Cisco Unified IP Phone 9971



QUICK START



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- 1 Dial
- 2 Hang up
- 3 Answer
- Mute 4
- 5 Divert
- Forward All
- Hold
- 8 Do Not Disturb
- 9 Conference
- 10 Transfer
- 11 Call History
- 12 Directories
- 13 Shared Lines
- 14 Voicemail
- 15 Tips



For best results, print on 8.5 x 14"

8 Do Not Disturb

Press the DND button (if available) to toggle DND on a 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.
- 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

- 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.

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.



Double-tag a number to dial it, or scroll to the mber and press the Select button in the number and pres Navigation pad.

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

10 Transfer

- From a connected call (not on hold), press the Transfer button ().
- 2. Call the transfer recipient.
- 3. Press the Transfer button or the Transfer softkey (before or after the party answers). The transfer is complete. Confirmation displays on your phone screen.

11 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 press the Select button in the Navigation pad or the Call

To view details for a call, highlight the call and oress 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 icon displays in this location when you have new (not vet viewed) missed calls.

Or, view your missed calls history by opening call history and pressing the Missed Calls softkey

12 Directories

- 1. Press the Contacts button (and select a
- 2. Enter search criteria and press Submit.
- To dial, double-tap a listing. Or, scroll to a listing and press the Select button in the Navigation pad or the Dial softkey.

3 Answer

To answer a ringing call (28), lift the handset. Or:

- Press the flashing amber session button (right side).
- Press the Answer softkey.
- Press the (unlit) headset 🕡 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. econd session label displays.



To connect the second call and put the first call on hold automatically, press the flashing amber session button (right side).

Multiple lines

If you use multiple lines, press the All Calls 🕼 button to see all calls on all lines (oldest first) Otherwise, your phone displays calls that are on the selected line only.

13 Shared Lines

If you share a line with a co-worker or an inistrative assistant:

- · 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 outs a call on hold, the session button on your phone pulses red. You or your co-worker can resume the call.

Privacy & Barge

You or your co-worker can use Privacy to block calls from displaying on the other person's screen.

If your co-worker is not using Privacy, you can press the red session button on your phone to "barge" (add yourself to) a call on the shared line,

14 Voicemail

New message indicators:

- · A solid red light on your handset.
- · A stutter dial tone on the line (if enabled).
- A voicemail icon mext to the line label and session button (may include message count).



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

To see which line is selected, look for a blue icon on the line label (left side of screen) and the line extension in the header bar (top of screen).

All Calls uses your primary extension.

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

5 Divert

Use Divert to redirect a ringing or active call to voicemail or to another phone number (set up in advance 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.

6 Forward All

- 1. Press the Forward All softkey.
- 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.

- The hold icon in displays and the session button pulses green.
- To resume the highlighted call, press the pulsing green button , the Resume softkey, or the Select button in the Navigation pad. (Note that pressing the Hold button again does not resume a call from hold.)

15 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 active 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 use the touchscreen?

- To select items, gently press or double-tap (as needed) using your fingertip or a pencil eraser.
- To scroll down a page, "flick" the last item up. To disable the touchscreen for 60 seconds,
- press and hold the Select button in the Navigation pad until confirmation displays.

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? Select Applications > Preferences > Ringtone, then select a line and press Edit.
- Select a ringtone and press Play, then press Set.

What does the Back button do?

Press the Back button (5) to back out of applications and menu

Where can I find a complete User Guide? http://www.cisco.com/en/US/products/ps10453/pr oducts user guide list.html

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