

# 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   
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 the person you attempt to transfer the call to is not available, 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 undivert, press **Forward All**



### Features & Functions

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## CONFERENCE (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 ring volume 

With the phone off-hook, press the volume button to change the handset or speaker volume

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## 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.