





Task	Action	Example
Select an item using the Select button.	Press the Select button (at the center of the Navigation pad).	Highlight the Preferences application and press the Select button.
Navigate to a submenu. (A right arrow (>)) next to the menu item indicates that a submenu exists.)	Highlight the menu item and press the item number on the keypad. Or press the down arrow on the Navigation pad and then press the Select button.	Highlight the Network Setup menu, then press 1 to open the submenu.
Select a line to use a calling feature (when line is idle).	Press the line label. Indicators of your line selection include: <ul style="list-style-type: none"> • The selected line is displayed on the phone screen header. • Color of the icon (on the line label) changes to blue. 	Press the line label, then press the Forward All softkey to forward calls on that line.
Select a line to use a calling feature (when line has one or more active calls).	Double-tap the line label. Indicators of your line selection include: <ul style="list-style-type: none"> • The selected line is displayed on the phone screen header. • Color of the icon (on the line label) changes to blue. 	Double-tap the line label, then press the Forward All softkey to forward calls on that line.
Change the line view (while on a call).	Select a different line by double-tapping the label for the other line. If you are on a call, changing the line view does not end the call, but it may disappear from view. To see your current call session again, select the line the call is on.	While on a call, double-tap the label for the line. Call session information for the newly selected line is displayed. Call session information previously displayed may disappear from view.
Go back to the previous screen or menu.	Press the Back button  or the  softkey.	From the Preferences menu, press  or the  softkey.

Power-Save Mode

Depending on how your system administrator set up your phone, the phone display may go into a power-save mode (the phone screen appears blank and the Select button is lit white).

To turn on the phone display, press any button, touch the blank phone screen, or pick up the handset.

Phone Display Cleaning

Before cleaning the phone display, disable the phone screen by pressing the Select button until you see the message “Touchscreen Disabled.” The phone screen will re-enable automatically after 60 seconds.

To re-enable the phone screen manually after cleaning, press the Select button until you see the message “Touchscreen Enabled.”

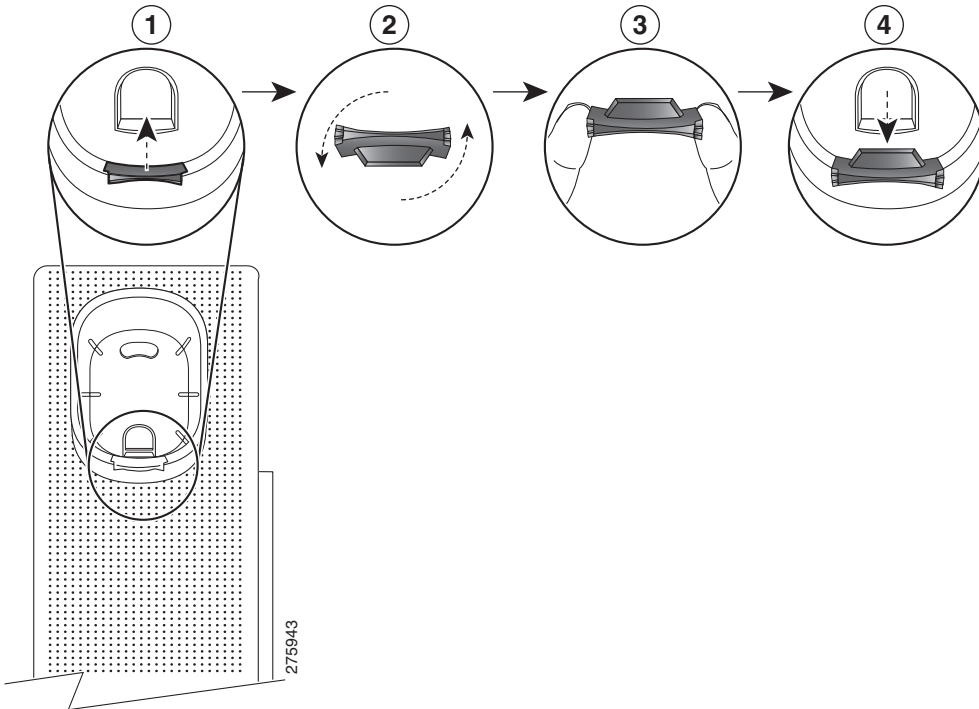


Caution

Use only a soft, dry cloth to wipe the phone display. Do not use any liquids or powders on the phone because they can contaminate phone components and cause failures.

Handset Rest

Your system administrator may have mounted your phone on a wall. With a wall-mounted phone, you may need to adjust the handset rest to ensure that the receiver does not slip out of the cradle.



1	Remove the handset from the cradle and pull the plastic tab from the handset rest.
2	Rotate the tab 180 degrees.
3	Hold the tab between two fingers, with the corner notches facing you.
4	Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.

Applications




Phone Applications

Phone applications allow you to access the following:

- Call History
- Preferences
- Accessories
- WLAN Sign in
- Running Applications
- Phone Information
- Administrator Settings (For system administrators only).

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.

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.

A (plus) + symbol on entries in call history, redial, or call directory indicates that your phone is set up to list international calls. For more information, see your system administrator.



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 **Exit** softkey to return to the Applications screen.




View Call Record Details

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. Select a call record and press the **Details** softkey (you may need to press **More** softkey first).
The phone screen displays the time stamp, duration of the call, caller's name, caller's directory number and any alternate number.
4. Press the  softkey to return to the Call History screen.
5. Press the **Exit** softkey to return to the Applications screen.


Filter Call History



1. Press the **Applications** button .
2. Select **Call History**. (Use the Navigation pad and Select button to scroll and select.)
3. Press the **Missed Calls** softkey.
The Call History screen displays only the missed calls on the selected line.
4. To view all calls in the Call History screen, press the **All Calls** softkey.
5. Press the **Exit** 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** button  or **Headset** button .

Edit Number From Call History


1. Press the **Applications** button .
2. Select **Call History**. (Use the Navigation pad and Select button to scroll and select.)

3. Highlight the call you want to edit.
4. Press the **EditDial** softkey. (You may need to press **More** softkey first.)
5. Press the right or left arrow on the **Navigation** bar to move the cursor to the desired location.
6. Press the  softkey to delete numbers on the left of the cursor.
7. Press the **Call** softkey to dial the new edited number.
8. Press the  softkey to return to the Call History screen.

Clear Call History

1. Press the **Applications** button .
2. Select **Call History**. (Use the Navigation pad and Select 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.

Delete Call Record From Call History

1. Press the **Applications** button .
2. Select **Call History**. (Use the Navigation pad and Select button to scroll and select.)
3. Highlight the call you want to delete.
4. Press the **Delete** softkey to delete the number from Call History. (You may need to press **More** softkey first.)
5. Press the **Delete** softkey to delete the number, or press the **Cancel** softkey to go back to the Call History screen.
6. Press the **Exit** softkey to return to Applications screen.

Preferences



Preferences allows you to set user preferences for the following items:

- Ringtone
- Wallpaper
- Brightness
- Bluetooth

Ringtones

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 pad and Select 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  softkey to return to the Preferences screen.

Wallpaper

You can change the default image that appears on your phone screen with wallpapers that are provided with the phone, or with your own custom wallpaper. For information about adding custom wallpaper to the phone, contact your system administrator.


Change Wallpaper

1. Press the **Applications** button .
2. Select **Preferences**. (Use the Navigation pad and Select button to scroll and select.)
3. Select **Wallpaper** and select a wallpaper option.
4. Press the **Preview** softkey to see the wallpaper on your phone screen.
5. Press the **Set** softkey to apply the wallpaper to the phone.

Brightness

You can adjust your phone screen brightness level.

Adjust the Brightness

1. Press the **Applications** button .
2. Select **Preferences**. (Use the Navigation pad and Select button to scroll and select.)
3. Select **Brightness**.
 - To increase brightness, press the right arrow on the **Navigation** pad.



- To decrease brightness, press the left arrow on the **Navigation** pad.
4. Press the **Save** softkey to set the brightness, or press the **Cancel** softkey to exit.

Bluetooth

If your system administrator has set up the Bluetooth feature for your phone, you can turn it on and off from your phone.



Turn On Bluetooth

(For Cisco Unified IP Phone 9951 and 9971 only.)

1. Press the **Applications** button .
2. Select **Preferences**. (Use the Navigation pad and Select button to scroll and select.)
3. Select **Bluetooth**.
4. Press the **On** softkey. The Bluetooth icon  appears on the phone screen header.
To add a Bluetooth accessory from this screen, select **Bluetooth** again and press the **Add Accessory** softkey.

Turn Off Bluetooth


(For Cisco Unified IP Phone 9951 and 9971 only.)

1. Press the **Applications** button .
2. Select **Preferences**. (Use the Navigation pad and Select button to scroll and select.)
3. Select **Bluetooth**.
4. Press the **Off** softkey.
The Bluetooth icon  disappears from the phone screen header.


Accessories

You can connect external hardware to your phone using either the headjack, Bluetooth, or USB. The accessory list, by default, contains an analog headset that can be set up to enable wideband.



View Accessories List

1. Press the **Applications** button .
2. Select **Accessories**. (Use the Navigation pad and Select button to scroll and select.)
A list of phone accessories is displayed.
3. Press the **Exit** softkey to return to the Applications screen.

View Accessory Details

1. Press the **Applications** button .
2. Select **Accessories**. (Use the Navigation pad and Select button to scroll and select.)
A list of phone accessories is displayed.
3. Select an accessory from list and press the **Details** softkey.
The phone screen displays the details of selected accessory. The information displayed on the phone screen depends on the accessory selected. Most of the accessories provide these details:
 - Device Name
 - Hostname
 - Device Type
 - Device Service
 - Firmware Version
 - Paired Status (for Bluetooth devices)
 - Connected Status
 - Configured Status
4. Press the **Setup** softkey to configure the selected accessory for your phone.
5. Press the **Exit** softkey to return to the Applications screen.

Set Up Wideband for Analog Headset


1. Press the **Applications** button .
2. Select **Accessories**. (Use the Navigation pad and Select button to scroll and select.)
A list of phone accessories is displayed.
3. Select **Analog Headset** and press the **Setup** softkey.
The phone screen displays the wideband status for the analog headset.
4. Press the **Turn On** softkey to enable wideband for the analog headset.
5. Press the **Turn Off** softkey to disable wideband for the analog headset.
6. Press the  softkey to return to the Accessories screen.


Add Bluetooth Accessory

(For Cisco Unified IP Phone 9951 and 9971 only.)

Before You Begin


Before you add a Bluetooth accessory, it must be discoverable by the phone. Look for a flashing LED on a Bluetooth accessory as an indication that it is discoverable. For more information, see the documentation from the Bluetooth accessory manufacturer.

1. Press the **Applications** button .
2. Select **Accessories**. (Use the Navigation pad and Select button to scroll and select.)
3. Select **Add Bluetooth Accessory**.
The phone searches for discoverable accessories that are supported. When an accessory is found, it is added to the list in the Adding Bluetooth Accessory screen.
4. Select the accessory and press the **Connect** softkey.
5. The phone automatically attempts to connect the accessory using a Bluetooth device PIN of “0000.” If your accessory requires a different PIN and the Adding PIN screen appears, enter the PIN for your accessory.

When the connection is completed, the Bluetooth active icon  appears on the phone screen header and a checkmark appears next to the connected accessory.

Delete Bluetooth Accessory

(For Cisco Unified IP Phone 9951 and 9971 only.)

1. Press the **Applications** button .
2. Select **Accessories**. (Use the Navigation pad and Select button to scroll and select.)
3. Select a Bluetooth accessory and press the **Delete** softkey.


The Bluetooth accessory will be disconnected (if it was connected) and removed from the Accessories list.


Connect Bluetooth Accessory

(For Cisco Unified IP Phone 9951 and 9971 only.)

Before You Begin


Before you can connect a Bluetooth accessory, it must be already added as an accessory to the phone.

1. Press the **Applications** button .
2. Select **Accessories**. (Use the Navigation pad and Select button to scroll and select.)
3. Select a Bluetooth accessory and press the **Connect** softkey.

When the connection is completed, the Bluetooth active icon  appears on the phone screen header and a checkmark appears next to the connected accessory.

Disconnect Bluetooth Accessory


(For Cisco Unified IP Phone 9951 and 9971 only.)

1. Press the **Applications** button .
2. Select **Accessories**. (Use the Navigation pad and Select button to scroll and select.)
3. Select a Bluetooth accessory and then press the **Disconnect** softkey.

WLAN Sign in



Before you can access the WLAN network, you must sign in. Your system administrator sets up your phone for wifi connectivity. For information about enabling the WLAN Sign in on your phone and the various WLAN security modes available on your phone, see your system administrator.

Sign in for WLAN

1. Press the **Applications** button .
2. Select **WLAN Sign in**. (Use the Navigation pad and Select button to scroll and select.)

Press the **Sign in** softkey.

Change WLAN Sign in


1. Press the **Applications** button .
2. Select **WLAN Sign in**. (Use the Navigation pad and Select button to scroll and select.)
3. Press the **Select** button and from the keypad, enter a user ID.
Use the  softkey to delete what is in the User ID field. Use the keypad to enter a user ID.
4. Press the down arrow on the Navigation pad to enter a password.
5. Press the **Select** button and from the keypad, enter a password.

Press the **Sign in** softkey.

Running Applications

You can view the applications that are running on your phone, including those that are not under **Applications** menu: for example, Directories.


View Running Applications

1. Press the **Applications** button .
2. Select **Running Applications**. (Use the Navigation pad and Select button to scroll and select.)


The phone displays a list of applications running on the phone including those that are not under the Application menu.

3. Press the **Exit** softkey to return to the Applications screen.

Switch to a Running Application

1. Press the **Applications** button .
2. Select **Running Applications**. (Use the Navigation pad and Select button to scroll and select.)
3. Choose a running application and press the **Switch To** softkey to open and use the selected application.
4. Press the **Exit** softkey to close the application.

Close a Running Application


1. Press the **Applications** button .
2. Select **Running Applications**. (Use the Navigation pad and Select button to scroll and select.)
3. Select a running application and press the **Close App** softkey to close the application.
 - Press the **Close** softkey to close the application without saving the changes.
 - Press the **Cancel** softkey to cancel the close application operations.
4. Press the **Exit** softkey to return back to the Applications screen.

Phone Information

Phone Information allows you to view the model information for your phone:

- Model Number
- IP Address
- Host Name
- Active Load
- Last Upgrade
- Active Server
- Stand-by-Server

View Phone Information

1. Press the **Applications** button .
2. Select **Phone Information**. (Use the Navigation pad and Select button to scroll and select.)
3. Press the **Exit** softkey to return back to the Applications screen.

Administrator Settings

For information on accessing and changing the Administrator Settings, see your system administrator.

Contacts

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:

- 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 pad and **Select** button to scroll and select.)
3. Select one or all of these search 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 .
 - Press the **Headset** button .
 - Pick up the handset.

Search for and Dial a Contact While on a Call

1. Press the **Contacts** button .
2. Select **Corporate Directory**. (Use the Navigation pad and **Select** button to scroll and select.)
3. Select one or both of these search criteria to search for a co-worker:
 - First Name
 - Last Name
4. Enter the search criteria information and press the **Search** softkey.
5. Press the **Dial** softkey. The first call gets automatically put on hold while the second call gets dialed.

Personal Directory

The personal directory contains a list of your personal contacts. You can assign fast-dial codes to your personal directory entries for fast dialing.

There are two ways you can set up and maintain your personal directory:

- **Phone**—Using your phone, you can:
 - Set up and use Personal Directory
 - Assign and use fast-dial codes
- **User Options Web Pages**—Using User Options web pages, you can also set up and use your personal directory.

Related Topics

[User Options, page 93](#)

Personal Directory Options

From your phone, you can use personal directory options to:

- Sign in and out
- Add an entry
- Search for an entry
- Dial a number
- Delete an entry
- Edit an entry


Sign In and Out of Personal Directory

1. Press the **Contacts** button .


2. Select **Personal Directory**. (Use the Navigation pad and **Select** button to scroll and select.)
3. Enter your user ID and PIN (provided by your system administrator), then press the **Submit** softkey.
4. Select **Log Out**.
5. Press the **Select** softkey.
6. Press the **OK** softkey to sign out.

You are automatically logged out after a certain amount of time. This time limit can vary. For more information, see your system administrator.

Add a Personal Directory Entry

1. Press the **Contacts** button .
2. Sign in to **Personal Directory**.
3. Select **Personal Address Book**; the Search for an entry screen displays.
4. Press the **Submit** softkey.
5. Press the **New** softkey (you may need to press the **More** softkey first).
6. Enter the nickname information (you can also enter a name).
7. Press the **Phones** softkey and enter the phone numbers.
Include any required access codes such as a **9** or **1**.
8. Press the **Submit** softkey to add the entry to your personal directory.

Search for an Entry in Personal Directory


1. Press the **Contacts** button .
2. Sign in to **Personal Directory**.
3. Select **Personal Address Book**.
4. Select one, all, or none of these criteria to search for an entry:
 - Last Name
 - First Name
 - Nickname
5. Enter the search criteria information, then press the **Submit** softkey. The name displays.

Dial a Number from Personal Directory


1. Press the **Contacts** button .
2. Sign in to **Personal Directory**.
3. Select **Personal Address Book** and search for an entry.

4. Select the personal address book entry that you want to dial.
5. Press the **Dial** softkey.

Delete a Personal Directory Entry

1. Press the **Contacts** button .
2. Sign in to **Personal Directory**.
3. Select **Personal Address Book** and search for an entry.
4. Press the **Select** softkey.
5. Press the **Edit** softkey.
6. Press the **Delete** softkey (you may need to press the **More** softkey first).
7. Press the **OK** softkey to confirm the deletion.

Edit a Personal Directory Entry


1. Press the **Contacts** button .
2. Sign in to **Personal Directory**.
3. Select **Personal Address Book** and search for an entry.
4. Press the **Select** softkey.
5. Press the **Edit** softkey.
6. Modify the entry information.
7. Press the **Phones** softkey to modify a phone number.
8. Press the **Update** softkey.

Fast-Dial Codes with Personal Directory

Using the phone, you can:


- Assign a fast-dial code to a Personal Directory entry
- Place a call using a fast-dial code
- Delete a fast-dial code

Assign a Fast-Dial Code to a Personal Directory Entry


1. Press the **Contacts** button .
2. Sign in to **Personal Directory**. (Use the Navigation pad and **Select** button to scroll and select.)
3. Select **Personal Address Book**.
4. Enter the name information and press the **Submit** softkey.

5. Press the **Select** softkey, then press the **FastDial** softkey.
6. Select a number and press the **Select** softkey.
7. Scroll to an unassigned fast-dial index (you may have to press the **Next** softkey to get to more fast-dial indexes).
8. Press the **Select** softkey.

Place a Call Using a Fast-Dial Code

1. Press the **Contacts** button .
2. Sign in to **Personal Directory**.
3. Select **Personal Fast Dials** and scroll to a fast-dial code (you may have to press the **Next** softkey to get to more fast-dial codes).
4. Select the fast-dial code you want to dial and press the **Dial** softkey.

Delete a Fast-Dial Code

1. Press the **Contacts** button .
2. Sign in to **Personal Directory**.
3. Select **Personal Fast Dials** and search for a fast-dial code.
4. Select the fast-dial code that you want to delete and press the **Remove** softkey (you may need to press the **More** softkey first).
5. Select the index to delete.
6. Press the **Remove** softkey.

Messages

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

Personalize Your Voicemail


Press the **Messages** button , then follow the voice prompts.



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.

Related Topics

- [Change the Audible Voice Message Indicator Setting Per Line, page 96](#)
- [Change the Voice Message Indicator Setting Per Line, page 95](#)

Listen to Voice Messages

1. To listen to voice messages, do one of the following:

- Press the **Messages** button .
- Select a line 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 .

2. 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.

Calling Features

Feature Buttons and Softkeys

Depending upon how your system administrator sets up your phone, some features included in this guide might not be available to you.

This table provides information about some of the features that are available on softkeys, some that are available on dedicated feature buttons, and some that are set up by your system administrator on programmable feature buttons.

Feature Name	Dedicated Feature Button	Programmable Feature Button	Softkey
All Calls		X	
Answer		X	
Call Back		X	X
Call Forward All		X	X
Call Park		X	X
Call Park Line Status		X	
Call Pickup		X	
Call Pickup Line Status		X	
Conference	X		X (available while on a conference only)
Divert			X
Do Not Disturb		X	
Group Pickup		X	
Hold	X		
Hunt Groups		X	
Intercom		X	

Feature Name	Dedicated Feature Button	Programmable Feature Button	Softkey
Malicious Call Identification (MCID)		X	
Meet Me		X	
Mobile Connect		X	
Mute	X		
Other Pickup		X	
Privacy		X	
Quality Reporting Tool (QRT)		X	
Redial		X	X
Speed Dial		X	X
Speed Dial Line Status		X	
Transfer	X		X (available during a transfer only)

All Calls

All Calls allows you to view a list, sorted in chronological order (oldest first), of all active calls on all of your phone lines.

This feature is recommended for users who have multiple lines and/or share lines with other users. With the All Calls view:

- All active calls are displayed on one place, making it easy to view and interact with calls on any line.
- When you go off-hook, your primary line is used to dial, which helps prevent inadvertent use of a shared line for dialing.
- You can press the flashing amber session button to answer a ringing call on any line; you do not need to first select the line with the ringing call before answering it.

Your system administrator sets up the All Calls button depending on your call-handling needs and work environment.

View All Calls on Your Phone

Press the **All Calls** button.

All active calls from all the lines on your phone are displayed in chronological order, oldest to newest.

Answer

Answer allows you to answer the oldest call that is available on all line appearances on your phone, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls are always given priority over Held or Park Reversion calls.

Your system administrator sets up the Answer button depending on your call-handling needs and work environment. This feature is typically set up for users who have multiple lines.

Answer Your Oldest Call First


To answer the oldest incoming call first, press the **Answer** button.

Auto Answer


Auto Answer prompts your phone to automatically answer incoming calls after one ring.

Your system administrator sets up Auto Answer to work with either your speakerphone or headset.

Auto Answer with Your Headset

If Auto Answer with Headset is active and configured, the Headset button  is illuminated and headset connected, incoming call is answered with the headset. Otherwise, calls ring normally and you must manually answer them. To keep the Headset button illuminated, use buttons and softkeys (instead of the Headset button) to place and end calls. Your administrator has to set headset as the default audio path for auto answer.

Auto Answer with Your Speakerphone

Keep the handset in the cradle and the Headset button  unlit. Otherwise, calls ring normally and you must manually answer them.

Barge

The barge feature allows you to add yourself to non-private calls on a shared line. You can convert the call into a conference and add new participants.

Add Yourself to a Call on a Shared Line

Press the red line button for the shared line. You are added to the call.

Call Back

Call Back allows you to receive an audio and visual notification on your phone when a busy or unavailable party becomes available.

Call Back, which is available as a softkey, may also be available as a feature button. See your system administrator for additional information.

Set up a Call Back Notification

1. Press the **Callback** softkey while listening to the busy tone or ring sound.
A confirmation screen displays on the phone.
2. Press the **Exit** softkey to exit the confirmation screen, if desired.
Your phone alerts you when the line is free.
3. Press the **Dial** softkey to place the call again, if desired.

Call Forward All

Call Forward All allows you to forward calls from any line on your phone to another number.

You can set up Call Forward All directly on your phone for any line. To set up Call Forward All remotely, go to your User Options web pages.

There are two types of call forwarding features that your system administrator might set up on your phone:

- Unconditional call forwarding (Call Forward All)—Applies to all calls that you receive.
- Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Coverage)—Applies to certain calls that you receive, according to conditions, and is accessible only from your User Options web pages.


When forwarding calls from your phone:

- Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.
- Call forwarding is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.
- Your system administrator can set up other call forward options that:
 - Allow calls placed from the call forward target number to your phone to ring through, rather than be forwarded.
 - Prevent you from creating a call forward loop or exceeding the maximum number of links in a call forwarding chain.


Related Topics

[Set Up Call Forwarding Per Line, page 95](#)

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.

Call Park

Call Park allows you to use your phone to park (temporarily store) a call, which you can then retrieve from another phone (for example, a phone at a co-worker's desk or in a conference room).

There are two ways you can park a call:

- Park—Allows you to park an active call that you answered on your phone, and retrieve it using another phone in the Cisco Unified Communications Manager system.

- Directed Call Park—Allows you to park and retrieve an active call in two different ways:
 - Assisted Directed Call Park—Allows you to park an active call by pressing a feature button, which your system administrator sets up as a speed dial line.
With this type of directed call, you can monitor the status of the line (in-use, idle, or Do Not Disturb) using Line Status indicators.
 - Manual Directed Call Park—Allows you to park an active call by transferring it to a Directed Call number, which your system administrator sets up.
You retrieve the call at another phone by dialing a park retrieval prefix number (provided by your system administrator), then dialing the Directed Call number you used to park the call.

Your system administrator sets up either the Directed Call Park or Park feature on your phone, but not both.

Related Topics

[Line Status, page 83](#)

Park and Retrieve a Call Using Park

1. During a call, press the **Park** softkey or button, then hang up.
Your phone displays the number where the system parked the call. The parked call is put on hold, and you can press the **Resume** softkey to resume the call on your phone.
2. From any other Cisco Unified IP Phone in your network, enter the number where the call is parked to retrieve the call.

If you do not retrieve the call within a certain amount of time (set by your system administrator) you will receive an alert tone, at which time you can:

- Press the **Answer** softkey to answer the call on your phone.
- Retrieve the call from another phone.

If you fail to retrieve or answer the call within a specified amount of time, the call is redirected to another destination (set up by your system administrator), such as voicemail. If the call gets redirected, it can no longer be retrieved by using Call Park.

Park and Retrieve a Call Using Assisted Directed Call Park

1. During a call, press a **Directed Call Park** button displaying an idle Line Status indicator.
2. Retrieve the call, from any other Cisco Unified IP Phone in your network as follows:
 - a. Enter the park retrieval prefix.
 - b. Dial the Directed Call number.


For example, if the park retrieval prefix is “99” and the Directed Call number is “1234”, enter 991234.

If you do not retrieve the call within a certain amount of time (set by your system administrator) you will receive an alert tone, at which time you can:

- Press the **Resume** softkey to resume the call on your phone.
- Retrieve the call from another phone.

If you fail to retrieve or resume the call within a specified amount of time, the call is directed to another destination (set up by your system administrator), such as voicemail.

Park and Retrieve a Call Using Manual Directed Call Park

1. During a call, press the **Transfer** button .
2. Enter the Directed Call number where you will park the call.
3. Press **Transfer** again to finish parking the call, then hang up.
4. Retrieve the call, from any other Cisco Unified IP Phone in your network as follows:
 - a. Enter the park retrieval prefix.
 - b. Dial the Directed Call number.

For example, if the park retrieval prefix is “99” and the Directed Call number is “1234”, enter 991234.

If you do not retrieve the call within a certain amount of time (set by your system administrator) you will receive an alert tone, at which time you can:

- Press the **Resume** softkey to resume the call on your phone.
- Retrieve the call from another phone.

If you fail to retrieve or resume the call within a specified amount of time, the call is directed to another destination (set up by your system administrator), such as voicemail.

Call Pickup

Call Pickup allows you to answer a call that is ringing on a co-worker's phone by redirecting the call to your phone.

You might use Call Pickup if you share call-handling tasks with co-workers.

There are three ways you can pick up a call:

- **Pickup**—Allows you to answer a call that is ringing on another phone within your call pickup group.
If multiple calls are available for pick up, your phone picks up the oldest call first (the call that has been ringing for the longest time).
- **Group Pickup**—Allows you to answer a call on a phone that is outside your call pickup group by:
 - Using a group pickup number (provided by your system administrator).
 - Dialing the ringing phone's number.
- **Other Pickup**—Allows you to answer a call that is ringing on another phone within in your call pickup group or in an associated call pickup group.

Your system administrator sets up the call pickup group you are in, and the call pickup softkeys depending on your call-handling needs and work environment.

You can also monitor and pick up ringing calls using Line Status indicators if your system administrator has set up Line Status indicators on speed-dial buttons for you. Line Status indicators allow you to see if a line associated with a speed-dial button is idle, in-use, in a Do Not Disturb state, or ringing.

Related Topics

[Line Status Indicators, page 83](#)

Answer a Call Using Pickup

1. Press the **PickUp** button to transfer a ringing call within your pickup group to your phone.
If you have multiple lines and want to pick up the call on a non-primary line, first press the desired line button, then press **PickUp**.
If your phone supports auto-pickup, you are connected to the call.
2. If the call rings, press the **Answer** softkey to connect to the call.

Answer a Call Using Group Pickup and a Group Pickup Number

1. Press the **Group Pickup** button to answer a call on a phone outside your pickup group.
If you have multiple lines and want to pick up the call on another line, first press the desired line button, then press **Group Pickup**.
2. Enter the group pickup number.
If your phone supports auto-pickup, you are now connected to the call.
3. If the call rings, press the **Answer** softkey to connect to the call.

Answer a Call Using Group Pickup and a Phone Number

1. Press the **Group Pickup** button.
If you have multiple lines and want to pick up the call on a non-primary line, first press the desired line button, then press **Group Pickup**.
2. Enter the number of the phone line with the call that you want to pick up. For example, if the call is ringing on line 12345, enter 12345.
If your phone supports auto-pickup, you are now connected to the call.
3. If the call rings, press the **Answer** softkey to connect to the call.

Answer a Call Using Other Pickup

1. Press the **OPickup** button to transfer a call in your pickup group or in an associated group to your phone.
If your phone supports auto-pickup, you are now connected to the call.
2. If the call rings, press the **Answer** softkey to connect to the call.

Call Waiting

Call Waiting provides cues to notify you that a new call is ringing on your phone when you are talking on another call, including:

- A call waiting tone (single beep)
- An amber flashing line button

Respond to a Call Waiting Notification

To answer the ringing call, press the flashing amber session button or press the **Answer** softkey to answer the call. You can also use the Navigation pad and scroll to the call and press the **Select** button to answer it. Your phone puts the original call on hold automatically and connects the ringing call.

- If the call is on a different line, you must first press the line button or the **All Calls** button, if available, to display the ringing session and then answer the call.
- If the call is on the same line and not visible, as there are many calls, then you must scroll to display the sessions.
- If a programmable feature button is set up by your system administrator to answer calls, you can press the feature button to answer a ringing call, regardless of the line of the call or the line that is currently visible. The phone automatically switches the line to display the call.

Conference


Conference allows you to talk simultaneously with multiple parties.

When you are talking on a call, use Conference to dial another party and add them to the call.


If you have multiple phone lines, you can alternately use Conference to combine two calls across two lines. For example, if you have a call on Line 1 and a call on Line 2, you can combine the calls into a conference.

As the conference host, you can remove individual participants from the conference. The conference ends when all of the participants hang up.

Add Another Party to Your Call to Create a Conference

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.
 - Press the **Active Calls** softkey and select a call.
 - Select a call from the Call History.
3. Wait for the party to answer (or skip to step 4 while the call is ringing).
4. Press the **Conference** button or the **Conference** softkey.
The conference begins.
Repeat these steps to add more parties, if desired.

Join Calls Together in a Conference

1. Start with two connected calls.
2. Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call.
3. Press the **Conference** button .
4. Press the line button for the other (held) call.
5. If the held call is on another line:
 - a. Press the **Active Calls** softkey.
 - b. Choose a call from the list.
 - c. Press the **Conference** softkey.

The conference begins. (The conference is established on the line that had the active call.)

Swap Between Calls Before Completing a Conference

After calling a new conference participant, but before adding the participant to the conference, press the **Swap** softkey to toggle between the two calls. This allows you to consult privately with the party or parties on each call before combining the calls into a conference.

View Conference Participants

While in a conference, press the **Show Details** softkey to view a list of participants.

Remove Conference Participants


1. While in a conference, press the **Show Details** softkey.
2. Highlight the participant that you want to remove, then press the **Remove** softkey.


Divert

Divert allows you to send an active or ringing call to your voicemail system or to a predetermined phone number (set up by your system administrator).

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 by 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.

Do Not Disturb

Do Not Disturb (DND) allows you to turn off either:

- The ringer on your phone.
- The ringer and any visual notification that you have an incoming call.

When DND is enabled, your incoming calls are forwarded to another number, such as your voicemail, if it is set up, and the call is not saved or listed in your Call History.

The DND feature affects all the lines on a phone. However it does not affect Intercom or 911 calls.

Your system administrator sets up a line button on your phone for DND with the ringer and visual notifications off by default. However, you can change your DND options from your User Options web pages.

Related Topics

[User Options, page 93](#)



Turn DND On and Off

1. Press the **DND** button to turn on DND.
Visual confirmation displays briefly.
2. Press the button again to turn off DND.
Visual confirmation displays briefly.

Extension Mobility

Cisco Extension Mobility (EM) allows you to temporarily configure a Cisco Unified IP Phone as your own. After you sign in to EM, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your system administrator sets up EM for you.

Enable Extension Mobility

1. Press the **Applications** button  .
2. Select **Extension Mobility** (name may vary).
3. Enter your user ID and PIN (provided by your system administrator).
4. If prompted, select a device profile.
(Running applications also appear in the **Running Applications** window.)
5. To sign out, press the **Applications** button  .
6. Select **Extension Mobility** (name may vary).
7. When prompted to sign out, press the **Yes** softkey.

Fast Dial

Fast Dial allows you dial a phone number from the Fast Dial service on your phone. Before you can use Fast Dial on your phone, you must set up Fast Dial on your User Options Web pages.

Related Topics

[Fast Dials, page 102](#)

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

Hold allows you to put an active call into a held state. Your phone allows one active call at a time; other calls are put on hold.

Hold and Resume a Call

1. To put a call on hold, press the **Hold** button .
The Hold icon  displays and the line button breathes 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

Swap Between Holding and Active Calls

You can use session buttons to swap between holding and connected calls. For example, if you have a held call and an active call, pressing the Session button for the held call resumes that call and places the other call on hold automatically.


Put a Call on Hold by Answering a New Call

If you are already on a call and receive a new call, answering the new call puts the first call on hold automatically.


You can answer the new call by:

- Pressing the flashing amber session button or press the session button on the touchscreen (applicable for Cisco Unified IP Phone 9971 only).
- Navigating to the new call by using the Navigation pad and either pressing the **Answer** softkey or the **Select** button.

Determine if a Shared Line is on Hold

Look for a pulsing red line button and the hold icon . When these indicators display, a call on the shared line has been put on hold remotely by the other user.

Remote Hold

With the Remote Hold feature, when you place a call on hold while using a shared line, the line button pulses green and the phone displays the Hold icon . When another phone places a call on hold, the line button pulses red and the phone displays the Remote Hold icon.

Hold Reversion

Hold Reversion notifies you when a call is left on hold.

A Hold Reversion notification is similar to a new call notification and includes these cues:

- Single ring, repeating at intervals
- Flashing amber line button
- Flashing message indicator on the handset
- Visual notification on the phone screen

Respond to a Hold Reversion Notification

Press the flashing amber line button or the **Answer** softkey to resume the call from hold.

Hunt Groups

Hunt groups are used to share the call load in organizations that receive a large number of incoming calls.

Your system administrator sets up a hunt group with a series of directory numbers. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group, then directs the call to that phone.

If you are a member of a hunt group, you can sign in to a hunt group when you want to receive calls, and you can sign out of the group when you want to prevent calls from ringing on your phone.

Sign In and Out of a Hunt Group

1. Press the **Hunt Group** button to sign in.
Visual confirmation displays briefly.
2. Press the button again to sign out.
Signing out of a hunt group does not prevent non-hunt group calls from ringing your phone.

Intercom

Intercom allows you to place and receive one-way calls using a dedicated or dialable intercom line.

When you place an intercom call, the recipient's phone auto-answers with mute activated (*whisper* mode) and broadcasts your message through the recipient's speakerphone, or through the headset or handset, if one of these devices is active.

After receiving the intercom call, the recipient can initiate two-way audio (*connected* mode) to allow for further conversation.

Place a Dedicated Intercom Call

1. Press the **Intercom** button.

Your phone enters whisper mode until the recipient accepts the intercom call. If you are on an active call, that call is placed on hold.

2. Listen for the intercom alert tone, then begin speaking.
3. Press the **Intercom** button to end the call.

Place a Dialable Intercom Call

1. Press the **Intercom** button.
2. Enter the intercom code.

Your phone enters whisper mode until the recipient accepts the intercom call. If you are on an active call, that call is placed on hold.

3. Listen for the intercom alert tone, then begin speaking.
4. Press the **Intercom** button to end the call.

Receive an Intercom Call

1. You will receive a message on your phone screen and an audible alert, and your phone answers the intercom call with mute activated. You can handle the intercom call in one of these ways:
 - Listen to the intercom caller in *whisper* mode. (Any current call activity you are already engaged in continues simultaneously.) In whisper mode, the intercom caller cannot hear you.
 - Press the active **Intercom** button to switch to *connected* mode. In connected mode, you can speak to the intercom caller.
2. Press the **Intercom** button to end the call.





Line Status

Line Status indicators allow you to view the state of a phone line that is associated with a speed-dial button.

Your system administrator sets up Line Status indicators on your phone.

Line Status Indicators

Line Status indicators show the state of a line.

Icon	Indicator
	Line is in use.
	Line is idle.
	Line is ringing. (Only for Call Pickup.)
	Line is in a Do Not Disturb (DND) state.

Line Status indicators can be set up on speed-dial buttons by your system administrator and can be used with these features:

- **Speed Dial**—Allows you to monitor the status of (and dial) a specific number on a speed-dial button. (If the monitored line is unavailable, the Line Status button changes to a normal speed-dial button.)
- **Directed Call Park**—Allows you to monitor the line status of (and dial) a Directed Call Park number on a speed-dial button.
- **Call Pickup**—Allows you to monitor the line status of (and pick up a ringing call on) a ringing call on a speed-dial button.

Your system administrator can also set up your phone to play an audible alert when a call is ringing on the monitored line.

Related Topics

- [Call Park, page 71](#)
- [Call Pickup, page 74](#)
- [Speed Dial, page 89](#)

Malicious Call Identification

Malicious Call Identification (MCID) allows you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.

Trace a Suspicious Call

Press the **Malicious Caller ID** button to send a silent notification message to your system administrator. When the silent notification message is sent, your phone provides both a visual and audible confirmation.

Meet Me

Meet Me allows you to call a predetermined number at a scheduled time to host or join a conference. The conference begins when the host connects. Participants who call the conference before the host has joined hear a busy tone and must dial again. The conference ends when all participants hang up; the conference does not automatically end when the host disconnects.

Host a Meet-Me Conference

1. Obtain a Meet-Me phone number from your system administrator.
2. Distribute the Meet-Me phone number to participants.
3. When you are ready to start the meeting, go off-hook to get a dial tone, then press the **Meet Me** button.
4. Dial the Meet-Me phone number.

Join a Meet-Me Conference

Dial the Meet-Me phone number (provided by the conference host). If you hear a busy tone, the host has not yet joined the conference. In this case, try your call again.

Mobile Connect

Mobile Connect allows you to use your mobile phone to handle calls associated with your desk phone number.

To set up Mobile Connect, use the User Options web pages to set up remote destinations and create access lists to allow or block calls from specific phone numbers from being passed to the remote destinations.

When you enable Mobile Connect:

- Your desk phone and remote destinations receive calls simultaneously.
- When you answer the call on your desk phone, the remote destinations stop ringing, are disconnected, and display a missed call message.
- When you answer the call on one remote destination, the other remote destinations and desk phone stop ringing, are disconnected, and a missed call message is shown on the other remote destinations.

Related Topics

- [Create an Access List, page 105](#)
- [Add a New Remote Destination, page 104](#)

Turn On or Off Mobile Connect to All Your Remote Destinations From Your Desk Phone

1. Press the **Mobility** button to display the current remote destination status (Enabled or Disabled).
2. Press the **Select** button to change the status.
3. Press the **Exit** softkey.

Related Topics

[Add a New Remote Destination, page 104](#)

Switch an In-Progress Call on Your Desk Phone to a Mobile Phone

1. Press the **Mobility** button.
2. Select **Send call to mobile**.
3. Answer the in-progress call on your mobile phone.

The desk phone line button turns red and handset icons and the calling party number appear on the phone display. You cannot use the same phone line for any other calls, but if your desk phone supports multiple lines, you can use another line to make or receive calls.


Switch an In-Progress Call From a Mobile Phone to Your Desk Phone

1. Select a line on your desk phone.
2. Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
3. Press the **Resume** softkey on your desk phone within five to 10 seconds and start talking on the desk phone.

Mute

Mute allows you to block audio input for your handset, headset, and speakerphone, so that you can hear other parties on the call but they cannot hear you.

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.

On-hook Dialing

On-hook dialing allows you to enter a phone number before getting a dial tone and to complete the call by going off-hook.

Dial a Number On-hook

1. Enter or speed-dial a phone number.
When you dial on-hook, the On-Hook Dialing screen displays.
2. Press **Call** after entering digits. If you are specifying an Abbreviated Dial, enter the abbreviated number and then press **Speed Dial**.
3. Go off hook.

Privacy

Privacy allows you to prevent others who share your line from seeing information about your calls.

Privacy applies to all shared lines on your phone. If you have multiple shared lines and Privacy is enabled, others cannot view any of your shared lines.

If the phone that shares your line has Privacy enabled, you can make and receive calls using the shared line as usual.

Related Topics

[Shared Lines](#), page 88

Enable Privacy on a Shared Line

1. Press the **Privacy** button to enable the feature.
Visual confirmation displays on your phone screen for as long as the feature is enabled.
2. Press the button again to turn off the feature.

Quality Reporting Tool

Your system administrator may temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. Depending on configuration, use the QRT to:

- Immediately report an audio problem on a current call.
- Select a general problem from a list of categories and choose reason codes.

Report Problems on Your Phone

1. Press the **Quality Reporting Tool** button.
2. Select the item that most closely matches your problem. (Use the Navigation pad and Select button to scroll and select.)
3. Press the **Select** softkey.

The information is sent to your system administrator.

Redial

Redial allows you to call the most recently dialed phone number by pressing a button.

Redial a Number

Press the **Redial** softkey.

To place the call on a specific phone line, get a dial tone on that line, then press the **Redial** softkey.

Shared Lines

Shared lines allow you to use one phone number for multiple phones.

If you share a line with a co-worker:

- When a call comes in on the shared line:
 - Your phone rings and the line button flashes amber.
 - Your co-worker's phone rings and the line button flashes amber and either you or your co-worker can answer the call.
- When your co-worker has a call on the shared line:
 - The Shared Line button on your phone appears solid red to indicate that the line is in-use remotely.
 - Also, the co-worker's call displays on your screen (unless your co-worker has Privacy enabled)
- If you put the call on hold:
 - Your line button pulses green
 - Your co-worker's line button pulses red.
When the line flashes red, your co-worker can pick up the call.
- You or co-worker can join a call on the shared line using the Barge feature. Barge converts the call into a conference. To barge, press the red session button for the remote in-use call on the shared line.

Related Topics

- [Privacy, page 87](#)
- [Hold, page 80](#)

Silent Monitoring and Recording

The Silent Monitoring and Recording feature allows you to monitor and record calls if desired. Your system administrator enables this feature, which can be set up for automatic recording of all calls or recording of calls on a per-call basis.

Users may hear notification tones during call monitoring and recording. By default, the person who monitors the call and records it (if also configured) does not hear the notification tones.

For more information, see your system administrator.

Speed Dial

Speed-dial features allow you to place a call by pressing a button or entering a code. Before you can use speed-dial features on your phone, you must set up speed-dial on your User Options Web pages.

Depending on setup, your phone can support these speed-dial features:


- **Speed-Dial Buttons**—Allow you to quickly dial a phone number from one or more line buttons set up for speed dialing.
If your system administrator has set up the Line Status feature, you can monitor the status of a speed-dial line by using the line status indicators.
- **Speed-Dial Codes**—Allow you to dial a phone number from a code (sometimes referred to as abbreviated dialing).

Related Topics

- [Speed Dial on the Web](#), page 97
- [Line Status Indicators](#), page 83

Place a Call with a Speed-Dial Button

Before you can use speed-dial buttons on your phone, you must set up speed dial on your User Options Web pages.

To place a call, press a speed-dial button  on the left side of your phone.

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. Go off-hook and press the **Speed Dial** softkey.
2. Enter the speed-dial code and press the **Speed Dial** softkey again to complete the call.


Transfer

Transfer allows you to redirect a connected call from your phone to another number:

- You can redirect a single call to another number that you specify.
- You can also connect two calls on one line or two different lines to each other (without remaining on the line yourself).

Before completing a transfer procedure, you can press the **Release** button or **Cancel** softkey to cancel the transfer or you can press the **Swap** softkey to toggle between calls, which allows you to speak privately with each party.

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.
 - Press a speed-dial button.
 - Press the **Speed Dial** softkey, enter a speed-dial number or highlight the number you want to call, and press the **Speed Dial** softkey again.
 - Press the **Active Calls** softkey and select a held call. (The transfer completes immediately.)
3. Press the **Transfer** button or the **Transfer** softkey.
(You do not have to wait for the recipient to answer to complete the transfer.)
The transfer is complete.

Swap Between Calls Before Completing a Transfer

After you connect to the transfer recipient—but before you transfer a call to this party—you can press the **Swap** softkey to toggle between the two calls. This allows you to consult privately with the party on each call before you complete the transfer.

Web Dialer

Web Dialer allows you to click-to-dial contacts from the Cisco Unified CM Directory. Your system administrator sets up this feature for you.


Use Web Dialer with Cisco Directory

1. Sign in to your User Options web pages.
2. Select **User Options > Directory** and search for a co-worker.
3. Select the number that you want to dial.
4. If this is your first time using Web Dialer, review the preferences on the Make Call page.
5. Select **Dial**.
The call is now placed on your phone.
6. To end a call, select **Hang up** or hang up from your phone.

Use Web Dialer with Another Online Corporate Directory


1. Sign in to a Web Dialer-enabled corporate directory and search for co-workers.
2. Select the number that you want to dial.
3. When prompted, enter your user ID and password.
4. If this is your first time using Web Dialer, review the preferences on the Make Call page.
5. Select **Dial**.
The call is now placed on your phone.
6. To end a call, select **Hang up** or hang up from your phone.

Set Up, View, or Change Web Dialer Preferences

1. Initiate a call using Web Dialer to access the Make Call page.
The Make Call page displays the first time that you use WebDialer (after you select the number that you want to dial).
2. Select one of the following options from the Make Call page:
 - Preferred language—Determines the language used for Web Dialer settings and prompts.
 - Use preferred device—Identifies the Cisco Unified IP Phone (Calling device) and directory number (Calling line) that you will use to place Web Dialer calls. If you have one phone with a single line, the appropriate phone and line are automatically selected. Otherwise, choose a phone and/or line. If you have more than one phone of the same type, it will be specified by device type and MAC address. (To display the MAC address on your phone, select the **Applications** button  > **Phone Information**.)
If you have an Extension Mobility profile, you can select Extension Mobility from the Calling Device drop-down menu from the Make Call page.

- Do not display call confirmation—If selected, the Web Dialer Make Call page will not display the next time Web Dialer is used. Calls will automatically be dialed after selecting a contact from the Cisco Directory.
- Disable Auto Close—If selected, the call window does not close automatically after fifteen seconds.

Sign Out of Web Dialer

Select the Sign Out icon  in the Make Call or Hang Up page.

User Options

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User Options Web Pages

Your Cisco Unified IP Phone is a network device that can share information with other network devices in your company, including your personal computer.

You can use your computer to sign in to your Cisco Unified CM User Options web pages, where you can control features, settings, and services for your Cisco Unified IP Phone. For example, you can set up speed-dial buttons from your User Options web pages.

After you have signed in to your User Options web pages, select User Options to access the following:

- Device
- User Settings
- Directory
- Personal Address Book
- Fast Dials
- Mobility Settings

Related Topics

- [Contacts, page 59](#)
- [Call Forward All, page 70](#)

Sign In and Out of User Options Web Pages

Before you can access any of your user options, such as speed-dial settings or personal address book, you must sign in. When you are finished using the user options web pages, you must sign out.

1. Obtain the User Options URL, user ID, and default password (provided by your system administrator).
2. Open a web browser on your computer and enter the URL.
3. If prompted to accept security settings, select **Yes** or **Install Certificate**.
4. Enter your userid in the Username field.
5. Enter your password in the Password field.
6. Select **Login**.