




# Cisco 8961 IP Quick Reference

## Make Calls


Do one of the following:

- Lift the handset and enter the phone number.
- Press an unlit **Session Button**  on the right side of the phone.
- Press the **New Call** soft key.
- Press the (unlit) **Headset**  or **Speakerphone**  Button.

### Dial from the Call History

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

To dial, do one of the following:

- Scroll to a number and press **Select** in the **Navigation pad** .
- Press the **Call** soft key.
- Pick up the handset.




### Redial Numbers

- Press the **Redial** soft key. Your phone calls the last number you dialed.

## End Calls


There are several ways to end a call on your phone.

**Note:** You must resume a call in order to end the call.




- Replace the handset in its cradle.
- Press the **Release Button** .
- Press the **End Call** soft key.
- Press the lit **Headset**  or **Speakerphone**  Button.

## Answer Calls

There are several different ways of answering calls on your phone.

If you want to silence the ringer when an incoming call arrives, press the **LEFT SIDE/VOLUME DOWN** on the **Volume**  Button.


To answer a ringing call , do one of the following:

- Lift the handset.
- Press the **flashing amber Session Button**  on the right side of the phone.
- Press the unlit **Headset**  or **Speakerphone**  Button.
- Press **Select** in the **Navigation pad** .

### Call Waiting

If a second call arrives while you are on another call, a second Session Button displays.

To answer the second call and put the first call on hold, press the flashing amber


**Session Button**  on the right side of the phone.

## Mute Calls

















Mute applies to all modes: handset, headset, and hands-free
















You may mute your phone using the **Mute** Button. This allows you to listen to all parties on a call but prevents them from hearing any noise coming from your line.

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

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<p><b>Contacts</b> </p> <p><b>Note:</b> Sutter is not currently utilizing this feature.</p>	<ol style="list-style-type: none"> <li>1. Press the <b>Contacts Button</b>  and select a directory.</li> <li>2. Enter search criteria and press Submit.</li> <li>3. Select the listing and press the <b>Dial</b> soft key or pick up the handset.</li> </ol>
<p><b>Place a Call on Hold</b></p>	<ol style="list-style-type: none"> <li>1. Press the <b>Hold Button</b> . The <b>Hold Icon</b>  displays and the Session Button for the call pulses green.</li> <li>2. To resume the highlighted call, either press the pulsing <b>Green Session Button</b> , the Resume soft key, or the Select Button on the Navigation pad.</li> <li>3. You cannot end a call while the caller is on hold, you must first resume the call and then end the call.</li> </ol>
<p><b>Forward Calls</b></p>	<ol style="list-style-type: none"> <li>1. Press the <b>Forward All</b> soft key.</li> <li>2. Enter the number you want your calls forwarded to. To forward to your voice mailbox, press the <b>Messages Button</b> . Be sure to include a leading 9 for External numbers. The Forward All icon  displays next to the line Button.</li> <li>3. To cancel call forwarding, press the Forward Off soft key.</li> </ol>
<p><b>Divert Calls to Voice Mail</b></p>	<p>You may redirect a ringing call to voice mail by using the <b>Divert</b> soft key. This feature is also available when your line is busy and you receive a second incoming call.</p>
<p><b>Access Voice Mail</b></p> <p>The first time you access your voice mailbox, the system will prompt you to record a name, greeting, and change your PIN.</p>	<p><b>Voicemail Indicators</b> The following indicators are active when you receive new voicemail:</p> <ul style="list-style-type: none"> <li>• Solid red light on your handset</li> <li>• <b>Voicemail Icon</b>  displays next to the line label and the Session Button (includes message count)</li> </ul> <p><b>Listen to Messages</b> To listen to a message, complete one of the following:</p> <ul style="list-style-type: none"> <li>• Press the <b>Messages Button</b>  and follow the voice prompts.</li> <li>• Press the <b>Session Button</b> (  ) next to the voicemail icon.</li> </ul>
<p><b>Setting Ring Type</b> </p> <p>You may select different rings to match your preferences and distinguish between calls on lines.</p>	<p>Setting Ring Type</p> <ol style="list-style-type: none"> <li>1. Press the <b>Applications Button</b> .</li> <li>2. Use the Navigation pad to select Preferences, and then press the <b>Select Button</b>.</li> <li>3. Select Ringtone.</li> <li>4. Select a line, and then press the <b>Edit</b> soft key.</li> <li>5. Select a ringtone, and then press the <b>Play</b> soft key.</li> <li>6. Press the <b>Set</b> soft key.</li> </ol>
<p><b>Change Your Wallpaper</b> </p>	<p>Change Your Wallpaper</p> <ol style="list-style-type: none"> <li>1. Press the <b>Applications Button</b> .</li> <li>2. Use the Navigation pad to select Preferences, and then press the <b>Select Button</b>.</li> <li>3. Select <b>Wallpaper</b> and then select the image you want to select.</li> <li>4. Press the <b>Set soft key</b> to apply the wallpaper you want to use as the background image on your phone.</li> </ol>

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<p><b>Conference</b> </p> <p>You may create a conference with multiple callers.</p> <p>The conference call ends when all participants hang up or when the last Cisco phone hangs up.</p>	<p>Create a Conference</p> <ol style="list-style-type: none"> <li>1. While on an active call , press the <b>Conference Button</b> . You receive new dial tone and the initial caller is put on hold.</li> <li>2. Dial the number to the contact you want to add to the conference call.</li> <li>3. Press the <b>Conference Button</b>  after the party answers. The conference begins and the phone displays “Conference” instead of caller ID.</li> <li>4. Repeat Steps 1 through 3 to add more participants.</li> <li>5. Ad-Hoc conferencing will allow up to a maximum of 8 conference participants (you and 7 other phones). This does not replace existing conference bridges.</li> </ol>
<p><b>Transfer Calls</b> </p> <p>You may transfer incoming calls to other extensions. You may perform a “Blind” transfer— where you do not announce the call—or a “Warm” transfer, where you announce the call to the transfer recipient.</p>	<ol style="list-style-type: none"> <li>1. While on an active call , press the <b>Transfer Button</b> . You receive new dial tone and your caller is put on hold.</li> <li>2. Dial the extension to transfer the caller to.</li> <li>3. Complete the transfer: <ul style="list-style-type: none"> <li>• Blind: Once you hear the call ringing, press the <b>Transfer Button</b> .</li> <li>• Warm: After the other party picks up the call and you announce it, press the <b>Transfer Button</b> .</li> </ul> </li> </ol>
<p><b>Shared Lines</b></p>	<p>If you share a line with your co-workers:</p> <ul style="list-style-type: none"> <li>• Either you or your co-worker may answer a ringing call on the shared line.</li> <li>• When your co-worker has a call on the shared line, your <b>Shared Line Button</b>  is solid red and you cannot pick up the call.</li> <li>• When your co-worker puts a call on hold, the <b>Session Button</b>  on your phone pulses red. Either you or your co-worker may resume the call.</li> </ul>
<p><b>Call History</b></p> <p>You may view the Missed ( , Placed, and Received (  ) calls.</p> <p><b>Note:</b> Missed only means a caller rang your phone and you did not answer. The caller may or may not have left voicemail.</p>	<p>View the Call History</p> <p>Press the <b>Applications Button</b>  and select <b>Call History</b>.</p> <p><b>Dial a Call from the Call History</b> To dial, scroll to a call and pick up the handset; or press Select in the Navigation pad or the <b>Call</b> soft key to use the Speakerphone.</p> <p><b>View a Call from the Call History</b> To view details for a call, highlight the call and press More &gt; Details.</p> <p><b>View New Missed Calls</b> Do one of the following:</p> <ul style="list-style-type: none"> <li>• Press the <b>Session Button</b>  next to the <b>Missed Calls</b> icon on the right side of the screen (includes a count of missed calls). The Missed Calls icon displays in this location when you have new (not yet viewed) missed calls.</li> <li>• Open the call history (Applications &gt; Call History) and press the Missed Calls soft key.</li> </ul>

**Help Desk: 415-514-4100**

# Cisco 8961 Overview

