Common Phone Tasks

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

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

© 2010 Cisco Systems, Inc. All rights reserved.

OL-23120-01

QUICK REFERENCE

Cisco Unified IP Phone 8961, 9951, and 9971 for Cisco Unified Communications Manager 8.5 (SIP)

Softkeys
Phone Screen Icons
Buttons
Common Phone Tasks

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/ Forward Off	Sets up or cancels call forwarding.
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 to delete characters.
	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)
	Line Status–monitored line in the DND state
	Mobility
	Secure call

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: http://cisco.com/en/US/products/ps10453/products_user_guide_list.html