Black Hills State University

Cisco 9971 IP Telephone Quick Reference Guide

To Answer a Call

- Lift Handset, Press Speaker or Line or Answer

To Place a Call

- Lift Handset or Press Speaker Button, Dial extension or "9" + Number

To Place a Call on Hold

- While on a call, Press Hold button
- To retrieve call, press Resume.

To Transfer a Caller

- Press Transfer button
- Dial number (Announce the call)
- Press Transfer or Hang up

To Create a Conference Call (up to 8 participants)

- Press Conference Button
- Dial Number and announce Conference call
- Press Conference Button (or Softkey)
  Repeat for additional participants

To Park a Call

- Press Park Softkey (Note Park number on display) Park Range: 1260 - 1270

To Retrieve Parked Call

- Lift handset and dial displayed Park Code

Call Pickup

- Lift handset and Press "Pick-up" Button
- Press "Answer" Softkey

Call Forward

- Press Forward All Softkey
- Press Messages (to voicemail) or enter Number
- To Cancel, Press "Forward Off" Softkey

Do Not Disturb

- Press "Do Not Disturb" Button
- To deactivate, Press "Do Not Disturb" again.

Change Phone Settings

- Press the "Applications" Button
- Select Preferences
  - Select Brightness (arrows on Navigation pad) and "Save"
  - Select Ringtone (Default ring, select and "Set")

<u>Send an incoming call to Voicemail</u>

- Press Divert while call is ringing

UNITY VOICE MAIL

To Set Up Mailbox

- Press Messages Button
- Enter Default Password (<u>147258</u>) followed by #
- Follow voice prompts to record Name and Greeting
- Change Password

To Access Voicemail

- Press Messages Button
- Enter Password

During Message	After Message
1 Restart	1 Replay
2 Save	2 Save
3 Delete	3 Delete
4 Slow Playback	4 Reply
5 Change Volume	5 Forward Message
6 Fast Playback	6 Save as New
7 Rewind (5 Sec increments)	7 Rewind (5 Sec)
8 Pause/Resume	
9 Fast Forward (5 Sec increments)	9 Play Summary

To Leave a Message in Voicemail

- Press *, Dial extension
- To by-pass Greeting, Press #.

To Skip a Message in Voicemail

- Press "#" to skip a message in your Voice-mail

To Transfer a Caller Directly Into Voicemail

- Press Transfer button
- Dial *, then extension number
- Press Transfer button or hang up

To Access Your Mailbox Remotely

- Or Dial your Direct Dial Number, when greeting starts, Press * and enter your ID (Extension number) followed by # and Password followed by #.