Getting to Know Your New Cisco Unified IP Phone 8961

TEXAS A&M UNIVERSITY CORPUS CHRISTI

Phone Screen Icons

- Off-hook / connected call
- On-hook
- Incoming call
- Missed call
- Placed call
- Received call
- Call forwarding enabled
- Call on hold
- Message waiting

Cisco Unified IP Phone 8961

Buttons

- Applications/User Preferences
- Contacts/Corporate Directory
- Messages
- Headset
- Speakerphone
- Mute
- Back
- Release
- Navigation pad and Select button
- Transfer
- Conference
- Hold
- Volume
- Feature buttons (left side of screen)
- Session buttons (right side of screen)

Feature Icons

- Common task, such as for Answer, Call Back, and Speed Dial
- All Calls enabled
- Do Not Disturb (DND) in use
- Intercom call–one-way (whisper)
- Intercom call–two-way (connected)
- Line Status–monitored line in use
- Line Status–monitored line ringing (Call Pickup only)
- Line Status–monitored line in the DND state
- Mobility
- Secure call

Ringer Volume
To adjust the volume while not on an active call:

➢ Press the **up** or **down Volume** button to hear a sample ring.
➢ Press the **up** or **down Volume** button to adjust the volume to the desired level.

Note: Soft Keys—Options displayed on the screen which change depending on which features you are accessing.
Navigation Button—Allows you to scroll through menu items and highlight items on display screen.

Handset, Speaker, or Headset Volume
To adjust the volume during an active call:

➢ Press the **up** or **down Volume** button.
➢ Press the **Save** soft key to save the volume setting.

Line Keys Status Light

- **Green** steady - active call
- **Green** pulsing - call on hold
- **Amber** pulsing - incoming call
- **Red** solid - currently in use
- No color no call activity

Handset light ▌ received voicemail

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Place a Call
- Internal calls - on campus: Dial 4-digit extension.
- External calls (off-site): Dial **9+1+10**-digit telephone number.
- To reach Campus emergency service, dial **4444.**

Use one of the following options:
- Lift the handset and dial the number.
- Press the button for the line you want to use.
- Press the **Speaker** button.
- Press the **NewCall** soft key.
- Press the **Headset** button.
- Press the **Redial** soft key.

Answer a Call
Use one of the following options:
- Lift the handset.
- Press the **Answer** soft key.
- Press the line button to answer using the **Speaker**.
- Press the **Headset** button.

Place a Call on Hold
- Press the **Hold** soft key or if another call is ringing, press the **Answer** soft key, which puts the first call on hold.

To return to the call on hold:
- Press the **Resume** soft key.

If multiple calls are on hold:
- Press the **Navigation** button to select the call.
- Press the **Resume** soft key.

Transfer a Call
To transfer an active call:
- Press the **Transfer** soft key. The call is placed on hold.
- Dial the number to where you want to transfer the call.
  Note: To transfer directly to voice mail, press * before the number.
- When the party answers, announce the call (optional).
- Press the **Transfer** soft key again and hang up.

If the transfer fails:
- Press the **EndCall** and **Resume** soft keys.

Call Park
To put a call on hold so it can be retrieved from any other phone in the system:
- Press the **More** soft key.
- Press the **Park** soft key.
- Note the 4-digit Call Park number displayed on the screen.
- Hang up.

To retrieve a parked call:
- Lift the handset.
- Dial the 4-digit Call Park number.

Forward Calls
To forward all incoming calls:
- Press the **CFwdALL** soft key.
- To send to voice mail, press the **Message** button **OR—**To send to another phone, dial 9+ the outside phone number **OR—**Dial 4-digit extension where you want your calls to be forwarded.

To cancel and receive incoming calls:
- Press the **CFwdALL** soft key again.

To toggle between hearing and silencing the ringer for incoming calls:
- Press the **DND** soft key.

To transfer an incoming call directly to voice mail:
- Press the **iDivert** soft key.

End a Call
Use one of the following options:
- Hang up the handset.
- Press the **EndCall** soft key.
- Press the **Speaker** button.
- Press the **Headset** button.

Voice Mail Button
When the handset's red light indicator is lit, you have a message. To access voice mail:
- Press the **Message envelope** button.
- Follow the voice instructions.

  Note: See Instructions on initializing and setting up your personal Voice Mailbox in the **Using Your Voice Mail** section of this user guide

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Conference Call
To establish a conference call with up to a maximum of 6 parties (yourself and up to five others):
- ➢ While on an active call, press the **More** soft key.
- ➢ Press the **Conf** soft key to open a new line. The call is placed on hold.
- ➢ Dial the next party you want to add to the conference call.
- ➢ When the call is answered, press the **Conf** soft key again to add the new party to the call.

To rejoin the conference call if a called party is not available:
- ➢ Press the **EndCall** soft key.
- ➢ Press the **Resume** soft key. You are connected with the conference already in progress.
- ➢ To add additional parties, repeat the previous steps.

To end the conference call:
- ➢ Press the **EndCall** soft key or hang up.

Direct Transfer
To transfer two active calls to each other without staying on the line:
- ➢ Scroll to highlight any call on the line.
- ➢ Press the **Select** soft key.
- ➢ Scroll to highlight the second call.
- ➢ Press the **Select** soft key.
- ➢ Press the **More** soft key.
- ➢ Press the **DirTrfr** soft key. The two calls are now connected to each other and you are dropped from the call.

Conference Call—Participants
To view a list of conference participants:
- ➢ While on an active conference call, highlight the active conference.
- ➢ Press the **More** soft key.
- ➢ Press the **ConfList** soft key. Participants are listed in the order they joined the call, with the most recent at the top.

To remove a participant from the conference call:
- ➢ Highlight the participant you want to remove from the Conference List.
- ➢ Press the **More** soft key until you see the **Rmlstc** soft key.
- ➢ Press the **Rmlstc** soft key.
  Note: This is only available for the conference originator.

Call Pickup (If available)
To answer a call ringing at another phone in your Call Pickup Group:
- ➢ Pick up the handset to display the **Pickup** soft key.
- ➢ Press the **Pickup** soft key.
- ➢ Press the **Answer** soft key. You are now connected to the call.

To answer a call ringing at another phone outside of your Call Pickup Group:
- ➢ Pick up the handset to display the **GPickup** soft key.
- ➢ Press the **GPickup** soft key.
- ➢ Enter the assigned Group Pickup Code.
- ➢ Press the **Answer** soft key. You are now connected to the call.

Note: Speed Dials are configured for buttons on the phone and **Abbreviated Dial** is used for softkey buttons on the phone. You may program up to 99 Speed Dials/AbbrDials.

For example, if you program an abbreviated dial starting at line 3, you will dial **3 > AbbrDial** softkey button to place the call you have previously programmed as an abbreviated dial.

Call Logs
To view your missed, placed, or received call history:
- ➢ Press the **Directories** button.
- ➢ Press the **Navigation** button to highlight the desired log.
- ➢ Press the **Select** soft key to display the information.

To make a call from a call log entry:
- ➢ Press the **EditDial** soft key to edit the displayed number for dialing, if needed.
- ➢ Lift the handset and press the **Dial** soft key to make the outgoing call.

Corporate Directory
To search and call someone listed in the corporate directory:
- ➢ Press the **Directories** button.
- ➢ Press the **Navigation** button to highlight Corporate Directory.
- ➢ Use the dial pad to search for an entry by spelling part or all of the name.
- ➢ Press the **Search** soft key.
- ➢ Press the **Navigation** button to highlight the desired entry.
- ➢ Lift the handset and press the **Dial** soft key to make the outgoing call.

Extension Mobility
To log onto an open telephone:
- ➢ Press the **Services** button.
- ➢ Select **Extension Mobility**.
- ➢ Enter your 10?-digit telephone number.
- ➢ Enter your PIN.
  Note: Your default first-time PIN is 12345??.
- ➢ Press the **Submit** soft key.

If this is the first time logging into your profile, you will be prompted to sign in again and change your PIN:
- ➢ Scroll down to the *PIN* field.
- ➢ Enter a new PIN (min. 6 digits).
- ➢ Press the **Submit** soft key.