National Aeronautics and
Space Administration

# Desktop Phone User Guide
# Cisco 9971

For additional information:
http://itcd.hq.nasa.gov/desktop_phone.html
Email ctc@hq.nasa.gov
Call (202) 358-1111

For technical issues:
Call (202) 358-HELP

www.nasa.gov

# Contents


Your Phone
- Phone Connections 5
- Phone-Display Viewing Angle 6
- Power-Save Mode 6
- Phone Display Cleaning 6
- Buttons and Hardware 6 - 9
- Phone Screen Navigation and Item Selection 10-12

Phone Applications
- Call History
  - View Call History 13
  - View Call Record Details 13
  - Filter Call History 14
  - Dial From Call History 14
  - Edit Number From Call History 14
  - Clear Call History 14
  - Delete Call Record From Call History 14
- Preferences
  - Ringtones 15
  - Wallpaper 15
  - Brightness 15
  - Bluetooth 15
- Accessories
  - View Accessories List 16
  - Add Bluetooth Accessory 16
  - Delete Bluetooth Accessory 16
  - Connect Bluetooth Accessory 16
  - Disconnect Bluetooth Accessory 16

Contacts
- Corporate Directory 17
  - Search for and Dial a Contact 17
  - Search for and Dial a Contact While on a Call 17

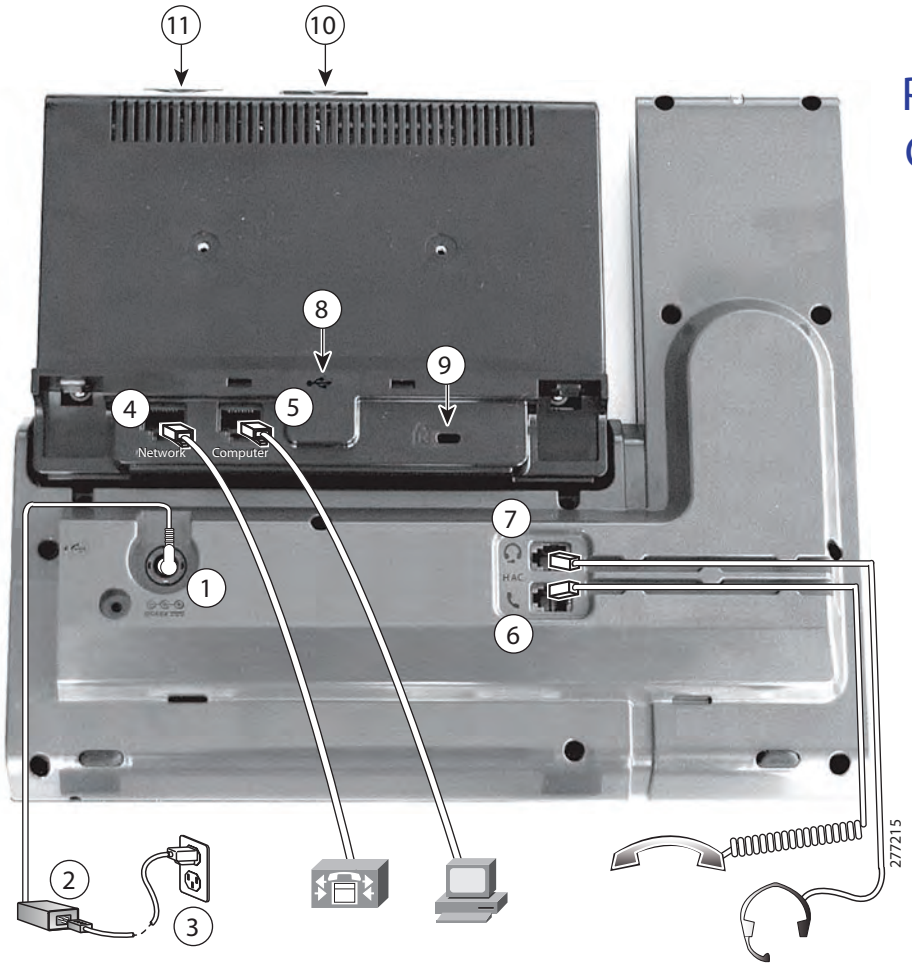
Messages
- Voice Messages 18
  - Personalize Your Voicemail 18
  - Check for Voice Messages 18
  - Listen to Voice Messages 18

Calling Features
Feature Buttons and Softkeys 19
All Calls
View All Calls on Your Phone 19
Answer
Answer Your Oldest Call First 20
Call Back
Set up a Call Back Notification 20
Call Forward All
Forward Calls on Your Phone 20
Call Park
Park and Retrieve a Call Using Park 21
Call Waiting
Respond to a Call Waiting Notification 21
Conference
Add Another Party to Your Call to Create a Conference 22
Join Calls Together in a Conference 22
Swap Between Calls Before Completing a Conference 22
View Conference Participants 22
Remove Conference Participants 22
Divert
Divert a Call 23
Do Not Disturb
Turn DND On and Off 23
Hold
Hold and Resume a Call 24
Swap Between Holding and Active Calls 24
Put a Call on Hold by Answering a New Call 24
Determine if a Shared Line is on Hold 24
Remote Hold 24
Line Status
Line Status Indicators 25
Mute
Mute Your Phone 25
On-hook Dialing
Dial a Number On Hook 25
Redial
Redial a Number 26
Shared Lines 26
Speed Dial
Place a Call with a Speed-Dial Button 26
Place a Call with a Speed-Dial Code 26
Transfer
Transfer a Call to Another Number 27
Swap Between Calls Before Completing a Transfer 27
Features of the Cisco Unified IP Color Key Expansion Module 28
Place a Call on the Expansion Module 28

# Cisco Unified CM User Options

User Options Web Pages
Sign In and Out of User Options Web Pages 29
Device
Select a Device From the User Options Web Pages 29
Customize Do Not Disturb Options 30
Line Settings
Set Up Call Forwarding Per Line 30
Change the Voice Message Indicator Setting Per Line 30
Change the Audible Voice Message Indicator Setting Per Line 31
Change the Ring Settings Per Line 31
Speed Dial on the Web
Set Up Speed-Dial Buttons 31
Set Up Speed-Dial Codes 31
User Settings
Change Your Browser Password 32
Personal Address Book
Add a New PAB Entry 32
Search for a PAB Entry 32
Edit a PAB Entry 32
Delete a PAB Entry 32
Fast Dials
Assign a Fast Dial Code to a PAB Entry 33
Assign a Fast Dial Code to a Phone Number Without Using a PAB Entry 33
Search for a Fast Dial Entry 33
Edit a Fast Dial Phone Number 33
Delete a PAB Entry 33

# Phone Connections




| | | | |
|---|---|---|---|
| 1 | DC adapter port (DC48V) | 7 | Analog headset connection (optional) |
| 2 | AC-to-DC power supply | 8 | USB port |
| 3 | AC power wall plug | 9 | Anti-theft security lock connector (lock optional) |
| 4 | Network port (10/100/1000 SW) with IEEE 802.3af and 802.3at power enabled | 10 | Not currently used |
| 5 | Computer port (10/100/1000 PC) connection | 11 | Not currently used |
| 6 | Handset connection | | |

| | |
|---|---|
| 1 | USB port |
| 2 | Accessory connector, such as for connecting a Cisco Unified IP Phone Expansion Module 7917 |
| 3 | Speaker port for output to optional external speakers |
| 4 | Microphone port for input from optional external microphone |

## Phone-Display Viewing Angle

The viewing angle of the phone display can be adjusted according to your preference.

Hold the handset and cradle with your left hand, hold the right side of the bezel (to the right of the display) with your right hand, and then move your hands back and forth in opposite directions to adjust the angle.

## Power-Save Mode

When the phone goes into power-save mode, the phone screen appears blank and the Select button is lit white.

To turn on the phone display, press any button, touch the blank phone screen, or pick up the handset.

## Phone Display Cleaning

Before cleaning the phone display, disable the phone screen by pressing the Select button until you see the message "Touchscreen Disabled." The phone screen will re-enable automatically after 60 seconds.

To re-enable the phone screen manually after cleaning, press the Select button until you see the message "Touchscreen Enabled."

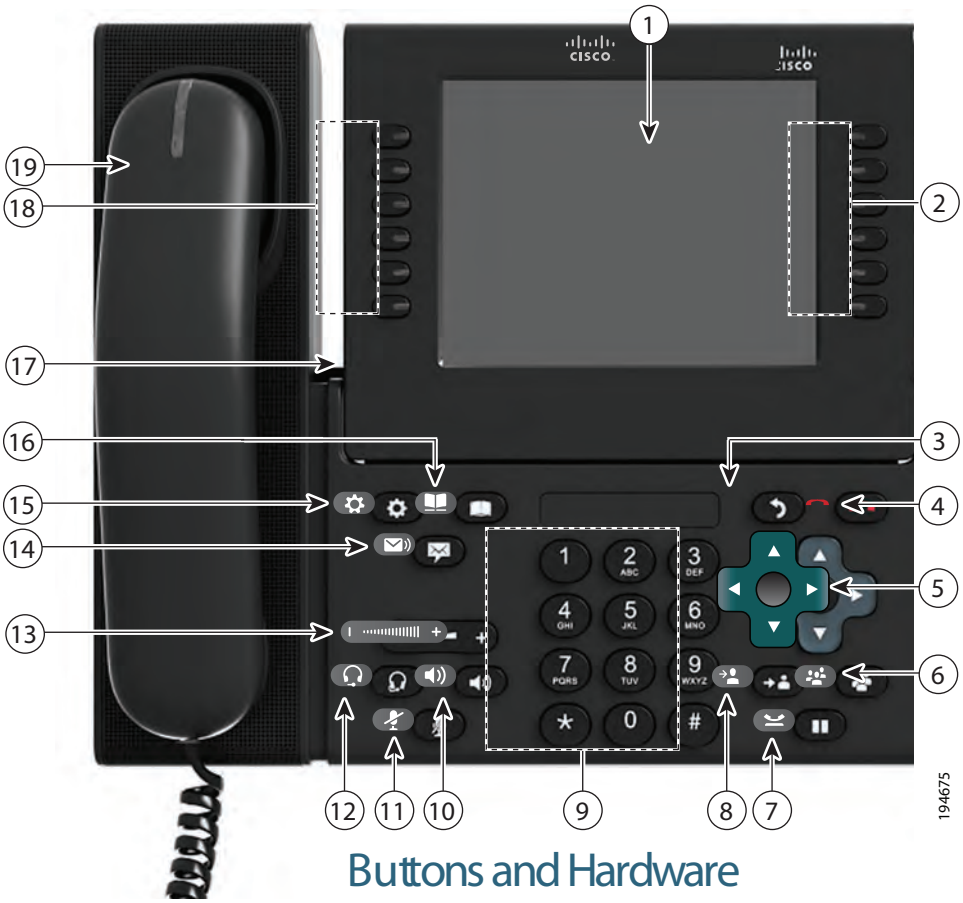
⚠

Caution Use only a soft, dry cloth to wipe the phone display. Do not use any liquids or powders on the phone because they can contaminate phone components and cause failures.

## Buttons and Hardware

Your phone provides quick access to your phone lines, features, and call sessions:

- Use the feature buttons (on the left) to view calls on a line or access features such as speed dial or All Calls.
- Use the call session buttons (on the right) to perform tasks such as making a call, answering a call, or resuming a held call. Each call on your phone is associated with a session button.



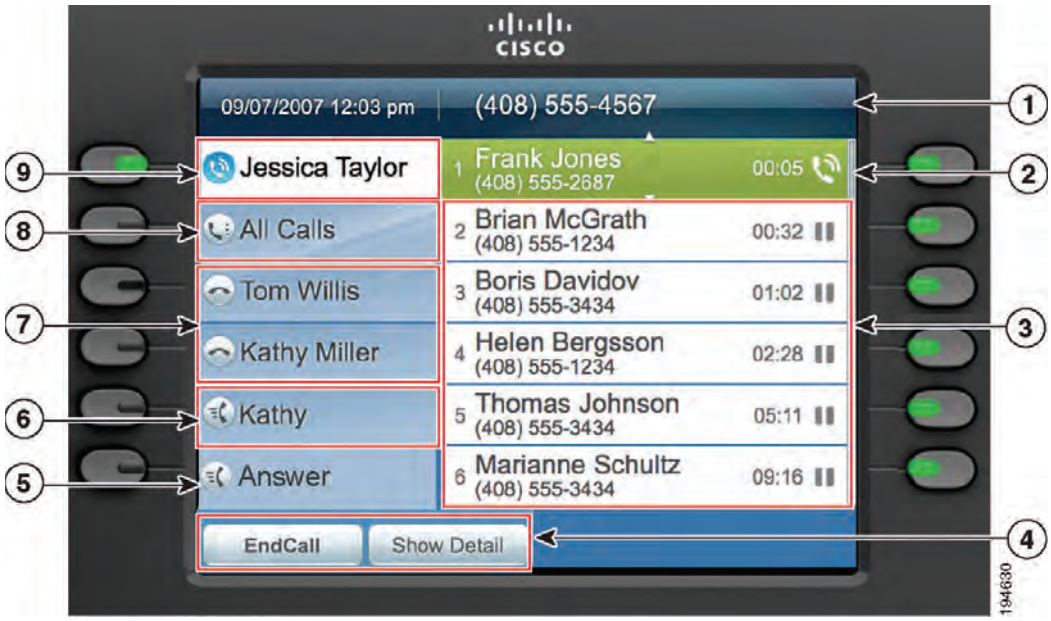

## Buttons and Hardware

| | | |
|---|---|---|
| 1 | Phone screen | Shows information about your phone, including directory number, call information (for example caller ID, icons for an active call or call on hold) and available softkeys. Phone screen items are touch-sensitive. |
| 2 | Session buttons | Each corresponds with an active call or a call function. Pressing the button takes the default action:<br>• Active calls—Pressing the button takes the default action for an active call. For example, pressing the session button for a ringing call answers the call and pressing the button on a held call resumes the call. Session information, such as caller ID and call duration, appears on the phone screen next to the session button.<br>• Call functions—When a session button is not being used for an active call, it can be used to initiate functions on the phone, as indicated by the adjacent phone screen icons. For example, pressing the session button can display missed calls, take the phone off hook, or dial your voice-messaging system.<br>Color LEDs reflect the call state. LEDs can flash (blink on and off rapidly), pulse (alternately dim and brighten), or appear solid (glow without interruption).<br>• Flashing amber —Ringing call. Pressing this button answers the call.<br>• Solid green — May be a connected call or an outgoing call that is not yet connected. If the call is connected, pressing this button displays the call details or the participants of a conference call. If the call is not yet connected, pressing this button ends the call.<br>• Pulsing green —Held call. Pressing this button resumes the held call.<br>• Solid red —Shared line in-use remotely.<br>• Pulsing red —Shared line call put on hold remotely. Pressing this button resumes the held call. |

| | | |
|---|---|---|
| 3 | Back button | Returns to the previous screen or menu. |
| 4 | Release button | 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.<br>The Select button (center of the Navigation pad) allows you to select a highlighted item, disable the phone screen for cleaning, or enable the phone screen if it is in power-save mode.<br>The Select button is lit (white) when the phone is in power-save mode. |
| 6 | Conference button | Creates a conference call. |
| 7 | Hold button | Places a connected call on hold. |
| 8 | Transfer button | Transfers a call. |
| 9 | Key pad | Allows you to dial phone numbers, enter letters, and choose menu items (by entering the item number). |
| 10 | Speakerphone button | Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green.<br>The speakerphone audio path does not change until a new default audio path is selected (for example, by picking up the handset).<br>If external speakers are connected, the Speakerphone button selects them as the default audio path. |
| 11 | Mute button | Toggles the microphone on or off during a call. When the microphone is muted, the button is lit red. |
| 12 | Headset button | Selects the wired or wireless headset as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green.<br>A headset icon in the phone screen header line indicates the headset is the default audio path. This audio path does not change until a new default audio path is selected (for example, by picking up the handset). |
| 13 | Volume button | Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).<br>Silences the ringer on the phone if an incoming call is ringing. |
| 14 | Messages button | Auto-dials your voicemail system. |

| | | |
|---|---|---|
| 15 | Applications button | Opens/closes the Applications menu. Use it to access applications such as call history, preferences, and accessories. |
| 16 | Contacts button | Opens/closes the Contacts menu. Use it to access the NASA HQ Directory |
| 17 | Phone display | Can be positioned to your preferred viewing angle. |
| 18 | Programmable feature buttons (also called feature buttons) | Correspond to phone lines, speed dials, and calling features.<br>Pressing a button for a phone line displays the active calls for that line.<br>If you have multiple lines, you may have an All Calls button that displays a consolidated list of all calls from all lines (oldest at the top). Then, it is recommended that you keep your phone in the All Calls view.<br>Color LEDs indicate the line state:<br>• Amber —Ringing call on this line<br>• Green —Active or held call on this line<br>• Red —Shared line in-use remotely |
| 19 | Handset with light strip | The handset light strip lights up to indicate a ringing call (flashing red) or a new voice message (steady red). |

# Phone Screen Identification and Navigation




| | | |
|---|---|---|
| 1 | Header | Displays the date and time, and information (such as phone number) about the selected line.<br>(If you are on a call and highlight the header instead of a call, the softkeys that display are the same as those that display when the phone is idle. This is useful, for example, if you want to access the Forward All or New Call softkeys while you are on a call.) |
| 2 | Session label (for connected call) | Displays information (such as call status and duration) about a connected call on the selected line. |
| 3 | Session labels (for held calls) | Display information (such as call status and duration) about held calls associated with the selected line.<br>Calls are displayed on the right side of the phone screen from the oldest (at the top) to the newest.<br>Pressing the session button next to a Held Call icon resumes the held call for that session. |
| 4 | Softkeys | Touch-sensitive softkey options. |
| 5 | Answer label | Pressing this label or the corresponding button answers the oldest incoming call without having to scroll down the call list and select the call. |

| | | |
|---|---|---|
| 6 | Speed-dial label | Displays assigned speed dial to the programmable feature button. |
| 7 | Nonprimary line labels | Display information about nonprimary phone lines. |
| 8 | All Calls label | Displays if the All Calls feature is enabled. Pressing the corresponding button displays all calls on all lines.<br>Calls are displayed on the right side of the phone screen from the oldest (at the top) to the newest.<br>When you are on a call, pressing All Calls once selects the current call or the first call on the list; pressing All Calls twice selects the header. With the header selected, the softkeys that display are the same as those that display when the phone is idle. This is useful, for example, if you have multiple calls on your phone and want to access the New Call softkey.<br>Using the All Calls feature is recommended highly if you have multiple lines on your phone. |
| 9 | Primary line label | Displays information about the primary phone line.<br>Look for the blue icon on the line label to see which line is selected. In this case, the primary line is selected, and the information displayed is for the primary line only. |

## Phone Screen Navigation and Item Selection

| Task | Action | Example |
|---|---|---|
| Scroll to highlight an item. | Press the Navigation pad. | Highlight a call from the missed call list. |
| Scroll to a different page (of a listing) by touch. | Quickly press and drag your finger on the list in the direction you wish the page to move (flick scroll). | Flick scroll to display the next page of the placed calls list. |
| Select a touch-sensitive item (press once). | Press the item on the phone screen. | Press the Preferences application to open it. |
| Select a touch-sensitive item to perform the default action (double-tap). | Double-tap an item in a listing. | Double-tap a call history item to dial the number. |
| Select an item by number. | Press the corresponding number on the keypad. | Press 2 to select the second item in the Applications menu. |

| Task | Action | Example |
|---|---|---|
| Select an item using the Select button. | Press the Select button (at the center of the Navigation pad). | Highlight the Preferences application and press the Select button. |
| Navigate to a submenu.<br>(A right arrow (>) next to the menu item indicates that a submenu exists.) | Highlight the menu item and press the item number on the keypad.<br>Or press the down arrow on the Navigation pad and then press the Select button. | Highlight the Network Setup menu, then press 1 to open the submenu. |
| Select a line to use a calling feature (when line is idle). | Press the line label.<br>Indicators of your line selection include:<br>• The selected line is displayed on the phone screen header.<br>• Color of the icon (on the line label) changes to blue. | Press the line label, then press the Forward All softkey to forward calls on that line. |
| Select a line to use a calling feature (when line has one or more active calls). | Double-tap the line label.<br>Indicators of your line selection include:<br>• The selected line is displayed on the phone screen header.<br>• Color of the icon (on the line label) changes to blue. | Double-tap the line label, then press the Forward All softkey to forward calls on that line. |
| Change the line view (while on a call). | Select a different line by double-tapping the label for the other line.<br>If you are on a call, changing the line view does not end the call, but it may disappear from view.<br>To see your current call session again, select the line the call is on. | While on a call, double-tap the label for the line.<br>Call session information for the newly selected line is displayed. Call session information previously displayed may disappear from view. |
| Go back to the previous screen or menu. | Press the Back button or the return softkey . | From the Preferences menu, press or the return softkey |

# Phone Applications

Phone applications allow you to access the following:

- Call History
- Preferences
- Accessories

## 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 softkey to see the merged history for all lines. You can also dial a number directly from the Call History list.

A (plus) + symbol on entries in call history, redial, or call directory indicates that your phone is set up to list international calls.

### 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 Exit softkey to return to the Applications screen.

### View Call Record Details

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. Select a call record and press the Details softkey (you may need to press More softkey first).

   The phone screen displays the time stamp, duration of the call, caller's name, caller's directory number and any alternate number.
4. Press the return softkey to return to the Call History screen.
5. Press the Exit softkey to return to the Applications screen.

## Filter Call History

1. Press the Application s button .
2. Select Call History . (Use the Navigation pad and Select button to scroll and select.)
3. Press the Missed Calls softkey.

   The Call History screen displays only the missed calls on the selected line.
4. To view all calls in the Call History screen, press the All Calls softkey.
5. Press the Exit softkey to return to the Applications screen.

## Dial From Call History

1. Press the Application s 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 softkey.
   - Pick up the handset.
   - Double-tap on the number on the phone screen.
   - Press the Select button.
   - Press the Speakerphone button or Headset button .

## Edit Number From Call History

1. Press the Application s button .
2. Select Call History . (Use the Navigation pad and Select button to scroll and select.)
3. Highlight the call you want to edit.
4. Press the EditDial softkey. (You may need to press More softkey first.)
5. Press the right or left arrow on the Navigation bar to move the cursor to the desired location.
6. Press the softkey to delete numbers on the left of the cursor.
7. Press the Call softkey to dial the new edited number.
8. Press the return softkey to return the Call History screen.

## Clear Call History

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

## Delete Call Record From Call History

1. Press the Application s button .
2. Select Call History . (Use the Navigation pad and Select button to scroll and select.)
3. Highlight the call you want to delete.
4. Press the Delete softkey to delete the number from Call History. (You may need to press More softkey first.)
5. Press the Delete softkey to delete the number, or press the Cancel softkey to go back to the Call History screen.
6. Press the Exit softkey to return to Applications screen.

# Preferences

Preferences allows you to set user preferences for the following items:

- Ringtone
- Wallpaper
- Brightness
- Bluetooth

## Ringtones

### Change Ringtone for a Line

1. Press the Application s button .
2. Select Preferences. (Use the Navigation pad and Select button to scroll and select.)
3. Select Ringtone .
4. Highlight a ringtone.
5. Press Select button or Edit softkey.
6. Press the Play softkey to play the sample ringtone.
7. Press the Set softkey to apply the ringtone.
8. Press the return softkey to return to the Preferences screen.

## Wallpaper

### Change Wallpaper

1. Press the Application s button .
2. Select Preferences. (Use the Navigation pad and Select button to scroll and select.)
3. Select Wallpaper and select a wallpaper option.
4. Press the Preview softkey to see the wallpaper on your phone screen.
5. Press the Set softkey to apply the wallpaper to the phone.

## Brightness

### Adjust the Brightness

1. Press the Applications button
2. Select Preferences. (Use the Navigation pad and Select button to scroll and select.)
3. Select Brightness .
   - To increase brightness, press the right arrow on the Navigation pad.
   - To decrease brightness, press the left arrow on the Navigation pad.
4. Press the Save softkey to set the brightness, or press the Cancel softkey to exit.

## Bluetooth

### Turn On Bluetooth

1. Press the Applications button.
2. Select Preferences. (Use the Navigation pad and Select button to scroll and select.)
3. Select Bluetooth .
4. Press the On softkey. The Bluetooth icon appears on the phone screen header.

   To add a Bluetooth accessory from this screen, select Bluetooth again and press the Add Accessory softkey.

### Turn Off Bluetooth

1. Press the Applications button
2. Select Preferences. (Use the Navigation pad and Select button to scroll and select.)
3. Select Bluetooth .
4. Press the Off softkey.

   The Bluetooth icon disappears from the phone screen header.

# Accessories

You can connect external hardware to your phone using either the headjack, Bluetooth, or USB.

## View Accessories List

1. Press the Application s button .
2. Select Accessories. (Use the Navigation pad and Select button to scroll and select.)

   A list of phone accessories is displayed.
3. Press the Exit softkey to return to the Applications screen.

## Add Bluetooth Accessory

Before You Begin

Before you add a Bluetooth accessory, it must be discoverable by the phone. Look for a flashing LED on a Bluetooth accessory as an indication that it is discoverable. For more information, see the documentation from the Bluetooth accessory manufacturer.

1. Press the Application s button .
2. Select Accessories. (Use the Navigation pad and Select button to scroll and select.)
3. Select Add Bluetooth Accessory .

   The phone searches for discoverable accessories that are supported. When an accessory is found, it is added to the list in the Adding Bluetooth Accessory screen.
4. Select the accessory and press the Connect softkey.
5. The phone automatically attempts to connect the accessory using a Bluetooth device PIN of "0000." If your accessory requires a different PIN and the Adding PIN screen appears, enter the PIN for your accessory.

   When the connection is completed, the Bluetooth active icon ppears on the phone screen header and a checkmark appears next to the connected accessory.

## Delete Bluetooth Accessory

1. Press the Application s button .
2. Select Accessories. (Use the Navigation pad and Select button to scroll and select.)
3. Select a Bluetooth accessory and press the Delete softkey.

   The Bluetooth accessory will be disconnected (if it was connected) and removed from the Accessories list.

## Connect Bluetooth Accessory

### Before You Begin

Before you can connect a Bluetooth accessory, it must be already added as an accessory to the phone.

1. Press the Application s button .
2. Select Accessories. (Use the Navigation pad and Select button to scroll and select.)
3. Select a Bluetooth accessory and press the Connect softkey.

   When the connection is completed, the Bluetooth active icon appears on the phone screen header and a checkmark appears next to the connected accessory.

## Disconnect Bluetooth Accessory

1. Press the Applications button .
2. Select Accessories. (Use the Navigation pad and Select button to scroll and select.)
3. Select a Bluetooth accessory and then press the Disconnect softkey.

# Contacts

## Corporate Directory

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

You can dial calls from your corporate directory:

- 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 Corporate Directory . (Use the Navigation pad and Select button to scroll and select.)
3. Select one or all of these search criteria to search for a co-worker:
   - First Name
   - Last Name
4. Enter the search criteria information, press the Submit softkey, and select a contact.
5. To dial, perform any of these actions:
   - Press the Dial softkey.
   - 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
   - Press the Headset button
   - Pick up the handset.

### Search for and Dial a Contact While on a Call

1. Press the Contacts button .
2. Select Corporate Directory . (Use the Navigation pad and Select button to scroll and select.)
3. Select one or both of these search criteria to search for a co-worker:
   - First Name
   - Last Name
4. Enter the search criteria information and press the Search softkey.
5. Press the Dial softkey. The first call gets automatically put on hold while the second call gets dialed.

# Messages

## Voice Messages

Voice messages are stored on your voicemail system.

You can:

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

### Personalize Your Voicemail

Press the Messages button , then follow the voice prompts.

### Check for Voice Messages

To access your voice mailbox from INSIDE NASA HQ:

From another HQ phone press the VM button and press the "*" key when prompted to enter your password. You will then be prompted to enter your ID; enter the last four digits of your phone number and press #. You will then be prompted to enter your password.

To access your voice mailbox from OUTSIDE NASA HQ:

From a phone within the 202 area code dial 358-4786 (358-HQVM)
From a metropolitan DC phone outside the 202 area code dial 202-358-4786
From a phone outside the metropolitan DC area dial 1-866-358-4786
Then:
When the automated voice answers press the "*" key. You will then be promted to enter your user ID; enter the last four digits of you phone number and press "#". You will then be prompted to enter your password.

Check for voice messages in any of these ways:

- Look for a solid red light on your handset.

  You can set up the visual message waiting lamp using your User Options Web pages.
- 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.

  If call forwarding is set up on a line that has new voice messages, the Call Forward icon replaces the Message icon on the line label.
- Listen for a stutter tone, from your handset, headset, or speakerphone when you place a call.

  The stutter tone is line-specific. You hear it only when using the line that has new voice messages.

  You can set up audible message waiting tones using your User Options Web pages.

### Listen to Voice Messages

1. To listen to voice messages, do one of the following:
   - Press the Messages button .
   - Select a line with a Message icon , and:
     - Press the Session button next to the Voicemail icon
     - Or, on the touchscreen, press the Voicemail icon.
2. 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.

# Calling Features

## Feature Buttons and Softkeys

This table provides information about some of the features that may be available on softkeys and dedicated feature buttons and some that are set up on programmable feature buttons.

| Feature Name | Dedicated Feature Button | Programmable Feature Button | Softkey |
|---|---|---|---|
| All Calls | | X | |
| Answer | | X | |
| Call Back | | X | X |
| Call Forward All | | X | X |
| Call Park | | X | X |
| Call Park Line Status | | X | |
| Call Pickup | | X | |
| Call Pickup Line Status | | X | |
| Conference | X | | X |
| Divert | | | X |
| Do Not Disturb | | X | |
| Hold | X | | |
| Mute | X | | |
| Redial | | X | X |
| Speed Dial | | X | X |
| Speed Dial Line Status | | X | |
| Transfer | X | | X |

## All Calls

All Calls allows you to view a list, sorted in chronological order (oldest first), of all active calls on all of your phone lines.

This feature is recommended for users who have multiple lines and/or share lines with other users. With the All Calls view:

- All active calls are displayed on one place, making it easy to view and interact with calls on any line.
- When you lift the handset, your primary line is used to dial, which helps prevent inadvertent use of a shared line for dialing.
- You can press the flashing amber session button to answer a ringing call on any line. You do not need to first select the line with the ringing call before answering it.

### View All Calls on Your Phone

Press the All Calls button.

All active calls from all the lines on your phone are displayed in chronological order, oldest to newest.

# Answer

Answer allows you to answer the oldest call that is available on all line appearances on your phone, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls are always given priority over Held or Park Reversion calls.

## Answer Your Oldest Call First

To answer the oldest incoming call first, press the Answer button.

# Call Back

Call Back allows you to receive an audio and visual notification on your phone when a busy or unavailable party becomes available.

## Set up a Call Back Notification

1. Press the Callback softkey while listening to the busy tone or ring sound.

   A confirmation screen displays on the phone.
2. Press the Exit softkey to exit the confirmation screen, if desired.

   Your phone alerts you when the line is free.
3. Press the Dial softkey to place the call again, if desired.

# Call Forward All

Call Forward All allows you to forward calls from any line on your phone to another number.

You can set up Call Forward All directly on your phone for any line. To set up Call Forward All remotely, go to your User Options web pages.

- Unconditional call forwarding (Call Forward All)—Applies to all calls that you receive.

When forwarding calls from your phone:

- Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.
- Call forwarding is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.

## Forward Calls on Your Phone

1. On any idle line from which you want to forward your calls, press the Forward All softkey.
2. Enter a phone number, select an entry from the Call History list, or press the messages button to forward all calls

   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 softkey.

# Call Park

Call Park allows you to use your phone to park (temporarily store) a call, which you can then retrieve from another phone (such as a phone at a coworker's desk or in a conference room).

There are two ways you can park a call:

- Park—Allows you to park an active call that you answered on your phone, and retrieve it using another Cisco phone.

## Park and Retrieve a Call Using Park

1. During a call, press the Park softkey or button, then hang up.

   Your phone displays the number where the system parked the call. The parked call is put on hold, and you can press the Resume softkey to resume the call on your phone.

2. From any other Cisco phone in your network, enter the number where the call is parked to retrieve the call.

   If you do not retrieve the call within a certain amount of time (currently set for 3 minutes) you will receive an alert tone, at which time you can:

   – Press the Answer softkey to answer the call on your phone.

   – Retrieve the call from another phone.

   If you fail to retrieve or answer the call within a specified amount of time, the call is redirected to another destination, such as voicemail. If the call gets redirected, it can no longer be retrieved by using Call Park.

# Call Waiting

Call Waiting provides these cues to notify you that a new call is ringing on your phone when you are talking on another call:

- Call waiting tone (single beep)
- An amber flashing line button

## Respond to a Call Waiting Notification

To answer the ringing call, press the flashing amber session button or press the Answer softkey to answer the call. You can also use the Navigation pad and scroll to the call and press the Select button to answer it. Your phone puts the original call on hold automatically and connects the ringing call.

- If the call is on a different line, you must first press the line button or the All Calls button, if available, to display the ringing session and then answer the call.
- If the call is on the same line and not visible, as there are many calls, then you must scroll to display the sessions.
- You can the Answer featuer button to answer a ringing call, regardless of the line of the call or the line that is currently visible. The phone automatically switches the line to display the call.

# Conference

Conference allows you to talk simultaneously with multiple parties.

When you are talking on a call, use Conference to dial another party and add them to the call.

If you have multiple phone lines, you can alternately use Conference to combine two calls across two lines. For example, if you have a call on Line 1 and a call on Line 2, you can combine the calls into a conference.

As the conference host, you can remove individual participants from the conference. The conference ends when all of the participants hang up.

## Add Another Party to Your Call to Create a Conference

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 softkey.
   - Press a Speed Dial button.
   - Press the Speed Dial softkey and enter a speed dial number, then press the Speed Dial softkey again.
   - Press the Active Calls softkey and select a call.
   - Select a call from the Call History.
3. Wait for the party to answer (or skip to step 4 while the call is ringing).
4. Press the Conference button or the Conference softkey.

   The conference begins.

   Repeat these steps to add more parties, if desired.

## Join Calls Together in a Conference

1. Start with two connected calls.
2. Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call.
3. Press the Conference button .
4. Press the line button for the other (held) call.
5. If the held call is on another line:
   a. Press the Active Calls softkey.
   b. Choose a call from the list.
   c. Press the Conference softkey.

   The conference begins. (The conference is established on the line that had the active call.)

## Swap Between Calls Before Completing a Conference

After calling a new conference participant, but before adding the participant to the conference, press the Swap softkey to toggle between the two calls. This allows you to consult privately with the party or parties on each call before combining the calls into a conference.

## View Conference Participants

While in a conference, press the Show Details softkey to view a list of participants.

## Remove Conference Participants

1. While in a conference, press the Show Details softkey.
2. Highlight the participant that you want to remove, then press the Remove softkey.

# Divert

Divert allows you to send an active or ringing call to your voicemail system.

## 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 highlight the incoming call and then press the Divert softkey. (Otherwise pressing the Divert softkey 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.

- To redirect an incoming call while not on a call, press the Divert softkey.
- To redirect a held call, first resume the call and then press the Divert softkey.

# Do Not Disturb

Do Not Disturb (DND) allows you to turn off either:

- The ringer on your phone.
- The ringer and any visual notification that you have an incoming call.

  When DND is enabled, your incoming calls are forwarded to another number, such as your voicemail, if it is set up and the call is not saved or listed in your Call History.

The DND feature affects all the lines on a phone. However it does not affect intercom or 911 calls.

Your system administrator sets up a line button on your phone for DND with the ringer and visual notifications off by default. However, you can change your DND options from your User Options web pages.

## Turn DND On and Off

1. Press the DND button to turn on DND.

   Visual confirmation displays briefly.
2. Press the button again to turn off DND.

   Visual confirmation displays briefly.

# Hold

Hold allows you to put an active call into a held state. Your phone allows one active call at a time; other calls are put on hold.

## 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 softkey.
   – Press the Select button in the Navigation pad.

## Swap Between Holding and Active Calls

You can use session buttons to swap between holding and connected calls. For example, if you have a held call and an active call, pressing the Session button for the held call resumes that call and places the other call on hold automatically.

## Put a Call on Hold by Answering a New Call

If you are already on a call and receive a new call, answering the new call puts the first call on hold automatically.

You can answer the new call by:

- Pressing the flashing amber session button or press the session button on the touchscreen
- Navigating to the new call by using the Navigation pad and either pressing the Answer softkey or the Select button.

## Determine if a Shared Line is on Hold

Look for a pulsing red line button and the Hold icon . When these indicators display, a call on the shared line has been put on hold remotely by the other user.

## Remote Hold

With the Remote Hold feature, when you place a call on hold while using a shared line, the line button pulses green and the phone displays the Hold icon . When another phone places a call on hold, the line button pulses red and the phone displays the Remote Hold icon.

# Line Status

Line Status indicators allow you to view the state of a phone line that is associated with a speed-dial button.

## Line Status Indicators

Line Status indicators show the state of a line.

| Icon | Indicator |
|---|---|
| | Line is in use. |
| | Line is idle. |
| | Line is ringing. (Only for Call Pickup.) |
| | Line is in a Do Not Disturb (DND) state. |

Line Status indicators may be set up on speed-dial buttons by your system administrator and can be used with these features:

- Speed Dial—Allows you to monitor the status of (and dial) a specific number on a speed-dial button. (If the monitored line is unavailable, the Line Status button changes to a normal speed-dial button.)
- Directed Call Park—Allows you to monitor the line status of (and dial) a Directed Call Park number on a speed-dial button.
- Call Pickup—Allows you to monitor the line status of (and pick up a ringing call on) a ringing call on a speed-dial button.

# Mute

Mute allows you to block audio input for your handset, headset, and speakerphone, so that you can hear other parties on the call but they cannot hear you.

## 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.

# On-hook Dialing

On-hook dialing allows you to enter a phone number before getting a dial tone and lift the handset to complete the call.

## Dial a Number On Hook

1. Enter or speed-dial a phone number. The On-Hook Dialing screen displays.
2. Press Call . If you are specifying an Abbreviated Dial, enter the abbreviated number and then press Speed Dial .
3. Lift the handset, or press the Speakerphone or Headset button.

# Redial

Redial allows you to call the most recently dialed phone number by pressing a button.

## Redial a Number

Press the Redial softkey.

To place the call on a specific phone line, get a dial tone on that line, then press the Redial softkey.

# Shared Lines

Shared lines allow you to use one phone number for multiple phones.

If you share a line with a coworker:

- When a call comes in on the shared line:
  - Your phone rings and the line button flashes amber.
  - Your coworker's phone rings and the line button flashes amber and either you or your coworker can answer the call.
- When your coworker has a call on the shared line:
  - The Shared Line button on your phone appears solid red to indicate that the line is in-use remotely.
  - Also, the coworker's call displays on your screen (unless your coworker has Privacy enabled)
- If you put the call on hold:
  - Your line button pulses green
  - Your coworker's line button pulses red.

    When the line flashes red, your coworker can pick up the call.

# Speed Dial

Speed-dial features allow you to place a call by pressing a button or entering a code. Before you can use speed-dial features on your phone, you must set up speed-dial on your User Options Web pages.

Depending on setup, your phone can support these speed-dial features:

- Speed-Dial Buttons—Allow you to quickly dial a phone number from one or more line buttons set up for speed dialing.

  If your system administrator has set up the Line Status feature, you can monitor the status of a speed-dial line by using the line status indicators.
- Speed-Dial Codes—Allow you to dial a phone number from a code (sometimes referred to as abbreviated dialing).

## Place a Call with a Speed-Dial Button

To place a call, press a speed-dial button on the left side of your phone.

## Place a Call with a Speed-Dial Code

### Use a Speed-Dial Code On Hook

Enter the speed-dial code and press the Speed Dial softkey.

### Use a Speed-Dial Code Off Hook

1. Lift the handset and press the Speed Dial softkey.
2. Enter the speed-dial code and press the Speed Dial softkey again to complete the call.

# Transfer

Transfer allows you to redirect a connected call from your phone to another number:

- You can redirect a single call to another number that you specify.
- You can also connect two calls on one line or two different lines to each other (without remaining on the line yourself).

Before completing a transfer procedure, you can press the Release button or Cancel softkey to cancel the transfer or you can press the Swap softkey to toggle between calls, which allows you to speak privately with each party.

## 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 softkey.
   - Press a speed-dial button.
   - Press the Speed Dial softkey, enter a speed-dial number or highlight the number you want to call, and press the Speed Dial softkey again.
   - Press the Active Calls softkey and select a held call. (The transfer completes immediately.)
3. Press the Transfer button or the Transfer softkey.

   (You do not have to wait for the recipient to answer to complete the transfer.)

   The transfer is complete.

## Swap Between Calls Before Completing a Transfer

After you connect to the transfer recipient—but before you transfer a call to this party—you can press the Swap softkey to toggle between the two calls. This allows you to consult privately with the party on each call before you complete the transfer.

# Features of the Cisco Unified IP Color Key Expansion Module

The Cisco Unified IP Color Key Expansion Module attaches to your Cisco Phone 9971, and allows you to add up to 36 extra line appearances or programmable buttons to your phone. The programmable buttons can be set up as phone line buttons, speed-dial buttons, or phone feature buttons.

You can add up to three Expansion Modules to the Cisco Phone 9971, supporting up to 108 lines.

The Cisco Unified IP Color Key Expansion Module includes the following features.

| | |
|---|---|
| 1 | Phone screen—Displays the phone number, speed-dial number (or name or other text label), phone service, phone feature, or Privacy assigned to each button.<br>Icons indicating line status appear similar to, and function the same as, those on the Cisco Phone to which the Key Expansion Module is attached. |
| 2 | Lighted Buttons—18 line buttons. Each button corresponds to one line (as with the Cisco Phone). The lights beneath each button indicate the state of the corresponding line as follows:<br>• Line available: light off<br>• Line in use by you: solid green light<br>• Line in use by someone else: solid red light<br>• Line ringing: solid amber light<br>• You have a call on hold: solid green light<br>• Someone else has a call on hold on a shared line: solid red light<br>• Call transfer: solid green light<br>• Call is ringing on an inactive page: solid amber light |
| 3 | Shift Buttons—2 buttons. Each button corresponds to one page of 18 line keys. The button for page one is labeled with the number 1 and the button for page two is labeled with the number 2. The lights beneath each button indicate the state of the page as follows:<br>• Page is in view: solid green light<br>• Page is not in view: light off<br>• Page is not in view, with one or more alerting calls on the page: solid amber light<br>• Page is in view with one or more alerting calls on the page: solid green light<br>• A call is ringing on an inactive page: flashing amber light |

# Place a Call on the Expansion Module

Press the line button on the Expansion Module.

# Cisco Unified CM User Options

## User Options Web Pages

Your Cisco Phone is a network device that can share information with other network devices in your company, including your personal computer.

You can use your computer to sign in to your Cisco Unified CM User Options web pages, where you can control features, settings, and services for your Cisco Unified IP Phone. For example, you can set up speed-dial buttons from your User Options web pages.

After you have signed in to your User Options web pages, select User Options to access the following:

- Device
- User Settings
- Personal Address Book
- Fast Dials
- Mobility Settings

### Sign In and Out of User Options Web Pages

Before you can access any of your user options, such as speed-dial settings or personal address book, you must sign in. When you are finished using the user options web pages, you must sign out.

1. Open a web browser on your computer and enter the URL.
   https://nhqvpub01/ccmuser/
2. If prompted to accept security settings, select Yes or Install Certificate
3. Enter your userid in the Username field. .
4. Enter your password in the Password field.
5. Select Login.

   The Cisco Unified CM User Options home page displays. From this page you can select User Options to select a device, access User Settings, your Personal Address Book, and Fast Dials.
6. To sign out of user options, select Logout.

## Device

You can make changes to your device settings on your phone from the User Options web pages. You can make changes to these device settings on your phone:

- Lines
- Speed-dial settings
- Phone services

### Select a Device From the User Options Web Pages

1. After you have signed in to your User Options web pages, select User Options > Device.

   The Device Configuration page displays. Toolbar buttons located at the top of the Device Configuration page are specific to the selected device type.
2. If you have multiple devices assigned to you, select the appropriate device (phone model, Extension Mobility profile, or Remote Destination profile) from the Name drop-down menu.

## Customize Do Not Disturb Options

1. Sign in to your User Options web pages.

2. From the drop-down menu, select User Options > Device .
3. Set the following options:
   - Do Not Disturb—Check the check box to enable or disable DND.
   - DND Option—Select either None or Ringer Off (to turn off only the ringer).
   - DND Incoming Call Alert (applies to either DND option set)—Set the alert to Beep Only, Flash Only, Disable, or select "None" (to use the "Alert" setting set up by your system administrator).

## Line Settings

Line settings affect a specific phone line (directory number) on your phone. Line settings can include call forwarding, visual and audio message-waiting indicators, voice-message indicators, ring patterns, and other line-specific settings.

You can set up other line settings directly on your phone:

- Set up call forwarding for your primary phone line
- Change rings, display, and other phone-model specific settings

### Set Up Call Forwarding Per Line

1. Sign in to your User Options web page.
2. Select User Options > Device.
3. Select a phone from the Name drop-down menu.
4. Select Line Settings.
5. If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
6. In the Incoming Call Forwarding area, select call forwarding settings for various conditions.
7. Select Save.

### Change the Voice Message Indicator Setting Per Line

1. Sign in to your User Options web page.
2. Select User Options > Device.
3. Select a phone from the Name drop-down menu.
4. Select Line Settings.
5. If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
6. In the Message Waiting Lamp area, choose from various settings. Typically, the default message waiting setting prompts your phone to display a steady red light from the handset light strip to indicate a new voice message.
7. Select Save.

### Change the Audible Voice Message Indicator Setting Per Line

1. Sign in to your User Options web page.
2. Select User Options > Device.
3. Select a phone from the Name drop-down menu.
4. Select Line Settings.
5. If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
6. In the Audible Message Waiting Lamp area, choose from various settings.
7. Select Save.

### Change the Ring Settings Per Line

1. Sign in to your User Options web page.
2. Select User Options > Device.
3. Select a phone from the Name drop-down menu.
4. Select Line Settings.
5. If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
6. In the Ring Settings area, set the option for Ring Setting (Phone Idle) and Ring Setting (Phone Active) from the drop-down menus. The options are:
   - Use System Default
   - Disable
   - Flash Only
   - Ring Once
   - Ring
   - Beep Only [this option is only available for Ring Setting (Phone Active)]
7. Select Save.

## Speed Dial on the Web

Depending on how your phone has been set up, you can use speed-dial buttons and speed-dial codes, which you can set up on your User Options Web pages.

### Set Up Speed-Dial Buttons

1. Sign in to your User Options Web pages.
2. Select User Options > Device .
3. Select a phone from the Name drop-down menu.
4. Select Speed Dials.
5. In the Speed Dial Settings area, enter a number and label for a speed-dial button on your phone.
6. Select Save.

### Set Up Speed-Dial Codes

1. Sign in to your User Options Web pages.
2. Select User Options > Device .
3. Select a phone from the Name drop-down menu.
4. Select Speed Dials.
5. In the Abbreviated Dial Settings area, enter a number and label for a speed-dial code.
6. Select Save.

# User Settings

## Change Your Browser Password

1. Sign in to your User Options web pages.
2. Select User Options > User Settings.
3. Enter your Current Password.
4. Enter your New Password.
5. Reenter your new password in the Confirm Password field.
6. Select Save.

# Personal Address Book

You can add, delete, or update personal address book entries from the User Options web page.

## Add a New PAB Entry

1. Sign in to your User Options web page.
2. Select User Options > Personal Address Book .
3. Select Add New .
4. Enter information for the entry.
5. Select Save.

## Search for a PAB Entry

1. Sign in to your User Options web page.
2. Select User Options > Personal Address Book .
3. Specify search information and select Find.

## Edit a PAB Entry

1. Sign in to PAB and search for an entry. (Use the Navigation bar and button to scroll and select.)
2. Press the Edit softkey to modify the name or email address.
3. Modify the name or email address.
4. Press the Phones softkey to modify a phone number.
5. Press the Update softkey.

## Delete a PAB Entry

1. Sign in to PAB and search for an entry. (Use the Navigation bar and button to scroll and select.)
2. Press the Edit softkey.
3. Press the Delete softkey. (You may need to select the more softkey first.)
4. Press the OK softkey to confirm the deletion.

# Fast Dials

You can add, delete, or update fast dial entries from the User Options web page.

You can create up to 500 Fast Dial and PAB entries. You can create a new Fast Dial entry without using a PAB entry. Such Fast Dial entries are labeled “raw” in the User Options web pages and do not display a configurable text label.

## Assign a Fast Dial Code to a PAB Entry

1. Sign in to your User Options web page.
2. Select User Options > Fast Dials .
3. Select Add New .
4. Use the Search Options area to find the appropriate PAB entry.
5. Select a phone number in the Search Results area.
6. Change the Fast Dial code, if desired.
7. Select Save.

## Assign a Fast Dial Code to a Phone Number Without Using a PAB Entry

1. Sign in to your User Options web page.
2. Select User Options > Fast Dials .
3. Select Add New .
4. Change the Fast Dial code, if desired.
5. Enter a phone number.
6. Select Save.

## Search for a Fast Dial Entry

1. Sign in to your User Options web page.
2. Select User Options > Fast Dials .
3. Specify search information and select Find.

## Edit a Fast Dial Phone Number

1. Sign in to your User Options web page.
2. Select User Options > Fast Dials .
3. Search for the Fast Dial entry that you want to edit.
4. Select a component of the entry.
5. Change the phone number.
6. Select Save.

### Delete a PAB Entry

1. Sign in to your User Options web page.
2. Search for a Fast dial entry.
3. Select one or more entries.
4. Select Delete Selected.