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Cisco Unified IP Phones 8961, 9951, and 9971 User Guide for Cisco Unified Communications Manager 7.1(3) (SIP)

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Common Phone Tasks

Place a call	Go off-hook before or after dialing a number.
Redial a number	Press **Redial** softkey.
Switch to handset during a call	Pick up the handset.
Switch to speaker or headset during a call	Press or , then hang up the handset.
Mute and un-mute your phone	Press .
View your call history	Press > **Call History**.
Hold and resume a call	Press to hold. Press the **Resume** softkey to resume the held call.
Transfer call to new number	Press , enter the number, and then press it again.
Place an intercom call	Press the **Intercom** button and then enter a number if necessary. Speak after you hear the tone.
Start a standard conference call	Press , dial the participant, and then press it again.
Silence the ring for an incoming call	Press the **Volume** button down once.

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QUICK REFERENCE

Cisco Unified IP Phones 8961, 9951, and 9971 for Cisco Unified Communications Manager 7.1(3) (SIP)

Softkeys
Phone Screen Icons
Buttons
Common Phone Tasks

Softkeys

All Calls	List all calls.
Answer	Answer a call.
Apply	Confirm the edited and nonedited settings in that screen.
Call	Initiate a call.
CallBack	Receive notification when a busy extension becomes available.
Cancel	Cancel an action or exit a screen without applying changes.
Clear List	Remove all entries in a list or category.
Conference	Use when Conference feature is activated.
Delete	Delete an entry in a category, such as from Call History.
Details	In Call History or Accessories, select a call-history record or an accessory to view selection details.
Dial	Dial a selected number.
Divert	Send or redirect a call to voicemail or to a predetermined phone number.
Edit	Modify an item, such as a name.
EditDial	Edit a number before calling.
End Call	Disconnect the current call or the current intercom call.
Exit	Return to the previous screen.
Forward All/ Forward Off	Set up or cancel call forwarding.
Log Out	Sign out of Personal Directory.
Missed Calls	List all missed calls.
More	Display additional softkeys.

New Call	Make a new call.
Park	Store a call.
Phones	Displays the phone information for a personal contact.
Play	Play ringtone.
Redial	Redial the most recently dialed number.
Remove	Remove a conference participant or an entry.
Resume	Resume a call on hold.
Revert	Revert back to the last applied set of settings (for that screen).
Save	Save the chosen settings.
Search	Search for a directory listing.
Select	Select the highlighted option.
Set	Set an option, such as a ringtone.
Setup	Configure an accessory.
Show Details	Show details about the current call.
Speed Dial	Dial a number using a speed-dial code.
Swap	For a Transfer or Conference, toggle between two existing calls.
Transfer	Use when Transfer feature is activated.
Update	Update an entry in Personal Directory.
	Backspace to delete characters.
	Back.

Phone Screen Icons

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

Feature Icons

(If available on your phone)

	All Calls
	Common tasks such as Answer, CallBack, and Speed Dial.
	Bluetooth connected
	Do Not Disturb (DND) is in-use
	One-way intercom call (whisper)
	Two-way intercom call (connected)
	Line Status indicator–monitored line is in-use
	Line Status indicator–monitored line is ringing (Call Pickup only)
	Line Status indicator–monitored line is in do not disturb (DND)
	Mobility

Buttons

	Applications
	Contacts
	Messages
	Headset
	Speakerphone
	Mute
	Back
	Release
	Navigation pad and Select button
	Transfer
	Conference
	Hold
	Volume
	Feature button (left side of the screen)
	Session button (right side of the screen)

For the Cisco Unified IP Phones 8961, 9951, and 9971 Quick Start Guides, go to this URL:
TBD

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Your Phone

Revised: August 21, 2009

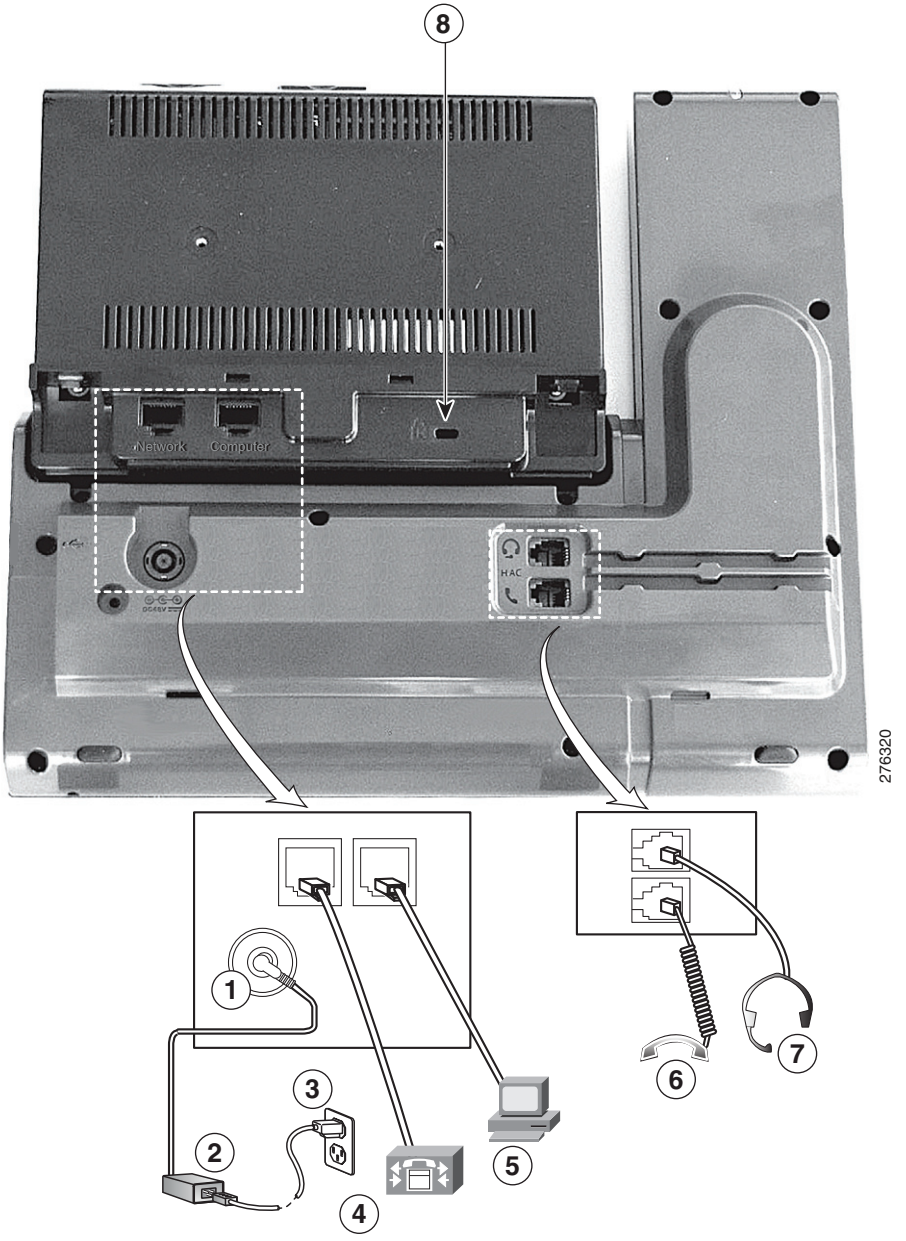
Cisco Unified IP Phone 8961

The Cisco Unified IP Phone 8961 provides these features:

- Phone connections
- Footstand
- Phone display viewing angle
- Buttons and hardware
- Phone screen
- Power-save mode
- Handset rest

Phone Connections

For your phone to work, it must be connected to the corporate IP telephony network. Your system administrator can help you connect your phone.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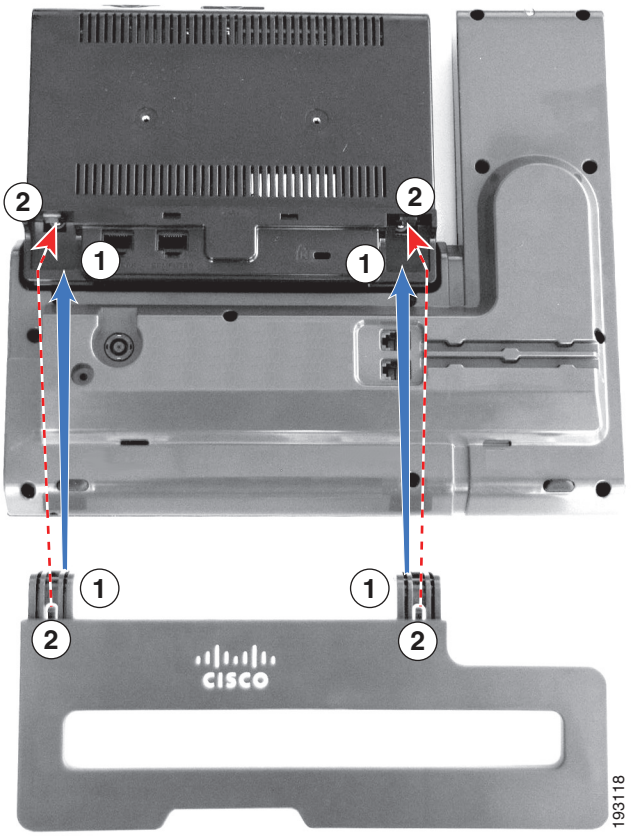
1	DC adaptor port (DC48V)	**5**	Computer port (10/100/1000 PC) connection
2	AC-to-DC power supply (optional)	**6**	Handset connection
3	AC power wall plug (optional)	**7**	Analog headset connection (optional)
4	Network port connection (10/100/1000 SW) with IEEE 802.3af and 802.3at power enabled	**8**	Anti-theft security lock connector (lock optional)

1	USB port	**2**	Cisco Unified IP Color Key Expansion Module connector

Footstand

If your phone is placed on a table or desk, connect the footstand to the back of the phone.



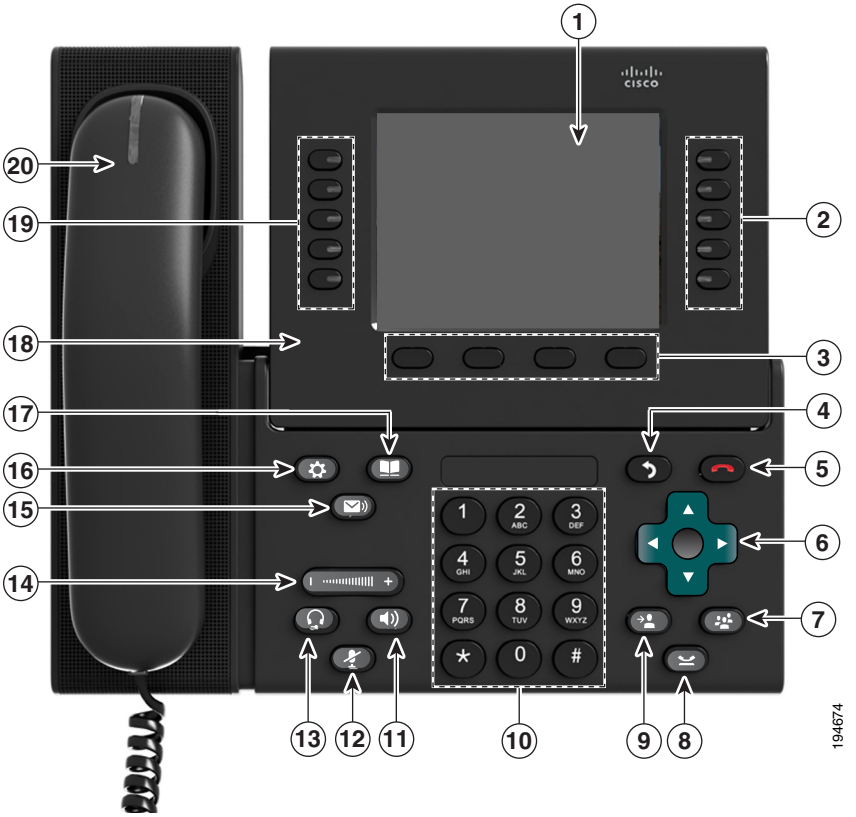
1	Insert the curved connectors into the lower slots.	**2**	Lift the footstand until the connectors snap into the upper slots.

Phone Display Viewing Angle

The phone display viewing angle can be adjusted according to your preference.

Buttons and Hardware

Your phone provides quick access to your phone lines, features, and call sessions. Use the feature buttons (on the left) to view calls on a line or access features such as speed dial or All Calls. Use the call session buttons (on the right) to perform tasks such as making a call, answering a call, or resuming a held call.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1	Phone screen	Shows information about your phone, including directory number, call information (for example caller ID, icons for an active call or call on hold) and available softkeys.
2	Session buttons	Each represents a call session and takes the default action for that session. For example, pressing the session button for a ringing call answers the call, while pressing the session button for a held call resumes the call. 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 or 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. Pressing this button allows you to barge in on the call (if Barge is enabled). • Pulsing red —Shared line call put on hold remotely. Pressing this button resumes the held call. Icons next to the session buttons indicate an action for that session. For example, pressing the session button with a Missed Calls icon displays your missed calls, and pressing the session button with a Voicemail icon accesses your voice messaging system. (The position of session buttons may be reversed with that of programmable feature buttons on phones using a locale with a right-to-left reading orientation, such as Hebrew and Arabic.)
3	Softkey buttons	Allow you to access the softkey options (for the selected call or menu item) displayed on your phone screen.
4	Back button	Returns to the 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. 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	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items (by entering the item number).
11	Speakerphone button	Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a 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). If external speakers are connected, the Speakerphone button selects them as the default audio path.
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 an 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. This audio path does not change until a new default audio path is selected (for example, by picking up the handset).
14	Volume button	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook). Silences the ringer on the phone if an incoming call is ringing.
15	Messages button	Auto-dials your voicemail system (varies by system).