Calling Features

Forward Calls on your Phone
1. On any idle line from which you want to forward your calls, press the Forward All softkey.
2. Enter a phone number, or select an entry from the Call History list. (Depending on how your voicemail system is set up, you may be able to press the Messages button to forward all calls to voicemail.) Visual confirmation displays for a few seconds to confirm the number to which your calls will be forwarded.
3. To verify that your calls are forwarded, look for:
   - A Forward All icon in the line label.
   - The forwarding information in the header.
4. To cancel call forwarding, press the Forward Off softkey.
   To set up conditional call forwarding, go to your User Options Web pages.

Divert a Call
Divert a call in any of these ways:
- To redirect an incoming (ringing) call while on another call, use the Navigation pad to highlight the incoming call and then press the Divert softkey. (Otherwise pressing the Divert softkey will redirect the current, active call.)
You can silence the incoming (ringing) call by pressing the Volume button down once, and then let the incoming call go to the target number (voicemail or predetermined number set up the system administrator).
- To redirect an incoming call while not on a call, press the Divert softkey.
- To redirect a held call, first resume the call and then press the Divert softkey.

Hold and Resume a Call
1. To put a call on hold, press the Hold button . The Hold icon displays and the line button pulses green.
2. To resume the highlighted call, do one of these:
   - Press the pulsing green session button.
   - Press the call session on the phone display (applicable for Cisco Unified IP Phone 9971 only).
   - Press the Resume softkey.
   - Press the Select button in the Navigation pad.

Mute Your Phone
1. Press the Mute button to turn Mute on. Visual confirmation displays.
2. Press the Mute button again to turn Mute off.

Dial a Number On-hook
1. Enter or speed-dial a phone number.
2. Go off-hook.

Place a Call with a Speed-Dial Code
Before you can use speed-dial codes on your phone, you must set up the codes on your User Options Web pages.

Use a Speed Dial Code on Hook
Enter the speed-dial code and press the Speed Dial softkey.

Use a Speed Dial Code Off Hook
1. Lift the handset and press the Speed Dial softkey.
2. Enter the speed-dial code and press the Speed Dial softkey again to complete the call.

Transfer a Call to Another Number
1. Start with an active call (not on hold).
2. Press the Transfer button and do one of the following to enter the transfer recipient’s phone number:
   - Press the pulsing green session button of a held call (right side).
   - Enter the transfer recipient’s phone number.
   - Scroll to a Call History record and press the Call softkey.

Conferencing
1. Start with a connected call that is not on hold.
2. Press the Conference button and do one of the following:
   - Enter the phone number for the party you want to add and press the Call softkey.
   - Press a Speed Dial button
   - Press the Speed Dial softkey and enter a speed dial number, then press the Speed Dial softkey again.
   - Select a call from the Call History.
3. Wait for party to answer (or skip direct to step 4 while call is ringing)
4. Press the Conference button or the Conference softkey.

To add additional participants, repeat these steps.

Video Calling
Two-way video is a feature on the new Cisco phones. Video calls are possible when both participants are on-campus and using a video-capable device. The video feature is only for two-way calls, it is not available for conference calls.
Video transmission is enabled by default. To stop transmitting video during a call, press the Video Mute button. To resume transmitting video, press Video Mute again.

To turn your video camera off, slide the lens closed using the switch on top of the camera.
Phone Applications

Call History
Call History allows you to view information on the last 150 calls on your phone. An icon displays the type of call:
- Received 📞
- Placed 📲
- Missed 📲

The caller ID is displayed with the call icon. If the caller ID is unavailable, then the phone number is displayed. If the phone number is unavailable, then “Unknown” is displayed. All Call History items are integrated into one list and are ordered by time (latest to oldest). There is a 150 call limit per phone and not per line. For example, if a phone has multiple lines, the 150 call limit applies to all lines combined.

You can sort the Call History list by all lines, each line, or by missed calls. You can sort the call history for each line by selecting the individual line for which you want to see the call history, or select the All Calls softkey to see the merged history for all lines. You can also dial a number directly from the Call History list.

View Call History
1. Press the Applications button 📩.
2. Select Call History. (Use the Navigation pad and Select button to scroll and select.) The phone screen displays the call history with an icon associated for each type of call.
3. Press the softkey to return to the Applications screen.

Dial From Call History
1. Press the Applications button 📩.
2. Select Call History. (Use the Navigation pad and Select button to scroll and select.)
3. From the Call History screen, highlight the call you want to dial and do one of the following:
   - Press the Call softkey.
   - Pick up the handset.
   - Double-tap on the number on the phone screen.
   - Press the Select button.
   - Press the speakerphone or headset button.

Clear Call History
1. Press the Applications button 📩.
2. Select Call History. (Use the Navigation bar and button to scroll and select.)
3. Press the Clear List softkey to clear the entire call history on the phone.
4. Press the Delete softkey to delete the call history on the phone, or press the Cancel softkey to go back to the Call History screen.
5. Press the Exit softkey to return to Applications screen.

Ring Tones
You can choose the ringtone, per line, that your phone plays to indicate an incoming call. For information about adding custom ringtones to your phone, see your system administrator.

Change Ringtone for a Line
1. Press the Applications button 📩.
2. Select Preferences. (Use the Navigation bar and button to scroll and select.)
3. Select Ringtone.
4. Highlight a ringtone.
5. Press Select button or Edit softkey.
6. Press the Play softkey to play the sample ringtone.
7. Press the Set softkey to apply the ringtone.
8. Press the Return softkey to return to the Preferences screen.

Phone Contacts
The Cisco Unified IP Phone 8961, 9951, and 9971 provide you with access to corporate and personal contacts using these directories:
- Corporate Directory
- Personal Directory

You may see other directories listed in Contacts. For more information, see your system administrator.

Corporate Directory
The corporate directory contains corporate contacts that you can access on your phone. Your system administrator sets up and maintains the directory.
You can dial calls from your corporate directory in two ways:
- When you are not on another call.
- When you are on another call.

Search for and Dial a Contact
1. Press the Contacts button 📞.
2. Select Corporate Directory. (Use the Navigation bar and button to scroll and select.)
3. Select any of these criteria to search for a co-worker:
   - First name
   - Last name
4. Enter the search criteria information, press the Submit softkey, and select a contact.
5. To dial, perform any of these actions:
   - Press the Dial softkey.
   - Press the Select button.
   - From the keypad, press the number that is displayed in the upper right-hand corner of the contact label.
   - Press the Speakerphone button 📩.

Voice Messages
Voice messages are stored on your voicemail system. Your company determines the voicemail system your phones use.

You can:
- Personalize your voicemail
- Check for voice messages
- Listen to voice messages

Check for Voice Messages
Check for voice messages in any of these ways:
- Look for a solid red light on your handset. You can set up the visual message waiting lamp using your User Options Web pages.
- Look for a Message icon 📩 on a line label. The red background indicates that there are new voice messages. When you select a line with a Message icon, a Voicemail icon displays on the right side of the phone screen. Depending on your voicemail system, you might see a count of your new voice messages on the Message icon and Voicemail icon. If there are more than 99 new voice messages, the message count is replaced by a plus (+) sign. If call forwarding is set up on a line that has new voice messages, the Call Forward icon replaces the Message icon on the line label.
- Listen for a stutter tone (if available) from your handset, headset, or speakerphone when you place a call. The stutter tone is line-specific. You hear it only when using the line that has new voice messages. You can set up audible message waiting tones using your User Options Web pages.

Listen to Voice Messages
To listen to voice messages, do one of the following:
- Press the Messages button 📩.
- Press a line button with a Message icon, and:
  - Press the Session button next to the Voicemail icon.
  - Or, on a Cisco Unified IP Phone 9971 touchscreen, press the Voicemail icon 📩.
- Follow the prompts to listen to your voice messages.

After you listen to your new voice messages, the message indicators are updated on the phone screen. If there are no new voice messages, the Message icon is removed from the line label, and the Voicemail icon is removed from the right side of the phone screen.