










Cisco Unified IP Phone 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	Lift handset or press Headset or Speakerphone.
Redial a number	Press the 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 highlighted call	Press  to hold. Press the Resume softkey to resume the held call.
Transfer a call to new number	Press  , enter the number, and then press the button again.
Place an intercom call	Press the Intercom button, if available, and enter a number, if needed. Speak after you hear the tone.
From a connected call, start a conference call	Press  , dial the participant, and then press the button again.
Silence the ring of an incoming call	Press the Volume button down once.



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Softkeys

All Calls	Lists all calls.
Answer	Answers a call.
Apply	Confirms the edited and nonedited settings in that screen.
Call	Initiates a call.
Call Back	Receives notification when a busy extension becomes available.
Cancel	Cancels an action or exit a screen without applying changes.
Clear List	Removes all entries in a list or category.
Conference	Use when Conference feature is activated.
Delete	Deletes an entry in a category, such as from Call History.
Details	In Call History or Accessories, selects a call-history record or an accessory to view selection details.
Dial	Dials a selected number.
Divert	Sends or redirects a call to voicemail or to a predetermined phone number.
Edit	Modifies an item, such as a name.
EditDial	Edits a number before calling.
End Call	Disconnects the current call or the current intercom call.
Exit	Returns to the previous screen.
Forward All/ Forward Off	Sets up or cancels call forwarding.
Log Out	Signs out of Personal Directory.
Missed Calls	Lists all missed calls.
More	Displays additional softkeys.





QUICK REFERENCE




















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

Softkeys
Phone Screen Icons
Buttons
Common Phone Tasks
















Phone Screen Icons

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

	Off-hook / connected call
	On-hook
	Incoming call
	Missed call
	Placed call
	Received call
	Call forwarding enabled
	Call on hold
	Message waiting
Feature Icons (If available on your phone)	
	Common task, such as for Answer, CallBack, and Speed Dial.
	All Calls enabled
	Do Not Disturb (DND) in use
	Intercom call—one-way (whisper)
	Intercom call—two-way (connected)
	Line Status—monitored line in use
	Line Status—monitored line ringing (Call Pickup only)
	Line Status—monitored line in the DND state

	Mobility
	Secure call

Buttons

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

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

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

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Your Phone

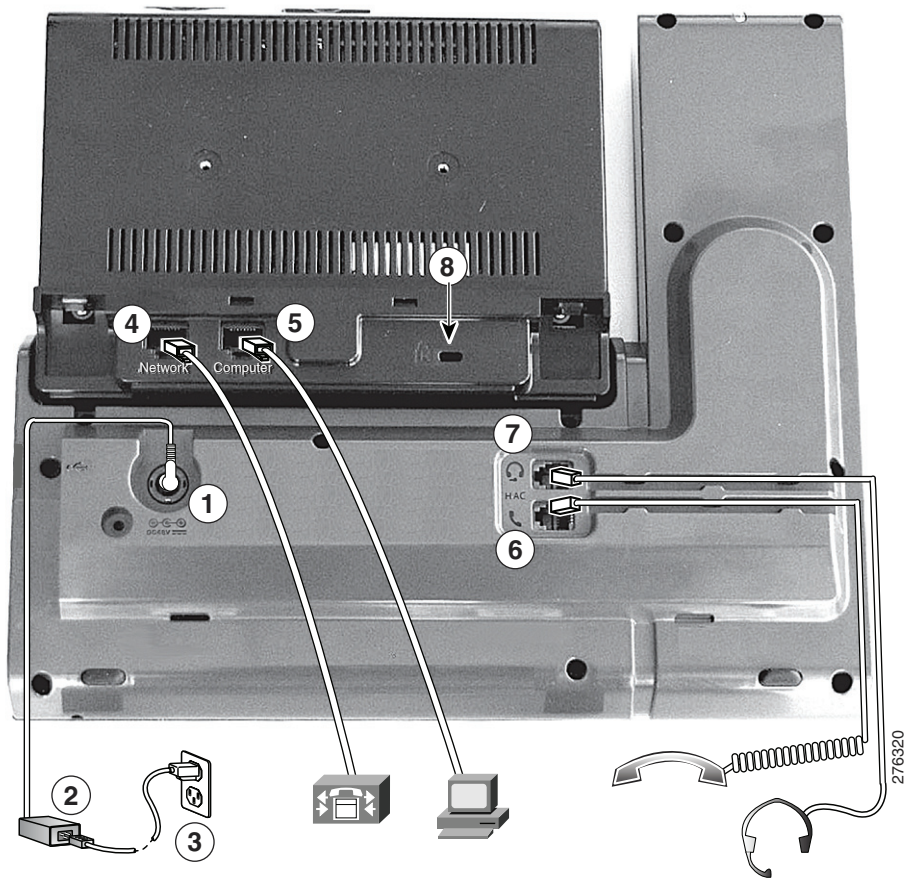
Cisco Unified IP Phone 8961

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

Your system administrator can help you connect your phone to the corporate IP telephony network.



1	DC adapter port (DC48V)	5	Computer port (10/100/1000 PC)
2	AC-to-DC power supply (optional)	6	Handset port
3	AC power wall plug (optional)	7	Analog headset port (headset optional)
4	Network port (10/100/1000 SW) with IEEE 802.3af and 802.3at power enabled	8	Anti-theft security lock connector (lock optional)



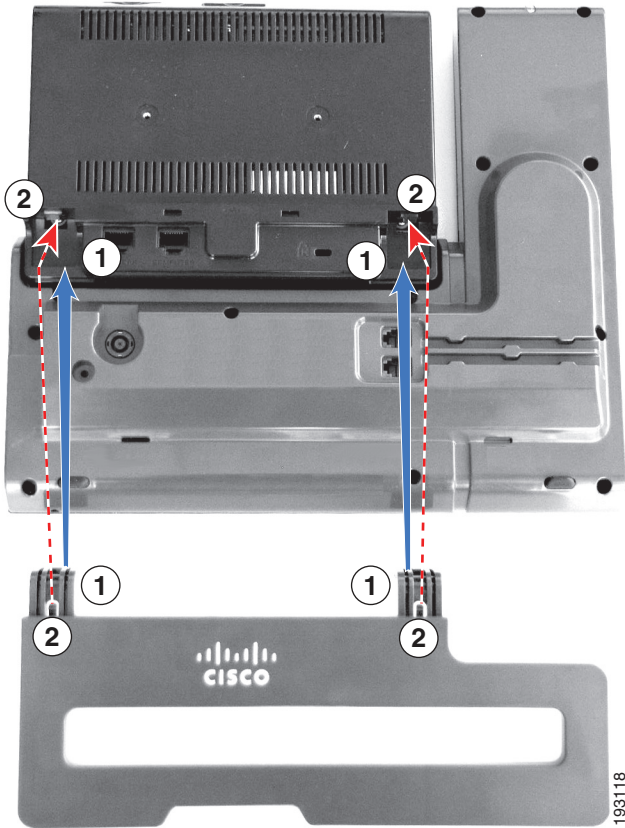
1	USB port	2	Cisco Unified IP Color Key Expansion Module connector
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**Note**

Each USB port supports a maximum of five supported and nonsupported devices that are connected to the phone. Each device connected to the phone is included in the maximum device count. For example, your phone can support five USB devices (such as three Cisco Unified IP Color Key Expansion modules, one hub, and one other standard USB device) on the side port and five additional standard USB devices on the back port. (Many third-party USB products count as several USB devices.) For more information, see your system administrator.

Footstand

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



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1	Insert the curved connectors into the lower slots.	2	Lift the footstand until the connectors snap into the upper slots.
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Phone Display Viewing Angle

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

Change Display Viewing Angle

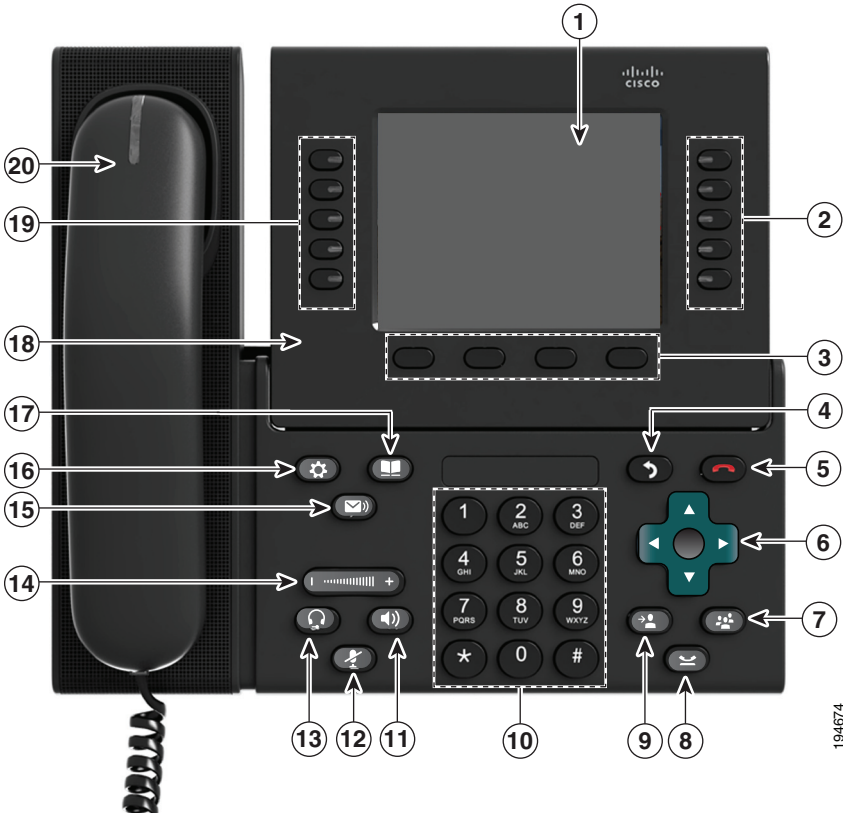
Hold the handset and cradle with your left hand, hold the right side of the bezel (to the right of the display) with your right hand, and then move your hands back and forth in opposite directions to adjust the angle. (The Cisco Unified IP Phone 9971 is shown for illustrative purposes.)












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. Each call on your phone is associated with a session button.



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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 	<p>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.</p> <p>Color LEDs reflect the call state. LEDs can <i>flash</i> (blink on and off rapidly), <i>pulse</i> (alternately dim and brighten), or appear <i>solid</i> (glow without interruption).</p> <ul style="list-style-type: none"> • 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. <p>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.</p> <p>(The position of the session buttons can be reversed with the position of the programmable feature buttons on phones that use a locale with a right-to-left reading orientation, such as Hebrew and Arabic.)</p>
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.