Common Phone Tasks

<table>
<thead>
<tr>
<th>Task</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place a call</td>
<td>Lift the handset, or press speakerphone or headset.</td>
</tr>
<tr>
<td>Redial a number</td>
<td>Press Redial softkey.</td>
</tr>
<tr>
<td>Switch to handset during a call</td>
<td>Pick up the handset.</td>
</tr>
<tr>
<td>Switch to speaker or headset during a call</td>
<td>Press ✈ or ✈, then hang up the handset.</td>
</tr>
<tr>
<td>Mute and un-mute your phone</td>
<td>Press ✈.</td>
</tr>
<tr>
<td>View your call history</td>
<td>Press ✈ to Call History.</td>
</tr>
<tr>
<td>Hold and resume a call</td>
<td>Press ✈ to hold. Press the Resume softkey to resume the held call.</td>
</tr>
<tr>
<td>Transfer a call to new number</td>
<td>Press ✈, enter the number, and then press the button again.</td>
</tr>
<tr>
<td>Place an intercom call</td>
<td>Press the Intercom button if available and enter a number, if needed. Speak after you hear the tone.</td>
</tr>
<tr>
<td>From a connected call, start a conference call</td>
<td>Press ✈, dial the participant, and then press the button again.</td>
</tr>
<tr>
<td>Silence the ring of an incoming call</td>
<td>Press the Volume button down once.</td>
</tr>
</tbody>
</table>

Softkeys

- **All Calls**: Lists all calls.
- **Answer**: Answers a call.
- **Apply**: Confirms the edited and nonedited settings in that screen.
- **Call**: Initiates a call.
- **CallBack**: Receives notification when a busy extension becomes available.
- **Cancel**: Cancels an action or exit a screen without applying changes.
- **Clear List**: Removes all entries in a list or category.
- **Conference**: Use when Conference feature is activated.
- **Delete**: Deletes an entry in a category, such as from Call History.
- **Details**: In Call History or Accessories, selects a call-history record or an accessory to view selection details.
- **Dial**: Dials a selected number.
- **Divert**: Sends or redirects a call to voicemail or to a predetermined phone number.
- **Edit**: Modifies an item, such as a name.
- **EditDial**: Edits a number before calling.
- **End Call**: Disconnects the current call or the current intercom call.
- **Exit**: Returns to the previous screen.
- **Forward All**: Sets up or cancels call forwarding.
- **Forward Off**: 
- **Log Out**: Signs out of Personal Directory.
- **Missed Calls**: Lists all missed calls.
- **More**: Displays additional softkeys.
New Call | Makes a new call.
---|---
Park | Enables answering a call from a remote phone within the same building.
Phones | Displays the phone information for a personal contact.
Play | Plays ringtone.
Redial | Redials the most recently dialed number.
Remove | Removes a conference participant or an entry.
Resume | Resumes a call on hold.
Revert | Reverts back to the last applied settings (for that screen).
Save | Saves the chosen settings.
Search | Searches for a directory listing.
Select | Selects the highlighted option.
Set | Sets an option, such as a ringtone.
Setup | Configures an accessory.
Show Details | Shows details about the current call.
Sign In | Connects to the desired network, such as Wi-Fi or VPN.
Speed Dial | Dials a number using a speed-dial code.
Swap | For a Transfer or Conference, toggles between two existing calls.
Transfer | Use when Transfer feature is activated.
Update | Updates an entry in Personal Directory.
Backspace | Backspace to delete characters.
Back. | Back.

**Phone Screen Icons**

- [ ] Off hook and connected call
- [ ] On hook
- [ ] Incoming call
- [ ] Missed call
- [ ] Placed call
- [ ] Received call
- [ ] Call on hold
- [ ] Toggle on
- [ ] Message waiting

**Feature Icons**

(If available on your phone)

- [ ] Common task, such as for Answer, CallBack, and Speed Dial
- [ ] All Calls enabled
- [ ] Bluetooth connected
- [ ] Do Not Disturb (DND) in use
- [ ] Intercom call—one-way (whisper)
- [ ] Intercom call—two-way (connected)
- [ ] Line Status—monitored line in use
- [ ] Line Status—monitored line ringing (Call Pickup only)

**Buttons**

- [ ] Applications
- [ ] Contacts
- [ ] Messages
- [ ] Headset
- [ ] Speakerphone
- [ ] Mute
- [ ] Back
- [ ] Release
- [ ] Navigation pad and Select button
- [ ] Transfer
- [ ] Conference
- [ ] Hold
- [ ] Volume
- [ ] Feature buttons (left side)
- [ ] Session buttons (right side)

For the Cisco Unified IP Phone 8961, 9951, and 9971 Quick Start Guides, go to this URL:
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
- **Speed-Dial Codes**—Allow you to dial a phone number from a code (sometimes referred to as abbreviated dialing)

### Speed Dial on the Web

Depending on how your phone has been set up, you can use speed-dial buttons and speed-dial codes, which you can set up on your User Options Web pages.

Go to the web page: `://134.173.16.10/ccmuser/
Log in using your phone extension as the username and password 12345.

**Change your password right away** by clicking the drop-down arrow next to User Options > click User Settings.

Go to User Options > Device to access other settings including Speed Dial setup:
Set Up Speed-Dial Buttons

1. On your User Options web page, select User Options > Device
2. Click the button for Speed Dials
3. In the Speed Dial Settings area, enter phone extensions and names for speed-dial buttons on your phone > click the Save button at the bottom

Set Up Speed-Dial Codes

1. On your User Options web page, select User Options > Device
2. Select Speed Dials
3. In the Abbreviated Dial Settings area, enter a number and label for a speed-dial code
4. Select Save

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