

Phone Applications

Call History

Call History allows you to view information on the last 150 calls on your phone. An icon displays indicating 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.

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 phone uses.

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.



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.

Place a Call with a Fast-Dial Button

(Before you can use Fast Dial on your phone, you must set up Fast Dial on your User Options Web pages.)

1. Press the **Fast-Dial** button.
2. Sign in to Personal Directory.
3. Select **Personal Fast Dials**.
4. Select a fast-dial code and then press the **Dial** 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.

Cisco 9951/9971 IP Phone

