

## ADDITIONAL FEATURES

### 9. Call History:

- Press the Applications button and select Call History
- The last 150 calls display Missed calls, Placed calls, Received calls
- To dial, double-tap a call, or scroll to a call and press the Select button in the Navigation pad.
- When pushing the New Call softkey, a history will appear.

### 10. Directories

- Press the Corporate Directory button and select a directory
- Enter search criteria and press Submit.
- To dial, double-tap a listing or scroll to the number and press the dial softkey.
- To edit a number selected from a directory, press the Edit Dial softkey and use the << and >> softkeys to delete/add numbers, then press the Dial softkey.

### 11. Multiple Lines

- Make sure you select the correct line on the left for the action desired.

### 12. Tips

- **Ringer Volume:** Press the volume button up or down. All the way to the left silences the ring.
- **Change ringtone per line:** Select Applications > Preferences > Ringtone, then select a line and press Edit. Select a ringtone and press Play, then press Set.
- **Back Button:** Press to back out of applications and menus.

### 13. Video Camera (Only applies to Cisco 9971 model phones)

- If enabled, the camera streams video automatically during calls.
- If disabled, video for each call is automatically muted, however, your phone still receives video.



## Cisco IP Phone 9971, 8961

### QUICK START



## BASIC PHONE FEATURES

### 1. Basic User Information:

1. **Placing** a call:
  - Lift handset, dial number, or
  - Press New Call softkey, dial number (engages speaker phone)
  - Press an unlight session button on the right side
2. **Ending** a Call:
  - Replace handset, or
  - Press End Call softkey
3. **Answering** a Call:
  - Lift handset, or
  - Press Answer softkey (engages speaker phone), or
  - Press Speaker button
4. **Mute** a Call:
  - Press the Mute button to toggle Mute on and off
5. **Redial** Feature:
  - Press the Redial softkey

### 2. Placing a Call On Hold/Resuming the Call:

- Press the Hold button.
- To resume the call, press, the Resume softkey

### 3. Transferring a Call:

- With connected call, press the Transfer button
- Dial number to which you are transferring
- Listen for ringing or announce caller
- Press Transfer button again or the Transfer softkey to complete transfer
- To Transfer to VM press \*Extension

### 4. Alternatives to Answering:

1. **Divert:**
  - Press Divert softkey in order to send caller to voicemail
  - During a call, press the Divert softkey to send caller to VM

## ADVANCED PHONE FEATURES

### 5. Call Waiting: (If you get a second call while the first call is active)

- To connect the second call and put the first call on hold automatically, press the Answer softkey, or
- Touch the incoming call, or
- Press the flashing amber sessions button

### 6. Call Forward Feature: (Forward incoming calls to alternate phone number)

- Press the Forward All softkey
- Dial forwarding number or press the Messages button (to forward to voicemail)
- To cancel, press Forward Off softkey

### 7. Call Park Feature:

- With call connected, press More softkey
- Press Park softkey
- Remember the assigned call park "slot number"
- To retrieve parked call: Dial "slot number" on any Cisco IP Phone

### 8. Conference Calling:

1. **Conference** (Join Multiple callers together, maximum participants -16 )
  - To initiate a conference call: Begin with caller (A) on line
  - Press Conference button and dial caller (B) extension
  - Press the Conference button to add caller (B) to the session
  - Repeat above steps until desired or maximum amount of participants are included in conference call
2. **View and Remove Conference Participants**
  - While conference is in process, press the Show Details softkey
  - To remove participant, highlight a name and press the Remove softkey