Assign a Fast-Dial Code to a Personal Directory Entry

1. Press the **Contacts** button 📖 .
2. Sign in to **Personal Directory**. (Use the Navigation pad and Select button to scroll and select.)
3. Select **Personal Address Book**.
4. Enter the name information and press the **Submit** softkey.
5. Press the **Select** softkey, then press the **FastDial** softkey**.**
6. Select a number and press the **Select** softkey.
7. Scroll to an unassigned fast-dial index (you may have to press the **Next** softkey to get to more fast-dial indexes)**.**
8. Press the **Select** softkey.

Place a Call Using a Fast-Dial Code

1. Press the **Contacts** button 📖 .
2. Sign in to **Personal Directory**.
3. Select **Personal Fast Dials** and scroll to a fast-dial code (you may have to press the **Next** softkey to get to more fast-dial codes).
4. Select the fast-dial code you want to dial and press the **Dial** softkey.

Delete a Fast-Dial Code

1. Press the **Contacts** button 📖 .
2. Sign in to **Personal Directory.**
3. Select **Personal Fast Dials** and search for a fast-dial code.
4. Select the fast-dial code that you want to delete and press the **Remove** softkey (you may need to press the **More** softkey first).
5. Select the index to delete.
6. Press the **Remove** softkey.

Messages

Voice Messages

Voice messages are stored on your voicemail system. Your company determines the voicemail system your phone uses.

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

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.

    Depending on your voicemail system, you might see a count of your new voice messages on the Message icon and Voicemail icon .

    If there are more than 99 new voice messages, the message count is replaced by a plus (+) sign.

    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 using your User Options Web pages.

Related Topics

- Change the Audible Voice Message Indicator Setting Per Line, page 102
- Change the Voice Message Indicator Setting Per Line, page 101

Listen to Voice Messages

1. To listen to voice messages, do one of the following:

   - Press the **Messages** button ⬛ .
   - Select a line on which there is a Message icon 🟥 . Then:
     - Press the Session button ⬛ next to the Voicemail icon ⬛ on the right side of the phone screen.
     - Or, press the touch-sensitive Voicemail icon ⬛ . (Cisco Unified IP Phone 9971 only.)

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

Revised: August 21, 2009

Feature Buttons and Softkeys

Depending upon how your system administrator sets up your phone, some features included in this guide might not be available to you.

This table provides information about some of the features that are available on softkeys, some that are available on dedicated feature buttons, and some that are set up by your system administrator 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
Group Pickup		X	
Hold	X		
Hunt Groups		X	
Intercom		X	

Feature Name	Dedicated Feature Button	Programmable Feature Button	Softkey
Malicious Call Identification (MCID)		X	
Meet Me		X	
Mobile Connect		X	
Mute	X		
Other Pickup		X	
Privacy		X	
Redial		X	X
Speed Dial		X	X
Speed Dial Line Status		X	
Transfer	X	X	
Quality Reporting Tool (QRT)		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 go offhook, your primary line is used to dial and redial, 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.

Your system administrator sets up the All Calls button depending on your call-handling needs and work environment.

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 altering state.

Your system administrator sets up the Answer button depending on your call-handling needs and work environment. This feature is typically set up for users who have multiple lines.

Answer Your Oldest Call First

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

Auto Answer

Auto Answer prompts your phone to automatically answer incoming calls after one ring.

Your system administrator sets up Auto Answer to work with either your speakerphone or headset.

Auto Answer with Your Headset

If Auto Answer with Headset is active and configured, the Headset button 🎧 is illuminated, when the headset is active in a call. This happens if Auto answer with headset is active and configure. Otherwise, calls ring normally and you must manually answer them. To keep the Headset button illuminated, use buttons and softkeys (instead of the Headset button) to place and end calls. Your administrator has to set headset as the default audio path for auto answer.

Auto Answer with Your Speakerphone

Keep the handset in the cradle and the Headset button 🎧 unlit. Otherwise, calls ring normally and you must manually answer them.

Barge

The barge feature allows you to add yourself to non-private calls on a shared line. You can convert the call into a standard conference and add new participants.

Add Yourself to a Call on a Shared Line

Press the red line button for the shared line. You are added to the call.

Call Back

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

Call Back, which is available as a softkey, may also be available as a feature button. See your system administrator for additional information.

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 return to the home 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.

There are two types of call forwarding features that your system administrator might set up on your phone:

- Unconditional call forwarding (Call Forward All)—Applies to all calls that you receive.
- Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Coverage)—Applies to certain calls that you receive, according to conditions, and is accessible only from your User Options web pages.

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.
- Your system administrator can set up other call forward options that:
  - Allow calls placed from the call forward target number to your phone to ring through, rather than be forwarded.
  - Prevent you from creating a call forward loop or exceeding the maximum number of links in a call forwarding chain.

Related Topics

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, or select an entry from the Call History list. (Depending on how your voicemail system is set up, you may be able to press the **Messages** button to forward all calls to voicemail.)

   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.

   To set up conditional call forwarding, go to your User Options Web pages.

Call Park

Call Park allows you to park (temporarily store) a call you receive on your phone, and which you can then retrieve from another phone (for example, a phone at a co-worker'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 phone in the Cisco Unified Communications Manager system.

- Directed Call Park—Allows you to park and retrieve an active call in two different ways:
   – Assisted Directed Call Park—Allows you to park an active call by pressing a feature button, which your system administrator sets up as a speed dial line.

     With this type of directed call, you can monitor the status of the line (in-use, idle, or Do Not Disturb) using Line Status indicators.

   – Manual Directed Call Park—Allows you to park an active call by transferring it to a Directed Call number, which your system administrator sets up.

     You retrieve the call at another phone by dialing a park retrieval prefix number (provided by your system administrator), then dialing the Directed Call number you used to park the call.

Your system administrator sets up either the Directed Call Park or Park feature on your phone, but not both.

Related Topics

Park and Retrieve a Call Using Park

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

   For the duration of the call, your phone displays the number where the system parked the call and the call status.

2. From any other Cisco Unified IP 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 (set by your system administrator) you will receive an alert tone, at which time you can:

   – Press the **Resume** softkey to resume the call on your phone.

   – Retrieve the call from another phone.

   If you fail to retrieve or resume the call within a specified amount of time, the call is directed to another destination (set up by your system administrator), such as voicemail.

Park and Retrieve a Call Using Assisted Directed Call Park

1. During a call, press a **Directed Call Park** button displaying an idle Line Status indicator.

2. Retrieve the call, from any other Cisco Unified IP Phone in your network as follows:

   a. Enter the park retrieval prefix.

   b. Dial the Directed Call number.

      For example, if the park retrieval prefix is "99" and the Directed Call number is "1234", enter 991234.

   If you do not retrieve the call within a certain amount of time (set by your system administrator) you will receive an alert tone, at which time you can:

   – Press the **Resume** softkey to resume the call on your phone.

   – Retrieve the call from another phone.

   If you fail to retrieve or resume the call within a specified amount of time, the call is directed to another destination (set up by your system administrator), such as voicemail.

Park and Retrieve a Call Using Manual Directed Call Park

1. During a call, press the **Transfer** button .

2. Enter the Directed Call number where you will park the call.

3. Press **Transfer** again to finish parking the call, then hang up.

4. Retrieve the call, from any other Cisco Unified IP Phone in your network as follows:

   a. Enter the park retrieval prefix.

   b. Dial the Directed Call number.

      For example, if the park retrieval prefix is "99" and the Directed Call number is "1234", enter 991234.

If you do not retrieve the call within a certain amount of time (set by your system administrator) you will receive an alert tone, at which time you can:

   – Press the **Resume** softkey to resume the call on your phone.

   – Retrieve the call from another phone.

If you fail to retrieve or resume the call within a specified amount of time, the call is directed to another destination (set up by your system administrator), such as voicemail.

Call Pickup

Call Pickup allows you to answer a call that is ringing on a co-worker's phone by redirecting the call to your phone.

You might use Call Pickup if you share call-handling tasks with co-workers.

There are three ways you can pick up a call:

- Pickup—Allows you to answer a call that is ringing on another phone within your call pickup group.

  If multiple calls are available for pick up, your phone picks up the oldest call first (the call that has been ringing for the longest time).

- Group Pickup—Allows you to answer a call on a phone that is outside your call pickup group by:

  – Using a group pickup number (provided by your system administrator).

  – Dialing the ringing phone's number.

- Other Pickup—Allows you to answer a call that is ringing on another phone within in your call pickup group or in an associated call pickup group.

Your system administrator sets up the call pickup group you are in, and the call pickup softkeys depending on your call-handling needs and work environment.

You can also monitor and pick up ringing calls using Line Status indicators if your system administrator has set up Line Status indicators on speed-dial buttons for you. Line Status indicators allow you to see if a line associated with a speed-dial button is idle, in-use, in a Do Not Disturb state, or ringing.

Related Topics

Answer a Call Using Pickup

1. Press the **PickUp** button to transfer a ringing call within your pickup group to your phone.

   If you have multiple lines and want to pick up the call on a non-primary line, first press the desired line button, then press **PickUp**.

   If your phone supports auto-pickup, you are connected to the call.

2. If the call rings, press the **Answer** softkey to connect to the call.

Answer a Call Using Group Pickup and a Group Pickup Number

1. Press the **Group Pickup** button to answer a call on a phone outside your pickup group.

   If you have multiple lines and want to pick up the call on another line, first press the desired line button, then press **Group Pickup**.

2. Enter the group pickup number.

   If your phone supports auto-pickup, you are now connected to the call.

3. If the call rings, press the **Answer** softkey to connect to the call.

Answer a Call Using Group Pickup and a Phone Number

1. Press the **Group Pickup** button.

   If you have multiple lines and want to pick up the call on a non-primary line, first press the desired line button, then press **Group Pickup**.

2. Enter the number of the phone line with the call that you want to pick up. For example, if the call is ringing on line 12345, enter 12345.

   If your phone supports auto-pickup, you are now connected to the call.

3. If the call rings, press the **Answer** softkey to connect to the call.

Answer a Call Using Other Pickup

1. Press the **OPickup** button to transfer a call in your pickup group or in an associated group to your phone.

   If your phone supports auto-pickup, you are now connected to the call.

2. If the call rings, press the **Answer** softkey to connect to the call.

Call Waiting

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

- A 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.
- If a programmable feature button is set up by your system administrator to answer calls, you can press the feature 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 end the conference by hanging up. You can also remove individual participants from the conference.

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.
- Press the **Contacts** button, select **Call History,** and select a call record.

3. Wait for the party to answer (or skip to step 5 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.

   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 or to a predetermined phone number (set up by your system administrator).

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 to 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 (voicemail or predetermined number set up the the system administrator).

- 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 it up, and the call is not 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.

Related Topics

User Options, page 99

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.

Extension Mobility

Cisco Extension Mobility (EM) allows you to temporarily configure a Cisco Unified IP Phone as your own. After you sign in to EM, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your system administrator sets up EM for you.

Enable Extension Mobility

1. Press the **Applications** button ⚙ .
2. Select **Extension Mobility** (name may vary).
3. Enter your user ID and PIN (provided by your system administrator).
4. If prompted, select a device profile.

    (Running applications also appear in the **Running Applications** window.)
5. To sign out, press the **Applications** button ⚙ .
6. Select **Extension Mobility** (name may vary).
7. When prompted to sign out, press the **Yes** softkey.

Fast Dial

Fast Dial allows you dial a phone number from the Fast Dial service on your phone. Before you can use Fast Dial on your phone, you must set up Fast Dial on your User Options Web pages.

Related Topics

Place a Call with a Fast-Dial Button

(Before you can use Fast Dial on your phone, you must set up Fast Dial on your User Options Web pages.)

1. Press the Fast-Dial button.
2. Sign in to Personal Directory.
3. Select **Personal Fast Dials**.
4. Select a fast-dial code and then press the **Dial** softkey.

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 breathes green.

2. To resume the call, you can use any of the following methods:
   - Press the breathing or throbbing green session button
   - Press the call session on the phone display

     Press the **Resume** softkey
   - Highlight the call by using the Navigation pad and press the **Select** softkey.

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 on Session 1 and an active call on Session 2, pressing or touching the Session 1 button resumes that call and places the call on Session 2 on hold.

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 touching the session on the phone display
- 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 flashing 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 flashes green and the phone displays the Hold icon ❚❚. When another phone places a call on hold, the line button flashes red and the phone displays the Remote Hold icon.

Hold Reversion

Hold Reversion notifies you when a call is left on hold.

A Hold Reversion notification is similar to a new call notification and includes these cues:

- Single ring, repeating at intervals
- Flashing amber line button
- Flashing message indicator on the handset
- Visual notification on the phone screen

Respond to a Hold Reversion Notification

Press the flashing amber line button or the **Answer** softkey to resume the call from hold.

Hunt Groups

Hunt groups are used to share the call load in organizations that receive a large number of incoming calls.

Your system administrator sets up a hunt group with a series of directory numbers. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group, then directs the call to that phone.

If you are a member of a hunt group, you can sign in to a hunt group when you want to receive calls, and you can sign out of the group when you want to prevent calls from ringing on your phone.

Sign In and Out of a Hunt Group

1. Press the **Hunt Group** button to sign in.

   Visual confirmation displays briefly.

2. Press the button again to sign out.

   Signing out of a hunt group does not prevent non-hunt group calls from ringing your phone.

Intercom

Intercom allows you to place and receive one-way calls using a dedicated or dialable intercom line.

When you place an intercom call, the recipient's phone auto-answers with mute activated (*whisper* mode) and broadcasts your message through the recipient's speakerphone, or through the headset or handset, if one of these devices is active.

After receiving the intercom call, the recipient can initiate two-way audio (*connected* mode) to allow for further conversation.

Place a Dedicated Intercom Call

1. Press the **Intercom** button.

Your phone enters whisper mode until the recipient accepts the intercom call. If you are on an active call, that call is placed on hold.

2. Listen for the intercom alert tone, then begin speaking.

3. Press the **Intercom** button to end the call.

Place a Dialable Intercom Call

1. Press the **Intercom** button.

2. Enter the intercom code.

Your phone enters whisper mode until the recipient accepts the intercom call. If you are on an active call, that call is placed on hold.

3. Listen for the intercom alert tone, then begin speaking.

4. Press the **Intercom** button to end the call.

Receive an Intercom Call

1. You will receive a message on your phone screen and an audible alert, and your phone answers the intercom call with mute activated. You can handle the intercom call in one of these ways:

– Listen to the intercom caller in *whisper* mode. (Any current call activity you are already engaged in continues simultaneously.) In whisper mode, the intercom caller cannot hear you.

– Press the active **Intercom** button to switch to *connected* mode. In connected mode, you can speak to the intercom caller.

2. Press the **Intercom** button to end the call.

Line Status

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

Your system administrator sets up Line Status indicators on your phone.

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 can 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.

  Your system administrator can also set up your phone to play an audible alert when a call is ringing on the monitored line.

Related Topics

Malicious Call Identification

Malicious Call Identification (MCID) allows you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.

Trace a Suspicious Call

Press the **Malicious Caller ID** button to send a silent notification message to your system administrator.

When the silent notification message is sent, your phone provides both a visual and audible confirmation.

Meet Me

Meet Me allows you to call a predetermined number at a scheduled time to host or join a conference.

The conference begins when the host connects. Participants who call the conference before the host has joined hear a busy tone and must dial again.

The conference ends when all participants hang up; the conference does not automatically end when the host disconnects.

Host a Meet-Me Conference

1. Obtain a Meet-Me phone number from your system administrator.
2. Distribute the Meet-Me phone number to participants.
3. When you are ready to start the meeting, go off-hook to get a dial tone, then press the **Meet Me** button.
4. Dial the Meet-Me phone number.

Join a Meet-Me Conference

Dial the Meet-Me phone number (provided by the conference host).

If you hear a busy tone, the host has not yet joined the conference. In this case, try your call again.

Mobile Connect

Mobile Connect allows you to use your mobile phone to handle calls associated with your desk phone number.

To set up Mobile Connect, use the User Options web pages to set up remote destinations and create access lists to allow or block calls from specific phone numbers from being passed to the remote destinations.

When you enable Mobile Connect:

- Your desk phone and remote destinations receive calls simultaneously.
- When you answer the call on your desk phone, the remote destinations stop ringing, are disconnected, and display a missed call message.
- When you answer the call on one remote destination, the other remote destinations and desk phone stop ringing, are disconnected, and a missed call message is shown on the other remote destinations.

Related Topics

- Create an Access List, page 112
- Add a New Remote Destination, page 111

Turn On or Off Mobile Connect to All Your Remote Destinations From Your Desk Phone

1. Press the **Mobility** button to display the current remote destination status (Enabled or Disabled).
2. Press the **Select** button to change the status.
3. Press the **Exit** softkey.

Related Topics

Add a New Remote Destination, page 111

Switch an In-Progress Call on Your Desk Phone to a Mobile Phone

1. Press the **Mobility** button.
2. Select **Send call to mobile**.
3. Answer the in-progress call on your mobile phone.

   The desk phone line button turns red and handset icons and the calling party number appear on the phone display. You cannot use the same phone line for any other calls, but if your desk phone supports multiple lines, you can use another line to make or receive calls.

Switch an In-Progress Call From a Mobile Phone to Your Desk Phone

1. Select a line on your desk phone.

2. Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.

3. Press the **Resume** softkey on your desk phone within five to 10 seconds and start talking on the desk phone.

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 to complete the call by going off-hook.

Dial a Number On-hook

1. Enter or speed-dial a phone number.

   When you dial on-hook, the On-Hook Dialing screen displays.

2. Press **Call** after entering digits. If you are specifying an Abbreviated Dial, you can press **Speed Dial** and enter the abbreviated number.

3. Go off hook.

Privacy

Privacy allows you to prevent others who share your line from seeing information about your calls.

Privacy applies to all shared lines on your phone. If you have multiple shared lines and Privacy is enabled, others cannot view any of your shared lines.

If the phone that shares your line has Privacy enabled, you can make and receive calls using the shared line as usual.

Related Topics

Enable Privacy on a Shared Line

1. Press the **Privacy** button to enable the feature.

   Visual confirmation displays on your phone screen for as long as the feature is enabled.

2. Press the button again to turn off the feature.

Quality Reporting Tool

Your system administrator may temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. Depending on configuration, use the QRT to:

- Immediately report an audio problem on a current call.
- Select a general problem from a list of categories and choose reason codes.

Report Problems on Your Phone

1. Press the **Quality Reporting Tool** button.

2. Select the item that most closely matches your problem. (Use the Navigation pad and Select button to scroll and select.)

3. Press the **Select** softkey.

   The information is sent to your system administrator.

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.

You might have a shared line if you have multiple phones and want one phone number, share call-handling tasks with co-workers, or handle calls on behalf of a manager.

For example, if you share a line with a co-worker:

- When a call comes in on the shared line:
  - Your phone rings and the line button flashes amber.
  - Your co-worker's phone rings and the line button flashes amber.
- If you answer the call:
  - Your line button turns green.
  - Your co-worker's line button turns red.

    When button is red, that line cannot be used to barge in on the call or used to make another call.
- If you put the call on hold:
  - Your line button flashes green
  - Your co-worker's line button flashes red.

    When the line flashes red, your co-worker can pick up the call.

Related Topics

- Privacy, page 92
- Hold, page 85

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).

Related Topics

Place a Call with a Speed-Dial Button

(Before you can use speed-dial buttons on your phone, you must set up speed dial on your User Options Web pages.)

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

Place a Call with a Speed-Dial Code

(Before you can use speed-dial codes on your phone, you must set up the codes on your User Options Web pages.)

Use a Speed-Dial Code On-hook

When dialing on-hook, enter the speed-dial code in the New Call screen and press the **Speed Dial** softkey.

Use a Speed-Dial Code Off-hook

1. Go off-hook and press the **Speed Dial** softkey.
2. Enter the speed-dial code in the Speed Dial screen, 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 session button of a held call.
   - 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 again.

   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.

Web Dialer

Web Dialer allows you to click-to-dial contacts from the Cisco Unified CM Directory. Your system administrator sets up this feature for you.

Use Web Dialer with Cisco Directory

1. Sign in to your User Options web pages.
2. Select **User Options > Directory** and search for a co-worker.
3. Select the number that you want to dial.
4. If this is your first time using Web Dialer, review the preferences on the Make Call page.
5. Select **Dial**.

   The call is now placed on your phone.
6. To end a call, select **Hang up** or hang up from your phone.

Use Web Dialer with Another Online Corporate Directory

1. Sign in to a Web Dialer-enabled corporate directory and search for co-workers.
2. Select the number that you want to dial.
3. When prompted, enter your user ID and password.
4. If this is your first time using Web Dialer, review the preferences on the Make Call page.
5. Select **Dial**.

   The call is now placed on your phone.
6. To end a call, select **Hang up** or hang up from your phone.

Set Up, View, or Change Web Dialer Preferences

1. Initiate a call using Web Dialer to access the Make Call page.

   The Make Call page displays the first time that you use WebDialer (after you select the number that you want to dial).
2. Select one of the following options from the Make Call page:
   - Preferred language—Determines the language used for Web Dialer settings and prompts.
   - Use preferred device—Identifies the Cisco Unified IP Phone (Calling device) and directory number (Calling line) that you will use to place Web Dialer calls. If you have one phone with a single line, the appropriate phone and line are automatically selected. Otherwise, choose a phone and/or line. If you have more than one phone of the same type, it will be specified by device type and MAC address. (To display the MAC address on your phone, select the **Applications** button **> Phone Information**.)

     If you have an Extension Mobility profile, you can select Extension Mobility from the Calling Device drop-down menu from the Make Call page.

- **Do not display call confirmation**—If selected, the Web Dialer Make Call page will not display the next time Web Dialer is used. Calls will automatically be dialed after clicking on a contact from the Cisco Directory.

- **Disable Auto Close**—If selected, the call window does not close automatically after fifteen seconds.

Sign Out of Web Dialer

Select the sign out icon in the Make Call or Hang Up page.

User Options

August 21, 2009:

User Options Web Pages

Your Cisco Unified IP 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
- Directory
- Personal Address Book
- Fast Dials
- Mobility Settings

Related Topics

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. Obtain the User Options URL, user ID, and default password (provided by your system administrator).
2. Open a web browser on your computer and enter the URL.
3. If prompted to accept security settings, select **Yes** or **Install Certificate**.
4. Enter your userid in the Username field.

5. Enter your password in the Password field.

6. Select **Login**.

The Cisco Unified CM User Options main web page displays. From this page you can select User Options to select a device, access User Settings, Directory features, your Personal Address Book, and Fast Dials.

7. 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

Related Topics

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. Your system administrator sets up the Do Not Disturb (DND) feature for your phone.

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).

Related Topics

Do Not Disturb, page 83

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

Related Topics

- Call Forward All, page 76
- Call History, page 55

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**.

Related Topics

Call Forward All, page 76

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**.

Change or Create a Line Text Label for Your Phone Display

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 Line Text Label area, enter a text label.

   Your phone uses the ASCII Label field if the phone does not support double-byte character sets.

7. Select **Save**.

Customize Do Not Disturb Options

1. Sign in to your User Options web pages. Your system administrator sets up the Do Not Disturb (DND) feature for your phone.

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).

Related Topics

Speed Dial on the Web

Depending on how your phone has been set up, you can use speed-dial line 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**.

Phone Services

Phone services can include special phone features, network data, and web-based information (such as stock quotes and movie listings). You must first subscribe to a phone service before accessing it on your phone. You can subscribe, search, or assign a service to a speed-dial button from the User Options web page.

The services available for your phone depend on how the system administrator set up the phone system and which services you are subscribed to. For more information, see your system administrator.

If only one service is set up, the service opens by default. If more than one service is set up, select an option from the menu on the phone display.

Select a service by using one of these feature buttons:

(a feature button that your system administrator sets up)

Messages

Application

Contacts

Subscribe to a Service

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 **Phone Services**.
5. Select **Add New**.
6. Select a service from the drop-down list and select **Next**.
7. Change the service label and/or enter additional service information, if available (optional).

8. Select **Save**.

Search for Services

1. Sign in to your User Options web page.

2. Select a device.

3. Select **Phone Services**. Access a Service on Your Phone

4. Select **Find**.

Change or End Services

1. Sign in to your User Options web page.

2. Search for services.

3. Select one or more entries.

4. Select **Delete Selected**.

Change a Service Name

1. Sign in to your User Options web page.

2. Search for services.

3. Select a service name.

4. Change the information and select **Save**.

Add a Service to an Available Programmable Feature Button

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 **Service URL**. Your system administrator sets up a service URL button for your phone.

5. Select a service from the Button Service drop-down list.

6. If you want to rename the service, edit the label fields.

Your phone uses the ASCII Label field if the phone does not support double-byte character sets.

7. Select **Save**.

8. Select **Reset** to reset your phone (necessary to see the new button label on your phone).

User Settings

Your PIN and password allow you to access different features and services. For example, use your PIN to sign in to Cisco Extension Mobility or Personal Directory on your phone. Use your password to sign in to your User Options web pages and Cisco Web Dialer on your personal computer. For more information, see your system administrator.

User settings include your browser password, PIN, and language (locale) 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**.

Change Your PIN

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

Change the Language for Your User Options Web Pages

1. Sign in to your User Options web page.
2. Select **User Options > User Settings**.
3. In the User Locale area, select an item from the Locale drop-down list.
4. Select **Save**.

Change the Language for Your Phone Display

1. Sign in to your User Options web page.

2. Select **User Options > User Settings**.

3. Select an item from the User Locale drop-down list.

4. Select **Save**.

Directory

To get a list of co-workers in your corporate directory, select **User Options > Directory**.

The Directory features that you can access on your computer consist of:

- Personal Address Book (PAB), which can also be accessed from your phone
- Fast Dials, which can also be accessed from your phone
- Cisco Unified Communications Manager Address Book Synchronizer

Related Topics

- Personal Directory, page 66
- Corporate Directory, page 65

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 your User Options web page.

2. Search for a PAB entry.

3. Select a nickname.

4. Edit the entry as needed and select **Save**.

Delete a PAB Entry

1. Sign in to your User Options web page.

2. Search for a PAB entry.

3. Select one or more entries.

4. Select **Delete Selected**.

Assign a Feature Button for Personal Address Book

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 **Service URL**.

   Your system administrator sets up your phone to display services. For more information, see your system administrator.
5. Select the Personal Address Book service from the Button drop-down list box.
6. Enter a phone label for the button.
7. Select **Save**.
8. Select **Reset** and then select **Restart** to refresh the phone configuration.

You can now press the button to access PAB codes.

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 Feature Button for Fast Dial

1. Sign in to your User Options web page.
2. Select **User Options > Device**.
3. Select **Service URL** (provided by your system administrator).
4. Select the Fast Dial service from the Button drop-down list box.
5. Enter a phone label for the button.
6. Select **Save**.
7. Select **Reset** and then select **Restart** to refresh the phone configuration.

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**.

Mobility Settings

When using Cisco Mobile Connect, you must add your mobile and other phones that you want to use to make and receive calls using the same directory numbers as your desk phone. These phones are called *remote destinations*. You can also define access lists to restrict or allow calls from certain numbers to be sent to your mobile phone.

Related Topics

Mobile Connect, page 90

Add a New Remote Destination

1. Sign in to your User Options web page.
2. Select **User Options > Mobility Settings > Remote Destinations**.
3. Select **Add New**.
4. Enter the following information:
   – Name—Enter a name for the mobile (or other) phone.
   – Destination Number—Enter your mobile phone number.
5. Select your remote destination profile from the drop-down list box. Your remote destination profile contains the settings that apply to remote destinations that you create.
6. Select the Mobile Phone check box to allow your remote destination to accept a call sent from your desktop phone.
7. Select the Enable Mobile Connect check box to allow your remote destination to ring simultaneously with your desktop phone.
8. Select one of the following options in the Ring Schedule area (the ring schedule drop-down list boxes include only the access lists that you have created):
   – All the time—Select this option if you do not want to impose day and time restrictions on ringing the remote destination.

- As specified below—Select this option and select from the following items to set up a ring schedule based on day and time:

  a. Select a check box for each day of the week you want to allow calls to ring the remote destination.

  b. For each day, select All Day or select the beginning and ending times from the drop-down lists.

  c. Select the time zone from the drop-down list box.

9. Select one of these ringing options:

   - Always ring this destination.

   - Ring this destination only if the caller is in the allowed access list that you select.

   - Do not ring this destination if the caller is in the blocked access list that you select.

10. Select **Save**.

Create an Access List

1. Sign in to your User Options web page.

2. Select **User Options > Mobility Settings > Access Lists**.

3. Select **Add New**.

4. Enter a name to identify the access list and a description (optional).

5. Select whether the access list will allow or block specified calls.

6. Select **Save**.

7. Select Add Member to add phone numbers or filters to the list.

8. Select an option from the Filter Mask drop-down list box. You can filter a directory number, calls with restricted caller ID (Not Available), or calls with anonymous caller ID (Private).

9. If you select a directory number from the Filter Mask drop-down list box, enter a phone number or filter in the DN Mask field. You can use the following wild cards to define a filter:

   - X (upper or lower case)—Matches a single digit. For example, 408555123X matches any number between 4085551230 and 4085551239.

   - !—Matches any number of digits. For example, 408! matches any number starts with 408.

   - #—Used as a single digit for exact match.

10. To add this member to the access list, select **Save**.

11. To save the access list, select **Save**.

Plugins

Plugins on your User Options web pages allows you to download and access applications that your system administrator set up for you. For more information, see your system administrator.

Access Plugins

1. Sign in to your User Options web page.

2. Select **User Options > Plugins**.

   You can view plugins only if your system administrator has set them up for you.

Accessories

Revised: August 21, 2009

Phone Accessories

Your phone supports accessories from Cisco and third-party manufacturers.

Accessory	Type	Cisco Unified IP Phone		
		8961	**9951**	**9971**
Cisco Accessory				
Cisco Unified IP Color Key Expansion Module	Add-on module	X	X	X
Third-Party Accessories				
Headset	Analog	X	X	X
	Analog Wideband	X	X	X
	Bluetooth	—	X	X
	USB	X	X	X
Microphone	External PC	—	X	X
Speakers	External PC	—	X	X

Cisco Unified IP Color Key Expansion Module

The Cisco Unified IP Color Key Expansion Module attaches to your Cisco Unified IP Phone 8961, Cisco Unified IP Phone 9951, and Cisco Unified IP 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 multiple Expansion Modules to the Cisco Unified IP Phone 9951 and Cisco Unified IP Phone 971.

Cisco Unified IP Phone Model	Number of Expansion Modules Supported
9971	3 Expansion Modules with 108 lines or buttons
9951	2 Expansion Modules with 72 lines or buttons
8961	1 Expansion Module with 36 lines or buttons

When multiple Expansion Modules are attached, they are numbered according to the order in which they are connected to the phone. For example:

- Key Expansion Module 1 is the Expansion Module closest to the phone.
- Key Expansion Module 2 is the Expansion Module in the middle.
- Key Expansion Module 3 is the Expansion Module farthest to the right.

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Features of the Cisco Unified IP Color Key Expansion Module

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

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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. Icons indicating line status appear similar to, and function the same as, those on the Cisco Unified IP Phone to which it is attached.	2	Lighted Buttons—18 buttons. Each button corresponds to one line (as with the Cisco Unified IP Phone). The lights beneath each button indicate the state of the corresponding line as follows: • Line available: light off • Line in use by you: solid green light • Line in use by someone else: solid red light • Line ringing: solid amber light • You have a call on hold: solid green light • Someone else has a call on hold: solid red light • Call transfer: solid green light • 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: • Page is in view: solid green light • Page is not in view: light off • Page is not in view, with one or more alerting calls on the page: solid amber light • Page is in view with one or more alerting calls on the page: solid green light • 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 of the phone number you want to call.

Configure Buttons

Before you can set up buttons, ask your system administrator for the following information to access your Cisco Unified Communications Manager User Options web page:

- The URL
- Your user name and password

After you have this information, you can configure your speed dial numbers or program buttons to access phone services. Phone services can include, for example, weather, stock quotes, or corporate calendars and directories.

Adjust the Brightness

1. Press the **Application**s button ⚙ .
2. Select **Preferences**. (Use the Navigation pad and Select button to scroll and select.)
3. Select **Brightness**.
4. Select **Key Expansion Module**.
    - To increase brightness, press the right arrow on the Navigation Pad.
    - To decrease brightness, press the left arrow on the Navigation Pad.
5. Press the **Save** softkey to set the brightness, or press the **Cancel** softkey to exit.

Bluetooth Headsets

(For the Cisco Unified IP Phone 9951 and 9971 only.)

When using Bluetooth headsets with your phone, these conditions apply:

- You may add and connect up to five Bluetooth headsets to your phone, but the last Bluetooth headset connected becomes the default for use with the phone.
- Once a Bluetooth headset is connected, turning it off/on will reconnect it to the phone.
- It is recommended that you use your Bluetooth headset within 10 ft. of the phone, although Bluetooth coverage extends to about 30 ft. from the phone.
- Your phone supports the Bluetooth Headset Profile. From your Bluetooth headset, you can perform these functions:
    - Answer a call
    - End a call
    - Change the headset volume for a call

    For more information, see the documentation from your Bluetooth headset manufacturer.

FAQs and Troubleshooting

Frequently Asked Questions

Q. Why can't I see all the active calls on my phone?

A. When there are more calls than available session buttons on the phone, you can scroll using the Navigation Pad to see them. They are sorted from oldest to newest, with the oldest call at the top of the list.

Q. How do I redirect an incoming call when I am on a call?

A. To redirect an incoming (ringing) call while on another call, use the Navigation pad to highlight the incoming call, and then press the **Divert** softkey. (Otherwise pressing the **Divert** softkey will redirect the current, active call.)

Q. If I'm on a call, how can I silence the ringing of an incoming call?

A. 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 (voicemail or predetermined number set up the system administrator).

Q. How can I resume a call that is on hold?

A. To resume a call on hold, you can use any of the following methods:

- Press the pulsing green session button.
- Press the call session on the phone display.
- Press the **Resume** softkey.
- Highlight the call by using the Navigation pad and press the **Select** softkey.

Q. What is the difference between the buttons on the left and those on the right of the screen?

A. Your phone has feature buttons on the left and call session buttons on the right. Use the feature buttons to access features (such as speed dial), or select a phone line. Use call session buttons to perform call-related tasks, such as making a new call, resuming a held call, or checking your voicemail.

Q. Why do the softkeys keep changing?

A. Softkeys act on the selected (highlighted) call or menu item only. Which softkeys are displayed depends on the call or item you have selected.

Q. What is the best way to look at calls when I have several shared lines?

A. If you have shared lines or more than one line, it is recommended that you use the All Calls feature to view calls. When you press the All Calls button (on the left), all calls for all your lines are listed on the right. (If you do not have an All Calls button, ask your system administrator to set up this feature.)

Q. Why does my call disappear after I accidently press a button?

A. If you are on a call and press a button for another line, your line view will change. Your current call disappears from view, and calls for the newly selected line are displayed on the right. To redisplay the call you are on, select the line it is on.

Q. How do I check missed calls on my phone?

A. To check missed calls on your phone you must:

- – Press the **Applications** button ⚙ .
- – Select **Call History**. (Use the Navigation pad and Select button to scroll and select.)
- – Press on the **Missed** softkey.

Q. How do I exit from a running application?

A. To exit from a running applications you must:

- – Press the **Applications** button ⚙ .
- – Select **Running Applications**. (Use the Navigation pad and Select button to scroll and select.)
- – Select a running application and press the **Close App** softkey to close the application.

    When prompted, save your changes.
- – Press the **Exit** softkey end the running application.

    If you do not exit a running application, it will persist in the background.

Q. How do I connect two calls and then drop from the line myself?

A. When you are on an active call (not on hold), do the following:

1. Press the **Transfer** button 🔄 and enter the transfer recipient's phone number in one of these ways:

- – Press the session button of a held call.
- – 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.)

2. Press the **Transfer** button again. (You do not have to wait for the recipient to answer to complete the transfer.)

Q. What does the **Swap** softkey do?

A. The **Swap** softkey allows you to toggle between two calls before completing the transfer or creating a conference. This allows you to consult privately with the party or parties on each call before combining the calls into a conference.

Q. Can I cancel a conference or transfer procedure after I have started it?

A. Yes, before completing a conference or transfer, you can press the **Release** button ⬤ or **Cancel** softkey to cancel it.

Q. How can I combine two calls on hold into a single conference call?

A. Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call, then:

1. Press the **Conference** button ⬤.

2. Press the line button for the other (held) call.

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

Troubleshooting Tips

Problem: Hold button does not resume a held call.

When I press the Hold button ⬤ to resume a call, nothing happens

Possible Cause

This is as designed. The Hold button is not a toggle.

Solution

Use any of the following methods:

   – Press the pulsing green session button.

   – Press the call session on the phone display.

   – Press the **Resume** softkey.

Highlight the call by using the Navigation pad and press the **Select** softkey.

Problem: Missing the All Calls button.

I would like to use the All Calls button but it is not on my phone.

Possible Cause

It has not been set up by your system administrator.

Solution

Ask your system administrator to enable the All Calls feature for you.

Personal Directory

Problem: Cannot sign in to Personal Directory

You are unable to sign in to your personal directory.

Possible Cause

Your PIN needs to be reset.

You are using your password to sign in, not your personal identification number (PIN).

Solution

See your system administrator.

Use your PIN, not your password.

User Options

Problem: Cannot Access User Options Web Pages

You are unable to access your user options web pages.

Possible Cause

Your password needs to be reset.

Solution

See your system administrator.

Product Safety, Security, Accessibility, and Related Information

Revised: August 21, 2009

Safety and Performance Information

Power outages and other devices can affect your Cisco Unified IP Phone.

Power Outage

Your accessibility to emergency service through the phone is dependent on the phone being powered. If there is an interruption in the power supply, Service and Emergency Calling Service dialing will not function until power is restored. In the case of a power failure or disruption, you may need to reset or reconfigure equipment before using the Service or Emergency Calling Service dialing.

External Devices

Cisco recommends using good quality external devices (such as headsets) that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

Depending on the quality of these devices and their proximity to other devices such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of these actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of the system because Cisco has no control over the quality of external devices, cables, and connectors. The system will perform adequately when suitable devices are attached using good quality cables and connectors.

⚠
Caution   In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

Cisco Product Security

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at:

http://www.access.gpo.gov/bis/ear/ear_data.html.

Accessibility Features

The Cisco Unified IP Phone 8961, 9951, and 9971 provides accessibility features for the blind, and the visually, hearing and mobility impaired.

Vision Impaired and Blind Accessibility Features

Accessibility features for the vision impaired and blind are supported on the Cisco Unified IP Phone 8961, 9951, and 9971.

Accessibility Feature	Description	Set Up Requirements
1. High-Contrast Visual and Audible Alert of Incoming Call	Cisco Unified IP Phones provide an audible alert, and the handset provides a visual alert when the phone receives an incoming call. The handset light strip flashes during incoming calls and stays lit when a voice-mail message is received.	Standard on all phones. Set up is required.
2. Back-Lit LCD Screen and Programmable Contrast	Users with low vision can adjust the contrast.	Standard on all phones; no set up is required.

Accessibility Feature	Description	Set Up Requirements
3. Programmable Feature Buttons	Users can use the line buttons to initiate, answer, or switch to a call on a particular line. Features, such as speed dial, Privacy, BLF speed dial, and Service URLs, can be assigned to these buttons.	Set up is required. Your system administrator sets up programmable line buttons to your phone.
4. Large Buttons to Access Applications, Voice Messages, Contacts, Hold, Transfer, and Conference	Large buttons provide to easy access to phone applications, voice messages, corporate and personal directories, and calling features.	Standard on all phones; no set up is required.
5. Audible Notification of Phone State	For audible notification of the phone state, users can: Toggle the Mute and Speaker buttons on and off to indicate the state of the phone. Use the Mute button to toggle the microphone on or off. When the microphone is muted, the button is lit. Use the Speaker button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.	Standard on all phones; no set up is required.

Accessibility Feature		Description	Set Up Requirements
6.	Standard 12-Key Layout and Grouping of Functions	Cisco Unified IP Phone keypads provide standard key layout, which enables users to use existing or familiar key positions (including a nib on Key 5).	Standard on all phones; no set up is required.
	Third-Party Accessibility Applications for the Vision Impaired	Cisco Unified IP Phone 9971 provides an interface for third-party accessibility applications such as Tenacity accessaphone and the Ipblue VTGO 508-Compliant softphone. • IP blue Virtual Telephone/Global Office (VTGO) 508-compliant softphone is a standalone software endpoint that integrates speech application programming interface (SAPI) and which provides audible notification (text-to-speech) of the core functions and features of the Cisco Unified IP Phones. VTGO is also compatible with assistive technology. Information is available at the following URL: http://www.ipblue.com/ • Tenacity accessaphone (AAP) is an assistive technology to the Cisco Unified IP Phones. Through the telephony application programming interface (TAPI) and the computer technology integration (CTI) plug-in, AAP enhances the ability to monitor and control the functions of the Cisco endpoint. Core enhancements are full access through the keyboard and text-to-speech. AAP provides audible notification of the incoming caller ID, full access of call history information, status of the phone and more. Information about Tenacity is available at the following URL: http://www.accessaphone.com	For more information about third-party application, see your system administrator.

Hearing Impaired Accessibility Features

Accessibility features for the hearing impaired are supported on the Cisco Unified IP Phone 8961, 9951, and 9971.

Accessibility Feature	Description	Set Up Requirement
1. Visual Message Waiting Indicator (Handset)	Viewable from 360 degrees, this visual indicator also provides an audible message waiting indicator. Users change the voice message light on their handset and the audible voice message indicator on their phone by logging in to their User Options web pages and accessing the message indicator settings. Users change the setting to on or off.	Standard on all phones; users and system administrators can make changes.
2. Visual Notification of Phone State	For visual notification of the phone state: • Toggle the Mute and Speaker buttons on and off to indicate the state of the phone. • Use the Mute button to toggle the microphone on or off. When the microphone is muted, the button is lit. • Use the Speaker button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.	Standard on all phones; no set up is required.
3. Inline Amplifier Support (Handset)	Cisco Unified IP Phone handsets support third-party inline amplifiers, which users attach to the handset and cord and sit between the handset and the IP phone. Cisco Unified IP Phones support the following third-party inline amplifiers: • Clarity HA-40 Inline Amplifier for Corded Phone • Plantronics EHA40 Inline Amplifier	Standard on all phones; no set up is required.
4. Adjustable Ringtone, Pitch, and Volume	Users can adjust the ringtone, pitch, and volume by: • Using the **Applications > Preferences** menu on their phone. • Adjusting the volume level for the phone ringer: while the handset is in the cradle, and the headset and speakerphone buttons are off, press the volume button to increase the volume.	Standard on all phones; users and system administrators can make changes.

Accessibility Feature	Description	Set Up Requirement
5. Hearing Aid Compatible (HAC) Handset	Cisco Unified IP Phone handsets support the following accessibility features: • Hearing-aid compatible • Magnetic coupling of the hearing aid • Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA) • Section 508 loudness requirements, which are achieved by using industry-standard inline handset amplifiers	Standard on all phones; no set up is required.
6. Acoustic Coupled TTY Support (Handset)	Cisco Unified IP Phones support the following TTY and TDD features: • Acoustic or direct connect TTYs from industry-leading manufacturers • Real-time text transmission over phone lines • Hearing and voice carry over phones (HCO/VCO) • VoIP network operating at G.711	Standard on all Cisco Unified IP Phones. For information about setting up TTY, see your system administrator .
Third-Party Accessibility Applications for the Hearing Impaired	Cisco Unified IP Phones provide an interface for third-party accessibility applications from companies such as NexTalk that support the following features: • Paging • Visual notification • Ability to provide single number services to support Video Relay, Text Relay, TTY Traffic or even voice services Information about NexTalk is available at: http://www.nextalk.com	For more information about third-party applications, see your system administrator.

Mobility Impaired Accessibility Features

Accessibility features for the mobility impaired are supported on the Cisco Unified IP Phone 8961, 9951, and 9971.

Accessibility Feature	Description	Set Up Requirements
1. Well-Spaced, Illuminated Buttons Enable Easy Operation	Depending on set up, programmable buttons allow users to access: • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the BLF speed-dial feature) • Web-based services (for example, a Personal Address Book button) • Phone features (for example, Privacy) Buttons illuminate to indicate status: • Green, steady—Active call or two-way intercom call • Green, flashing—Held call • Amber, steady—Privacy in use, one-way intercom call, Do Not Disturb (DND) active, or signed in to Hunt Group • Amber, flashing—Incoming call or reverting call • Red, steady—Remote line in use (shared line or BLF status)	Standard on all phones; no set up is required.
2. Large Buttons to Access Applications, Voice Messages, Contacts, Hold, Transfer, and Conference	Large buttons provide to easy access to phone applications, voice messages, corporate and personal directories, and calling features.	Standard on all phones; no set up is required.
3. Built-In Speakerphone	Users can toggle the speakerphone button on and off to indicate the state of the phone. When the speakerphone is on, the button is lit.	Standard on all phones; no set up is required.

Accessibility Feature	Description	Set Up Requirements
4. Tactile Discernible Buttons and Functions (including a nib on Key 5)	Cisco Unified IP Phone keypads provide the tactile discernible locator, which enables users to use existing or familiar key positions that can be easily located from the "bump" on Key 5. Users do not have to learn new key positions.	Standard on all phones; no set up is required.
Dedicated Headset Jack that Enables Auto-Answer Function	Users can use a dedicated headset jack that enables auto-answer feature support on either the speakerphone or headset. Incoming calls are then automatically connected after a ring or two.	Standard on all phones; set up is required.

Additional Information

Access the most current Cisco Unified IP Phone documentation using these URLs:

- Cisco website:

  http://www.cisco.com/

- International Cisco websites:

  http://www.cisco.com/public/countries_languages.shtml

- Quick start guides and a quick reference card for the Cisco Unified IP Phones:

  tbd

- Licensing Information:

  tbd

Warranty

Revised: August 21, 2009

Cisco One-Year Limited Hardware Warranty Terms

There are special terms applicable to your hardware warranty and various services that you can use during the warranty period.

Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com at the following URL:

http://www.cisco.com/en/US/docs/general/warranty/English/1Y1DEN__.html

Index