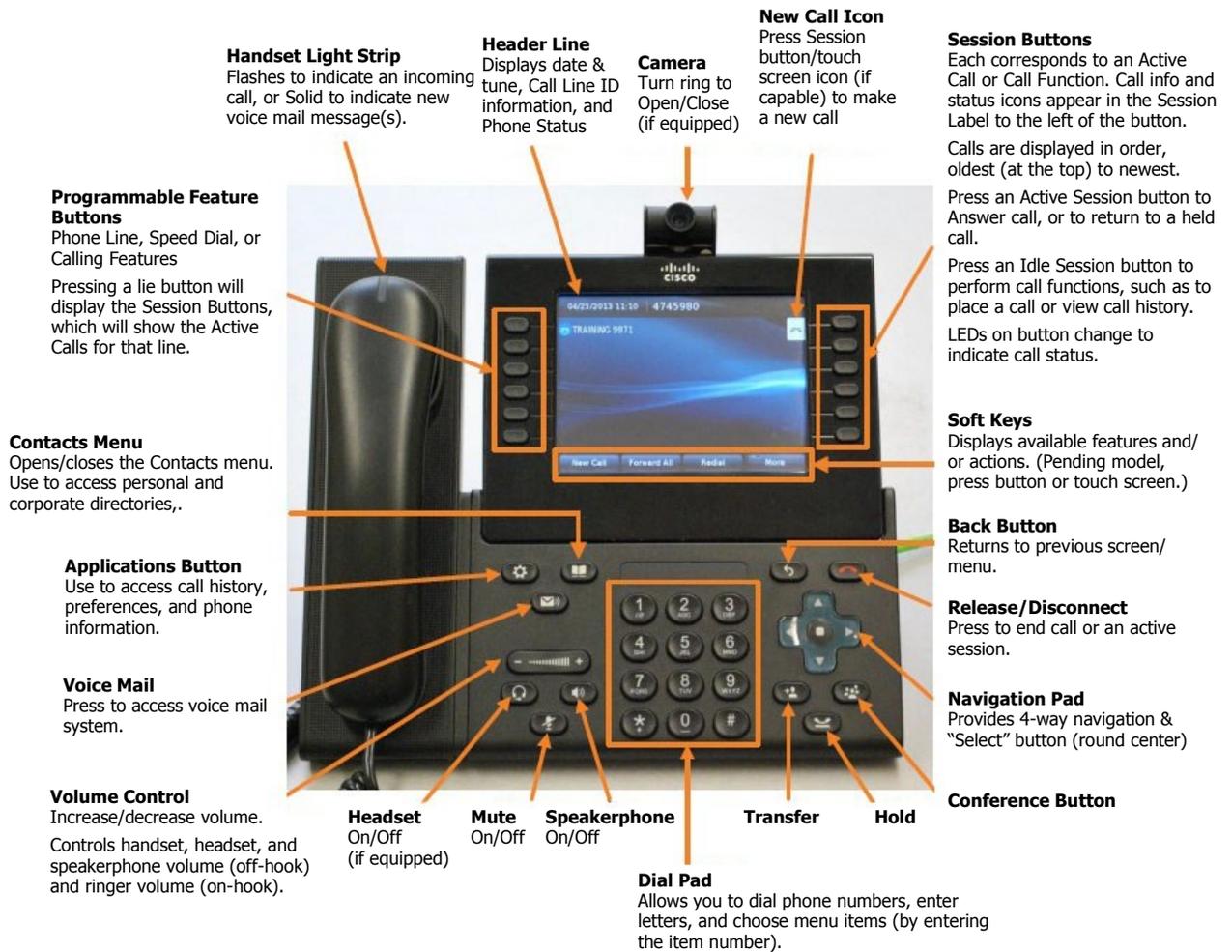


## Overview of a Cisco Phone

Model depicted is a 9971



## Reference Guide for Cisco 9900 Series Phones

How To...	Directions...
<b>Place a Call</b>	<p>Internal and External:</p> <ol style="list-style-type: none"> <li>1. Lift handset or press the <b>Speaker</b> button.</li> <li>2. Dial the 10-digit number.</li> </ol> <p>To make a second call:</p> <ol style="list-style-type: none"> <li>1. While on active call, press <b>Hold</b> soft key to hold first call.</li> <li>2. Press <b>New Call</b> soft key. After dial tone, dial 10-digit number.</li> </ol> <p>To pre-dial:</p> <ol style="list-style-type: none"> <li>1. With handset on-hook, dial the 10-digit number.</li> <li>2. Press the <b>Dial</b> soft key, and pick up the handset.</li> </ol> <p>To correct a dialing error, press the &lt; (backspace) soft key to erase.</p>
<b>Soft Keys</b>	<p>The display is dynamic and changes according to your phone activity. Available features appear across the bottom of your display in groups of four. These features are soft key labels. The phone may have more than four available features. To view additional features, press the <b>More</b> soft key. To use these features, press the corresponding soft key located directly below the features.</p>
<b>Redial</b>	<p>Press <b>Redial</b> soft key to redial last number dialed.</p> <p>To redial from Calls Log:</p> <ol style="list-style-type: none"> <li>1. While phone is idle, press <b>Navigation Pad Down Arrow</b>. A history list is displayed.</li> <li>2. Use <b>Navigation Arrows</b> to scroll through list. Highlight desired number.</li> <li>3. Press <b>Dial</b> soft key.</li> </ol>
<b>Hold and Resume</b>	<p>To <b>Hold</b>: While connected, press the <b>Hold</b> button. Corresponding Session button label will show an icon, indicating the call is on hold.</p> <p>To <b>Resume</b>: Use the <b>Navigation Pad</b> to highlight the desired call. Press the <b>Resume</b> soft key to reconnect. Or press the desired <b>Session</b> button to reconnect.</p> <p>To <b>Answer</b> a second call, press the blinking <b>Session</b> button. The first call is automatically placed on hold.</p>
<b>PickUp</b>	<p>To answer call in Your <b>PickUp</b> group:</p> <ol style="list-style-type: none"> <li>1. Lift handset.</li> <li>2. Press <b>PickUp</b> soft key to be connected to the incoming call:             <ol style="list-style-type: none"> <li>a. To answer call, press <b>Answer</b> soft key.</li> <li>b. To divert to your voicemail, press <b>iDivert</b> soft key.</li> <li>c. To send call back to original called number, let call ring.</li> </ol> </li> </ol>
<b>Abbreviated/Speed Dial</b>	<p>All <b>Abbreviated/Speed Dial</b> configuration <b>MUST</b> be done via the Self Care Portal.</p> <p>To use a <b>Speed Dial</b> code:</p> <ol style="list-style-type: none"> <li>1. With the handset down, enter the Abbreviated/Speed Dial code.</li> <li>2. Press <b>More</b> button.</li> <li>3. Press the <b>AbbrDial</b> soft key.</li> <li>4. Lift handset.</li> </ol>

## Reference Guide for Cisco 9900 Series Phones

How To...	Directions...
<b>Transfer</b> 	<ol style="list-style-type: none"> <li>1. While connected, press <b>Transfer</b> button. Call is automatically placed on hold. A new line is automatically activated, and a dial tone is heard.</li> <li>2. Dial the number to which you want to transfer.</li> <li>3. While second line is ringing, you may perform either:               <ol style="list-style-type: none"> <li>a. <b>Supervised Transfer</b> (preferred): Wait on line to announce the call. Then press <b>Transfer</b> (soft key or fixed button) to connect the two callers.</li> <li>b. <b>Unsupervised Transfer</b>: Press <b>Transfer</b> button again.</li> </ol> </li> </ol> <p>Use the <b>Swap</b> soft key to toggle between two calls prior to completing the transfer.</p> <p>To cancel a transfer, press the <b>Blinking Line</b> button to reconnect to caller.            To cancel and reconnect to original call, press <b>Cancel</b>, and then <b>Resume</b> soft keys.</p>
<b>Transfer to Unity Voice Mail</b>	<p>To <b>Transfer</b> a call directly to Unity Voice Mail:</p> <ol style="list-style-type: none"> <li>1. While connected, press <b>Transfer</b> button.</li> <li>2. Dial * and the 10-digit number where the call should be transferred.</li> <li>3. Press <b>Transfer</b> button.</li> </ol>
<b>Conference Call</b> 	<ol style="list-style-type: none"> <li>1. While connected, press <b>Conference</b> button. Call is automatically placed on hold. A new line is automatically activated, and a dial tone is heard.</li> <li>2. Dial 10-digit number of second party. Wait for second call to connect, and announce conference.</li> <li>3. Press <b>Conference</b> (soft key or fixed button) to add party to the conference call.</li> <li>4. <b>To drop the last call and return to the conference, press the flashing line button.</b></li> </ol> <p>Use the <b>Swap</b> soft key to toggle between two calls prior to adding to the conference. Repeat steps to conference up to four parties, including you.</p>
<b>Join</b>	<p>If you have calls on multiple <b>Session</b> buttons, you can connect them together in a conference call.</p> <ol style="list-style-type: none"> <li>1. While connected on one <b>Session</b> button, press the <b>Conference</b> button. This call is automatically placed on hold.</li> <li>2. Press the held <b>Session</b> button that you wish to conference in. The two <b>Session</b> buttons are now joined together in a conference call, on one <b>Session</b> button.</li> </ol>
<b>Call Forward</b>	<p>To <b>activate</b>:</p> <ol style="list-style-type: none"> <li>1. Press <b>Forward All</b> soft key, and dial the 10-digit number.</li> <li>2. To <b>cancel</b>, press <b>Forward Off</b> soft key.</li> </ol> <p>To <b>forward</b> all calls to voice mail (optional):</p> <ol style="list-style-type: none"> <li>1. Press <b>Foward All</b> soft key.</li> <li>2. Press <b>Messages</b> button.</li> <li>3. To <b>cancel forwarding</b> to voice mail, press <b>Foward Off</b> soft key.</li> <li>4. After <b>Call Forward</b> is off, the display will briefly display the status message, "Call Forwarding is off."</li> </ol> <p>To <b>forward</b> a non-primary line (2nd line)</p> <ol style="list-style-type: none"> <li>1. Press the line button twice.</li> <li>2. Press the <b>Call Forward</b> soft key.</li> <li>3. Dial the 10-digit number.</li> </ol> <p>To <b>Cancel</b>:</p> <ol style="list-style-type: none"> <li>1. Press the line button twice.</li> <li>2. Press the <b>Forward Off</b> soft key.</li> </ol>

## Reference Guide for Cisco 9900 Series Phones

How To...	Directions...
-----------	---------------

**iDivert**      **Diverts** sends a call to voice mail.  
Press **iDivert** soft key.

**Park**      To **Park** a call and for retrieval at another phone:  
1. While on active call, press the **Park** soft key. The LCD screen displays the call park number (i.e. \*XXXX).  
2. **Make a note of the number and hang up.** Call will time out in 120 seconds and ring back to original phone.  
  
To retrieve a parked call from any phone, dial \* and the 4-digit number.

### Applications



#### Call History

To view Call History:

1. Press the **Applications** button.
2. Highlight **Call History**, and press **Select** button or dial digit.
3. Use **Navigation Bar** to scroll through list. Soft Keys provide the following choices:
  - a. **Call:** Use to dial the number, if available.
  - b. **Details:** View call information.
  - c. **Clear:** Clears entire call history.
  - d. **Edit Dial:** Make changes to number.
  - e. **Delete:** Delete specific call from the history log.
6. Press the **Exit** soft key to exit the menu.

To view **Placed Calls Log:** With handset on-hook, press **Navigation Bar Arrow UP**.

**Details** of a call record include, when available:

- Called number
- Calling number
- Time of day

#### Preferences

1. Press the **Applications** button.
2. Use the **Navigation Bar** to highlight **Preferences**.
3. Press **Select** soft key.
4. Select **Ringtone** to change ring type. Scroll through list, **Play, Set**, and then **Apply** the change.
5. Select **Contrast.** Use the **Navigation Bar** arrows to adjust the display lighter or darker.

#### Accessories

1. Bluetooth
2. Expansion Module
3. Analog Headset

### Contacts



#### To Access the Contacts Menu:

1. Press **Contacts** button.
2. Use the **Navigation Bar** to scroll, highlight **Personal Directory** or **Corporate Directory**.
3. Press **Select** button to choose.

Use **Navigation Bar** to scroll through search choices (first/last name, nickname, or number, where applicable). See your System Administrator for your user ID and PIN, to access the Personal Directory.

**Personal Directories** must be created in the **Self Care Portal**. See **Self Care Portal User Guide** for more information.