



USER GUIDE



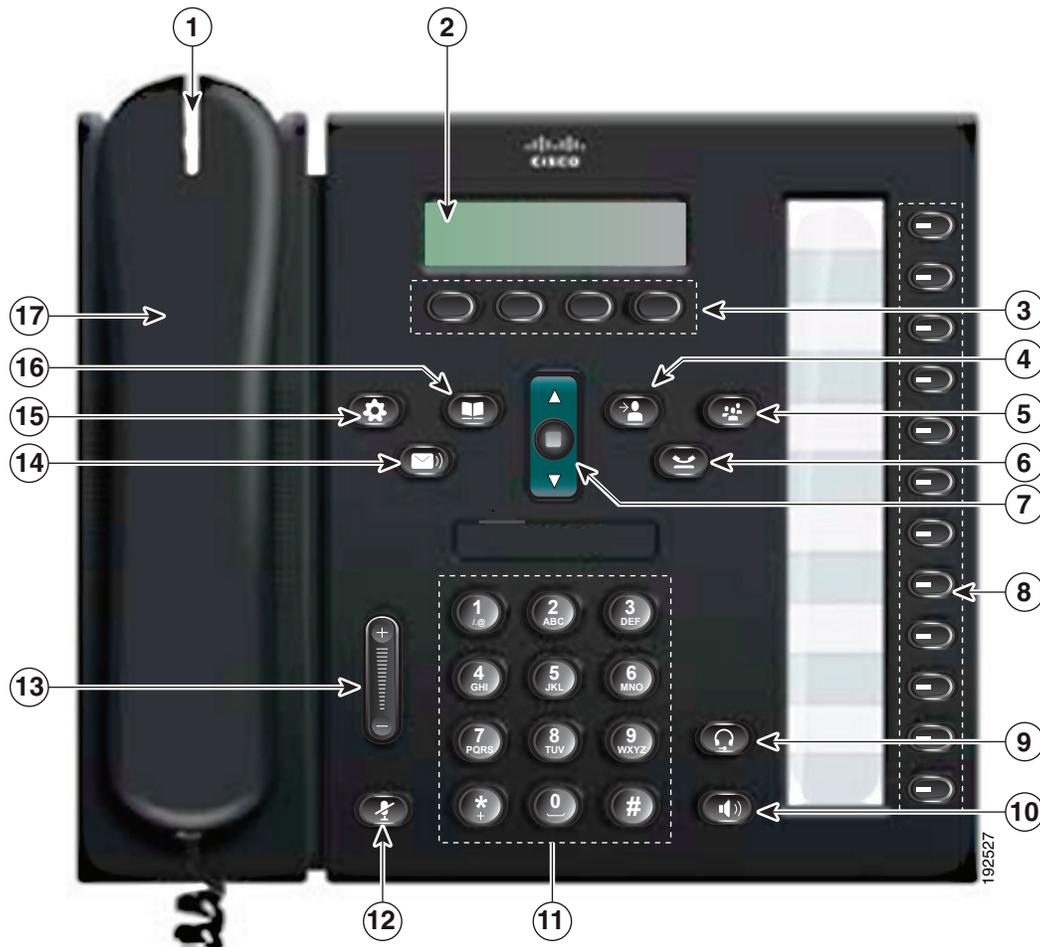
Cisco Unified IP Phone 6961 for Cisco Unified Communications Manager Express Version 8.0 (SCCP)

- 1** Overview, page 2
- 2** Operating Your Phone, page 8
- 3** A Phone Features Index, page 20

1 Overview

This guide provides phone operating instructions, and feature descriptions for the Cisco IP Phone multiline model 6961. The Cisco IP Phone 6961 has twelve lines.

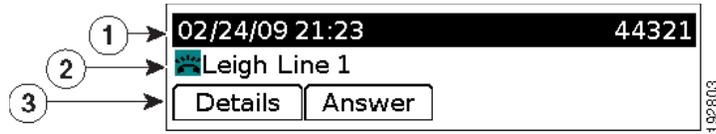
Physical Description



Name	Description
1 Handset with indicator light	Functions as traditional handset and indicates an incoming call (flashing red) or new voice message (steady red).
2 LCD screen	Displays information such as incoming/outgoing call status, directories, line status, phone configuration options and soft key tabs. Also, shows dedicated phone line labels.
3 Soft key buttons	Depending on how your system administrator sets up the phone, enable soft key options displayed on your phone screen.
4 Transfer button	Transfers active calls to another extension.
5 Conference button	Initiates the conference call.
6 Hold button	Places the call on hold.

	Name (continued)	Description
7	Navigation Bar and Select (center) button 	The navigation bar allows you to scroll up and down on LCD screen. Allows you to scroll through menus, highlight items, and display speed dials list if you press down when the phone is on-hook. Display phone numbers from your Placed Calls if you press up when the phone is on-hook.
8	Line button 	Depending on configuration, programmable buttons provide access to: <ul style="list-style-type: none"> • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the BLF speed-dial features) • Call features (for example, a Privacy button) Buttons light to indicate status: <ul style="list-style-type: none"> • Green, steady: Active call, answering call or two-way intercom call • Green, flashing: Held call • Amber, steady: Privacy in use, one-way intercom call, or DND active • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use or parked • Red, flashing: Remote line on hold
9	Headset button 	Toggles headset on and off. When the headset is on, the button is lit.
10	Speaker button 	Toggles speaker on and off. When the speakerphone is on, the button is lit.
11	Dial pad	Functions as traditional telephone keypad.
12	Mute button 	Toggles mute on and off.
13	Volume button 	Increases or decreases handset, headset, ringer, or speakerphone volume.
14	Messages button 	Provides access to message (voice mail) system.
15	Application button 	Provides access to phone settings such as call history, user preferences, phone configuration (including administration settings, device configuration, network configuration, and other common configurations), and phone model information.
16	Contacts button 	Provides access to phone directories.
17	Handset	Phone handset.

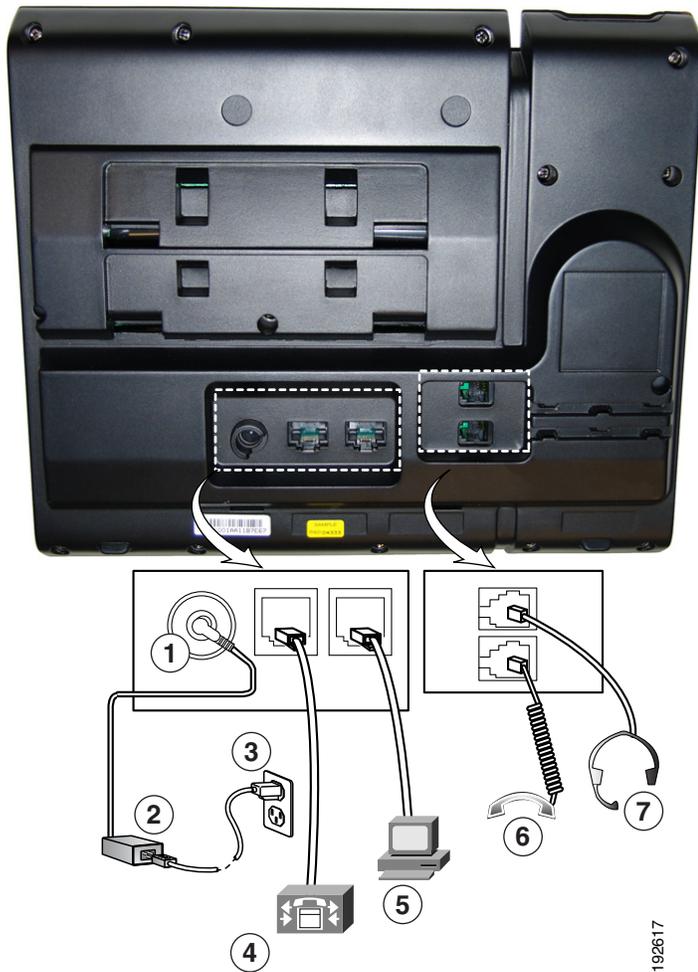
Phone Screen



1	Header	Displays date, time, and directory number.
2	Line details and other phone information	During a call, displays details for the active line. If not on a call, displays line text label and other information such as placed calls, speed dials, and phone menu listings.
3	Soft key labels	Displays soft keys for available features or actions.

Connecting Your Phone

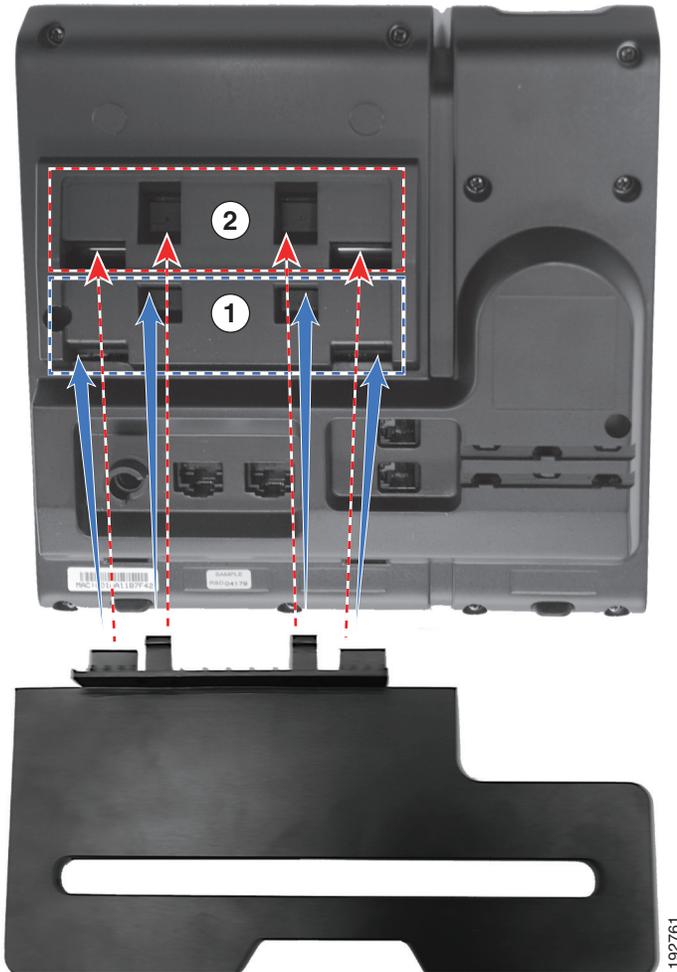
This section shows and describes the connectors on your Cisco Unified IP phone.



1	DC adapter port (DC48V) for phones not provided with inline power
2	AC-to-DC power supply
3	AC power cord
4	Network port (10/100 SW) for connecting to the network
5	Access port (10/100 PC) for connecting your phone to your computer
6	Handset port
7	Analog headset port

Footstand

If your phone is placed on a table or desk, the footstand can be connected to the back of the phone for a higher or lower viewing angle, depending on your preference



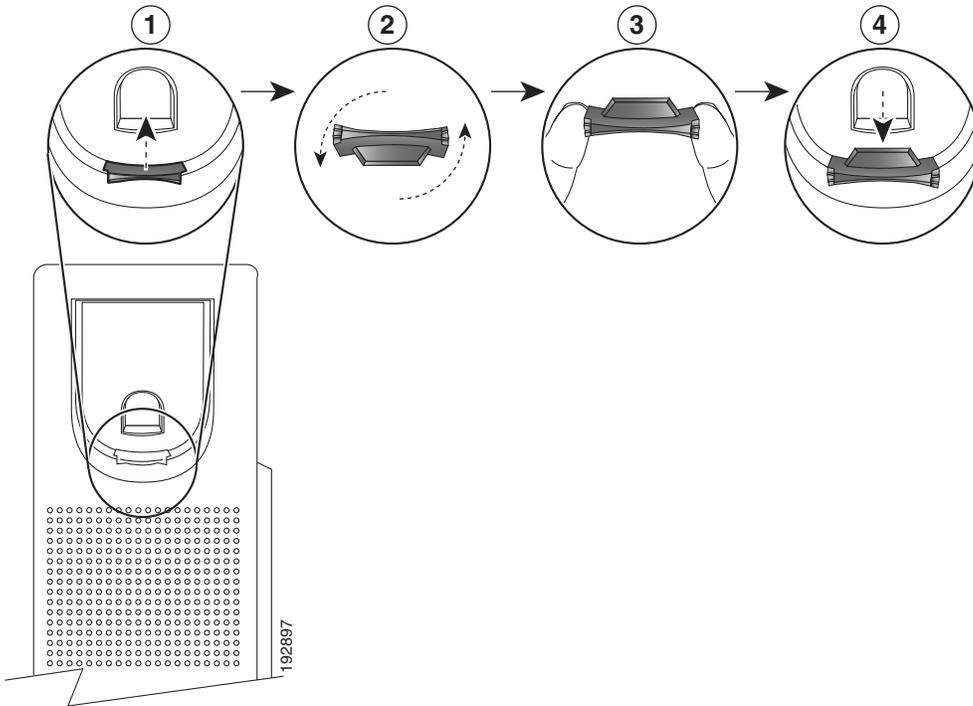
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Adjusting the Handset Rest

When you connect your phone, you can adjust the handset rest so that the receiver does not slip out of the cradle. With a wall-mounted phone, you might need to adjust the handset rest to ensure that the receiver will not slip out of the cradle.

To adjust the handset:

1. Set the handset aside and pull the square plastic tab from the handset rest.
2. Rotate the tab halfway (180 degree). Hold the tab between two fingers, with the small notches (in the corners) facing you. Make sure the tab lines up evenly with the slot in the cradle.
3. Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.



2 Operating Your Phone

This section describes how to operate your Cisco IP phone and includes information on soft keys and phone features.



Note In the Cisco Unified Communications Manager Express mode, Cisco IP phone model 6961 only supports one call per button. It is recommend to configure the Cisco IP phone 6961 dn as dual-line dn and the huntstop channel under the dn. The second channel on the dn can only be used for call transfer or conference.



Note Because there are differences in phone and site configurations, not all features described here might apply to your phone. Consult your system administrator for more information.

Soft Key Descriptions

Your Cisco IP phone is equipped with soft keys for call features and options. Soft keys are displayed along the bottom of the LCD screen and activated using the corresponding buttons. Soft keys can change according to the state of the phone.



Note Soft key availability depends on the system configuration and this is not the complete list of the soft keys.

Following is a comprehensive list of soft keys offered on these Cisco IP phones. Functions depend on your system configuration.

Soft Key	Function
All calls	Lists all calls.
Answer	Answers an incoming call.
Backspace - <<X	Navigates to edit characters. Use the backspace soft key to erase digits that you entered incorrectly.
Call	Opens a new line on the speakerphone to place a call.
Callback	Notifies callers that the called line is free.
Cancel	Cancels the last selection.
Clear	Clears directory history.
Call History	Provides call history.
Conf	Connects callers to a conference call.
Details	Provides caller id details.
Delete	Deletes the selected number.
Dial	Dials the displayed number.
EditDial	Selects a number and activates the cursor for editing.
EndCall	Ends the current call.
Exit	Exits from the current selection.
Fwd all	Forwards all calls.
Fwd Off	Sets call forwarding off.
Hold	Places an active call on hold. Resumes call on hold.
Ignore	Returns to main screen.
Missed	Lists all the missed calls.
More	Scrolls through additional soft key options (for example, use the more soft key to locate the DnD soft key).

Soft Key	Function
New Call	Opens a new line on the speakerphone to place a call.
Ok	Confirms the selection.
Park	Forwards calls to a location from which calls can be retrieved by anyone in the system.
Redial	Redials last number dialed.
Remove	Removes last participant from the conference call.
Resume	Returns to active call.
Swap	Swaps between the two calls.
Search	Initiates a search in local directory.
Transfer	Transfers the active call.
TrnsVM	Transfers a call to voice mail.
Update	Updates the caller list.

Place a Call

Use one of the following methods to place a call:

- Lift the handset and dial the number.
- Dial the number, and then lift the handset.
- Dial the number, and then press the **Dial** soft key.
- Dial the number, and then press the **Speaker** button.
- Press the **line** button for your extension, dial the number.
- Press the **Speaker** button, and then dial the number.
- Press the **New Call** soft key, and then dial the number.
- If you are using a headset, press the **Headset** button, and then dial the number.
- Dial the number, and then press the **Headset** button.
- If you have established speed-dial numbers, press a speed-dial button.
- If you have selected a number from a directory, press the **Call** soft key.
- If you have selected a number from a directory, press the **Line/Headset/Speaker** button.



Note Use the backspace (<<X) soft key to erase digits that you enter incorrectly.

Answer a Call

To answer a call:

- Lift the handset.
- If you are using a headset, press the **Headset** button. If necessary, press the **line** button to select between incoming calls.
- If you are using the speakerphone, press the **Answer** soft key or the **Speaker** button.

Auto Answer

Auto Answer prompts your phone to automatically answer incoming calls after one ring.

Your system administrator sets up Auto Answer to work either with your speakerphone or headset.

- Keep the headset button  illuminated when the phone is idle. Otherwise, calls ring normally and you must manually answer them.
- To keep the headset button illuminated, use a line button or soft keys (instead of the headset button) to go off-hook and on-hook, and to place and end calls.

- Keep the handset in the cradle and the headset button  unlit. Otherwise, calls ring normally and you must manually answer them.

End a Call

To end a call:

- Hang up the handset.
- If you are using a headset, press the **Headset** button or the **EndCall** soft key.
- If you are using a speakerphone, press the **Speaker** button or the **EndCall** soft key.

Adjust the Volume for the Current Call

To adjust the handset, speakerphone, or headset volume for the current call:

- During a call, press the + or - on the VOLUME button to respectively increase or decrease the volume.

Adjust the Ring Volume

- Press the + or - button while the handset is in its cradle and the phone is idle.

Select the Ringtone

To change the ringer sound:

1. Press the **Applications**  button.
2. Select **Preferences**. (Use the Navigation bar and button to scroll and select.)
3. Select **Ringtone**.
4. If multi line is configured, select a line that you want to change the ringtone.
5. Highlight a ring tone.
6. Press the **Play** soft key to play a sample.
7. Press the **Set** soft key to select the Ringtone.
8. Press the **Apply** soft key to confirm your selection, or press the **Cancel** soft key to go back to the Ringtone screen.
9. Press the **Back**  soft key to return to the Preferences screen.



Note You can set separate ringtone for multiple lines by pressing the Line button. Also, can set separate ringtone for each number when there are multiple phone numbers on the phone.

Adjust the Display Contrast

The default contrast level setting is 50%. To adjust the contrast in your LCD display:

1. Press the **Applications**  button.
1. Select **Preferences**. (Use the Navigation bar and button to scroll and select.)
2. Select **Contrast**.
3. To increase contrast, press the up arrow on the Navigation button. To decrease contrast, press the down arrow.
 - Press the **Save** soft key to set the contrast level, or press the **Cancel** soft key to exit.

Redial a Number

To redial the most recently dialed number:

- Lift the handset and press the **Redial** soft key.
- Press the **Redial** soft key to dial using the speakerphone or headset.

Place a Call on Hold

To place a call on hold while on the call:

- To put a call on hold, press the **Hold**  button.

To retrieve a held call:

- To resume the call, press the **Resume** soft key or the flashing green line button.
- If your phone supports multiple lines, you can use line buttons to swap between holding and active calls.

For example, if you have a holding call on Line 1 and an active call on Line 2, pressing the Line 1 button makes the Line 1 call active (resumes it from hold) and automatically puts the Line 2 call on hold.

Manage Call Waiting

If you are on a call when a second call comes in, you hear a call-waiting tone or see a flashing indicator light on the handset rest, depending on the configuration of your phone.

To answer the new call on the same line:

1. Use the **Swap** soft key to toggle between the two calls or press the line button to go to the other call.
2. Press the **Answer** soft key to answer the call. The call on the other line is automatically put on hold.

For example, if you have a holding call on Line 1 and an active call on Line 2, pressing the Line 1 button makes the Line 1 call active (resumes it from hold) and automatically puts the Line 2 call on hold.

To return to the original call:

1. Use the **Swap** soft key to reselect the call.
2. Press the **Resume** soft key to reconnect to the call.



Note Unanswered calls are routed to your voicemail system (if available).

Mute a Call

To mute a call:

- While on a call, press the **Mute** button . The **Mute** button lights, indicating that the other party cannot hear you.

To deactivate the mute function, do one of the following:

- Press the **Mute** button again.
- Lift the handset if you are using mute with your speakerphone.



Note The Mute feature does not generate music or a tone.

Personalize Your Voicemail

Press the **Messages** button , then follow the voice prompts.

Check for Voice Messages

Check for voice messages in any of these ways:

- Look at the visual message indicator lamp on your handset.
You can configure the visual message indicator lamp using your User Options web pages.
- Listen for a stutter tone from your handset, headset, or speakerphone when you place a call.
The stutter tone is line-specific. You hear it only when using the line that has a waiting message.
You can configure the audible message indicator using your User Options web pages.

Listen to Voice Messages

There are two ways you can listen to voice messages:

- Press the **Messages** button  to listen to voice messages left on any line.
- Press a line button, then press **Messages** to hear only the voice messages for that line.

Retrieve Voice Messages

To retrieve voice messages:

- Press the **Messages** button  to listen to voice messages left on any line.
- Press a line button, then press **Messages** to hear only the voice messages for that line.



Note When you have one or more new messages, the message-waiting indicator (MWI) on your handset is lit. The MWI works only if the MWI is configured on your phone.

Transfer Call to Voice Mail

- Press **TrnsVM**.

Forward All Calls

To forward all incoming calls to another number:

1. Press the **Fwd All** soft key. You hear a confirmation beep.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as if you were placing a call to that number. Remember to include locally required prefix numbers.
The phone display is updated to show that calls will be forwarded.
3. To cancel call forwarding, press the **Fwd OFF**.

Phone Applications

Phone applications allow you to access the following:

- Call History
- Preferences
- Services
- Phone Information
- Administrator Settings (For system administrators only.)

Set Up Speed-Dial Buttons

Speed dial features allow you to place a call by pressing a line button or selecting a phone display item. You can set up speed dial features on your User Options Web pages.

1. Sign in to your User Options Web pages.
2. Select **User Options > Device**.
3. Select a phone from the Name drop-down menu.
4. Click **Speed Dials**.
5. In the Speed Dial Settings area, enter a number and label for a speed-dial button (programmable button) on your phone.
6. Click **Save**.

Speed Dial

After an administrator defines one or more speed-dial instances for a Cisco IP phone, you can set up the codes 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 Button

To place a call when your phone is on hook:

- Enter the pre-configured speed-dial code and press the **SpeedDial** soft key.

To place a call when your phone is off hook:

- Press the **SpeedDial** soft key.
- Enter the pre-configured speed-dial code and then press the **SpeedDial** soft key.

Set up a Call Back Notification

1. Press the **Callback** soft key while listening to the busy tone or ring sound.
2. A confirmation screen displays on the phone.
3. Press the **Exit** soft key to return to the main screen, if desired.
4. Your phone alerts you when the line is free.
5. Press the **Redial** soft key to place the call again, if desired.

Phone Directory

The Cisco Unified IP Phone 6900 series provide you with access to corporate and personal contacts.

Search for and Dial a Contact

1. Press the **Contacts** button .
2. Press 1 to highlight **Personal Directory** or Press 2 to highlight **Corporate Directory** and then press the **Select** button.
3. For **Personal Directory**, enter the User ID and PIN. Press the **Submit** soft key or press **Cancel** to return to exit.
4. For **Corporate Directory**, use the **Navigation** bar to select any of these criteria to search for a coworker:
 - First name
 - Last name
 - Number
5. Use your keypad to enter the information, then press the **Search** soft key.
6. To dial, do any of these tasks:
 - Press the **Call** soft key.
 - Press the **Select** button on the **Navigation** bar.
 - Press a line button.
 - Press the **Speakerphone** button .
 - Press the **Headset** button .
 - Pick up the handset.

Search for and Dial a Contact While on a Call

1. Press the **Contacts** button .
2. Press the **Personal Directory** or **Corporate Directory** soft key, then press the **Select** button.
3. For Personal Directory, enter the User ID and PIN, press the **Submit** soft key or press **Cancel** to return to exit.
4. For Corporate Directory, select any of these criteria to search for a co-worker:
 - First name
 - Last name
 - Number
5. Enter the information, then select **Search > Dial**.

View Call History

1. Press the **Applications**  button.
2. Select **Call History**. (Use the Navigation bar and button to scroll and select.)
3. Select **All Lines** or the line that you want to view.
4. Press the **Exit** soft key to return to the Call History screen.

View Call Record Details

1. Press the **Applications**  button.
2. Select **Call History**. (Use the Navigation bar and button to scroll and select.)
3. Select **All Lines** or the line that you want to view.
4. Select a call record and press the **Details** soft key (you may need to press the **more** soft key first).
5. Press the **Back**  soft key to return to the Call History screen.

Filter Call History

1. Press the **Applications**  button.
2. Select **Call History**. (Use the Navigation bar and button to scroll and select.)
 1. Select **All Lines** or the line that you want to view.
 2. Press the **Missed** soft key.

The Call History screen displays only the missed calls on the selected line.
 3. To view all calls in the Call History screen, press the **All Calls** soft key.
 4. Press the **Exit** soft key to return to the Call History screen.

Place a Call from Call History

1. Press the **Applications**  button.
2. Select **Call History**. (Use the Navigation bar and button to scroll and select.)
3. Select **All Lines** or the line that you want to view.
4. From the Call History screen, highlight the call you want to dial and do one of the following:
 - Press the **Call** soft key.
 - Press the line key.
 - Pick up the handset.
 - Press the speakerphone or headset button.

Edit Number From Call History

1. Press the **Applications**  button.
2. Select **Call History**. (Use the Navigation bar and button to scroll and select.)
3. Select **All Lines** or the line that you want to view.
4. Highlight the call you want to edit.
5. Press the **EditDial** soft key (you may need to press the **more** soft key first).
6. Press the **Forward Arrow** soft key to move the cursor to the right and press the **Backward Arrow** soft key to move the cursor to the left.
7. Press the **Back Delete** soft key  to delete numbers.
8. Press the **Dial** soft key to dial the edited number.
9. Press the **Back**  soft key to return to the Call History screen.

Clear Call History

1. Press the **Applications**  button.
2. Select **Call History**. (Use the Navigation bar and button to scroll and select.)
3. Select **All Lines** or the line that you want to view.
4. Press the **Clear** soft key (you may need to press the **more** soft key first).
5. Press the **Delete** soft key to delete the Call History screen, or press the **Cancel** soft key to go back to the Call History screen.

Delete Call Record From Call History

1. Press the **Applications**  button.
2. Select **Call History**. (Use the Navigation bar and button to scroll and select.)
3. Select **All Lines** or the line that you want to view.
4. Highlight the call you want to delete.
5. Press the **Del Call** soft key (you may need to press the **more** soft key first).
6. Press the **Delete** soft key to delete the call, or press the **Cancel** soft key to go back to the Call History screen.

Transfer a Call

To transfer a selected call to another number, you can use direct transfer or consultative transfer:

Blind Transfer

Immediately redirects the call without allowing you to speak to the transfer recipient (the person to whom you are transferring the call).

To make a direct transfer:

1. During a call, press the **Transfer** button . The call is placed on hold.
2. Dial the number to which you want to transfer the call.
3. Press **Transfer** button  again.

Consultative Transfer

Redirects the call after first allowing you to speak to the transfer recipient.

To make a consultative transfer:

1. During a call, press the **Transfer** button . The call is placed on hold.
2. Dial the number to which you want to transfer the call.

3. Wait for the call to be answered. Speak to the transfer recipient. Then press the **Transfer** button or hang up the handset.
4. If the transfer fails, press the **Resume** soft key to return to the original call.

Cancel Transfer

1. To cancel your consult call-transfer attempt:
 - Press the **Cancel** soft key.



Note In the Cisco Unified Communications Manager Express mode, Cisco IP phone model 6961 only supports one call per button. It is recommend to configure the Cisco IP phone 6961 dn as dual-line dn and the huntstop channel under the dn. The second channel on the dn can only be used for call transfer or conference.

Establish a Conference Call

To create a three-party conference call:

1. During a call, press the **Conference** button to open a new line and put the first party on hold.
2. Place a call to another number.
3. Press **Conference** button again to add the new party to the call.

To establish a conference call between two- and three-party calls to a Cisco Unified IP phone, one active and the other on hold:

- Press the **Conference** button on the Cisco Unified IP phone.



Note Your system administrator must have configured the system for three-party or eight-party ad-hoc conferences.

Ending a Conference Call

To end the conference call:

- Hang up the handset, or press the **Cancel** soft key.



Note Depending on the configuration when the conference call initiator disconnects, the conference call terminates.

Alternate Methods to End a Conference Call

Call initiators can one of the following methods (functionality will vary according to your system configuration):

- To end the conference and remain connected to the most recent call, press the **Conf** soft key. The older call is placed on hold.
- To disconnect from the conference, hang up the handset. The other parties remain on the conference call.

Park and Retrieve a Call Using Park

Call park allows a user to place a call on hold at a designated parking slot from which the call can be retrieved by anyone on the system.



Note Contact your system administrator for your call park slot number.

To park a call and retrieve a call:

1. During a call, press the **Park** soft key, then hang up.

For the duration of the call, your phone displays the call park number where the system stored the call.
2. Retrieve the call from any other Cisco Unified IP Phone in your network by entering the call park number.

If you do not retrieve the call within a certain amount of time (set by your system administrator), a reminder tone will sound on your phone, at which time you can resume the call by pressing the **Resume** soft key, or by retrieving it from another phone.

If you do not retrieve or resume the call within a specified amount of time (set by your system administrator) after the reminder tone, the call will be directed to another destination (set up by your system administrator), such as voicemail.

Park a Call using Assisted Direct Call Park

To park a call to a directed call park slot:

1. During call, press the **Transfer** button .
2. Press the **Directed Call Park** line button.
3. Press the **Transfer** button  again.

You have a limited time to retrieve the parked call before it reverts to ringing at the original number.

To retrieve a call parked at a directed call park slot:

- Dial the retrieval park-slot extension.
- Dial the Directed Call number.

For example, if the park retrieval prefix is "77" and the Directed Call number is "6789", enter 776789.

Park and Retrieve a Call Using Manual Directed Call Park

1. During a call, press the **Transfer** button .
2. Enter the Directed Call number where you will park the call.
3. Press **Transfer** again to finish parking the call, then hang up.

You have a limited time to retrieve a parked call before it reverts to ringing at the original number.

4. Retrieve the call, from any other Cisco Unified IP Phone in your network as follows:
 - Dial the retrieval park-slot extension.
 - Dial the Directed Call number.

For example, if the park retrieval prefix is "77" and the Directed Call number is "6789", enter 776789.

Shared Lines

Shared lines allow you to use one phone number for multiple phones.

You might have a shared line if you have multiple phones and want one phone number, share call-handling tasks with co-workers, or handle calls on behalf of a manager.

For example, if you share a line with a co-worker,

- When a call comes in on the shared line:
 - Your phone rings and the line button flashes amber.
 - Your co-worker's phone rings and the line button flashes amber.
- If you answer the call:
 - Your line button turns green.
 - Your co-worker's line button turns red.
 - When button is red, that line cannot be used to barge in on the call or used to make another call.
- If you put the call on hold:
 - Your line button flashes green
 - Your co-worker's line button flashes red.
- When the line flashes red, your co-worker can pick up the call.

Access Services

1. Press the **Applications**  button.
2. Select **Services**. (Use the Navigation bar and button to scroll and select.)
3. Highlight the service you want to access.
4. Press the **Select** soft key, or press the **Exit** soft key to return to the Applications screen.

Placing a MeetMe Conference Call

To place a MeetMe conference call:

1. Obtain a MeetMe conference number from your system administrator
2. Distribute the MeetMe conference number to all the participants.
3. Go offhook, press the **MeetMe** soft key, and dial the MeetMe conference number. All other participants join the meeting by dialing into the MeetMe conference number.
4. To end the MeetMe conference call, all participants must hang up the handset or press the **Cancel** soft key.

Sign In and Out of a Hunt Group

1. Press the **Hunt Group** line button to sign in.
Visual confirmation displays briefly.
2. Press **Hunt Group** again to sign out.
Signing out of a hunt group does not prevent non-hunt group calls from ringing your phone.

Call Pickup

Call Pickup allows you to answer a call that is ringing on a co-worker's phone by redirecting the call to your phone.

You might use Call Pickup if you share call-handling tasks with co-workers.

There are three ways you can pick up a call:

- **Pickup**—Allows you to answer a call that is ringing on another phone within your call pickup group.
If multiple calls are available for pick up, your phone picks up the oldest call first (the call that has been ringing for the longest time).
- **Group Pickup**—Allows you to answer a call on a phone that is outside your call pickup group by:
 - Using a group pickup number (provided by your system administrator),
 - Dialing the ringing phone's number.

Your system administrator sets up the call pickup group you are in, and the call pickup soft keys depending on your call-handling needs and work environment.



Note Your system administrator may also change the function of the Pickup key to operate as Directed Pickup of a specific extension instead of local group pickup. In this configuration, the calls from you local group can be picked up by pressing the **GPickUp** key followed by the **Star** key.

Answer a Call Using Pickup

1. Press the **PickUp** soft key to transfer a ringing call within your pickup group to your phone.
If you have multiple lines and want to pick up the call on a non-primary line, first press the desired line button, then press **PickUp**.
If your phone supports auto-pickup, you are connected to the call.
If the call rings, press the **Answer** soft key to connect to the call.

View Phone Information

1. Press the **Applications**  button.
2. Select **Phone Information**. (Use the Navigation bar and button to scroll and select.)
3. Press the **Exit** soft key to return to the Applications screen.

3 A Phone Features Index

This section provides an alphabetical list of features for your Cisco Unified IP phones. This listed features are supported in SCCP protocols.

Table 1 *Features Supported in SCCP Protocols.*

Features
Adjust the Display Contrast,10
Adjust the Ring Volume,10
Sign In and Out of a Hunt Group,18
Answer a Call,9
A Phone Features Index,20
Call Pickup,18
Call Pickup,18
Cancel Transfer,16
Check for Voice Messages,11
Clear Call History,15
View Phone Information,19
Connecting Your Phone,5
End a Call,10
Ending a Conference Call,16
Forward All Calls,12
Transfer Call to Voice Mail,12
Listen to Voice Messages,12
Manage Call Waiting,11
Park and Retrieve a Call Using Park,16
Phone Applications,12
Phone Directory,13
Physical Description,2
Place a Call,9
Place a Call on Hold,11
Placing a MeetMe Conference Call,18
Redial a Number,10
Retrieve Voice Messages,12
Select the Ringtone, page 10
Set Up Speed-Dial Buttons, page 12
Set up a Call Back Notification, page 13
Search for and Dial a Contact,13
Search for and Dial a Contact While on a Call,14
Shared Lines,17
Transfer a Call,15
Transfer Call to Voice Mail,12

Table 1 **Features Supported in SCCP Protocols.**

Features

[View Call History,14](#)

[View Phone Information,19](#)



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