# Cisco Unified IP Phone 9971

The following sections describe attributes of the Cisco Unified IP Phone 9971.

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.

- Use the call session buttons (on the right) to perform tasks such as making a call, answering a call, or resuming a held call. Each call on your phone is associated with a session button.
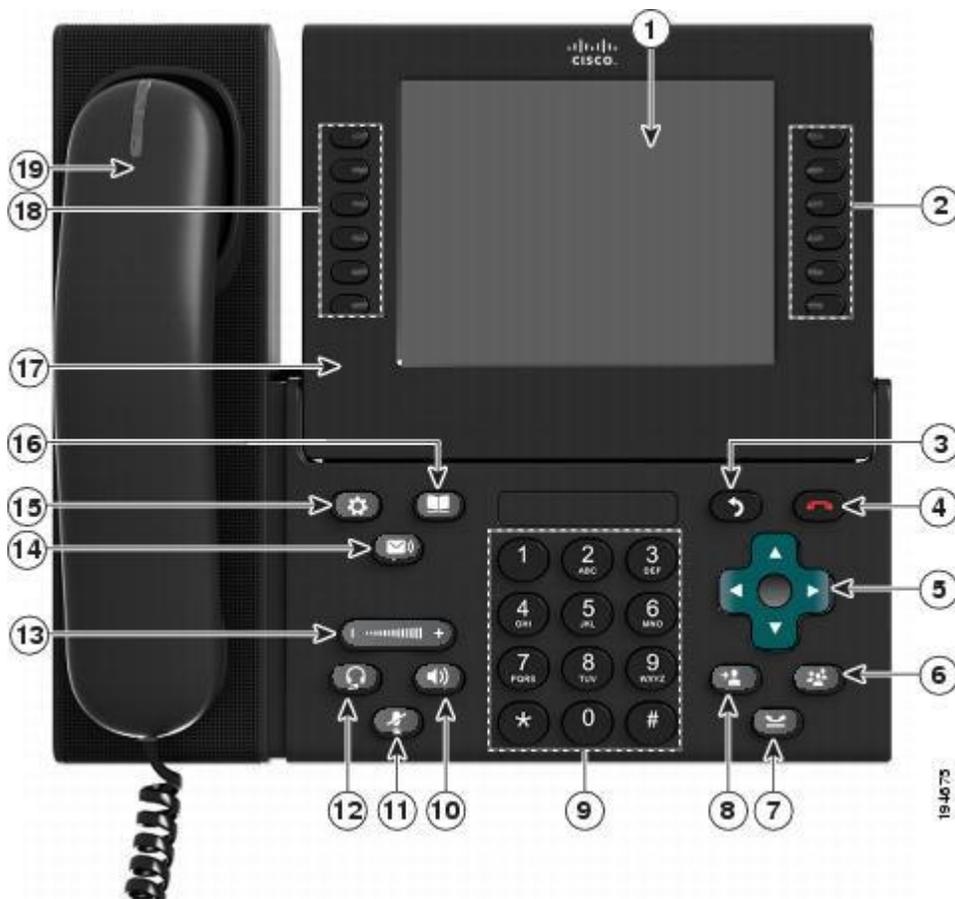
1	Phone screen	Shows information about your phone, including directory number, call information (for example, caller ID, icons for an active call or call on hold) and available softkeys.
		Phone screen items, such as menu options and softkeys, are touch-sensitive.

2	Session buttons	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:
		• 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.
		• 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).
		Color LEDs reflect the call state. LEDs can *flash* (blink on and off rapidly), *pulse* (alternately dim and brighten), or appear solid (glow without interruption).
		• Flashing amber : Ringing call. Press this button to answer the call.
		• 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.
		• Pulsing green : Held call. Press this button to resume the held call.
		• Solid red : Shared line in use remotely. Press this button to barge into the call (if Barge is enabled).
		• Pulsing red : Shared line call put on hold remotely. Press this button to resume the held call.
		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.
3	Back button	Returns to the previous screen or menu.
4	Release button	Ends a connected call or session.
5	Navigation pad and Select button	The four-way Navigation pad allows you to scroll through menus, highlight items, and move within a text input field.
		The Select button (center 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.
		The Select button is lit (white) when the phone is in Power Save or Power Save Plus mode. Press the Select button to override Power Save and Power Save Plus mode.
6	Conference button	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	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.
		The speakerphone audio path does not change until you select a new default audio path (for example, by picking up the handset).
		If external speakers are connected, the Speakerphone button selects them as the default audio path.
11	Mute button	Toggles the microphone on or off during a call. When the microphone is muted, the button is lit red.
		When muted, you can hear the other parties on the call, but they cannot hear you.
12	Headset button	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.
		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).
13	Volume button	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).
		Silences the ringer on the phone if an incoming call is ringing.
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.
		Color LEDs indicate the line state:
		• Amber : Ringing call on this line
		• Green : Active or held call on this line
		• Red : Shared line in-use remotely
		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).

Corporate Directory

You can look up a coworker's number from your phone, which makes it easier to give them a call. Your administrator sets up and maintains the directory.

Search and Dial Contact

Procedure:

Step 1 Press **Contacts** .

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

Step 3 Select one or all of these search criteria to search for a coworker:

- First Name
- Last Name

Step 4 Enter the search criteria information, press **Submit**, and select a contact.

Step 5 To dial, perform one of these actions:

- Press **Dial**.
- Press **Select**, from the keypad, press the number that displays in the upper right corner of the contact label.
- Press **Speakerphone** .
- Press **Headset** .
- Pick up the handset.

Conference

You can talk with several people in a single call. You can dial another person and add them to the call. If you have multiple phone lines, you can join two calls across two lines.

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

Add Third Party to Conference

Procedure:

Step 1   Start with a connected call that is not on hold.

Step 2   Press **Conference** and do one of the following:

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

- Press a speed-dial button.

- Press **Speed Dial**, enter a speed-dial number and press **Speed Dial** again.

- Press **Active Calls** and select a call.

- Select a call from the Call History.

Step 3   Wait for the party to answer (or skip to step 4 while the call is ringing).

Step 4   Press **Conference**.
The conference begins.

Join Calls into Conference

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

Procedure:

Step 1   Start with two connected calls.

Step 2   Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call.

Step 3   Press **Conference**.

Step 4   Press the line button for the other (held) call or if the held call is on another line:

a) Press **Active Calls**.
b) Choose a call from the list.
c) Press **Conference**.

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

Multi party conference

The conference is established by dial the meeting ID no. provided by Help Desk on Request to connect.