Cisco IP Phone 9971 Quick Reference Guide

TO MAKE A CALL
- Lift Handset or press the Speaker/Headset key
- Dial number (press 0 for external calls)

REDIAL LAST NUMBER
- Press the REDIAL soft key

CALL HOLD
- From an existing conversation, press to put caller on hold
- Press to get the caller back from hold
- If there are multiple calls on hold, scroll to the desired line before pressing the Resume soft key

TO TRANSFER A CALL
- During a call, press TRANSFER
- Dial the number
- Press TRANSFER to complete the transfer
OR
- If you are attempting to transfer the call to another number, press the Cancel soft key and the Resume soft key to return to the original caller

CALL FORWARD
- When your phone is idle, press the Forward All soft key.
- Enter the number (including 0 if it is an external number), OR press key for sending calls directly to Voicemail
- To undirect, press Forward All

CONFERENCES (up to 8 Participants)
- While a call is in progress, press the conference key and call the next party
- Press the conference key to connect the parties
- Repeat the above steps to add additional parties
- If the person you attempt to bring into the conference is not available, press Cancel soft key and then the Resume soft key to return to the conference call

CALL PICK-UP GROUP
When a phone is ringing within your group:
- Lift the handset or press Speaker/Headset key;
- Press the PickUp softkey
- The call will be answered by your handset

VIEW MISSED CALLS
- Press the Applications button
- Select Call History
- Select Missed Calls

VOLUME CONTROL
- With your phone idle, press the volume key to hear the current volume
- With the phone off-hook, press the volume button to change the handset or speaker volume

### Features & Functions

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### Diagram

- Numbers 1 to 20 correspond to the buttons on the Cisco IP Phone 9971.
- The diagram shows the layout and function of each button.

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Note: The above information is a summary of the Quick Reference Guide and does not include all features and functions of the Cisco IP Phone 9971.
1. **Phone screen**
   The phone screen has two main functions:
   - Video: When receiving a video call the video of the person calling will display.
   - Touchscreen: The display provides access to some functionality via a touch screen display.

2. **Session**
   The Session buttons will light up when a call is in place, on hold or incoming for both the user and any other person’s phone that is linked.

3. **Back**
   When using the menu options on the phone, the back button will take you back to the previous screen or menu.

4. **Release**
   Ends a connected call or session.

5. **Navigation pad and select button**
   The four-way Navigation pad allows you to scroll through menus, highlight items, and move within a text input field.
   The select button (centre of the navigation pad) allows you to select a highlighted item.

6. **Conference**
   Creates a conference call.

7. **Hold**
   Places a call on hold.

8. **Transfer**
   Transfers a call to another party. On clicking transfer, dial the other party’s number.

9. **Key pad**
   Allows you to dial phone numbers, enter letters, and choose menu items.

10. **Speakerphone**
    Click speakerphone to initiate or pick-up a call hands-free by directing the audio through the phone speaker. To cancel the speakerphone, pick up the handset or press the release key to hang up.

11. **Mute**
    Press the mute button to turn the microphone on and off. It will be lit red when the microphone is muted.

12. **Headset**
    Click headset to initiate or pick-up a call hands-free by directing the audio through the headset. To cancel the headset, pick up the handset or press the release key to hang up.

13. **Volume**
    One a call: Adjusts the volume for the audio coming via the handset, speaker or headset.
    Not in use: Adjusts the phone’s ringing volume.

14. **Voicemail**
    Press to access your voicemails. The handset indicator light (18) will flash red when you have a voicemail waiting.

15. **Soft keys**
    Soft keys are touch screen buttons

16. **Applications**
    Use this to access phone preferences and call history.

17. **Address book/contacts**
    Accesses the Flinders University staff directory where you can search for a contact by name.

18. **Programmable keys**
    The programmable keys can be used to indicate a phone line status (ringing, on hold, active) or for programming speed dial numbers. Please see the complete training guide for details on programming these keys.

19. **Handset indicator light**
    The handset indicator light will flash red when the phone is ringing.
    If the red light is flashing when not on a call, this indicated that there is a voicemail.

20. **Video camera**
    Allows for the caller to see your image when calling.