




Call History



Call History allows you to view information on the last 150 calls on your phone. An icon displays indicating the type of call:

- Received 
- Placed 
- Missed 


The caller ID is displayed with the call icon. If the caller ID is unavailable, then the phone number is displayed. If the phone number is unavailable, then "Unknown" is displayed. All Call History items are integrated into one list and are ordered by time (latest to oldest). There is a 150 call limit per phone and not per line. For example, if a phone has multiple lines, the 150 call limit applies to all lines combined.

You can sort the Call History list by all lines, each line, or by missed calls. You can sort the call history for each line by selecting the individual line for which you want to see the call history, or select the *All Calls* soft key to see the merged history for all lines. You can also dial a number directly from the Call History list.


View Call History

1. Press the *Applications*  button .
2. Select *Call History*. (Use the Navigation pad and Select button to scroll and select.) The phone screen displays the call history with an icon associated for each type of call.
3. Press the  soft key to return to the Applications screen.

Dial From Call History

1. Press the *Applications*  button .
2. Select *Call History*. (Use the Navigation pad and Select button to scroll and select.)
3. From the Call History screen, highlight the call you want to dial and do one of the following:
 - Press the *Call* soft key.
 - Pick up the handset.
 - Double-tap on the number on the phone screen.
 - Press the *Select* button.
- Press the speakerphone or headset button.


Clear Call History

1. Press the *Applications*  button .
2. Select *Call History*. (Use the Navigation bar and button to scroll and select.)
3. Press the *Clear List* soft key to clear the entire call history on the phone.
4. Press the *Delete* soft key to delete the call history on the phone, or press the *Cancel* soft key to go back to the Call History screen.
5. Press the *Exit* soft key to return to Applications screen.

Ring Tones

You can choose the ringtone, per line, that your phone plays to indicate an incoming call. For information about adding custom ringtones to your phone, see your system administrator.

Change Ringtone for a Line

1. Press the *Applications*  button .
2. Select *Preferences*. (Use the Navigation bar and button to scroll and select.)
3. Select *Ringtone*.
4. Highlight a ringtone.
5. Press *Select* button or *Edit* soft key.
6. Press the *Play* soft key to play the sample ringtone.
7. Press the *Set* soft key to apply the ringtone.
8. Press the *Return* soft key to return to the Preferences screen.

Phone Contacts

The Cisco Unified IP Phone provides you with access to the BGSU Directory.



BGSU Directory

The BGSU directory contains University contacts that you can access on your phone.

You can dial calls from your corporate directory in two ways:

- When you are not on another call.
- When you are on another call.

Search for and Dial a Contact

1. Press the *Contacts*  button .
2. Select *BGSU Directory*. (Use the Navigation bar and button to scroll and select.)
3. Select any of these criteria to search for a co-worker:
 - First name
 - Last name
4. Enter the search criteria information, press the *Submit* soft key, and select a contact.
5. To dial, perform any of these actions:
 - Press the *Dial* soft key.
 - Press the *Select* button.
 - From the keypad, press the number that is displayed in the upper right-hand corner of the contact label.
 - Press the *Speakerphone* button  .

Voice Messages


Voice messages are stored on your voicemail system.

You can:

- Personalize your voicemail
- Check for voice messages
- Listen to voice messages


Check for Voice Messages

Check for voice messages in any of these ways:

- Look for a solid red light on your handset.
- Look for a *Message* icon  on a line label. The red background indicates that there are new voice messages. When you select a line with a Message icon, a *Voicemail* icon displays on the right side of the phone screen. You will see a count of your new voice messages on the Message icon and Voicemail icon.

Listen to Voice Messages


To listen to voice messages, do one of the following:

- Press the *Messages* button  .
- Follow the prompts to listen to your voice messages.

After you listen to your new voice messages, the message indicators are updated on the phone screen. If there are no new voice messages, the Message icon is removed from the line label, and the Voicemail icon is removed from the right side of the phone screen.

Video Calling

Two-way video is a feature on the new Cisco phones. Video calls are possible when both participants are on-campus and using a video-capable device. The video feature is only for two-way calls, it is not available for conference calls.

Video transmission is disabled and hidden by default. To begin transmitting video during a call, press the show video soft key followed by the *Video Mute*  soft key. To stop transmitting video, press the *Video Mute* soft key again.

Need Help?

Contact the Technology Support Center (TSC)


In person at 110 Hayes Hall

By phone at 419/372/0999

By live chat at <http://www.bgsu.edu/tsc>

Calling Features

Forward Calls on your Phone



1. On any idle line from which you want to forward your calls, press the **Forward All** soft key.
2. Enter a phone number, or select an entry from the Call History list. (Press the **Messages** ) button to forward all calls to voicemail.)
Visual confirmation displays for a few seconds to confirm the number to which your calls will be forwarded.
3. To verify that your calls are forwarded, look for:
 - A Forward All icon in the line label.
 - The forwarding information in the header.
4. To cancel call forwarding, press the **Forward Off** soft key.

Divert a Call


Divert a call in any of these ways:

- To redirect an incoming (ringing) call while on another call, use the **Navigation** pad to highlight the incoming call and then press the **Divert** soft key. (Otherwise pressing the Divert soft key will redirect the current, active call.)
You can silence the incoming (ringing) call by pressing the **Volume** button down once, and then let the incoming call go to the target number (voicemail or predetermined number set up the system administrator).
- To redirect an incoming call while not on a call, press the **Divert** soft key.
- To redirect a held call, first resume the call and then press the **Divert** soft key.

Hold and Resume a Call

1. To put a call on hold, press the **Hold** button .
The Hold  icon displays and the line button pulses green.
2. To resume the highlighted call, do one of these:
 - Press the pulsing green session button.
 - Press the call session on the phone display (applicable for Cisco Unified IP Phone 9971 only).
 - Press the **Resume** soft key.
 - Press the **Select** button in the Navigation pad.


Mute Your Phone

1. Press the **Mute**  button to turn Mute on.
Visual confirmation displays.
2. Press the **Mute** button again to turn Mute off.


Dial a Number On-hook

1. Enter or speed-dial a phone number.
2. Go off-hook.

Transfer a Call to Another Number

1. Start with an active call (not on hold).
2. Press the **Transfer**  button and do one of the following to enter the transfer recipient's phone number:
 - Press the pulsing green session button of a held call (right side).
 - Enter the transfer recipient's phone number.
 - Scroll to a Call History record and press the **Call** soft key.

Conferencing

1. Start with a connected call that is not on hold.
2. Press the **Conference** button  and do one of the following:
 - Enter the phone number for the party you want to add and press the **Call** soft key.
 - Select a call from the **Call History**.
3. Wait for party to answer (or skip direct to step 4 while call is ringing)
4. Press the **Conference** button or the **Conference** soft key.

To add additional participants, repeat these steps. There is a limit of 6 participants on a conference call.

BGSU[®]

Cisco 9951 IP Phone

