








## Common Phone Tasks

Place a call	Lift the handset, or press speakerphone or headset.
Redial a number	Press <b>Redial</b> 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  > <b>Call History</b> .
Hold and resume a call	Press  to hold. Press the <b>Resume</b> 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 <b>Intercom</b> button if available and enter a number, if needed. Speak after you hear the tone.
From a connected call, start a conference call	Press  , dial the participant, and then press the button again.
Silence the ring of an incoming call	Press the <b>Volume</b> button down once.



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### 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

<b>All Calls</b>	Lists all calls.
<b>Answer</b>	Answers a call.
<b>Apply</b>	Confirms the edited and nonedited settings in that screen.
<b>Call</b>	Initiates a call.
<b>CallBack</b>	Receives notification when a busy extension becomes available.
<b>Cancel</b>	Cancels an action or exit a screen without applying changes.
<b>Clear List</b>	Removes all entries in a list or category.
<b>Conference</b>	Use when Conference feature is activated.
<b>Delete</b>	Deletes an entry in a category, such as from Call History.
<b>Details</b>	In Call History or Accessories, selects a call-history record or an accessory to view selection details.
<b>Dial</b>	Dials a selected number.
<b>Divert</b>	Sends or redirects a call to voicemail or to a predetermined phone number.
<b>Edit</b>	Modifies an item, such as a name.
<b>EditDial</b>	Edits a number before calling.
<b>End Call</b>	Disconnects the current call or the current intercom call.
<b>Exit</b>	Returns to the previous screen.
<b>Forward All/Forward Off</b>	Sets up or cancels call forwarding.
<b>Log Out</b>	Signs out of Personal Directory.
<b>Missed Calls</b>	Lists all missed calls.
<b>More</b>	Displays additional softkeys.









<b>New Call</b>	Makes a new call.
<b>Park</b>	Enables answering a call from a remote phone within the same building.
<b>Phones</b>	Displays the phone information for a personal contact.
<b>Play</b>	Plays ringtone.
<b>Redial</b>	Redials the most recently dialed number.
<b>Remove</b>	Removes a conference participant or an entry.
<b>Resume</b>	Resumes a call on hold.
<b>Revert</b>	Reverts back to the last applied settings (for that screen).
<b>Save</b>	Saves the chosen settings.
<b>Search</b>	Searches for a directory listing.
<b>Select</b>	Selects the highlighted option.
<b>Set</b>	Sets an option, such as a ringtone.
<b>Setup</b>	Configures an accessory.
<b>Show Details</b>	Shows details about the current call.
<b>Sign In</b>	Connects to the desired network, such as Wi-Fi or VPN.
<b>Speed Dial</b>	Dials a number using a speed-dial code.
<b>Swap</b>	For a Transfer or Conference, toggles between two existing calls.
<b>Transfer</b>	Use when Transfer feature is activated.
<b>Update</b>	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](http://cisco.com/en/US/products/ps10453/products_user_guide_list.html)