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.
**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