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Cisco Unified IP Phone 8961 1

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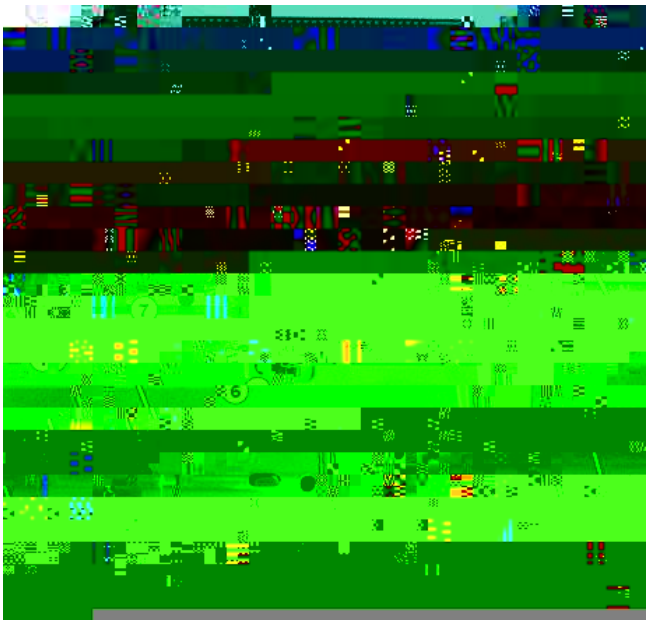
CHAPTER 15

# Warranty

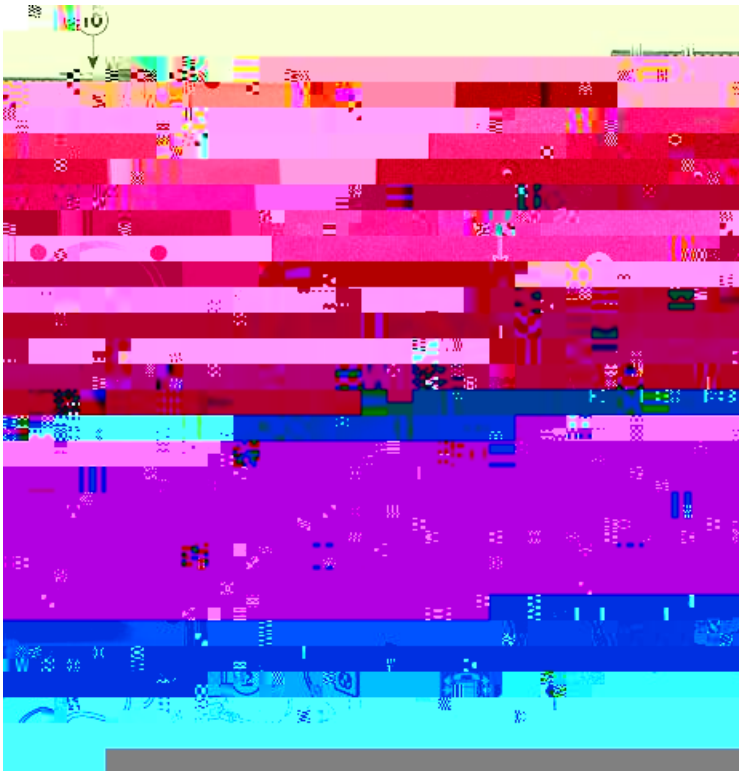
CHAPTER 1



1
5
EndCall
Show Detail

# Phone with Multiple Lines

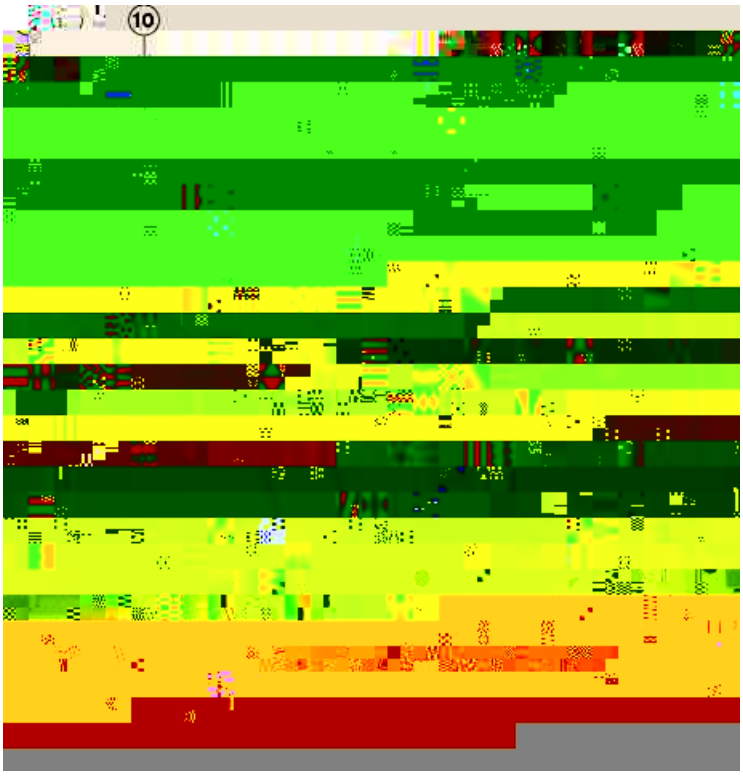
The way that your



- Session buttons (right side):

1
5
EndCall
Show Detail

For more information, contact your system administrator.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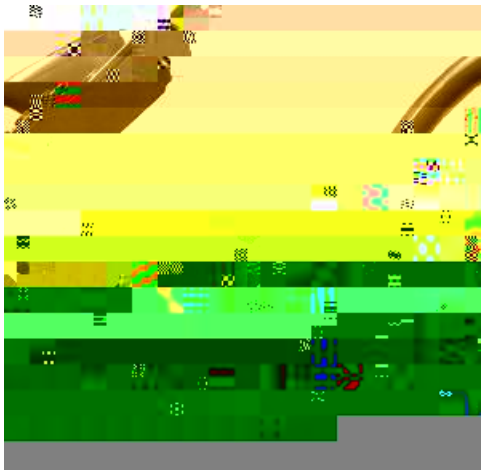
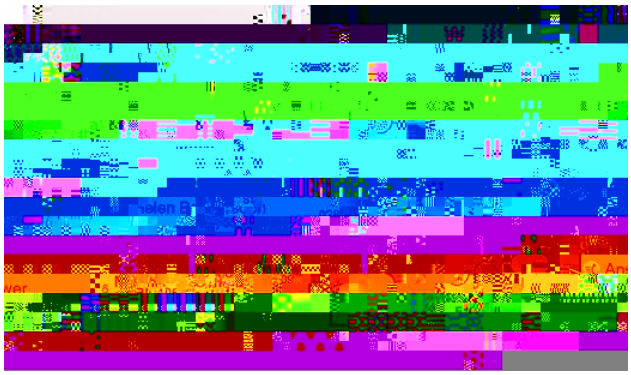




If your phone is inactive (idle)

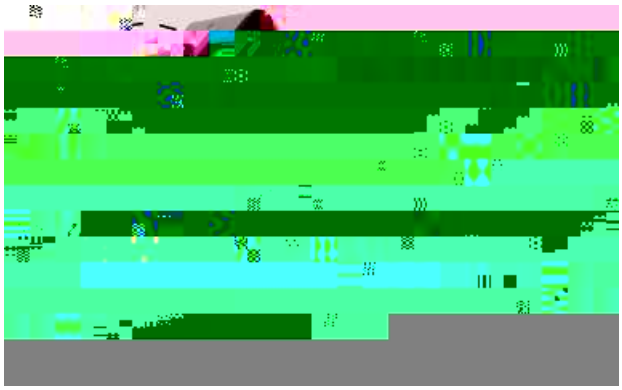
CHAPTER 2

# Phone Setup


- Connect Footstand, page 31
- Adjust Phone Display Viewing Angle, page 32
- Adjust the Handset Rest, page 33
- Secure the Phone with a Cable Lock, page 34


## Connect Footstand

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



CHAPTER 3

# Basic Operations


- Clean the Phone Screen, page 35
- Clean the Phone Touchscreen Display, page 36
- Make Calls, page 36
- Navigate and Select Items, page 40
- View All Calls on Phone, page 40
- Answer Calls, page 41
- Answer Calls Automatically, page 43
- Answer Call Waiting, page 44
- Manage Calls, page 44
- Call Forward, page 46
- Mute Phone, page 47
- Hold

Caution Do not use any liquids or powders on the phone because they can contaminate the phone components and cause failures.

# Clean the Phone Touchscreen Display

When the phone has a touchscreen, the touchscreen needs to be inactive before you clean the display.

Use only a soft, dry cloth to wipe the phone display. Do not use any liquids or powders on the phone because they canca can s.

## Make a Call with the Speakerphone

Your administrator can configure your phone to disable the speakerphone.

### Procedure

Step 1 Press **Speakerphone** .

Step 2 Enter a number.

## Place Call Using Headset

Your system administrator can enable your phone to check your Call History records

# Make Priority Call with Login to SIP

Depending on how

# Navigate and Select Items

- You can press the flashing amber session button to answer a

**Group Pickup**

Allows you to answer a call on a phone that is outside your call pickup group by:

Using a group pickup number (provided by your system administrator).

Dialing the number of the ringing phone.

**Other Pickup**

Allows you to answer a call that is ringing on another phone within = t

# Answer a Call Using Group PickUp and a Group PickUp Number

## Procedure

Step 1 Press **Group PickUp**.

Step 2 Enter the group pickup number

Answer Call W

# Transfer Call to Another Number

Transfer allows you to redirect a

Procedure

# Mute Phone

You can block audio input for your handset, headset, and speakerphone, so that you can hear other

# Swap Between Active and Held Calls

# Remote Hold

Related Topics

Line Status, on page 82

# Park and Retrieve a Call Using Call Park

Procedure

Step 1 During a call, press

# Place a Call on Hold with Manual Directed Call Park

## Procedure

Step 1 During a call, press **Transfer** .

Step 2 Enter the directed call number where you will park the call.

Step 3 Press **Transfer** again to finish parking the call and then

# Place a Dialable Intercom Call

## Procedure

- Active Server
- Stand-by Server

CHAPTER 1

# Contacts

Corporate Directory, page

- Press **Speakerphone** .
- Press **Headset** .
- Pick up the handset.

## Search and Dial Contact While on Call

Procedure

Step 1 Press **Contacts** .

Step 2

Procedure

Step 1

# Delete Personal Directory Entry

Procedure

Step 1 Press **Contacts** .

Step 2 Sign

# Assign Fast-Dial Code to Personal Directory Entry

| | Procedure |
|---|---|
| Step 1 | Press |

# Cisco Web Dialer

You can use Cisco Web Dialer

Step 3 Choose a line or a phone.

Step 4

# View Call History

## Procedure

Step 1 Perform one of the following actions:

# Filter Call History

## Procedure

Step 1 Press **Applications**.

Step 2 Use the Navigation pad and Select button to scroll and select **Call History**.
The default view in Call History is for ‏All Calls,‏ which is shown at the top of the screen. The line information, such as ‏Line:

# Edit Number from Call History

Procedure

Step 1 Press **Applications** .

Step 2 Use the Navigation pad and Select button to scroq bud

A Delete Record alert message appears to verify that you want to delete the entire group of calls.

Step 6 Press **Delete** to delete the record, or press **Cancel** if desired.

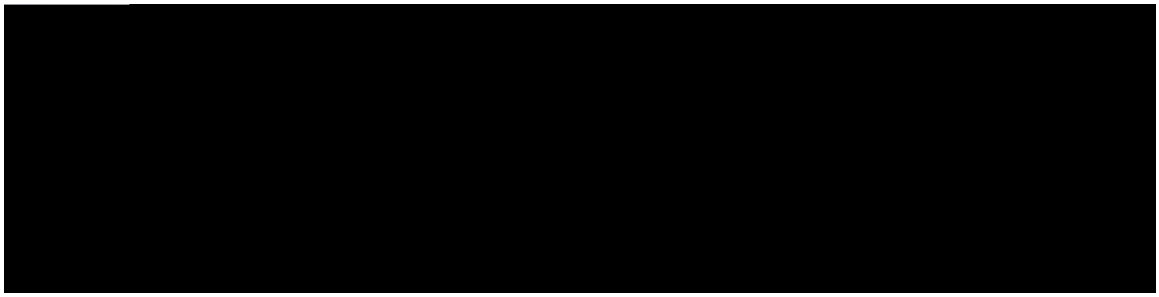
Step 7

CHAPTER 6

# Voicemail

Access Voicemail, page

Depending on your voicemail system, you might see a



# Add Third Party to Conference

Procedure

Step 1 Start with a connected call that is not on hold.

Step 2

Procedure

Procedure

Step 1

## Procedure

Enter the speed-dial code and press **Speed Dial**.

# Sign In to Your Extension from Another Phone

You can sign in to a different phone in your network and have it act the same as your phone with Cisco

# Turn On Mobile Connect from a Desk Phone

## Procedure

**Speed Dial**

Allows you to monitor the status of (and dial) a specific number on a speed-dial button. Ifon

# Add a Line Filter

# Delete a Line Filter

Procedure

Step 1 Press **Applications** .

Step 2 Highlight **Preferences** > **Call notifications**, and press **Select**

# Rename a Line Filter

Procedure

Step 1

# View the Call Queue in a Hunt Group

You can use the queue statistics to check the status of the hunt group

## Procedure

Press the red

### Procedure

Press **No** to cancel the barge, or press any line or session key.
The Barge Alert prompt window closes.

The alert closes automatically if the

# Uniform Resource Identifier Dialing

Y

# Switch to Active Application

Procedure

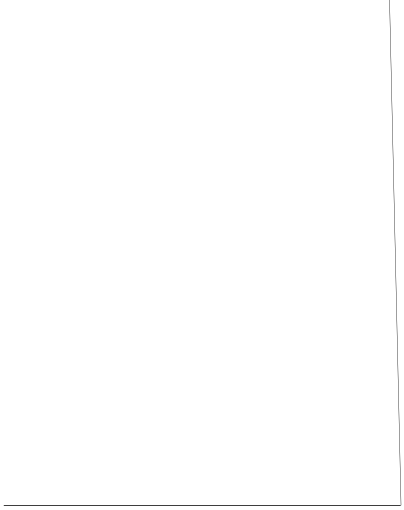
Step 1 Press **Applications**

When a

Actionable Incoming Call Alert,  on page 95

- If your coworker does not have privacy enabled, the shared line and the session button are solid red; the call information (name and number, if available) displays on your phone.

- You put the call on



ฺ If Auto-Detect Network Connection is enabled, the Sign

Related Topics

Subscribe to Assistant Primary Phone Service, on page

# Assistant Phones

Assistants access the IPMA features on the computer using the Assistant Console application or directly on the assistant phone through phone services and softkeys.

Your administrator configures IPMA in either proxy-line or shared-line mode. In shared-line mode, the assistant phone and the manager phone share

snts

Assistant Settings Menu, on page 108

## Enable CallPlane Overwrite

### Procedure

Step 1 Open the Assistant Manager Status menu.
You may need to log in first.

Step 2 Press **AsstSett** to open the Assistant Settings Menu.
If **AsstSett** is not visible, press **More**.

- Manager list: displays the call status, line number, and call information for each associated manager.

Softkeys are used to access and manage a variety of assistant

the manager divertthethrthfo Ω

CHAPTER 9

# Adjust Headset Sidetone

If your system administrator has sets the Headset Sidetone Controls feature for your phone, you can specify the volume of your vol setvol syouryou e,

# Change Wallpaper

Your system administrator controls if you can change the wallpaper. If you can change the wallpaper, you can set up your phone with wallpapers that are provided with the

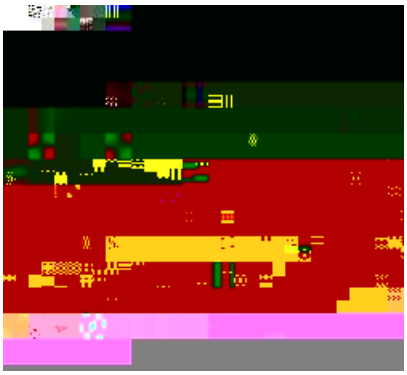
## Procedure

Step 1 Press **Applications** .

Step 2

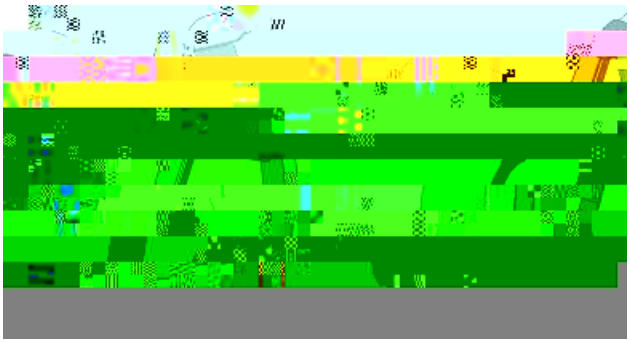
CHAPTER 10

# Cisco Unified Video Camera

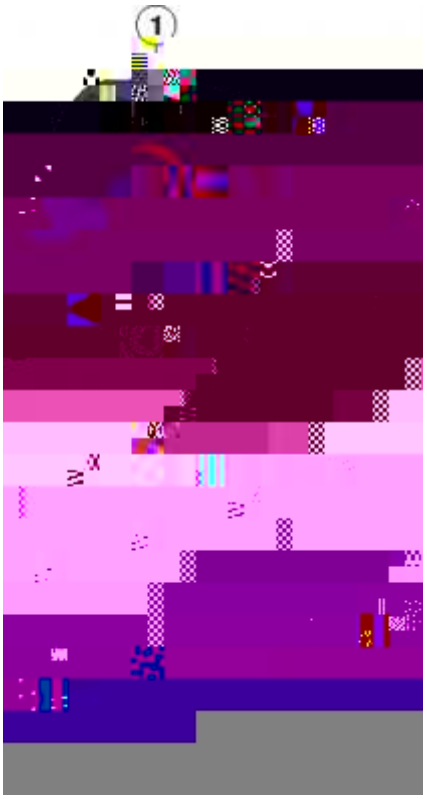


Step 4 Look for the installation confirmation message on the phone screen.

Step 5 After installation



Step 7 Look for the installation confirmation message on the phone


1

# Adjust Camera Brightness

The brightness setting affects the video that you transmit to others; it does not affect video that you receive from other parties.

Because the field of view

Access Preview V

- Device Type
- Device Service
- Firmware Version
- Paired Status (for Bluetooth devices)
- Connected Status
- Configured

# Bluetooth Headsets

(For Cisco Unified

For a Bluetooth wireless headset to work, it does not need to be within direct line-of-sight of the phone, but some barriers, such as walls or doors, and interference from other electronic devices, can affect the connection.

## Add Bluetooth Accessory

Before you add a Bluetooth

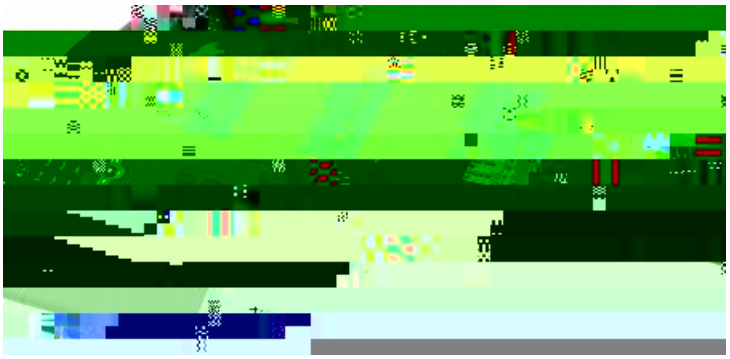
T

## Procedure

Step 1 Press **Applications** .

Step 2 Use the Navigation pad and Select button to scroll and select **Accessories**.

Step 3 Select a Bluetooth accessory and press **Delete**.



| | |
|---|---|
| | Lighted Buttons: 18 line buttons. |
| | |

# Adjust the Key Expansion Module Screen Brightness

## Procedure

CHAPTER 12

# Frequently Asked Questions


- Why Can't I See All Active Calls on My Phone?, page 136
- How Do I Redirect an Incoming Call?, page 136
- How Do I Silence a Ringing Call If I'm

Answer

To resume a call on hold, you can use any of the following methods:

- Press the pulsing green session

2 Use the Navigation pad and Select button to scroll and select **Running Applications**.

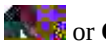
3 Select a running application and press

# How Do I Cancel a Conference or Transfer After I Start It?

Question

Can I cancel a conference or transfer procedure after I have started it?

Answer

Yes, before completing a conference or transfer, you can press **Release**  or **Cancel** to cancel it.

# How Can I Combine Two Calls Into a Single Conference Call?

Question

How can I combine two

Answer

If you are concerned about theft, you can place the camera in a locked drawer when not in use. If you plan to remove the camera regularly

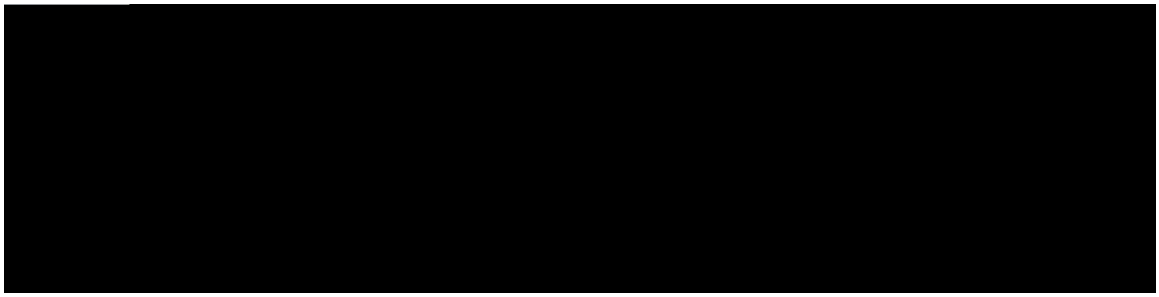
# What Do the Light Colors on My Cisco Unified Video Camera Indicate?

## Question

What do the different light colors on my Cisco Unified Video Camera indicate?

## Answer

The colors indicate video transmission states



CHAPTER

### Possible Cause

It has not been set up by your system administrator or your system administrator may have set up your phone so that the primary line button performs the All Calls function.

### Solution

Contact your system administrator to enable the All Calls feature for you or check with your administrator about the primary line button functionality.

## Cannot Sign In to the Personal Directory

### Problem

You can't sign in

### Cause

Your phone firmware has identified an internal error.

### Solution

If the message persists, contact your administrator

CHAPTER 1

# Product Safety and Security


- Safety and Performance Information, page 149

Cisco cannot guarantee the performance of external devices, cables, and connectors.

In European Union countries, use only external speakers,

# FCC Part 15.21 Statement

# Important Online Information

## End User License Agreement

The End User License Agreement (EULA) is located here: http://www.cisco.com/go/eula

## Regulatory Compliance and Safety Information

Regulatory Compliance and Safety Information (RCSI) is located here: http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/all_models/