

Reference Guide for the Cisco 9900 Series Phones

(Including the 9951 and 9971 Model Phones)

Overview of a Cisco Phone - Model Depicted is a 9971:



Handset Light Strip:
Flashes to indicate an incoming call or lights Solid to indicate a new voicemail message(s).

Header Line:
Displays date & time, Call Line ID information, and Phone Status.

Camera:
Turn ring to Open / Close
(If equipped)

New Call Icon:
Press Session button / touch screen icon (if capable) to make a new call.

Session Buttons:
Each corresponds to an Active Call or Call Function. Call info and status icons appear in the Session Label to the left of the button.
Calls are displayed in order, oldest (at the top) to newest.
Press an Active Session button to Answer call, or to return to a held call.
Press an Idle Session button to perform call functions, such as to place a call or view call history.
LED's on button change to indicate call status.

Soft Keys: Displays available features and/or actions. (Pending model, press button or touch screen to use)

Back Button: Returns to previous screen/menu.

Release / Disconnect: Press to end a call or an active session.

Navigation Pad: Provides 4-way navigation & "Select" button (round center).

Programmmable Feature Buttons:
Phone Line, Speed Dial, or Calling Features.
Pressing a line button will display the Session Buttons which will show the Active Calls for that line.

Contacts Menu:
Opens/closes the Contacts menu.
Use to access personal and corporate directories.

Applications Button:
Use to access call history, preferences and phone information.

Voicemail:
Press to access voicemail system

Volume Control:
Increase/decrease volume.
Controls handset, headset, and speakerphone volume (off hook) and ringer volume (on hook).

Headset On/Off
(If equipped)

Mute On/Off

Speakerphone On/Off

Dial Pad: Allows you to dial phone numbers, enter letters, and choose menu items (by entering the item number).

Transfer Button

Hold Button

Conference Button

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<u>How To</u>	<u>Directions</u>	<u>Notes</u>
<u>Internal & External CALL</u>	<u>Internal & External:</u> Dial desired 7 or 10 Digits number <u>Long distance:</u> 1 + Area Code + 7-digits	<u>NO Access Code Required.</u> <i>* Pending Location: 7 or 10 Digits may be required – See your System Administrator.</i>
<u>Place a Call</u>	<u>Use One of the Following Methods:</u> A. Lift the Handset , and dial number. B. Press the “Speaker” button, and dial number. C. Press Session button or, if touch screen capable press “New Call Icon” , dial number or select from Call History. D. While on an active call , a 2 nd call may be made, press a Session Button with a “New Call icon” next to it, dial number . (1 st call is automatically placed on hold)	<i>To correct a digit you misdialed, press the “<X” Soft Key button to back up and re-enter correct digits.</i> <i>If phone is touch screen capable, touch the display for the “New Call Icon” next to a Session button.</i>
<u>Use your Soft Key Buttons</u>	The display is dynamic and changes according to what you are doing. Available features appear across the bottom of your display as <i>Soft Keys</i> . To use these features, press the corresponding Soft Key button directly below the desired feature, <i>OR</i> , if touch screen capable, touch the Soft Key Label in the display.	<i>To view additional features press the “More” Soft Key.</i>
<u>Redial</u>	Press Redial Soft Key to redial last number dialed. <u>To redial from Calls Log:</u> 1. While phone is idle, press “Navigation Pad Down Arrow” , a history list is displayed. 2. Use “Navigation Arrows” to scroll through list, Highlight desired number 3. Press “Dial” Soft Key	<i>Pressing a Session button with a “New Call Icon”, Call History List will appear in display. Use Navigation Arrows to scroll through and select desired number.</i>
<u>Hold and Resume</u>	<u>To Place a call on Hold:</u> While connected to caller, Press the “Hold” Button. <i>Corresponding Session button label will show an icon indicating the call is on hold.</i> <u>To Return to Held Call:</u> Use the Navigation Pad to highlight the desired call, press the “Resume” Soft Key to reconnect. OR , Press the desired session button to reconnect. OR , If touch screen capable, touch desired session button label. <u>To Answer a 2nd incoming call:</u> Press the blinking Session Button. <i>1st call is automatically placed on hold.</i>	<i>If phone has multiple lines assigned, you may have to press the desired line button (Left side of screen) to display active session buttons (Right Side of screen). Then, select the desired held call Session button using the appropriate method.</i> <u>To View All Calls on your Phone: (If equipped)</u> <i>Press the “All Calls” button. All active calls from all the lines on your phone are displayed in chronological order, oldest to newest.</i>
<u>iDivert (If equipped)</u>	Divert sends an active or ringing call to voicemail. <u>To Use:</u> Press the “iDivert” Soft Key	<i>Pressing “iDivert” while connected to a call, sends active call to voicemail.</i>

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<u>Transfer</u>	<ol style="list-style-type: none"> 1. While connected to a call, press the “Transfer” Button. <i>Call is automatically placed on-hold, a new line is automatically activated and dial-tone will be heard.</i> 2. Dial the number you want to transfer the call to 3. When the phone rings on the other end, either <ol style="list-style-type: none"> a. <u>Supervise The Transfer (preferred):</u> Announce the call and press “Transfer” to connect the two callers. <i>(Transfer Soft Key or Transfer button can be used at this time)</i> b. <u>Unsupervised Transfer:</u> Press “Transfer” to connect the call and complete the transfer. <i>(Transfer Soft Key or Transfer button can be used at this time)</i> 	<p><u>To Cancel a Transfer:</u></p> <ol style="list-style-type: none"> 1. Press the “Cancel” Soft Key, 2. <i>IF the number you dialed answered, then press the “End” Soft Key to disconnect.</i> 3. Press the desired Session button. <i>Or, if touch screen capable, touch the desired line to return to the original call. Or, if necessary, highlight desired call, press the “Resume” Soft Key.</i>
<u>Conference Call</u>	<ol style="list-style-type: none"> 1. While connected to a call, press the “Conference” button. <i>The call is automatically placed on-hold, a new line is automatically activated and dial-tone is heard</i> 2. Dial Number of 2nd party – Wait for 2nd call to connect. 3. Press “Conference” button to add the party to the conference call. 	<p><i>Repeat steps to conference up to 8 parties (including you). Press “Details” Soft Key to see a list of all conference parties.</i></p> <p><i>Use Navigation Pad to highlight desired party, then press “Remove” Soft Key to remove highlighted party</i></p>
<u>Join</u>	<p>If you have calls on multiple Session Buttons, you can connect them together in a conference call.</p> <ol style="list-style-type: none"> 1. While connected to a call on one the Session Buttons, press the “Conference” Button, this call is automatically placed on hold, 2. Press the held Session button that you wish to conference in. The two Session buttons are now joined together in a conference call, on one Session button. 	
<u>Pick Up</u>	<p><u>To Answer a call within your PickUp Group:</u></p> <p>Lift handset; press the “PickUp” Button <i>You are connected to the call.</i></p>	<p><i>Pickup answers a ringing call within your pre-programmed pick-up group.</i></p> <p><u>See your System Administrator For PickUp Group Information.</u></p>
<u>Call Forward</u>	<p><u>To Activate Call Forward:</u> Press “Forward All” Soft Key Button, and then enter a Phone Number.</p> <p><u>To Cancel:</u> Press “Forward Off” Soft Key.</p> <p><u>To Call Forward all calls to Voicemail (Optional):</u></p> <ol style="list-style-type: none"> 1. Press “Forward All” Soft Key 2. Press the “Message” Button <i>Display status: “Forwarded to Voicemail”</i> <p><u>To Cancel Call Forward to Voicemail:</u> Press “Forward Off” Soft Key Button</p>	<p><i>The Call Forward Icon will appear next to the line button that is forwarded. The number will appear in the status line.</i></p> <p><u>To forward a non-primary line:</u> <i>Press the line button twice, the line icon will turn blue, and then press the Forward All softkey, then enter the number you wish to forward to.</i></p>

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<p><u>Call Logs</u></p>	<p><u>To View Call Logs:</u></p> <ol style="list-style-type: none"> 1. Press the “Applications” Button, display will show <i>available</i> choices: 2. Display will show Applications Menu choices: Select the “Call History” option. <p>To select menu option:</p> <ol style="list-style-type: none"> 1. Use “Navigation Pad” to highlight desired option, and then press the Soft Key “Open”. <i>Or, if using a touch screen, touch desired option “Call History”.</i> 2. Use the “Navigation Pad” to scroll through the Call History List. 3. Press the Soft key “Missed Calls” to view the Missed call list. <ol style="list-style-type: none"> 3. Use Soft Keys to choose available options such as: <ol style="list-style-type: none"> a. “Call”: Dials the number b. “All Calls”: Displays All Calls History Log c. “Exit”: Exits Directory Menu d. “Details”: Displays call information e. “Delete”: Deletes highlighted Call Record f. “More”: Shows additional available Soft Keys g. “Edit Dial”: Use to add/delete digits h. “Clear”: Erases ALL call records in Call Log. 	<p><i>Your phone creates logs of missed, placed and received calls.</i></p> <p>Each log stores up to 100 records.</p> <p>“Details”: Call record info includes, when applicable:</p> <ul style="list-style-type: none"> • Called number • Calling number • Time of day • Call duration (for placed and received calls only) <p>Note: If a single call record is highlighted and “Delete” is pressed, only the single call record is erased.</p>
<p><u>Directories Button</u></p> <ul style="list-style-type: none"> • Personal Directory • Corporate Directory 	<p><u>To Access the Directories Menu:</u></p> <ol style="list-style-type: none"> 1. Press the “Directories” Button 2. Use Navigation Pad to scroll, highlight Personal Directory or Corporate Directory. <i>If using touch screen, touch desired option.</i> 3. Press “Open” Soft Key to choose <p><i>Use Navigation Pad to Scroll through search choices (first or last Name, Nickname or Number where applicable).</i></p>	<p>See your System Administrator for your User ID & Pin for access to the Personal Directory.</p> <p><i>Use the dial pad to enter letters or numbers</i></p>
<p><u>Applications Button</u></p> <p>Preferences:</p> <ul style="list-style-type: none"> • Rings (Ring Type) • Brightness 	<p><u>To Access the Applications Menu:</u></p> <ol style="list-style-type: none"> 1. Press “Applications” Button. 2. Use the Navigation Pad to scroll through menu. Or if using a touch screen, touch desired menu option. 3. Highlight Preferences, and then Press “Select”. 4. Use Navigation Pad to scroll to desired menu (Rings, Contrast), press “Select” Soft Key 	<p><i>Press Soft Keys to “Set” to select changed options prior to pressing exiting.</i></p> <p><i>You can select a menu item by number. (ie: “2. Preferences” = Press “2” on dial pad to select)</i></p>