Cisco Unified IP Phone 6961

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

Quick Start for Administrative Assistants

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

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

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.

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.

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.

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.
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.

View 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.)

Ringtones
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 softkey 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—Flashong amber
• Connected call—Solid green
• Held call—Flashong green
• Shared line in-use remotely—Solid red
• Shared line on hold remotely—Flashong 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? 