



Quick Reference Guide

Premium Phone (model 9971)

The Cisco Unified IP phone model 9971 is a colour touch screen video phone. Not only does it allow you to place and receive phone calls, it allows you to have face to face interaction.

Making Calls

1. Perform **one** of the following:



- Lift the handset and enter phone number.
- Press the **Speaker Phone** button and enter phone number.
- Press the **Headset** button and enter phone number.
- Press the **Applications** button, then select **Call History**, the use **Navigation pad** and **Select** button to scroll and select.
- With the handset On-Hook, enter phone number (the On-Hook Dialing screen displays) or use the **Navigation pad** to scroll through Call History. Press **Call**, lift the handset, or press the **Speakerphone** or **Headset** button.

Transferring a Call



1. Start with an active call (not on hold).
2. Press the **Transfer** button and perform one of the following.
 - Press the **Green session** button of a held call (right side).
 - Enter the recipient's phone number.
 - Scroll to a Call History record and press the **Call** softkey.
 - 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.

Conferencing

To add another party to your call



1. Start with a connected call that is not on hold.
2. Press the **Conference** button.
3. Enter the recipient's phone number
4. Press the **Call** softkey.
5. Wait for the party to answer.
6. Press the **Conference** button or the **Conference** softkey.
The conference begins. If required repeat these steps to add more parties.

Swap between calls before completing a conference



1. 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



1. While in a conference, press the **Show Details** softkey.
You can view the details of the last 16 participants who joined the conference.

To 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.

Voicemail

To personalise your voicemail



1. Press the **Messages** button, then follow the voice prompts.

To check if you have voicemail



1. A solid red light on your handset will display indicating you have voicemail.
2. Look for a **Message** icon on your phone extension.
The red background indicates that there are new voice messages. A grey voicemail icon displays on the right side of the phone screen.



A count of your new voice messages displays on the Message icon and Voicemail icon.

To listen to a voicemail



1. Do one of the following.
 - Press the **Messages** button.
 - Press the **Session** button next to 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 next to your phone extension, and the Voicemail icon is removed from the right side of the phone screen.

To access your voicemail from any phone

1. Dial your office phone number.
2. When your voicemail answers, press (*).
3. When prompted, enter your ID number (your extension number) followed by (#).
4. When prompted, enter your Pin number followed by (#).

Note: Your old NEC voicemails are still accessible and you can collect them by dialling 57040. When it answers, dial (*) then (#) (Star - Hash). You will then hear a greeting asking for your extension number.