QUICK START
FOR ADMINISTRATIVE ASSISTANTS

Cisco Unified IP Phone 9951 and 8961

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

1 Dial

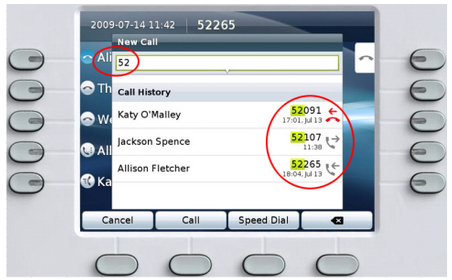
To dial, lift the handset and enter a number. Or:

- 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 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.

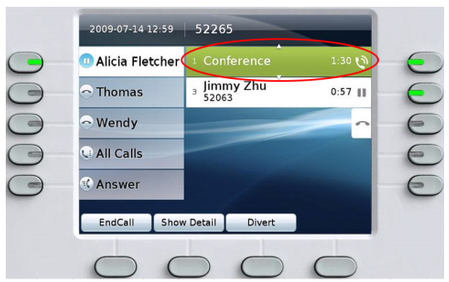
6 Mute

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

7 Conference

1. From a connected call (not on hold), press the **Conference** button.
2. Make a new call.
3. Press the **Conference** button or the **Conference** softkey (before or after the party answers).

   The conference begins and the phone displays "Conference" instead of caller ID.



4. Repeat these steps to add more participants.

The conference ends when all participants hang up.

"Conference in" a held call

1. From a connected call (not on hold), press the **Conference** button.
2. Press the pulsing green session button for the held call that you want to add.

   Or, if the held call is on another line, press the **Active Calls** softkey, choose a call from the list, and press the **Conference** softkey.

   The participant is added to the call.

The conference ends when all participants hang up.

View & remove conference participants

During a conference, press the **Show Details** softkey. To remove a participant from the conference, highlight a name and press **Remove**.

8 Transfer

1. From a connected call (not on hold), press the **Transfer** button.
2. Call the transfer recipient.
3. Wait for the recipient to answer, or skip to Step 4 while the call is ringing.
4. Press the **Transfer** button or the **Transfer** softkey.

   The transfer is complete. Confirmation displays on your phone screen.

9 Forward All

1. After selecting the desired line (if necessary), press the **Forward All** softkey.
2. Enter a phone number, select a number from Call History, or press the **Messages** button (to forward to voicemail).
3. Look for Forward All icon on your screen.
4. To cancel call forwarding, press the **Forward Off** softkey.

Your system administrator can help you forward calls remotely from your User Options web pages.

10 Call History

Press the **Applications** button and select **Call History.**

The last 150 calls display:

- Missed calls
- Placed calls
- Received calls

To dial, scroll to a call and press the **Select** button in the Navigation pad or the **Call** softkey.

To view call details, press **More > Details**.

View new missed calls

Press the session button next to the Missed Calls icon (right side). The Missed Calls icon displays when you have new (not yet viewed) missed calls (may include a count of missed calls).

11 Directories

1. Press the **Contacts** button and select a directory.
2. Enter search criteria and press **Submit**.
3. Scroll to the listing and press the **Select** button.

12 Shared Lines

If you share a line with your boss:

- Either you or your boss can answer a ringing call on the shared line.
- When your boss has a call on the shared line, the shared line button on your phone is solid red and the call displays on your screen.
- When your boss puts a call on hold, the session button on your phone pulses red. You or your boss can resume the call.
- If your boss enables the Privacy feature, your boss's calls do not display on your screen.

13 Voicemail

New message indicators:

- A solid red light on your handset.
- A stutter dial tone on the line (if enabled).
- A voicemail icon next to the line label and session button (may include message count).

Listen to messages

Press the **Messages** button and follow the voice prompts. Or, select a line and press the session button next to the voicemail icon.

14 Tips

What are the buttons next to my screen?

- The buttons on the left side of your screen are line (and feature) buttons. Line buttons change line views but do not affect calls.
- The buttons on the right side of your screen are session buttons. Each call correlates to a session button. Use session buttons to answer and resume calls or to view call details.

How do I silence my ringing phone?

Press the left side of the volume button one time while the phone is ringing.

How do I change my ringtone per line?

1. Select **Applications** > **Preferences** > **Ringtone**, then select a line and press **Edit**.
2. Select a ringtone and press **Play**, then press **Set**.

What does the Swap softkey do?

Swap allows you to toggle between calls before completing a transfer or conference.

What does the Back button do?

Press the **Back** button to back out of applications and menus.

How can I get more line buttons?

Ask your system administrator about the Cisco Unified IP Color Key Expansion Module.

Where can I find a complete User Guide?

http://www.cisco.com/en/US/products/ps10453/products_user_guide_list.html

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