



## QUICK REFERENCE



### Cisco Unified IP Phones 7970G/7971G for Cisco Unified Communications Manager Express 7.1

This quick reference card is intended for Cisco Unified IP phone users who are already familiar with their phones. For more detailed information on your phone and its features, see your user guide.

#### Using the Quick Reference

- Complete numbered items in sequence.
- When there are bulleted items, choose only one.
- Bolded terms identify soft keys you press.

#### Placing a Call

To place a call using the handset, pick up the handset and enter a number.

To place a call using the speakerphone, press and enter a number.

To place a call using a headset, press and enter a number. Or, if is lit, press **New Call** and enter a number.

To redial a number, press **Redial** to dial the last number, or press the Navigation button (with the phone idle) to see your Placed Calls.

To place a call while another call is active (using the same line), use the following procedure:

1. Press **Hold**.
2. Press **New Call**.
3. Enter a number.

To dial from a call log, use the following procedure:

1. Choose > **Missed Calls, Received Calls, or Placed Calls**.
2. Press the listing on the touchscreen.

To dial onhook, without a dial tone (predial), enter a number, then go offhook by lifting the handset, pressing the number on the touch screen, or pressing **Dial**, , or .

When you predial, your phone tries to anticipate the number you are dialing by displaying matching numbers (if available) from your Placed Calls log. This is called Auto Dial. To call a number displayed with Auto Dial, press the number, or scroll to it and go offhook.

If you make a mistake while dialing, press << to erase digits.

#### Answering a Call

To answer with a headset, press , if unlit. Or, if is lit, press **Answer** or (flashing).

To answer with the speakerphone, press , **Answer**, or (flashing).

To switch from a connected call to answer a new call, press **Answer** or, if the call is ringing on a different line, press (flashing).

To answer using call waiting, press **Answer**.

To send a call to your voice messaging system, press **DND**.

To autoconnect calls, use AutoAnswer.

To retrieve a parked call on another phone, use Call Pickup.

To use your phone to answer a call ringing elsewhere, use Call Pickup.

#### Ending a Call

To hang up while using the handset, return the handset to its cradle. Or press **EndCall**.

To hang up while using a headset, press . Or, to keep headset mode active, press **EndCall**.

To hang up while using the speakerphone, press or **EndCall**.

To hang up one call, and preserve another call on the same line, press **EndCall**. If necessary, remove the call from hold first.

#### Using Hold and Resume

1. Make sure the call you want to put on hold is highlighted.
2. Press **Hold**.

To remove a call from hold on the current line, use the following method:

1. Make sure the appropriate call is highlighted.
2. Press **Resume**.

To remove a call from hold on a different line, press (flashing) for the appropriate line. If a single call is holding on this line, the call automatically resumes. If multiple calls are holding, scroll to the appropriate call and press **Resume**.

#### Using Mute

To toggle Mute on, press .

To toggle Mute off, press .

#### Switching Between Multiple Calls

1. Make sure the call that you want to switch to is highlighted.
2. Press **Resume**. Any active call is placed on hold and the selected call is resumed.

#### Transferring a Call

1. Press **Trnsfr**.
2. Dial “transfer to” number.

3. Wait for answer and announce caller.
4. Press **Trnsfr** to transfer the call or press End Call to hang up.
5. Press **Resume** to reconnect to the first caller.

#### Transferring to Voice Mail

1. Press **TrnsfVM**.
2. Enter the recipient’s extension number and press **TrnsfVM** again

#### Forwarding All Calls to Another Number

Press **CFwdALL** and enter a target phone number exactly as you would dial it from your phone.

To cancel call forwarding on your primary line, press **CFwdALL**.

#### Do Not Disturb

1. Press the **more** soft key to locate the **DND** soft key.
2. Press the **DND** soft key. A display text message indicates that the phone is in Do-Not-Disturb mode.



#### Note

Pressing the DND soft key immediately forwards the call to the call-forward destination set on the phone. If the call-forward destination is not set, pressing the DND soft key disables the ringer.

**Americas Headquarters**  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

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To deactivate the Do-Not-Disturb feature, repeat Steps 1 and 2.

## Starting and Joining a Standard Conference

1. From a connected call, press **Confrn**. (You may need to press the **more** soft key to see **Confrn**.)
2. Enter the participant's phone number.
3. Wait for the call to connect.
4. Press **Confrn** again to add the participant to your call.
5. Repeat to add additional participants.

### View Participants

1. Highlight an active conference.
2. Press **ConfList**. Participants are listed in the order in which they join the conference and the most recent additions are at the top.

### Remove Participants

1. Highlight the participant's name.
2. Press **Remove**. You can remove participants only if you initiated the conference.

To end your participation in a conference, hang up or press **EndCall**.

## Joining a Shared-Line Call

1. Highlight the remote-in-use call that you want to join.
2. Press the **more** to navigate to **cBarge** and press **cBarge**.

## Recording a Call

1. Press **LiveRcd**. This puts the other party on-hold and initiates a call to the configured live record number.
2. Press **LiveRcd** again to stop recording.

## Speed Dialing

1. Set up speed dial buttons.
2. To place a call, press  (a speed dial button).

## Picking Up a Redirected Call on Your Phone

1. Do one of the following:
  - If the **PickUp** soft key is available, press it.
  - If the **PickUp** soft key is not available, go offhook to display it, then press **PickUp**.
2. If the call rings, press **Answer** to connect to the call.

To answer a call that is ringing on another extension outside of your group, use the following method:

1. Do one of the following:
  - If the **GPickUp** soft key is available, press it.
  - If the **GPickUp** soft keys are not available, go offhook to display it, then press **GPickUp**.
2. Enter the group pickup code. If your phone supports autopickup, you are now connected to the call.
3. If the call rings, press **Answer** to connect to the call.

## Storing and Retrieving Parked Calls


1. During a call, press **Park**. (You may need to press the **more** soft key to see **Park**.)
2. Note the call park number displayed on your phone screen.
3. Hang up.



To retrieve a parked call, enter the call park number from any Cisco Unified IP Phone in your network to connect to the call.

## Using a Handset, Headset, and Speakerphone


To use the handset, lift it to go offhook; replace it to go onhook.

To use a headset, press  to toggle headset mode on and off.

To use the speakerphone, press  to toggle speakerphone mode on or off.

To switch to the speakerphone or a headset (from the handset) during a call, press  or , then hang up the handset.


To switch to the handset (from the speakerphone or headset) during a call, lift the handset (without pushing any buttons).

To adjust the volume level for a call, press  during a call or after invoking a dial tone. This action adjusts the volume for the handset, speakerphone, or headset, depending on which device is in use. Press **Save** to preserve the volume level for future calls.


## Using Cisco Extension Mobility

Cisco Extension Mobility (Cisco EM) allows you to temporarily configure a Cisco Unified IP phone as your own. After you log in to EM, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings.

To log in to Cisco EM, use the following method:

1. Choose  > **Cisco EM Service** (name can vary).
2. Enter your user ID and PIN (provided by your system administrator).
3. Press **Submit**. The phone will temporarily configure user profile and settings.

To log out of Cisco EM, use the following method:

1. Choose  > **Cisco EM Service** (name can vary).
2. When prompted to log out, press **Yes**.

## Calling a Busy Extension (Whisper Intercom)

The Whisper Intercom feature allows the user to make an intercom call to a busy extension. The recipient can hear the caller or hear the whisper intercom, and the original caller on the receiving phone does not hear the whisper intercom.

To place an intercom call:

- Dial the intercom directory number from your intercom line. The intercom recipient hears the intercom caller audio without answering the call.

To answer an intercom call:

- Press the intercom button to talk to the intercom caller.

To end a whisper intercom call:

- Press **Endcall**.

## Switching an In-Progress Call to Another Phone Using SNR

The Single Number Reach (SNR) feature allows you to switch an in-progress call on your desktop phone to your remote destination phone, such as a mobile phone.

To switch an in-progress call on your desktop phone to your remote destination phone:

1. Press the **Mobility** soft key.
2. Select **Send Call to Mobile Phone**.
3. Answer the in-progress call on your remote destination phone.

## Switch an in-progress Call from a Remote Destination Phone to Your Desktop Phone

1. Press **Resume** on your desk phone and start talking on your desk phone.
2. Hang up the call on your remote phone to disconnect the phone.

You can enable or disable Single Number Reach (SNR) on your phone by using the **Mobility** soft key.

- To disable SNR, press **Mobility** soft key and select **Disable Mobile Connect**.
- To enable SNR, press **Mobility** soft key and select **Mobile Connect On**.