1 Dial
To dial, lift the handset and enter a number. Or:
• Press an unlit session button (right side).
• Press the New Call softkey.
• Press the (unlit) headset button or speakerphone button.

Dial from call history
As you enter a phone number, matching numbers display from your call history.

1. To dial, scroll to a number and press the Select button in the Navigation pad or the Call softkey.

Redial the last number
Press the Redial softkey.

Speed dial
Press a speed-dial button (if available). Or, enter a speed-dial code while on-hook (no dial tone), then press the Speed Dial softkey.

Your system administrator can help you set up speed dials from your User Options web pages.

2 Hang up
To end a call, replace the handset. Or:
• Press the Release button.
• Press the End Call softkey.
• Press the (lit) headset button or speakerphone button.

Note
For best results, print on 8.5 x 14” (legal-sized) paper.

3 Answer
To answer a ringing call, lift the handset. Or:
• Press the flashing amber session button (right side).
• Press the Answer softkey.
• Press the (unlit) headset button or speakerphone button.
• Press the Select button in the Navigation pad.

Call waiting
If you get a second call while the first call is active, a second session label displays.

Call waiting
If you get a second call while the first call is active, a second session label displays.

1. Press the Hold button.
The hold icon displays and the session button pulses green.
2. To resume the highlighted call, press the pulsing green button, the Resume softkey, or the Navigation pad Select button.

5 Hold
1. Press the Hold button.
The hold icon displays and the session button pulses green.
2. To resume the highlighted call, press the pulsing green button, the Resume softkey, or the Navigation pad Select button.

6 Forward All
1. Press the Forward All softkey.
2. Enter a phone number, select a number from Call History, or press the Messages button (to forward to voicemail).
3. Look for Forward All icon on your screen.
4. To cancel call forwarding, press the Forward Off softkey.

Your system administrator can help you forward calls remotely from your User Options web pages.

4 Mute
Press the Mute button to toggle Mute on and off. When Mute is on, the Mute button glows red.

5 Hold
1. Press the Hold button.
The hold icon displays and the session button pulses green.
2. To resume the highlighted call, press the pulsing green button, the Resume softkey, or the Navigation pad Select button.

6 Forward All
1. Press the Forward All softkey.
2. Enter a phone number, select a number from Call History, or press the Messages button (to forward to voicemail).
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Your system administrator can help you forward calls remotely from your User Options web pages.

Note
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Do Not Disturb
Press the DND button (if available) to toggle DND on or off.
When on, Do Not Disturb (DND) mutes the ringer and may block visual notification for new calls.

Conference
1. From a connected call (not on hold), press the Conference button.
2. Make a new call.
3. Press the Conference button or the Conference softkey (before or after the party answers).
The conference begins and the phone displays “Conference” instead of caller ID.
4. Repeat these steps to add more participants.
The conference ends when all participants hang up.

“Conference in” a held call
1. From a connected call (not on hold), press the Conference button.
2. Press the pulsing green session button for the held call that you want to add.
Or, if the held call is on another line, press the Active Calls softkey, choose a call from the list, and press the Conference softkey.
The conference ends when all participants hang up.

View & remove conference participants
During a conference, press the Show Details softkey. To remove a participant from the conference, highlight a name and press Remove.

Transfer
1. From a connected call (not on hold), press the Transfer button.
2. Call the transfer recipient.
3. Wait for the recipient to answer, or skip to Step 4 while the call is ringing.
4. Press the Transfer button or the Transfer softkey.
The transfer is complete. Confirmation displays on your phone screen.

Divert
Press the Divert softkey to redirect a ringing or active call to voicemail or to another phone number (set up by your system administrator). You must resume a held call before you can use Divert.
Divert affects the highlighted call only. If necessary, scroll to the call before pressing Divert.

Call History
Press the Applications button and select Call History.
The last 150 calls display:
• Missed calls
• Placed calls
• Received calls
To dial, scroll to a call and press the Select button in the Navigation pad or the Call softkey.
To view details for a call, highlight the call and press these softkeys: More > Details.

View new missed calls
Press the session button next to the Missed Calls icon on the right side of the screen (may include a count of missed calls). The Missed Calls icons display in this location when you have new (not yet viewed) missed calls.
Or, view your missed calls history by opening call history and pressing the Missed Calls softkey.

Voicemail
Listen to messages
Press the Messages button and follow the voice prompts. Or, press the session button next to the voicemail icon.

Directories
1. Press the Contacts button and select a directory.
2. Enter search criteria and press Submit.
3. Select the listing and press the Dial softkey.

Shared Lines
If you share a line with your co-worker:
• Either you or your co-worker can answer a ringing call on the shared line.
• When your co-worker has a call on the shared line, your shared line button is solid red and the call displays on your screen.
• When your co-worker puts a call on hold, the session button is on your phone pulses red.
You or your co-worker can resume the call.
If your co-worker enables the Privacy feature, his or her calls do not display on your screen.

Tips
What are the buttons next to my screen?
• The buttons on the left side of your screen are line (and feature) buttons. Line buttons change line views but do not affect calls.
• The buttons on the right side of your screen are session buttons. Each call correlates to a session button. Use session buttons to answer and resume calls or to view call details.

How do I silence my ringing phone?
Press the left side of the volume button one time while the phone is ringing.

How do I change my ringtone?
1. Select Applications > Preferences > Ringtone, then select a line and press Edit.
2. Select a ringtone and press Play, then press Set.

How do I change my wallpaper?
Select Applications > Preferences > Wallpaper. To add custom wallpaper, see your system administrator.

What does the Back button do?
Press the Back button to back out of applications and menus.

Can I use my Bluetooth headset?
The Cisco Unified IP Phone 9951 supports Bluetooth. Your system administrator has details.

Where can I find a complete User Guide?

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