



NASA Headquarters Desktop Phones Quick Start Guide

(For Cisco Phone Model 9971)

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1 Dial

To dial, lift the handset and enter a number. Or:

- Press an unlit session button (right side).
- Press the New Call softkey.
- Press the (unlit) headset button or speakerphone button .

Dial from Call History

As you enter a phone number, matching numbers display from your call history.



Double-tap a number to dial it, or scroll to the number and press the Select button in the Navigation pad.

Redial the last number

Press the Redial softkey.

Speed dial

Press a speed-dial button (if available). Or, enter a speed-dial code while on-hook (no dial tone), then press the Speed Dial softkey.

For more information on how to set up speed dials, visit: http://itcd.hq.nasa.gov/telephone_services.html

2 Hang up

To end a call, replace the handset. Or:

- Press the Release button .
- Press the End Call softkey.
- Press the (lit) headset button or speakerphone button .

3 Answer

To answer a ringing call , lift the handset. Or:

- Press the flashing amber session button (right side).
- Press the Answer softkey.
- Press the (unlit) headset or speakerphone button.
- Press the Select button in the Navigation pad.



Call Waiting

If you get a second call while the first call is active, a second session label displays.



To connect the second call and put the first call on hold automatically, press the flashing amber session button (right side).

Multiple lines

If you use multiple lines, press the All Calls button to see all calls on all lines (oldest first). Otherwise, your phone displays calls that are on the selected line only.

To see which line is selected, look for a blue icon on the line label (left side of screen) and the line extension in the header bar (top of screen).

All Calls uses your primary extension.

4 Mute

Press the Mute button to toggle Mute on and off. When Mute is on, the Mute button glows red.

5 Divert

Use Divert to redirect a ringing or active call to voicemail. You must resume a held call before you can use Divert.

Divert affects the highlighted call only. If necessary, scroll to the call before pressing Divert.

6 Forward All

1. Press the Forward All softkey. (If you have multiple lines, press the desired line button before pressing the Forward All softkey.)
2. Enter a phone number, select a number from Call History, or press the Messages button (to forward to voicemail).
3. Look for Forward All icon on your screen.
4. To cancel call forwarding, press the Forward Off softkey. (If you have multiple lines forwarded, and only want to cancel forwarding for a single line, press the desired line button before pressing the Forward Off softkey.)

For information on how to forward calls remotely, visit: http://itcd.hq.nasa.gov/telephone_services.html

7 Hold

1. Press the Hold button .

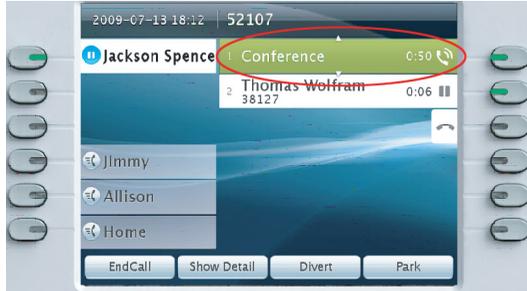
The hold icon displays and the session button pulses green.

2. To resume the highlighted call, press the pulsing green button , the Resume softkey, or the Select button in the Navigation pad. (Note that pressing the Hold button again does not resume a call from hold.)

8 Conference

1. From a connected call  (not on hold), press the Conference button .
2. Make a new call.
3. Press the Conference button or the Conference softkey (before or after the party answers).

The conference begins and the phone displays "Conference" instead of caller ID.



4. Repeat these steps to add more participants.
- The conference ends when all participants hang up.

"Conference in" a held call

1. From a connected call  (not on hold), press the Conference button .
 2. Press the pulsing green session button  for the held call that you want to add.
- Or, if the held call is on another line, press the Active Calls softkey, choose a call from the list, and press the Conference softkey.

The conference ends when all participants hang up.

View & remove conference participants

During a conference, press the Show Details softkey. To remove a participant from the conference, highlight a name and press Remove.

9 Transfer

1. From a connected call  (not on hold), press the Transfer button .
 2. Call the transfer recipient.
 3. Press the Transfer button or the Transfer softkey (before or after the party answers).
- The transfer is complete. Confirmation displays on your phone screen.

10 Call History

Press the Applications button  and select Call History.

The last 150 calls display:

- Missed calls 
- Placed calls 
- Received calls 

To dial, double-tap a call. Or, scroll to a call press the Select button in the Navigation pad or the Call softkey.

To view details for a call, highlight the call and press these softkeys: More > Details.

View new missed calls

Press the session button  next to the Missed Calls icon  on the right side of the screen (may include a count of missed calls). The Missed Calls icon displays in this location when you have new (not yet viewed) missed calls.

Or, view your missed calls history by opening call history and pressing the Missed Calls softkey.

11 Directories

1. Press the Contacts button  and select a directory.
2. Enter search criteria and press Submit.
3. To dial, double-tap a listing. Or, scroll to a listing and press the Select button in the Navigation pad or the Dial softkey.

12 Shared Lines

If you share a line with a co-worker:

- Either you or your co-worker can answer a ringing call on the shared line.
- When your co-worker has a call on the shared line, your shared line button  is solid red and the call displays on your screen.
- When your co-worker puts a call on hold, the session button  on your phone pulses red. You or your co-worker can resume the call.

13 Voicemail

New message indicators:

- A solid red light on your handset.
- A stutter dial tone on the line (if enabled).
- A voicemail icon  next to the line label and session button (may include message count).



Listen to messages

Press the Messages button  and follow the voice prompts. Or, press the session button  next to the voicemail icon .

14 Tips

What are the buttons next to my screen?

- The buttons on the left side of your screen are line (and feature) buttons. Line buttons change line views but do not affect active calls.
- The buttons on the right side of your screen are session buttons. Each call correlates to a session button. Use session buttons to answer and resume calls or to view call details.

How do I use the touchscreen?

- To select items, gently press or double-tap (as needed) using your fingertip or a pencil eraser.
- To scroll down a page, "flick" the last item up.
- To disable the touchscreen for 60 seconds, press and hold the Select button in the Navigation pad until confirmation displays.

How do I silence my ringing phone?

Press the left side of the volume button  one time while the phone is ringing.

How do I change my ringtone?

1. Select Applications  > Preferences > Ringtone, then select a line and press Edit.
2. Select a ringtone and press Play, then press Set.

What does the Back button do?

Press the Back button  to back out of applications and menus.

For training, documentation, and further information

Please visit:

"http://itcd.hq.nasa.gov/telephone_services.html",
send E-mail to ctc@hq.nasa.gov,
or call (202) 358-1111

For technical assistance, please call the IT Help Desk at 358-HELP (4357) or email service@hq.nasa.gov