



QUICK START FOR ADMINISTRATIVE ASSISTANTS



Cisco Unified IP Phone
8961

- 1 Dial
- 2 Hang up
- 3 Answer
- 4 Divert
- 5 Hold
- 6 Mute
- 7 Conference
- 8 Transfer
- 9 Forward All
- 10 Call History
- 11 Directories
- 12 Shared Lines
- 13 Voicemail
- 14 Tips

Note For best results, print on 8.5 x 14" (legal-sized) paper.

1 Dial

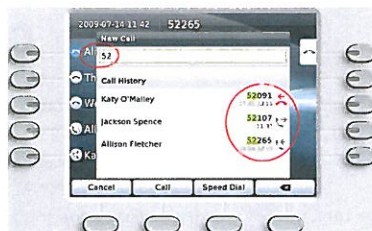
To dial, lift the handset and enter a number. Or:

- Press an unlit session button (right side).
- Press the New Call softkey.
- Press the (unlit) headset button or speakerphone button.

To dial from a specific line, first press a line button (left side).

Dial from call history

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



Redial the last number

Press the Redial softkey. To redial from a specific line, get a dial tone on the line first.

Speed dial

Press a speed-dial button (if available). Or, enter a speed-dial code while on-hook (no dial tone), then press the Speed Dial softkey.

Your system administrator can help you set up speed dials from your User Options web pages.

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 speakerphone button.

3 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.



If multiple calls are ringing, scroll to the call that you want to answer, then do one of the above.

Or press the Answer button (if available) to answer the oldest ringing call on any line.

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).

(If you are not in the All Calls view, you might need to first press the All Calls button or select the ringing line before answering the call.)

Multiple lines

Keep these multiple line "basics" in mind:

- Press the All Calls button to view all calls on all lines (oldest first) and to dial from your primary line. You might prefer to keep your phone in the All Calls view most of the time.
- If a line is selected instead of All Calls, your phone displays activity for (and dials from) the selected line only.
- To see which line is selected, look for a blue icon on the line label and the line extension in the header bar. (All Calls uses your primary extension.)



- Press a line button or All Calls at any time to switch views; doing so does not affect calls.

4 Divert

Press the Divert softkey to redirect a ringing or active call to voicemail (or to another phone number set up by your system administrator). You must resume a held call before you can use Divert.

Divert affects the highlighted call only. If necessary, scroll to the call before pressing Divert.

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 Select button in Navigation pad.