

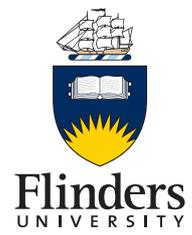
# CISCO 9971 Video Phone



## User Manual

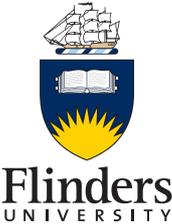
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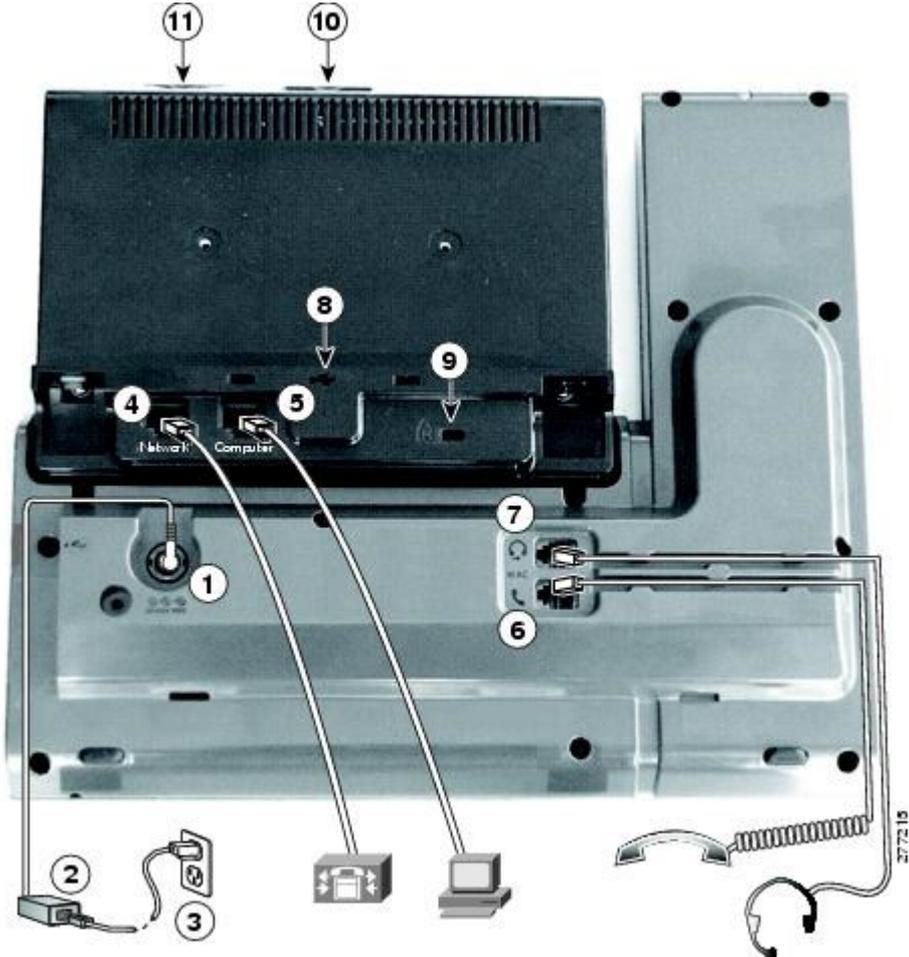
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## Phone Connections for Cisco Unified IP Phone 9971

Connect your phone to the Flinders IP telephony network, using the following diagram.



1	DC adapter port (DC48V)	7	Analog headset connection (optional)
2	AC-to-DC power supply (optional for the network port connection but required for a Wi-Fi connection)	8	USB port
3	AC power wall plug (optional)	9	Anti-theft security lock connector (lock optional)
4	Network port (10/100/1000 SW) with IEEE 802.3af and 802.3at power enabled	10	Camera pin holes (for Cisco Unified Video Camera)

5	Computer port (10/100/1000 PC) connection	11	Secure Digital I/O (SDIO) slot (not used for this release)
6	Handset connection		

The following picture shows the side of the phone.



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

Each USB port supports the connection of up to five supported and non-supported devices. Each device connected to the phone is included in the maximum device count.

### Wireless Connection and Bluetooth

Your phone supports Bluetooth Class 2 technology when the headsets support Bluetooth. You can pair and connect up to five Bluetooth headsets to your phone, but the last Bluetooth headset connected becomes the default for use with the phone.

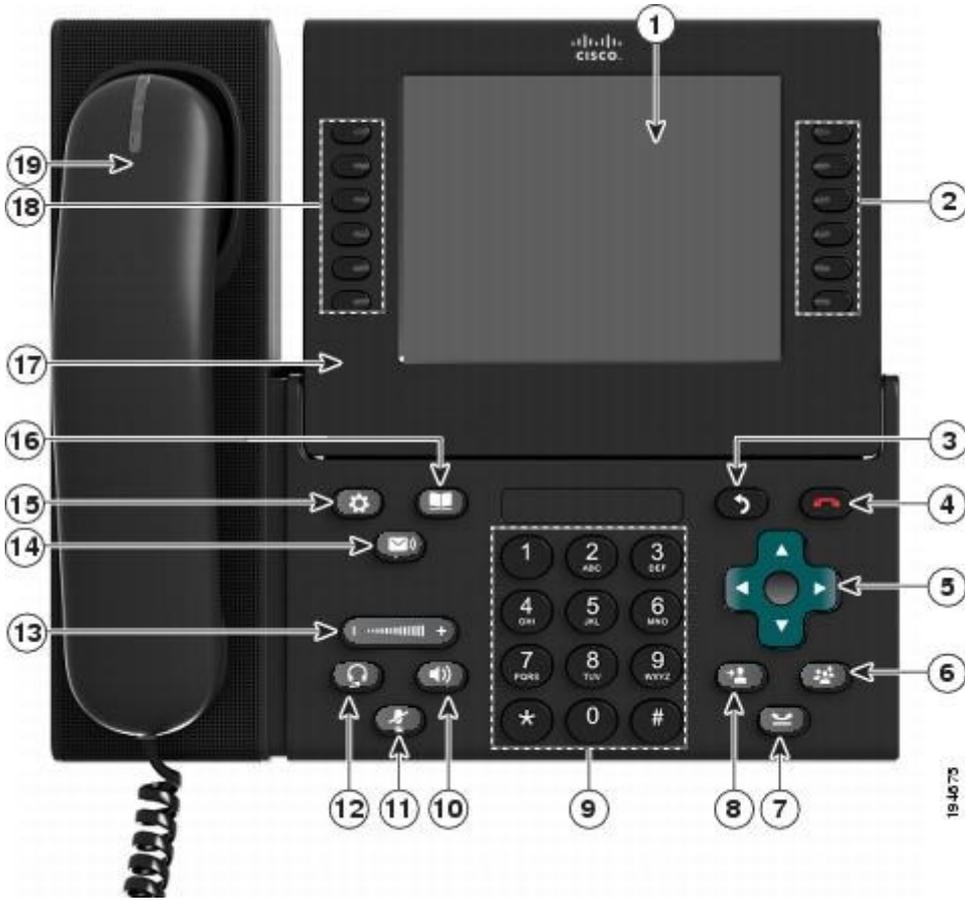
### Buttons and Hardware

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

- Use the feature buttons (on the left) to view calls on a line or access features such as Speed Dial or All Calls.

# Connecting

# Flinders



1	<p>Phone screen</p>	<p>Shows information about your phone, including directory number, call information (for example, caller ID, icons for an active call or call on hold) and available softkeys.</p> <p>Phone screen items, such as menu options and softkeys, are touch-sensitive.</p>
2	<p>Session buttons</p> 	<p>Each button corresponds with an active call or a call function. When you press the button, the action depends on the state of the phone:</p> <ul style="list-style-type: none"> <li>Active calls: Press the button to take the default action for an active call. For example, press the session button for a ringing call to answer the call and press the button on a held call to resume the call. Session information, such as caller ID and call duration, appears on the phone screen next to the session button.</li> <li>Call functions: When a session button is not being used for an active call, it can be used to initiate functions on the phone, as indicated by the adjacent phone screen icons. For example, press the session button to display missed calls, take the phone off hook, or dial your voicemail system (with a Voicemail icon).</li> </ul>

		<p>Colour LEDs reflect the call state. LEDs can <i>flash</i> (blink on and off rapidly), <i>pulse</i> (alternately dim and brighten), or appear solid (glow without interruption).</p> <ul style="list-style-type: none"> <li>• Flashing  amber: Ringing call. Press this button to answer the call.</li> <li>• Solid  green: May be a connected call or an outgoing call that is not yet connected. If the call is connected, press this button to display the call details or the participants of a conference call. If the call is not yet connected, press this button to end the call.</li> <li>• Pulsing  green: Held call. Press this button to resume the held call.</li> <li>• Solid  red: Shared line in use remotely. Press this button to barge into the call (if Barge is enabled).</li> <li>• Pulsing  red: Shared line call put on hold remotely. Press this button to resume the held call.</li> </ul> <p>The positions of the session buttons and feature buttons can be reversed on phones that use a locale with a right-to-left reading orientation, such as Hebrew and Arabic.</p>
3	<p>Back button</p> 	Returns to the previous screen or menu.
4	<p>Release button</p> 	Ends a connected call or session.
5	<p>Navigation pad and Select button</p> 	<p>The four-way Navigation pad allows you to scroll through menus, highlight items, and move within a text input field.</p> <p>The Select button (centre of the Navigation pad) allows you to select a highlighted item, disable the phone screen for cleaning, or enable the phone screen if it is in power-save mode.</p> <p>The Select button is lit (white) when the phone is in Power Save or Power Save Plus mode.</p> <p>Press the Select button to override Power Save and Power Save Plus mode.</p>
6	<p>Conference button</p> 	Creates a conference call.

7	Hold button 	Places a connected call on hold and toggles between an active and held call.
8	Transfer button 	Transfers a call.
9	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items by entering the item number.
10	Speakerphone button 	<p>Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green.</p> <p>The speakerphone audio path does not change until you select a new default audio path (for example, by picking up the handset).</p> <p>If external speakers are connected, the Speakerphone button selects them as the default audio path.</p>
11	Mute button 	<p>Toggles the microphone on or off during a call. When the microphone is muted, the button is lit red.</p> <p>When muted, you can hear the other parties on the call, but they cannot hear you.</p>
12	Headset button 	<p>Selects the wired or wireless headset as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green.</p> <p>A headset icon  in the phone screen header line indicates the headset is the default audio path. This audio path does not change until a new default audio path is selected (for example, by picking up the handset).</p>
13	Volume button 	<p>Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).</p> <p>Silences the ringer on the phone if an incoming call is ringing.</p>
14	Messages button 	Autodials your voicemail system (varies by system).
15	Applications button 	Opens/closes the Applications menu. Depending on how your system administrator sets up the phone, use it to access applications such as call history, preferences, and phone information.
16	Contacts button 	Opens/closes the Contacts menu. Depending on how your system administrator sets up the phone, use it to access personal directory, corporate directory, or call history.

17	Phone display	Can be positioned to your preferred viewing angle.
18	Programmable feature buttons (also called feature buttons) 	Correspond to phone lines, speed dials, and calling features. Press a button for a phone line to display the active calls for that line. If you have multiple lines, you may have an All Calls button that displays a consolidated list of all calls from all lines (oldest at the top). If you do not see the All Calls button, your system administrator may have set up the primary line to automatically display all calls. For information on your set up, contact your system administrator. Colour LEDs indicate the line state: <ul style="list-style-type: none"> <li>•  Amber : Ringing call on this line</li> <li>•  Green : Active or held call on this line</li> <li>•  Red : Shared line in-use remotely</li> </ul> The positions of the session buttons and feature buttons can be reversed on phones that use a locale with a right-to-left reading orientation, such as Hebrew and Arabic.
19	Handset with light strip	The handset light strip lights up to indicate a ringing call (flashing red) or a new voice message (steady red).

### Phone Screen

The way that your system administrator set up your phone determines what is displayed on your phone screen.

### Phone with Single Line



1	Header	Displays the date, time, and information (such as phone number) about the selected line.
2	Primary line label	Displays the primary line phone information.
3	Session label	Displays information (such as call status and duration) about active calls associated with the selected line. Calls are displayed in order of the oldest (at the top) to the newest.  The timer counts the call duration in minutes and seconds (MM:SS) until the call exceeds 60 minutes. Then the timer counts hours and minutes (HH:MM).
4	New Call icon	A touch-sensitive icon you can press to make a new call.
5	Softkeys	Touch-sensitive softkey options for the selected (highlighted) call only.  If you select a different call (for example, you press a feature button, press the Navigation pad, or answer a ringing call), the softkey options may change.

### Phone with Multiple Lines

If you have multiple lines, you can use **All Calls** to view all calls on all lines. Your system administrator can also set up your primary line key to automatically display all calls on all lines.

If you handle many calls at one time, use **Answer** to answer the oldest incoming call without having to scroll down the call list and select the call.

For more information, contact your system administrator.



1	Header	<p>Displays the date and time, and information (such as phone number) about the selected line.</p> <p>(If you are on a call and highlight the header instead of a call, the softkeys that display are the same as those that display when the phone is idle. This is useful, for example, if you want to access the Forward All or New Call softkeys while you are on a call.)</p>
2	Session label (for connected call)	<p>Displays information (such as call status and duration) about a connected call on the selected line.</p> <p>The timer counts the call duration in minutes and seconds (MM:SS) until the call exceeds 60 minutes. Then the timer counts hours and minutes (HH:MM).</p>
3	Session label (for held call)	<p>Display information (such as call status and duration) about held calls associated with the selected line.</p> <p>Calls are displayed on the right side of the phone screen from the oldest (at the top) to the newest.</p> <p>Press the session button next to a Held Call icon to resume the held call for that session.</p> <p>The timer counts the call duration in minutes and seconds (MM:SS) until the call exceeds 60 minutes. Then the timer counts hours and minutes (HH:MM).</p>
4	Softkeys	Touch-sensitive softkey options.
5	Answer label	<p>Displays if your system administrator has assigned the Answer feature to the programmable feature button.</p> <p>Press this label or the corresponding button to answer the oldest incoming call without having to scroll down the call list and select the call.</p>
6	Speed-dial label	Displays if you or your system administrator assigned a speed dial to the programmable feature button.
7	Non-primary line labels	Display information about non-primary phone lines.

### General Phone Information

8	All Calls label	<p>Displays if the All Calls feature is enabled. Press the corresponding button to display all calls on all lines.</p> <p>Calls are displayed on the right side of the phone screen from the oldest (at the top) to the newest.</p> <p>When you are on a call, press All Calls once to select the current call or the first call on the list; press All Calls twice to select the header. With the header selected, the softkeys that display are the same as those that display when the phone is idle. This is useful, for example, if you have multiple calls on your phone and want to access the New Call softkey.</p> <p>Using the All Calls feature is recommended highly if you have multiple lines on your phone.</p>
9	Primary line label	<p>Displays information about the primary phone line.</p> <p>Look for the blue icon on the line label to see which line is selected. In this case, the primary line is selected, and the information displayed is for the primary line only.</p> <p>Your system administrator can also set up your phone so that the primary line key displays the same list as the All Calls button. For more information, contact your system administrator.</p>

### General Phone Information

This section contains information which is common to all the IP Phone models in this guide.

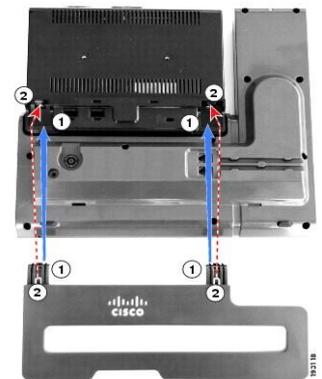
#### Connect Foot Stand

If your phone is placed on a table or desk, connect the foot stand to the back of the phone.

**Step 1** Insert the curved connectors into the lower slots.

**Step 2** Lift the foot stand until the connectors snap into the upper slots.

**Note:** Connecting and disconnecting the foot stand may require a little more force than you expect.



#### Adjust Phone Display Viewing Angle

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

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

adjust the angle.

## Navigate and Select Items

Task	Action	Example
Scroll to highlight an item.	Press the Navigation pad.	Highlight a call from the missed call list.
Select an item by number.	Press the corresponding number on the keypad.	Press 2 to select the second item in the Applications menu.
Select an item using the Select button.	Press <b>Select</b> at the centre of the Navigation pad.	Highlight the Preferences application and press <b>Select</b> .
Navigate to a submenu. (A right arrow (>)) next to the menu item indicates that a submenu exists.)	Highlight the menu item and press the item number on the keypad.  Or press the down arrow on the <b>Navigation</b> pad and then press the <b>Select</b> button.	Highlight the Network Setup menu, then press 1 to open the submenu.
Select a line to use a calling feature (when the line is idle).	Press the line button.  Indicators of your line selection include: <ul style="list-style-type: none"> <li>The selected line is displayed on the phone screen header.</li> <li>Colour of the icon (on the line label) changes to blue.</li> </ul>	Press the line button and then press <b>Forward All</b> to forward calls on that line.
Select a line to use a calling feature (when the line has one or more active calls).	Press the line button.  Indicators of your line selection include: <ul style="list-style-type: none"> <li>The selected line is displayed on the phone screen header.</li> <li>Colour of the icon (on the line label) changes to blue.</li> </ul>	Press the line button twice and then press <b>Forward All</b> to forward calls on that line.

## Clean Phone Display

When the phone is in sleep mode, the touchscreen is blank and the **Select** button is not lit. When the phone is in this condition, you can clean the screen, as long as you know that the phone will remain asleep until after you finish cleaning. If the phone is likely to wake up during cleaning, wake it up or wait until it is awake before following the preceding cleaning instructions.

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

**Step 1:** Before cleaning the phone display, press **Select** until you see the message Touchscreen Disabled to disable the phone screen.

The phone screen re-enables automatically after 60 seconds.

**Step 2:** To re-enable the phone screen manually after cleaning, press **Select** until you see the message Touchscreen Enabled.

## Call History

Call History allows you to view information about the last 150 calls on your phone. The Call History lists individual calls. If your phone has multiple lines, calls on all lines are added together. The oldest calls over the 150-call limit are dropped from the history.

If the caller ID is unavailable, “Unknown” is displayed, and the phone number is listed.

### Line Status in Call History

Calls for the same caller ID and phone number are grouped together only when they occur in chronological order and do not have calls associated. For each group, the time of the latest call and the number of calls (such as “(3)”) are displayed:

- Incoming (Received) and outgoing (Placed) calls are grouped together.
- Missed calls are grouped together in a separate group.

For each individual call record or call group, the phone number is listed in blue and is contact sensitive for touch dialing.

Hunt group and multiparty calls show an icon to the right of the caller ID that differentiates the call from a normal call, and these calls are not grouped even when they are next to each other in the list.

The received and placed calls from shared lines are logged in the Call History. To view all the call history logs, open the Call History screen. The following table describes the call state, icon, and tag for shared lines.

Call state	Call icon	Tag
Locally placed calls		Placed
Locally received calls		Received
Missed calls		Missed

## Line Status in Call History

Your Call History list can display the status of monitored lines, if the feature is enabled by your system administrator. Each call history item in the Call History lists displays an icon to identify the state of the line. The following states are available:

- Unknown
- Idle
- Busy
- DND
- View Call History

## View Call History

**Step 1** Perform one of the following actions:

- Press **All Calls**
- Press **Applications**  and select **Call History**

**Step 2** Use the **Navigation Pad** and Select button to scroll and select a call record or call group.

**Step 3** Press **Exit** to return to the Applications screen.

## View Call Record Details

**Step 1** Press **Applications** 

**Step 2** Use the **Navigation Pad** and Select button to scroll and select **Call History**.

**Step 3** Select a call record or group and press **Details**. You may need to press the **More** softkey first.

When you are on a call record, you can also press the right arrow on the Navigation pad to display the call details (may be reversed on phones that use a right-to-left mode, such as for Arabic).

- For each individual call, the Details screen displays the line information in the upper right corner, such as “Line: 5782,” and the call name, call number, alternate number (if available), call disposition (call type), call duration, and time of the call.
- For each call group, the details shown are the same as for an individual call. The only difference is that the multiple call-related information is shown, such as call disposition (call type), call duration, and time of call, because this is a group of calls (Placed/Received or Missed). In a group of Missed calls, individual records show no call duration.
- For each multiparty or hunt group call, the Details screen displays the line information in the upper right corner. For the caller ID and number listed at the top of the screen, displays the call name, call number, alternate number, and the hunt group information, if available.

**Step 4** Press **Back**  to return to the Call History screen.

**Step 5** Press **Exit** to return to the Applications screen.

**Step 6** While on a connected call, press **Show Details** to show the Call Details screen.

This screen displays single call information and call duration and updates each second.

## Filter Call History

**Step 1** Press **Applications** 

**Step 2** Use the **Navigation Pad** and **Select** button to scroll and select **Call History**.

The default view in Call History is for “All Calls,” which is shown at the top of the screen. The line information, such as “Line: 5623,” is shown in the upper right corner.

**Step 3** To sort calls for a specific phone line, select that phone line and view the individual calls or call groups for that line.

**Step 4** To sort by missed calls for the selected line, press **Missed Calls** softkey.

**Step 5** Press **Exit** to return to the Applications screen.

## Dial from Call History

**Step 1** Press **Applications** 

**Step 2** Use the **Navigation Pad** and **Select** button to scroll and select **Call History**.

**Step 3** From the Call History screen, select the call record that you want to dial and perform one of the following actions:

- Press **Call**.
- Pick up the **handset**.
- Press **Select**.
- Press **Speakerphone**  or **Headset** .

**Step 4** When the phone is in idle, you can press the down arrow on the Navigation pad to display the On-Hook Dialing screen.

## Edit Number from Call History

**Step 1** Press **Applications** 

**Step 2** Use the Navigation pad and **Select** button to scroll and select **Call History**.

**Step 3** Highlight the call record that you want to edit.

**Step 4** Press **More** then select the **EditDial** key.

**Step 5** Press the right or left arrow on the **Navigation Pad** to move the cursor to the desired location.

**Step 6** Press **Delete**  to delete numbers on the left of the cursor.

**Step 7** Enter numbers using the phone keypad.

**Step 8** Press **Call** to dial the new edited number.

**Step 9** Press **Back**  to return to the Call History screen.

## Clear Call History

**Step 1** Press **Applications** 

**Step 2** Use the Navigation pad and **Select** button to scroll and select **Call History**.

**Step 3** If not already visible, press **More** until you see the **Clear List** option. Press **ClearList** to clear the entire call history on the phone.

**Step 4** Confirm the list clearing by pressing **Delete** or press **Cancel** to make no changes.

**Step 5** Press **Exit** to return to the Applications screen.

### Delete Call Record from Call History

**Step 1** Press Applications 

**Step 2** Use the Navigation pad and Select button to scroll and select **Call History**.

**Step 3** Highlight the individual call record or call group that you want to delete.

**Step 4** To delete an individual call record, press **Delete**. You may need to press **More** first.

**Step 5** To delete a call group, press **Delete** to delete all calls in the group.

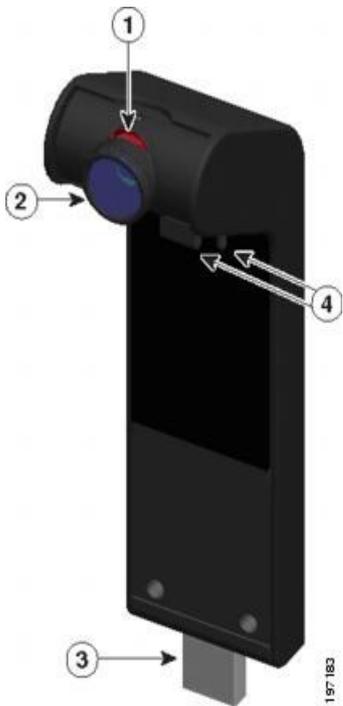
A Delete Record alert message appears to verify that you want to delete the entire group of calls.

**Step 6** Press **Delete** to delete the record, or press **Cancel** if desired.

**Step 7** Press **Exit** to return to the Applications screen.

### Video Camera Features

The Cisco Unified Video Camera includes the following features.

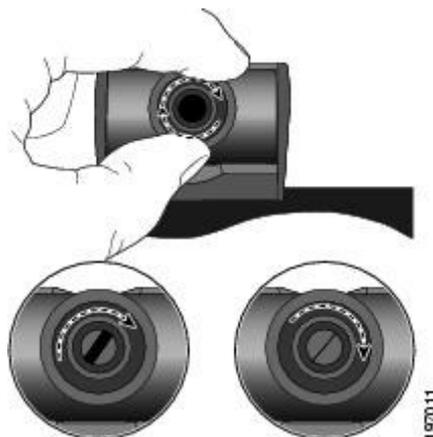
<p><b>1 LED:</b> Indicates the state of the camera as follows:</p> <ul style="list-style-type: none"> <li>• Video transmitting—Green</li> <li>• Video muted—Red</li> </ul>	<p><b>2 Camera lens:</b> Swivels up and down to adjust the camera angle. The lens shutter can close to block video transmission.</p>	
<p><b>3 USB connector</b></p>	<p><b>4 Mounting pins:</b> Secures the camera to your Cisco Unified IP Phone. The pins fit into the designated slots on top of the phone.</p>	

## Camera Lens Shutter

The camera lens shutter allows you to physically block video transmission from your camera.

### Close Camera Lens Shutter

The following figure shows the location of the camera lens shutter.



### Procedure

**Step 1** To close the shutter, rotate the lens clockwise.

**Step 2** To open the shutter, rotate the lens counterclockwise.

## Video Camera Installation

The Video Camera can be mounted on your IP Phone or it can be mounted on your computer monitor. To obtain the best user experience for video calls, we recommend leaving the camera mounted on your phone.

If you need help installing or positioning your camera, contact the ITS Service Desk on 12345.

### Mount Camera on Phone

**Step 1** Remove the protective plastic from the camera lens and body.

**Step 2** On the phone, remove the small plastic cover located on the top side of the phone display.

**Step 3** With your phone idle (no calls), slide the camera USB connector (on the bottom of the camera) into the Phone USB port (on the back of the phone display).

As you do this, pins on the underside of the camera fit into pinholes on the top of the phone display to further stabilize the camera.



**Step 4** Look for the installation confirmation message on the phone screen.

**Step 5** After installation is complete, adjust the View Area and Brightness settings as needed.

### Mount Camera on Monitor

**Note:** *The video phone camera can not be used as a substitute for a standard webcam.*

**Step 1** A mounting clip and USB extension cable will have been left with your phone. If you did not receive this, please obtain one from the ITS Service Desk on 12345.

**Step 2** Unplug the camera from the handset.

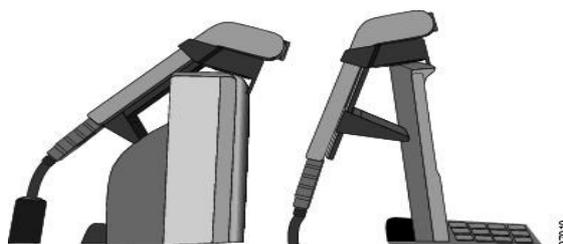
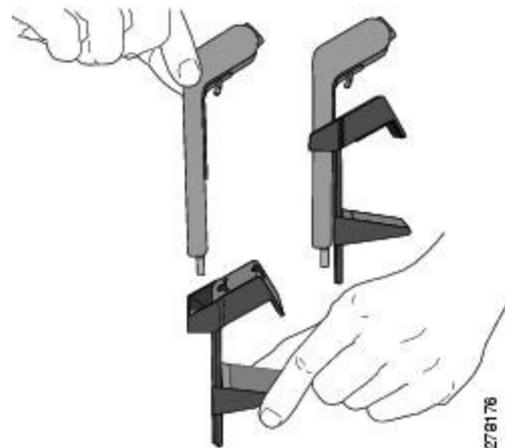
**Step 3** Plug the USB extension cable into the USB port on the back of the phone display.

**Step 4** Place the camera in the mounting clip, as shown in the following figure.

**Step 5** With your phone idle (no calls), attach the USB cable to the USB connector on the bottom of the camera.

**Step 6** Adjust the mounting clip as needed to rest securely on your computer monitor.

As shown in the following figure, the mounting clip has two removable sliding supports (small and large). Choose the support that best fits your computer monitor; you can remove the remaining support.



**Step 7** Look for the installation confirmation message on the phone screen.

**Step 8** After installation is complete, adjust the View Area and Brightness settings as needed.

## Video Preferences

The Preferences menu allows you to set your preferences for phone options.

### Preview Video

Preview Video allows you to see the view from your camera when you are not in a video call. Use Preview Video before making video calls to help set up and position your camera effectively.

#### Access Preview Video

**Step 1** When the phone is in idle, press the **More** button on the screen.

**Step 2** Press **Self View**.

**Step 3** Press **Exit** when complete.

### Enable Video

The Enable Video On/Off settings in the phone menu controls the ability to control the video capability of the phone. If you enable video, you identify the phone as being capable of sending and receiving video. If you disable video, your calls use only audio. The ITS Service Desk controls the ability to use video for calls.

Follow these steps to turn this feature on or off:

**Step 1** Press **Applications**.

**Step 2** Use the **Navigation Pad** and **Select** button to select **Preferences**.

**Step 3** Select **Video**.

**Step 4** Press **On/Off** softkey or **Select** button to toggle video on or off.

**Step 5** Press **Exit** when complete.

### Auto Transmit

When Auto Transmit Video is on, the camera streams video automatically during calls. When Auto Transmit is off, video for each call is automatically muted (however, your phone still receives video).

#### Disable Auto Transmit

**Step 1** Press **Applications**

**Step 2** Use the **Navigation pad** and **Select** button to scroll and select **Accessories**.

**Step 3** Highlight Cisco Unified Video Camera.

**Step 4** Press **Setup**.

**Step 5** Press **Turn Off** to disable the Auto Transmit feature, or press **Back**  to return to the Setup screen.

## Camera Brightness

The brightness setting affects the video that you transmit to others; it does not affect video that you receive from other parties.

Because the field of view can affect brightness, adjust the View Area before adjusting the brightness.

## Adjust Brightness

**Step 1** Press **Applications**

**Step 2** Use the **Navigation pad** and **Select** button to scroll and select **Accessories**.

**Step 3** Highlight Cisco Unified Video Camera.

**Step 4** Select Brightness.

- To increase brightness, press the **right or up arrow** on the **Navigation pad**.
- To decrease brightness, press the **left or down arrow** on the **Navigation pad**.

## View Area

The view area acts as a wide angle and zoom function for your camera:

- Increasing the view area allows the camera to capture a wider image field.
- Decreasing the view area acts as a zoom and narrows the image field.

## Adjust Camera View Area

**Step 1** Press **Applications**

**Step 2** Use the **Navigation Pad** and **Select** button to scroll and select **Accessories**.

**Step 3** Highlight Cisco Unified Video Camera.

**Step 4** Select View Area:

- To increase the camera viewing area, press the right or up arrow on the Navigation pad.
- To decrease the camera viewing area, press the left or down arrow on the Navigation pad.

## Video Screen

The Cisco Unified IP Phones supports phone calls that contain video (if present). With these phones, you do not need to install the Cisco Unified Video camera to receive the video portion of a call.

## Hide or Show Video

The ITS Service Desk sets up the default softkey (either Show Video or Hide Video) and the default view (video hidden or video displayed).

**Step 1** To hide the video, press **Hide Video**.

**Step 2** To show the video, press **Show Video**.

## Full Screen Video

### Hide Softkeys in Full-Screen Video Mode

The softkeys display on the screen when a full-screen video call is enabled. If there is no user activity, the softkeys automatically hide after 10 seconds.

To display the softkeys, do one of the following actions:

- Press Mute.
- Change the state of the video such as by plugging in the camera.
- Touch the phone screen.
- Press any softkey.

## Enable Full Screen Video

**Step 1** Press **Full Screen**.

**Step 2** Press **Minimize** to return to the original view.

## Mute Video

**Step 1** Press **Mute Video**.

**Step 2** Press **Unmute Video** to unmute the video.

## Swap Views

Press **Swap** to toggle between the full-screen view and the picture-in-picture (PIP) view.

The **Swap** is only available if you are in full-screen view.

## Adjust Picture-in-Picture Position

**Step 1** Press **PIP** to move the PIP window to a different quadrant of the screen.

**Step 2** To disable PIP, press **PIP** five times.

## Telephone Preferences

### Ringtone

You can choose a different ringtone for each line that your phone plays to indicate an incoming call. For information about adding custom ringtones to your phone, contact your system administrator.

### Change Ringtone

**Step 1** Press **Applications** 

**Step 2** Use the **Navigation Pad** and **Select** button to scroll and select **Preferences**.

**Step 3** Select **Ringtone**.

**Step 4** If your phone has multiple lines, select a line and press **Edit** or **Select**.

**Step 5** Highlight a ringtone.

**Step 6** Press **Select** or **Edit**.

**Step 7** Press **Play** to play the sample ringtone.

**Step 8** Press **Set** to apply the ringtone.

**Step 9** To apply the ringtone to all lines, press **Apply To All**.

**Step 10** Press **Back**  to return to the Preference screen.

## Wallpaper

You are unable to change the Wallpaper. If your phone is not displaying the standard Flinders University logo on a blue background, please contact the ITS Service Desk on 12345.

## Brightness

You can adjust your phone screen brightness level.

### Adjust Brightness

**Step 1** Press **Applications** 

**Step 2** Use the **Navigation Pad** and Select to scroll and select **Preferences**.

**Step 3** Select **Brightness**.

- To increase brightness, press the **right arrow** on the Navigation pad.
- To decrease brightness, press the **left arrow** on the Navigation pad.

**Step 4** Press **Save** to set the brightness, or press **Cancel** to exit.

## Bluetooth (Headset)

If your system administrator has set up the Bluetooth feature for your phone, you can turn it on and off from your phone.

### Turn On Bluetooth

**Step 1** Press **Applications** 

**Step 2** Use the **Navigation Pad** and Select button to scroll and select **Preferences**.

**Step 3** Select Bluetooth.

**Step 4** Press **On**. The Bluetooth icon  appears on the phone screen header.

**Step 5** Press **Exit** to close.

### Turn Off Bluetooth

**Step 1** Press Applications 

**Step 2** Use the Navigation pad and Select button to scroll and select **Preferences**.

**Step 3** Select **Bluetooth**.

**Step 4** Press **Off**. The Bluetooth icon disappears on the phone screen header.

**Step 5** Press **Exit** to close.

## Font Size

You can increase or decrease the maximum number of characters the IP phone displays for the Call History and Call Session window by changing the font size for the displayed characters. To increase the maximum number of displayed characters, select a smaller font size. To decrease the maximum number of displayed characters, select a larger font size.

The font size affects the labels in the call screen (caller name and feature key label) and the caller name in Call History.

## Change Call Screen Font Size

**Step 1** Press **Applications** 

**Step 2** Use the **Navigation Pad** and Select button to scroll and select **Preferences**.

**Step 3** Select **Font size**.

**Step 4** Select **Call Screen**.

**Step 5** Choose Huge, Large (Default), Medium, or Small.

## Change Call History Font Size

**Step 1** Press **Applications** 

**Step 2** Use the **Navigation Pad** and Select button to scroll and select **Preferences**.

**Step 3** Select **Font size**.

**Step 4** Select **Call History**.

**Step 5** Choose Huge, Large (Default), Medium, or Small.

## Connect Bluetooth Accessory

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

## Address Book Overview

The Cisco Unified IP Phone 9971 provide you with access to Flinders, Corporate and Personal Directories.

You may see other directories listed in Contacts. For more information, contact the ITS Service Desk on 12345.

## Flinders Directory

The Flinders Directory contains corporate contacts that you can access on your phone. The ITS Service Desk sets up and maintains the directory.

### Search and Dial Contact

**Step 1** Press Flinders Directory on the **touch screen**

**Step 2** Enter the search criteria into one or both of the search fields to search for a colleague. If you make a mistake, press **Delete**  to delete the incorrect entry.

**Step 3** Press **Search**, and select a contact using the **Navigation Pad**.

**Step 4** To dial, perform one of these actions:

**Step 5** Press **Dial**.

### Search and Dial Contact While on Call

**Step 1** Press **Flinders Directory** on the touch screen

**Step 2** Enter the search criteria into one or both of the search fields to search for a colleague. If you make a mistake, press **Delete**  to delete the incorrect entry.

**Step 3** Press **Search**, and select a contact using the **Navigation Pad**.

**Step 4** Press **Dial**.

The phone puts the existing call on hold and makes the new call.

## Corporate Directory

The Corporate Directory is accessing the Active Directory contact list. Although this is available and searchable, we recommend you use the Flinders Directory available from the touch screen interface.

## Personal Directory

The personal directory contains a list of your personal contacts. You can assign fast-dial codes to your personal directory entries for fast dialing.

There are two ways you can set up and maintain your personal directory:

- Phone—Using your phone, you can:
  - Set up and use Personal Directory
  - Assign and use fast-dial codes
- User Options Web Pages—Using User Options web pages, you can also set up and use your personal directory.

## Sign In and Out of Personal Directory

The phone automatically logs you out after a certain amount of time. This time limit can vary. For more information, contact the ITS Service Desk on 12345.

**Step 1** Access Applications

**Step 2** Use the navigation pad and **Select** button to scroll and select **Personal Directory**.

**Step 3** Enter the user ID and PIN provided by the ITS Service Desk and press **Submit**.

**Step 4** To logout, select **Log Out**, press **Select**, and then press **OK**.

## Add Personal Directory Entry from Phone

**Step 1** Press Address book

**Step 2** Sign in to Personal Directory.

**Step 3** Select Personal Address Book.

The Search for an entry screen displays.

**Step 4** Press Submit.

**Step 5** Press **New**. You may need to press **More** first.

**Step 6** Enter the nickname information. You can also enter a name.

**Step 7** Press **Phones** and enter the phone numbers.

Make sure you include any required access codes, such as 9 or 1.

**Step 8** Press **Submit** to add the entry to your personal directory.

## Search for Entry in Personal Directory

**Step 1** Press Address book

**Step 2** Sign in to Personal Directory.

**Step 3** Select Personal Address Book.

**Step 4** Select one, all, or none of these criteria to search for an entry:

- Last Name
- First Name
- Nickname

**Step 5** Enter the search criteria information and press **Submit**.

## Dial Number from Personal Directory

**Step 1** Press Address book

**Step 2** Sign in to Personal Directory.

**Step 3** Select **Personal Address Book** and search for an entry.

**Step 4** Select the personal address book entry that you want to dial.

**Step 5** Press Dial.

## Delete Personal Directory Entry

**Step 1** Press Address book

**Step 2** Sign in to Personal Directory.

**Step 3** Select **Personal Address Book** and search for an entry.

**Step 4** Press Select.

**Step 5** Press Edit.

**Step 6** Press Delete.

You may need to press **More** first.

**Step 7** Press **OK** to confirm the deletion.

## Edit Personal Directory Entry

**Step 1** Press Address book

**Step 2** Sign in to Personal Directory.

**Step 3** Select **Personal Address Book** and search for an entry.

**Step 4** Press Select.

**Step 5** Press Edit.

**Step 6** Modify the entry information.

**Step 7** Press **Phones** to modify a phone number.

**Step 8** Press Update.

## Fast-Dial Codes with Personal Directory

The following sections describe using the fast-dial codes with Personal Directory.

### Assign Fast-Dial Code to Personal Directory Entry

**Step 1** Press Address book

**Step 2** Use the Navigation pad and Select button to scroll and select **Personal Directory**.

**Step 3** Select Personal Address Book.

**Step 4** Enter the name information and press **Submit**.

**Step 5** Press **Select** and then press **FastDial**.

**Step 6** Select a number and press **Select**.

**Step 7** Scroll to an unassigned fast-dial index. You may have to press **Next** to get to more fast-dial indexes.

**Step 8** Press Select.

## Place Call Using Fast-Dial Code

**Step 1** Press Address book

**Step 2** Sign in to Personal Directory.

**Step 3** Select **Personal Fast Dials** and scroll to a fast-dial code. You may have to press **Next** to get to more fast-dial codes.

**Step 4** Select the fast-dial code you want to dial and press **Dial**.

## Delete Fast-Dial Code

**Step 1** Press Address book

**Step 2** Sign in to Personal Directory.

**Step 3** Select **Personal Fast Dials** and search for a fast-dial code.

**Step 4** Select the fast-dial code that you want to delete and press **Remove**. You may need to press **More** first.

**Step 5** Select the index to delete.

**Step 6** Press Remove.

## Messages Overview

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

For information about the commands that your voicemail service supports, see the voicemail quick reference guide.

## Call Back

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

Callback may appear on your phone as a feature button or a softkey. For more information, contact your system administrator.

## Forward All Calls

**Step 1** On any idle line from which you want to forward your calls, press **Forward All**.

**Step 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 **Messages** to forward all calls to voicemail.

Visual confirmation displays for a few seconds to confirm the number to which your calls will be forwarded.

**Step 3** To verify that your calls are forwarded, look for:

- A **Forward All** icon. 
- The forwarding information in the header.

**Step 4** To cancel call forwarding, press **Forward Off**.

## Call Park

Call Park allows you to use your phone to park (temporarily store) a call, which you can then retrieve from another phone (such as a phone at a coworker's desk or in a conference room). This is not a standard feature.

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.

### 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 using a feature button, which the ITS Service Desk 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 the ITS Service Desk sets up.

You retrieve the call at another phone by dialing a park retrieval prefix number (provided by the ITS Service Desk) and then dialing the Directed Call number you used to park the call.

The ITS Service Desk sets up either the Directed Call Park or the Park feature on your phone, but not both.

## Park and Retrieve Call Using Park

**Step 1** During a call, press **Park**, then hang up.

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

**Step 2** From any other Cisco Unified IP Phone in your network, enter the number where the call is parked to retrieve the call.

**Step 3** If you do not retrieve the call within a certain amount of time (set by the ITS Service Desk) you receive an alert tone, at which time you can:

- Press **Answer** to answer the call on your phone.
- Retrieve the call from another phone.

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

## Park Call Using Assisted Directed Call Park

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

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

- Enter the **park retrieval prefix**.
- Dial the **Directed Call number**.

Example:

If the park retrieval prefix is “99” and the Directed Call number is “1234,” enter 991234.

**Step 3** If you do not retrieve the call within a certain amount of time you receive an alert tone, at which time you can:

- Press **Resume** 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 the ITS Service Desk), such as voicemail. If the call gets redirected, it can no longer be retrieved by using Call Park.

## Call Pickup

Call Pickup allows you to answer a call that is ringing on a coworker’s phone by redirecting the call to your phone. The ITS Service Desk sets up call groups and can assign you to one or more call groups. The ITS Service Desk also sets up the Call Pickup softkeys depending on your call-handling needs and work environment.

You might use Call Pickup if you share call-handling tasks with coworkers. This is not a standard feature.

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 the ITS Service Desk).

Dialing the number of the ringing phone.

### 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.

You can also monitor and pick up ringing calls using Line Status indicators if the ITS Service Desk 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.

## Answer Call Using Group PickUp and Group PickUp Number

**Step 1** Perform one of the following actions:

- Press **Group PickUp** 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**.

**Step 2** Enter the group pickup number.

If your phone supports autopickup, you are now connected to the call.

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

## Answer Call Using Group PickUp and Phone Number

**Step 1** Perform one of the following actions:

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

**Step 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 autopickup, you are now connected to the call.

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

## Answer Call Using Other PickUp

**Step 1** Press **PickUp** to transfer a call in your pickup group or in an associated group to your phone. If your phone supports autopickup, you are now connected to the call.

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

## Call Waiting

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

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

This feature is configured by the administrator.

## Respond to Call Waiting Notification

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

**Step 1** If the call is on a different line, you must first press the line button or **All Calls**, if available, to display the ringing session and then answer the call.

**Step 2** If the call is on the same line and not visible, as there are many calls, then you must scroll to display the sessions.

**Step 3** If a programmable feature button is set up by the ITS Service Desk 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 in an ad hoc meeting.

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

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

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

### Add Party to Call to Create Conference

**Step 1** Join Calls into Conference

- Enter the first phone number for the party you want to add and press **Call**.

**Step 2** Wait for the party to answer.

**Step 3** Press **Conference** to add another caller. Your other caller/s will be on hold.

**Step 4** Dial the number of the next party you want to add to the conference call.

**Step 5** On pickup, press **Conference** to add them to the conference call.

**Step 6** Repeat steps 3 to 5 to add up to 8 callers to the conference.

### Swap Between Calls Before Completing Conference

Use this procedure to consult privately with the conference and another person, before adding the person into the conference.

**Step 1** Call a new conference participant, but do not add the participant to the conference.

**Step 2** Press **Swap** to toggle between the participant and the conference.

### View Conference Participants

You can view the details of the last 16 participants who joined the conference.

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

When you place a call to another party, and the person you called creates a conference with a third phone, the **Show Details** softkey only displays for the person who created the conference.

### Remove Conference Participants

**Step 1** While in a conference, press **Show Details**.

**Step 2** Highlight the participant that you want to remove, then press **Remove**.

## 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 forward to another number, such as your voicemail, if it is set up and the call is not saved or listed in your Call History.

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

## Turn DND On and Off

The ITS Service Desk sets up a line button or softkey on your phone for DND with the ringer and visual notifications off by default. However, you can change your DND options from your My phone self-service portal.

**Step 1** Press **DND** to turn on DND.

Visual confirmation displays briefly.

**Step 2** Press **DND** again to turn off DND.

Visual confirmation displays briefly.

## Hold

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

Hold works with your phone handset as well as with USB headsets.

## Hold call

**Step 1** Press the hold key (refer to buttons guide)

**Step 2** To resume the highlighted call, do one of these:

Swap Between Holding and Active Calls

- Press **Hold** again.
- Press the pulsing green session button.
- Press the call session on the phone display.
- Press **Resume**.
- Press Select in the Navigation pad.

## Swap Between Holding and Active Calls

Use the session buttons to swap between holding and connected calls.

If you have a held call and an active call, press **Session** for the held call to resume that call and place the other call on hold automatically.

## Put Call on Hold by Answering 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.

Answer the new call with one of the following methods:

**Step 1** Press the flashing amber **Session** button or press **Session** on the touchscreen.

**Step 2** Navigate to the new call using the **Navigation** pad and either press **Answer** or **Select**.

## Determine If Shared Line Is On Hold

Look for a pulsing red line button and the Hold  icon.

When these indicators display, a call on the shared line has been put on hold remotely by another user.

## Remote Hold

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

## 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 Hold Reversion Notification

Press the flashing amber line button or **Answer** 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. This is not a standard feature.

The ITS Service Desk 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 and directs the call to that phone.

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

Your administrator sets up the Queue Status button so that you can view statistics about the queue for the hunt group.

Calls in the group call queue display the same call identification number, no matter which group phone accesses the list.

## Sign In and Out of Hunt Group

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

### Display Queue Statistics

**Step 1** Press **Hunt Group** to sign in.

Visual confirmation displays briefly.

**Step 2** Press **Hunt Group** again to sign out.

### Line Status

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

The ITS Service Desk sets up Line Status indicators on your phone.

### Line Status Indicators

Line Status indicators show the state of a line.

### Malicious Call Identification

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 the ITS Service Desk 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.

The ITS Service Desk can also set up your phone to play an audible alert when a call rings on the monitored line.

## 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.

When the Separate Audio and Video Mute feature is enabled, you mute the audio but continue to transmit a video image when you press Mute during a video call. This allows the other parties to see you but not to hear you. When this feature is disabled, you mute both the audio and the video image when you press Mute during a video call.

The Separate Audio and Video Mute feature is disabled by default. See your administrator to have it enabled.

## On-Hook Dialling

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

### Dial Number On-Hook

**Step 1** Enter or speed-dial a phone number.

The On-Hook Dialling screen displays.

**Step 2** Press **Call**. If you are specifying an Abbreviated Dial, enter the abbreviated number and then press **Speed Dial**.

**Step 3** Lift the handset, or press **Speakerphone** or **Headset**.

**Step 4** If you hear a tone and see the message Enter Authorization Code, enter the Forced Authorization Code (FAC) given to you by the ITS Service Desk.

**Step 5** If you hear a tone and see the message Enter Client Matter Code, enter the Client Matter Code (CMC) given to you by the ITS Service Desk.

If authorized by the system, the call proceeds.

### Dial International Number

**Step 1** Press and hold star (\*) for at least 1 second.

The plus (+) sign displays as the first digit in the phone number.

The corresponding tone stops to indicate that the \* has changed to a + sign.

**Step 2** Dial the international number.

## Redial

Redial allows you to call the most recently dialed phone number.

### Redial Number

**Step 1** To place the call on any phone line, press **Redial**.

**Step 2** To place the call on a specific phone line, select the line to obtain dial tone and press **Redial**.

## Shared Lines

Shared lines allow you to use one phone number for multiple phones and either you or your coworker can answer the call. When the line flashes red, your coworker can pick up the call.

If you share a line with a coworker:

- When a call comes in on the shared line:
- Your phone rings and the line button flashes amber.
- Your coworker's phone rings and the line button flashes amber.
- When your coworker has a call on the shared line:
- The shared line button on your phone appears solid red to indicate that the line is in-use remotely.
- The coworker's call displays on your screen (unless your coworker has Privacy enabled).

If you put the call on hold:

- Your line button pulses green
- Your coworker's line button pulses red.
- You or the coworker can join a call on the shared line using the Barge feature. Barge converts the call into a conference. To barge, press the red session button for the remote in-use call on the shared line.

## Speed Dial

Speed Dial allows you to press a button and enter a preset code to place a call. Before you can use Speed Dial features on your phone, you must set up speed-dial on your User Options web pages.

To set up speed dials, please see the My Phones web portal quick reference guide.

### Place Call with Speed-Dial Button

#### Before You Begin

Before you can use speed-dial buttons on your phone, you must set up Speed Dial in the My Phone Self-service portal.

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

### Use Speed-Dial Code On-Hook

#### Before You Begin

Before you can use speed-dial buttons on your phone, you must set up Speed Dial in the My Phone Self-service portal.

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

### Use Speed-Dial Code Off-Hook

#### Before You Begin

Before you can use speed-dial buttons on your phone, you must set up Speed Dial in the My Phone Self-service portal.

**Step 1** Lift the handset and press **Speed Dial**.

**Step 2** Enter the speed-dial code and press **Speed Dial** 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 **Release** or **Cancel** to cancel the transfer or you can press **Swap** to toggle between calls, which allows you to speak privately with each party.

## Transfer Call to Another Number

**Step 1** Do one of the following to enter the transfer recipient's phone number:

- Press the pulsing green session button of a held call (right side).
- Enter the transfer recipient's phone number.
- Scroll to a Call History record and press **Call**.
- Press a speed-dial button.
- Press **Speed Dial**, enter a speed-dial number or highlight the number you want to call, and press **Speed Dial** again.
- Press **Active Calls** and select a held call. The transfer completes immediately.

**Step 2** Press Transfer or Transfer.

You do not need to wait for the recipient to answer to complete the transfer.

## Swap Between Calls Before Completing Transfer

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

## 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. Calls 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 **Divert**. Otherwise press **Divert** to 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. Press **Volume** 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 **Resume**.
- Highlight the call by using the Navigation pad and press **Select** button.
- Press **Hold**.

**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. The positions of the session buttons and feature buttons can be reversed on phones that use a locale with a right-to-left reading orientation, such as Hebrew and Arabic.

**Q.** Why do the softkeys keep changing?

**A.** Softkeys act on the selected (highlighted) call or menu item only. The softkeys that display depend on the call or item you have selected.

**Q.** What is the best way to look at calls when I have a shared line or multiple lines?

**A.** If you have a shared line or multiple lines, 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 phone screen in chronological order (oldest first). If you do not have an **All Calls** button, contact the ITS Service Desk on 12345 to set up this feature. Your administrator can also set up your primary line key to act the same as the **All Calls** button.

**Q.** Why does my call disappear after I accidentally 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. To redisplay the call you are on, select the line that it is on, press **All**

**Calls**, or, press the **Primary line** key if it is set up by your administrator to display all calls.

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

**A.** To check missed calls on your phone, perform the following actions:

- Press Applications, select Call History, and press Missed.
- Press Missed Calls.

**Q.** How do I exit from a running application?

**A.** To exit from a running applications you must:

1. Press Applications .
2. Use the Navigation pad and Select button to scroll and select Running Applications.
3. Select a running application and press Close App to close the application.

When prompted, save your changes.

4. Press **Exit** end the running application.

If you do not exit a running application, it continues to run in the background.

**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.** Not all calls present video on my phone. Why not?

**A.** To see an image of the other party on your phone screen, the other party's phone must support video and the other party must have a camera installed and enabled on the phone. During conference calls, the conference system used during the call must support video conferencing.

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

**A.** If you have a Cisco Unified Video Camera installed on your phone, you can press **Preview** to see the view from your camera when you are not in a video call. Try using **Preview** before making video calls to help set up and position your camera effectively.

**Q.** What happens to video when I put a call on hold?

**A.** Video transmission is muted (blocked) until you resume the call.

**Q.** What do the different light colors on my Cisco Unified Video Camera indicate?

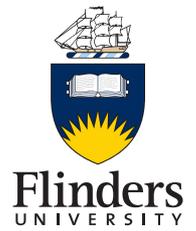
**A.** The colors indicate video transmission states as follows:

- Green: Your video is transmitting.
- Red: Your video is muted.

**Q.** How can I close the shutter on my Cisco Unified Video Camera?

**A.** Close the camera shutter by rotating the camera lens clockwise. Rotate counter-clockwise to open the shutter again.

# Connecting Flinders



**Q.** Why does video from my Cisco Unified Video Camera appear too dark (or too light)?

**A.** Lighting conditions (such as windows and ceiling lights) within the camera field of view affect the brightness. Try moving the camera to see if the brightness improves. You can also adjust the brightness setting.