



## QUICK START FOR ADMINISTRATIVE ASSISTANTS



### Cisco Unified IP Phone 6961

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



## 1 Dial

To place a call, pick up the handset and enter a number. Or, try one of these alternatives.

### Redial the last number

Press the **Redial** softkey to redial on your primary line. To redial on a secondary line, press the line button first.

### Dial on-hook


1. Enter a number when the phone is idle.
2. Lift the handset or press one of these: a line button, the **Call** softkey, the headset  button, the speakerphone  button, or the round **Select** button in the Navigation bar.

### Speed dial

Enter a speed-dial item number and press the **SpeedDial** softkey. Or, press the **down arrow** on the Navigation bar when the phone is idle, then scroll to a speed-dial item and press the round **Select** button in the Navigation bar. You may also have speed dials assigned to some buttons along the right side of your phone.

## 2 Answer

When you get a new call, these indicators display on your phone:

- A flashing amber line button
- An animated icon  and caller ID
- A flashing red light on your handset



To answer the call, lift the handset. Or, press the flashing amber line button, the **Answer** softkey, or the unlit headset or speakerphone button.

### Answer with multiple Lines


If you are talking on the phone when you get another call, a message appears briefly on the phone screen. Press the flashing amber line button to answer the second call and put the first call on hold automatically.

Note that a new call to your primary line rolls over to your secondary line if the primary line is busy.

## 3 Hold


1. Press the **Hold** button . The hold icon  appears and the line button flashes green.
2. To resume a call from hold, press the flashing green line button or the **Resume** softkey.

## 4 Transfer


1. From a connected call (not on hold), press the **Transfer** button .
2. Enter the transfer recipient's phone number.
3. Press the **Transfer** button or the **Transfer** softkey (before or after the recipient answers). The transfer completes.

### Transfer across lines

You can transfer together two calls on two lines without remaining on the call yourself:

1. From a connected call (not on hold), press the **Transfer** button .
2. Press the line button for the other (held) call. The transfer completes.


## 5 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.”
4. Repeat these steps to add more participants.

The conference ends when all participants hang up.

### Conference across lines


You can combine two calls on two lines into a conference. You will be included in the conference.

1. From a connected call (not on hold), press the **Conference** button .
2. Press the line button for the other (held) call.

### View and remove participants

During a conference, press the **Details** softkey. To remove a participant from the conference, scroll to the participant and press the **Remove** softkey.

## 6 Mute


1. While on a call, press the **Mute** button . The button glows to indicate that Mute is on.
2. Press **Mute** again to turn Mute off.

## 7 Voicemail

New message indicators:

- A solid red light on your handset
- A stutter dial tone (if available)
- “New Voicemail” message on the screen


### Listen to messages

Press the **Messages** button  and follow the voice prompts. To check messages for a specific line, press the line button first.

## 8 Divert

Press the **Divert** softkey when the call is ringing, active, or on hold. Divert redirects an individual call to voicemail (or to another number set up by your system administrator).




## 9 Forward All

1. To forward calls received on your primary line to another number, press the **Fwd All** softkey.
2. Enter a phone number or press the **Messages** button  to forward all calls to voicemail.
3. Look for confirmation on your phone screen.
4. To cancel call forwarding, press **Fwd OFF**.

To set up forwarding remotely or on a secondary line, access your User Options web pages. Contact your system administrator for details.

# 10 Call History

## View your call history

1. Press the **Applications**  button.
2. Select **Call History**. (Use the Navigation bar and round **Select** button to scroll and select.)
3. Select a line to view.  
Your phone displays the last 150 missed, placed, and received calls.
4. To view details for a call, scroll to the call and press the **more** softkey, then press **Details**.
5. To return to your call history, press the **Back**  softkey. To exit the Applications menu, press the **Applications**  button.

## View your missed calls only

1. View your call history.
2. Press the **Missed** softkey.


## View your placed calls only

Press the up arrow on the Navigation bar when the phone is idle, with all menus closed.

## Dial from your call history

1. View your call history, or navigate to your missed or placed calls.
2. Scroll to a listing and lift the handset, or press a line button or the **Select** button.  
To edit a number before dialing, press these softkeys: **more** > **EditDial**.

# 11 Directories

1. Press the **Contacts** button .
2. Select a directory. (Use the Navigation bar and round **Select** button to scroll and select.)
3. Use your keypad to input search criteria.
4. Press the **Submit** softkey.
5. To dial, scroll to a listing and press the **Dial** softkey.

# 12 Shared Lines

If you share a line with your boss, the line button indicates call activity on the shared line:

- Flashing amber—Incoming call on the shared line. You or your boss can answer the call.
- Solid red line button—Your boss is talking on the shared line.
- Flashing red line button —Your boss put a call on hold on the shared line. You or your boss can resume the call.


# 13 Settings

## Volume


The Volume bar is located to the left of the keypad.

- To adjust the handset, headset, or speakerphone volume, press the **Volume** bar when the phone is in use.
- To adjust the ringer volume, press the **Volume** bar up or down.
- To silence the phone when ringing, press the **Volume** bar down one time (pressing multiple times lowers the ringer volume.)

## Ringtone

1. Press the **Applications** button .
2. Select **Preferences**. (Use the Navigation bar and round **Select** button to scroll and select.)
3. Select **Ringtone**.
4. Select a line.
5. Scroll through the list of ringtones and press **Play** to hear a sample.
6. Press **Set** and **Apply** to save a selection.

## Screen contrast

1. Press the **Applications** button .
2. Select **Preferences**. (Use the Navigation bar and round **Select** button to scroll and select.)
3. Select **Contrast**.
4. Press the Navigation bar up or down.
5. Press the **Save** softkey.

# 14 Navigation

## Where are my line buttons?

Twelve line buttons are located on the right side of the phone.

Buttons that are not assigned to phone lines can be used for speed-dials and other features. Contact your system administrator for more information.

## Where are my softkeys?

Four softkeys buttons are located below the phone screen. You can press the **more** softkey (when available) to reveal additional softkeys.

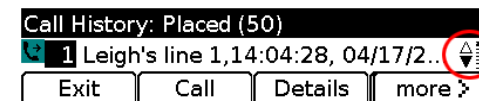


## How do I scroll in a list or menu?

Press the **up** or **down** arrows on the Navigation bar.

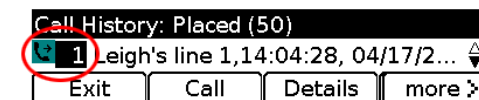


A scroll bar on the screen indicates your relative position within in a list.




## How do I select an item in a list or menu?

With the item highlighted, press the **Select** button in the middle of the Navigation bar. Or, use your keypad to enter the corresponding item number.



## How do I exit a menu?

To close a menu from any level, press the corresponding feature button.

To go back one level in a menu, press the **Exit** or **Back**  softkey.


# 15 Tips

## How can I keep track of multiple calls?

Line button colors indicate call states and can help you stay oriented when handling multiple calls:

- Ringing call—Flashing amber
- Connected call—Solid green
- Held call—Flashing green
- Shared line in-use remotely—Solid red
- Shared line on hold remotely—Flashing red

## What is the best way to use my headset?

If you handle a lot of calls and wear a headset, try keeping the headset button  lit and using softkeys to go on- and off-hook. With the headset button lit, your headset serves as the primary audio path (instead of the speakerphone).

## What does the Swap softkey do?

**Swap** allows you to toggle between calls and consult privately with each party before completing a transfer or conference.

## How do I set up my speed dials?

To set up speed-dials and customize a variety of features and settings for your phone, use a web browser on your computer to access your Cisco Unified CM User Options web pages. Contact your system administrator for the URL and more information.

## Where can I find a complete User Guide?

[http://www.cisco.com/en/US/products/ps10326/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps10326/products_user_guide_list.html)

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