PHONE FUNCTIONS

Which Model do I have?
The 9971 CISCO IP Phone has a touch screen instead of Softkeys. The 9951 has four softkeys. Both the touchscreen and softkeys serve the same functions.

To make a call
- Lift the handset and dial a number
- OR dial then lift the handset
- OR press the Speaker button then dial
- OR press the Headset button then dial

To answer a call
- Lift the handset
- OR press the Answer softkey
- OR press the Speaker button

To end a call
- Hang up the handset
- OR press the EndCall button located above the navigation
- OR press the Speaker button

To enable/disable video
- Twist the camera shutter open or closed

TO PLACE A CALL ON HOLD
- Press the Hold button
- To resume, press the Resume softkey

TO PICK-UP A CALL IN YOUR GROUP
- Press the PickUp softkey
- If you need a group to be setup please contact the IT Service Desk

TO MUTE A CALL SO OTHERS CAN’T HEAR YOU
- Press the Mute button
- To unmute, press the Mute button again

TO FORWARD ALL CALLS TO ANOTHER NUMBER
- Press the Fwd All softkey and enter the number you want your calls to forward to
- Remember to dial 0 for an outside line if forwarding to an external number (cost will be charged against your extension)
- To cancel, press the Fwd Off softkey

TO FORWARD ALL CALLS TO VOICEMAIL
- Press the Fwd All softkey
- Press the Voicemail button
- To cancel, press the Fwd Off softkey

TO DIVERT AN INCOMING CALL TO VOICEMAIL
- Press the To Divert softkey to send an incoming call directly to Voicemail without answering it

TO TRANSFER A CALL
- During a call, press the Transfer button which places the current call on hold
- Dial the extension number to which you want to transfer the call
- For a blind transfer, press the Transfer button again once you hear the other phone ringing
- For a consultative transfer, press the Transfer button again once you have announced the call
- If the transfer fails, press the EndCall and Resume softkeys to return to the original call

TO MAKE AN AD-HOC CONFERENCE CALL
- During a call press the Conference button which puts the first call on hold
- Dial the number of the party you wish to conference with
- When the new call connects press the Conference button again to add the new call to the conference

TO VIEW CALL HISTORY
- Press Settings and then press 1 for Call History
- Press the Contacts button
- Enter your PIN number and the # key
- To cancel, press the Fwd Off softkey

TO ACCESS VOICEMAIL FROM YOUR PHONE
- Press the Voicemail button
- Enter your PIN number and the # key
- Follow prompts (see overleaf)

TO ACCESS VOICEMAIL FROM ANOTHER PHONE
- Dial 6304 8888
- From the Initial prompt Press the * key
- Hang up the handset

TO SETUP VOICEMAIL
- Dial 8888
- Enter your PIN number and the # key
- The default PIN number is 0000
- Note: Your old PIN will not work
- Follow prompts (see overleaf)

VOICEMAIL
- The default voicemail PIN number is 0000

SELECT A RING TONE
- Press the Settings button and press 2 for Preferences
- Press 1 for Ring Tones, then use the Navigation buttons and the Play softkey to browse the tones
- Press the Set softkey to select, then the Exit softkeys

DIRECTORIES (ON THE HANDSET)

TO PLACE A CALL USING THE CORPORATE DIRECTORY
- Press the Contacts button
- Press 2 for Corporate Directory
- Enter a name and press the Search softkey (users are listed by actual name, not preferred name)
- Select user and press the Dial softkey to call them

TO USE THE PERSONAL DIRECTORY
- Press the Contacts button
- Press 1 for Personal Directory
- Enter your ADS username and PIN
- The default PIN is 12345
- To add a new contact press the Submit softkey, then the New softkey

TO VIEW CALL HISTORY
- Press Settings and then press 1 for Call History

TO ENTER LETTERS USING THE NUMBER KEYS
- Press the corresponding number repeatedly until you reach the desired letter in the prompt
- Press the backspace softkey to delete mistakes

USER WEB PAGE
- You can set up and edit certain phone features using the CM User Options web page. It is accessible via the ECU portal and you use your ECU login (ADS username and password).
- The direct link is: https://cucm-jo-p1.uc.ecu.edu.au/ccmuser

INFORMATION & CONTACTS
- For further assistance contact the IT Service Desk Email: itservicedesk@ecu.edu.au
- Phone: (08) 6304 6000
Cisco Voicemail Quick Guide

**SET UP**
Dial 8888
Enter PIN
The default PIN is 0000
Your old PIN will not work
Follow prompts

**LOGIN**

From your office phone:
Press Voicemail Button
Enter PIN number and #
Default PIN is 0000

From any other phone:
Dial 6304 8888 and press *
Enter PIN number and #

**MAIN MENU**

New Messages
Send a Message
Review Old Messages
Setup Options

**NOTES**
At any time press:
Cancel or Exit
Help
Hang up at any time to Exit

**NEW MESSAGES**

- Replay
- Save
- Delete
- Reply
- Forward
- Save as New
- Rewind
- Play Message Properties

**SEND**

Record Message then Press

- Record Reply then Press #
- Enter Name using keypad OR Address by Extension instead by pressing ##
- Play Deleted Messages
- Erase All
- Record Greetings
- Activate Alternative Greeting
- Edit Other Greetings
- Review All Greetings

**REVIEW**

- Play Saved Messages
- Play Deleted Messages

**OPTIONS**

- Greetings
- Message Settings
- Preferences
- Change PIN
- Recorded Name
- Directory Listing

**OPTIONS**

- Message Notifications
- Menu Style
- Edit Private List

Hang up at any time to Exit

Repeat
Restore as Saved
Erase
Reply
Forward
Restore as New
Skip into Message
Properties