧 , and :

   - Press the Session button ⬤ next to the Voicemail icon 📧 .

2. Follow the prompts to listen to your voice messages.
   After listening to your new voice messages, the message indicators are updated on the phone screen. If there are no new voice messages, the Message icon is removed from the line label, and the voicemail icon is removed from the right side of the phone screen.

►Placing a Phone Call
   Note: Dial **9** + Phone Number, to dial external numbers. Dial five (5) digit directory number (extension) for internal dialing.

1. **Pre-Dial** - You can dial while on-hook, without dial tone.
     ● When entering a phone number (pre-dialing), the Auto-Dial feature will pop up to suggest matching phone numbers from your **Call History (Directories)**:

   b. Press the **Navigation** ⬤ button to scroll and/or select a phone number from your **Call History** log.
   Next, press **Call** softkey to dial the selected telephone number.

     ● Or, lift the handset to dial the selected telephone number.

     ● Or, press Speaker 🔊 button or headset 🎧 button, to dial the selected telephone number.

2. To place a call using the speaker, press **Speaker** 🔊 button or **New Call** softkey, ⬤ session button (automatically selects speaker) and dials the number.
3. To place a call using a headset, plug the approved headset (non-wireless headsets) into the back of the phone base and press headset 🎧 button before or after dialing the number. If headset button is lit, press ⬤ new call session button to place a call. Press **Cancel** or **End Call** when finished with call to remain in headset mode.
4. **Conditions**: Your line will let you place another call even if you have an existing call on the same line. To do so, simply place the current call on 🔽 **Hold** and press the next available ⬤ session button.
5. To change from the handset to the speaker, press **Speaker** 🔊 button and then hang up the handset.
6. To change from speaker to handset, lift **Handset**.
7. The **Volume** 🔉 and **Mute** 🎤 controls also adjust volume to the ear piece and mute the speech path of the handset/headset.

►Answering Calls
1. Lift handset, or press **Answer** softkey, or press **Speaker** button or press **Headset** button to answer primary line.
2. Press ringing session button to answer incoming call on another session button (first call is automatically put on hold)
   Note: If you have multiple lines (shared Extension numbers) on your phone, you will need to press the ringing line button + session button to answer the incoming call.

►Ending A Call
1. Hang up while using the handset (return the to handset cradle). Or press **Cancel** or **EndCall** (depending on line state).
2. Hang up while using the headset (non-wireless headsets), press headset button. If you want to keep headset mode activated (keep the button lit after hanging up), press **EndCall**.

►Muting A Call

1. To activate mute, press the **Mute** 🎤 button. Press the **Mute** 🎤 button again to deactivate.

   The **Mute** 🎤 button will mute the speech path of the headset, handset or speaker.

►Placing A Call On Hold

1. When connected to a call, press the **Hold** button. (caller hears system "music-on-hold")
2. To remove a call from hold on the current line, make sure that the appropriate call is highlighted and press **Resume** softkey or held ‖ session button.
3. Remove a call from hold on a different line. Press the line button, then the ‖ held session button. If there are multiple calls holding, make sure that the appropriate call is highlighted and press **Resume or** ‖ held session button. Note that a held call is indicated by the call-on-hold ‖ icon.

Note: Held call recall initial reversion timer is **90** seconds, reversion notification interval timer is 120 seconds.

►Transferring A Call

1. During a call, press the **Transfer** button. This places the call on consultation hold. (caller hears system "music-on-hold")
2. Dial the number you wish to transfer caller to. (Dial directory number (Extension) or **9** + external telephone number)
3. When ringing begins, press **Transfer** button again or hang-up to complete transfer (unsupervised transfer),
4. Or, wait for party to answer, announce the caller then press **Transfer** button or hang-up to complete transfer (supervised transfer). If party refuses call, press **Cancel** softkey, then **Resume** softkey to consult with original caller. Repeat process to try another number. Or, to consult between the two parties, press the **Swap** softkey, press **Transfer** button when ready to complete the transfer.

►Transferring Two Calls On The Same Line To Each Other (different session buttons)

1. From connected call session button, press **Transfer** button, press second held ‖ session button, transfer is completed.

►Transferring A Call Directly To Voice Mail

1. During a call, press the **Transfer** button. This places the call on consultation hold.
2. Dial the ***** + directory number (extension/voice mailbox number) you wish to transfer caller to.
3. When Voice Mail system answers, press **Transfer** button or hang-up.

►Activating A Conference Call

1. While on a call, press the **Conference** button. This will place the first call on hold and you will receive dialtone.
2. Dial the number you wish to conference. (Dial directory number (Extension) or **9** + external telephone number)
3. When the call connects, press **Conference** button again to add this party to the conference. When conference originator hangs up, no additional parties can be added. (Note: total number of calls that can be connected equals four (**6**) including the conference originator)
4. To drop a party out of a conference, press **Show Details** softkey, highlight the name and press **Remove**.

Note: Only conference originator can remove connected conference participants.

►Page Button (Overhead Intercom Paging Speaker Access) Assigned to selected phones only

The **PAGE** button is a speed dial button on selected office phones that allows you to access the overhead intercom paging system.

1. Lift handset, press **PAGE** button.
2. After connection, dial the code for the paging zone you want to access?
3. Make announcement.
4. When finished, press **EndCall** softkey and/or hangup to complete page.

►Paging (To an individual Phone, "voice call")

1. Lift handset, Dial **#** + directory number (extension).
2. After the connection tone, make your announcement.
3. When finished, press **EndCall** softkey and hangup.

Note: When initiating a page to a phone, the Mute feature is automatically activated for privacy on the called phone.

►Do Not Disturb (DND) **Assigned to selected phones only**
  You can use the **Do Not Disturb** button to mute the audible ringer on your phone. When is enabled, your incoming calls are forwarded to another number, such as your voicemail. The DND feature affects all the lines on your phone.

  1. Press the **Do Not Disturb** button to turn on DND.
      ● Visual confirmation displays briefly.
  2. Press the button again to turn off DND.
      ● Visual confirmation displays briefly.

►Divert (softkey feature) **Sends incoming or connected call to your voice mailbox**
  1. When receiving an incoming call or while connected to a call, press the **Divert** softkey.
  2. The **Divert** softkey feature automatically transfers a call to your voice mailbox. Caller will hear your voice message greeting and can leave you a message.

►Call Park (softkey feature)
  1. While connected to a call, press the **Park** softkey, then hangup. Your phone displays the number where the system parked the call. The parked call is placed on hold.
  2. To retrieve the parked call from another Cisco Unified IP Phone, go to another phone within your location, lift handset and dial the call park number where call is parked, to retrieve the call.
  3. If call is not retrieved within a certain amount of time you will receive an alert tone, at which time you can:
      ● Press the **Answer** softkey to answer the call your phone.
      ● Retrieve the call from another phone.
  Note: Recall timer on a "Parked" call is **120** seconds, call will recall to the line that "Parked" the call.

►Call Pickup **Assigned to selected phones only**
  To automatically answer a call that is ringing on another extension within your call pickup group.
  1. Lift handset, press **PickUp** button.
  Note: your extension must be configured in the same call pickup group by the system administrator.

►Last Number Redial (softkey feature)
  1. Dials the last number dialed from your phone, press **Redial** softkey.

►Call Forward No Answer – FYI (Ring No Answer Timer)
  1. This is a system wide parameter, however can be changed by the system administrator on an individual line basis.
  2. Lines ring approximately **4** times (**16** secs) before forwarding to the "no answer" destination (e.g., your voicemail box).

►Forward All (softkey feature)
  When **Forward All** is activated, calls are routed directly to destination number (e.g., voice mail)
  1. Press the **Forward All** softkey. You hear two beeps, then dial tone.
  2. Enter the **5** digit extension number you wish to forward your calls to.
  3. To verify that your calls are forwarded, look for:

      ● A **Forward All** icon on the line label.

      ● The forwarding information on the display header.

  3. To forward calls directly to voice mail, press **Forward All** softkey, then the **Message** button.
  4. To cancel, press the **Forward Off** softkey.
  Note: You can setup **Forward All** from your phone for any line by pressing the line button first.

►Call Back (softkey feature)
  Allows you to receive an audio and visual notification on your phone when a busy or unavailable party becomes available.

  1. Press the **Callback** softkey while listening to the busy tone or ring sound.
      ● A confirmation screen displays on the phone.
  2. Press the **Exit** softkey to exit the confirmation screen, if desired.
      ● The phone alerts you when the line is free.
  3. Press the **Dial** softkey to place the call again, if desired.

►Corporate Directory

The corporate directory contains corporate contacts that you can access on your phone. Your system administrator sets up and maintains the directory.

Search for and Dial a Contact

1. Press the **Contacts** button .
2. Select the **Corporate Directory**. (Use the **Navigation** pad and **Select** button to scroll and select.)
3. Select one or all of these search criteria to search for a co-worker:
   ● First Name
   ● Last Name
4. Enter the search criteria information, press the **Search** softkey, and select a contact.
5. To dial, perform any of these actions:
   ● Press the **Dial** softkey.
   ● Press the **Select** button.
   ● From the keypad, press the number that is displayed in the upper right-hand corner of the contact label.
   ● Press the Speakerphone button
   ● Press the Headset button
   ● Pick up the handset.

Search for and Dial a Contact While on a call

1. Press the **Contacts** button .
2. Select the **Corporate Directory**. (Use the **Navigation** pad and **Select** button to scroll and select.)
3. Select one of or all of these search criteria to search for a co-worker:
   ● First Name
   ● Last Name
4. Enter the search criteria information, press the **Search** softkey, and select a contact.
5. Press the **Dial** softkey. The first call gets automatically put on hold while the second call gets dialed.

►Personal Directory

The personal directory contains a list of your personal contacts. You can assign fast-dial codes to your personal directory entries for fast dialing. There are two ways you can set up and maintain your personal directory:

   ● Phone – Using your phone you can:
        - Set up and use Personal Directory
        - Assign and use fast-dial codes
   ● User Options Web Pages – Using User Options web pages, you can also set up and use your personal directory.

Personal Directory Options
   ● **Sign in & out**

   1. Press the **Contacts** button .
   2. Select **Personal Directory**. (Use the **Navigation** pad and **Select** button to scroll and select.)
   3. Enter your user ID and PIN (default = 12345), then press the **Submit** softkey.
   4. Select **Log out**.
   5. Press the **Select** softkey.
   6. Press the **OK** softkey to sign out (**Note**: You are logged out automatically after a certain amount of time)

   ● **Add a Personal Directory Entry**

   1. Press the **Contacts** button .
   2. Sign in to **Personal Directory** (Use the **Navigation** pad and **Select** button to scroll and select.)
   3. Select **Personal Address Book**; the Search for and entry screen displays.
   4. Press the **Submit** softkey.
   5. Press the **New** softkey. (you may need to press the **More** softkey first).
   6. Enter the nickname information (required field, you can also enter a name)
   7. Press the **Phones** softkey and enter the phone number, include any required access codes (**9** and/or **1**)
   8. Press the **Submit** softkey to add the entry to your personal directory.

● **Search for an Entry in Personal Directory**

    1. Press the **Contacts** button .
    2. Sign in to **Personal Directory** (Use the **Navigation** pad and **Select** button to scroll and select.)
    3. Select **Personal Address Book**.
    4. Select one, all, or none of these criteria to search for an entry:
        ● Last Name
        ● First Name
        ● Nickname
    5. Enter the search criteria information and then press the **Submit** softkey. The name displays.

● **Dial a Number from Personal Directory**

    1. Press the **Contacts** button .
    2. Sign in to **Personal Directory** (Use the **Navigation** pad and **Select** button to scroll and select.)
    3. Select **Personal Address Book** and Search for an entry.
    4. Select the personal address book entry that you want to dial.
    5. Press the **Dial** key.

● **Delete a Personal Directory Entry**

    1. Press the **Contacts** button .
    2. Sign in to **Personal Directory** (Use the **Navigation** pad and **Select** button to scroll and select.)
    3. Select **Personal Address Book**; and Search for an entry.
    4. Press the **Select** softkey.
    5. Press the **Edit** softkey.
    6. Press the **Delete** softkey. (You may need to press the **More** softkey first.)
    7. Press **OK** softkey to confirm the deletion.

● **Edit a Personal Directory Entry**

    1. Press the **Contacts** button .
    2. Sign in to **Personal Directory** (Use the **Navigation** pad and **Select** button to scroll and select.)
    3. Select **Personal Address Book** and Search for an entry.
    4. Press the **Select** softkey.
    5. Press the **Edit** softkey.
    6. Modify the entry information.
    7. Press the **Phones** softkey to modify a phone number.
    8. Press the **Update** softkey.

Fast-Dial Codes with Personal Directory

● **Assign a Fast-Dial Code to a Personal Directory Entry**

    1. Press the **Contacts** button .
    2. Sign in to **Personal Directory** (Use the **Navigation** pad and **Select** button to scroll and select.)
    3. Select **Personal Address Book**.
    4. Enter the name information and press the **Submit** softkey.
    5. Press the **Select** softkey and then press the **FastDial** softkey.
    6. Select a number and press the **Select** softkey.
    7. Scroll to an unassigned fast-dial index.
      (You may have to press the **Next** softkey to get to more fast-dial indexes)
    8. Press the **Select** softkey.

● **Place a Call Using a Fast-Dial Code**

    1. Press the **Contacts** button .
    2. Sign in to **Personal Directory** (Use the **Navigation** pad and **Select** button to scroll and select.)
    3. Select **Personal Fast Dials** and scroll to a fast-dial code.
      (You may have to press the **Next** softkey to get to more fast-dial codes)
    4. Select the fast-dial code you want to dial and press the **Dial** softkey.

● **Delete a Fast-Dial Code**

       1. Press the **Contacts** button .

       2. Sign in to **Personal Directory**.

       3. Select **Personal Fast Dials** and search for a fast-dial code.

       4. Select the fast-dial code that you want to delete and press the **Remove** softkey.
         (You may need to press the **More** softkey first)

       5. Select the index to delete.

       6. Press the **Remove** softkey.