Quick Start for Administrative Assistants

Cisco Unified IP Phone 9951 and 8961

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.

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 button 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.

Multiple lines
Keep these multiple line “basics” in mind:
- Press the All Calls button to 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.)

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 button, the Resume softkey, or the Select button in Navigation pad.
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).
4. Repeat these steps to add more participants.

Conference in a held call

1. From a connected call (not on hold), press the Conference button.
2. Press the left side of the volume button for the held call that you want to add.
3. 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.
4. The participant is added to the call.

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.

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 your boss's calls do not display on your screen.

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.

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?

Tip: Ask your system administrator if you need to configure line buttons.

Auto Answer

Auto Answer is not applicable for this model.

1. Press the Auto Answer button.
2. If you have an incoming call, the phone automatically answers the call.
3. If you have an active call, the second call comes in on hold.
4. You can answer the second call by pressing the Auto Answer button again.

Tip: To prevent Auto Answer from ringing your phone, turn it off.

1. Press the Auto Answer button.
2. The phone is not set to Auto Answer.
3. You can turn Auto Answer on by pressing the Auto Answer button again.

Voicemail

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.