

















6	Navigation pad and Select button 	<p>The four-way Navigation pad allows you to scroll through menus, highlight items, and move within a text input field.</p> <p>The Select button (center of the Navigation pad) allows you to select a highlighted item.</p> <p>The Select button is lit (white) when the phone is in power-save mode.</p>
7	Conference button 	Creates a conference call.
8	Hold button 	Places a connected call on hold.
9	Transfer button 	Transfers a call.
10	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items (by entering the item number).
11	Speakerphone button 	<p>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.</p> <p>The speakerphone audio path does not change until a new default audio path is selected (for example, by picking up the handset).</p> <p>If external speakers are connected, the Speakerphone button selects them as the default audio path.</p>
12	Mute button 	Toggles the microphone on or off during a call. When the microphone is muted, the button is lit red.
13	Headset button 	<p>Selects the 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.</p> <p>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).</p>
14	Volume button 	<p>Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).</p> <p>Silences the ringer on the phone if an incoming call is ringing.</p>
15	Messages button 	Auto-dials your voicemail system (varies by system).

<b>16</b>	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.
<b>17</b>	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.
<b>18</b>	Phone display	Can be positioned to your preferred viewing angle.
<b>19</b>	Programmable feature buttons 	<p>Each corresponds to a phone line, speed dial, and calling feature. Pressing a button for a phone line displays 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). Then, it is recommended that you keep your phone in the All Calls view.</p> <p>Color LEDs indicate the line state:</p> <ul style="list-style-type: none"> <li>• Amber  —Ringing call on this line</li> <li>• Green  —Active or held call on this line</li> <li>• Red  —Shared line in-use remotely</li> </ul> <p>(The position of the programmable feature buttons can be reversed with the position of the session buttons on phones that use a locale with a right-to-left reading orientation, such as Hebrew and Arabic.)</p>
<b>20</b>	Handset with light strip	The handset light strip lights up to indicate a ringing call (flashing red) or a new voice message (steady red).

## Phone Screen

The way that your system administrator set up your phone determines what is displayed on your phone screen.

### Phone with Single Line



1	Line label	Displays the line phone information.
2	Header	Displays the date and time, and information (such as phone number) about the selected line.  (If you are on a call and highlight the header instead of a call, the softkeys that display are the same as those that display when the phone is idle. This is useful, for example, if you want to access the <b>Forward All</b> or <b>New Call</b> softkeys while you are on a call.)

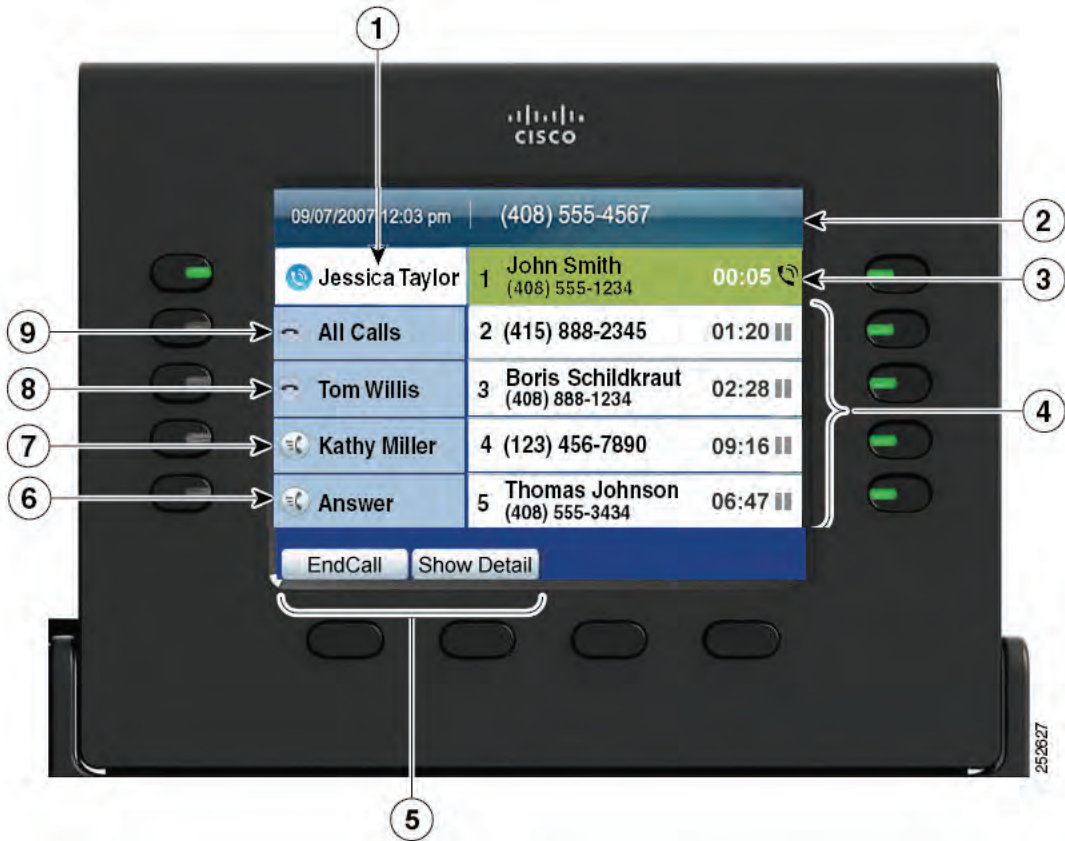
<b>3</b>	Session button label (for connected call)	Displays information (such as phone number and duration) about a connected call on the line.
<b>4</b>	Session button label (for held call)	Displays information (such as phone number and duration) about a held call on the line. Pressing the corresponding session button resumes the held call.
<b>5</b>	New Call icon	Indicates you can press the corresponding session button to make a new call.
<b>6</b>	Softkeys	Softkey options for the selected (highlighted) call only. If you select a different call (by pressing a feature button or the Navigation pad, or by answering a ringing call), the softkey options may change.

## Phone with Multiple Lines

If you have multiple lines, it is recommended that you use the All Calls button to view all calls on all lines.

If you handle many calls at one time, it is recommended that you use the Answer button to answer the oldest incoming call without having to scroll down the call list and select the call.

For more information, see your system administrator.



1	Primary line label	Displays information about the primary phone line. Look for the blue icon on the line label to see which line is selected. In this case, the primary line is selected, and the information displayed is for the primary line only.
2	Header	Displays the date and time, and information (such as phone number) about the selected line.  (If you are on a call and highlight the header instead of a call, the softkeys that display are the same as those that display when the phone is idle. This is useful, for example, if you want to access the <b>Forward All</b> or <b>New Call</b> softkeys while you are on a call.)
3	Session label (with Connected Call icon)	Displays information (such as call status and duration) about a connected call associated with the selected line.

4	Session labels (with Held Call icons)	<p>Display information (such as call status and duration) about held calls associated with the selected line.</p> <p>Calls are displayed on the right side of the phone screen from the oldest (at the top) to the newest.</p> <p>Pressing the session button next to a Held Call icon resumes the held call for that session.</p>
5	Softkeys	<p>Softkey options for the selected call only.</p> <p>If you select a different call (by pressing a feature button or the Navigation pad, or by answering a ringing call), the softkey options may change.</p>
6	Answer label	<p>Displays if your system administrator has assigned the Answer feature to the programmable feature button.</p> <p>Pressing this label or the corresponding button answers the oldest incoming call without having to scroll down the call list and select the call.</p>
7	Speed-dial label	<p>Displays if you or your system administrator assigned a speed dial to the programmable feature button. This is useful if you tend to have more than five active calls on your phone.</p>
8	Nonprimary line labels	<p>Display calls and information about nonprimary phone lines.</p>
9	All Calls label	<p>Displays if the All Calls feature is enabled. Pressing the corresponding button displays all calls on all lines.</p> <p>Calls are displayed on the right side of the phone screen from the oldest (at the top) to the newest.</p> <p>When you are on a call, pressing All Calls once selects the current call or the first call on the list; pressing All Calls twice selects the header. With the header selected, the softkeys that display are the same as those that display when the phone is idle. This is useful, for example, if you have multiple calls on your phone and want to access the <b>New Call</b> softkey.</p> <p>Using the All Calls feature is recommended highly if you have multiple lines on your phone.</p>

## Phone Screen Navigation and Item Selection

Task	Action	Example
Scroll to highlight an item.	Press the Navigation pad.	Highlight a call from the missed call list.
Select an item by number.	Press the corresponding number on the keypad.	Press <b>2</b> to select the second item in the Applications menu.
Select an item using the Select button.	Press the Select button (at the center of the Navigation pad).	Highlight the Preferences application and press the Select button.
Navigate to a submenu. (A right arrow (>) next to the menu item indicates that a submenu exists.)	Highlight the menu item and press the item number on the keypad.  Or press the down arrow on the Navigation pad and then press the Select button.	Highlight the Network Setup menu, then press <b>1</b> to open the submenu.
Select a line to use a calling feature (when the line is idle).	Press the line button.  Indicators of your line selection include: <ul style="list-style-type: none"> <li>• The selected line is displayed on the phone screen header.</li> <li>• Color of the icon (on the line label) changes to blue.</li> </ul>	Press the line button and then press the <b>Forward All</b> softkey to forward calls on that line.
Select a line to use a calling feature (when the line has one or more active calls).	Press the line button twice.  Indicators of your line selection include: <ul style="list-style-type: none"> <li>• The selected line is displayed on the phone screen header.</li> <li>• Color of the icon (on the line label) changes to blue.</li> </ul>	Press the line button twice and then press the <b>Forward All</b> softkey to forward calls on that line.

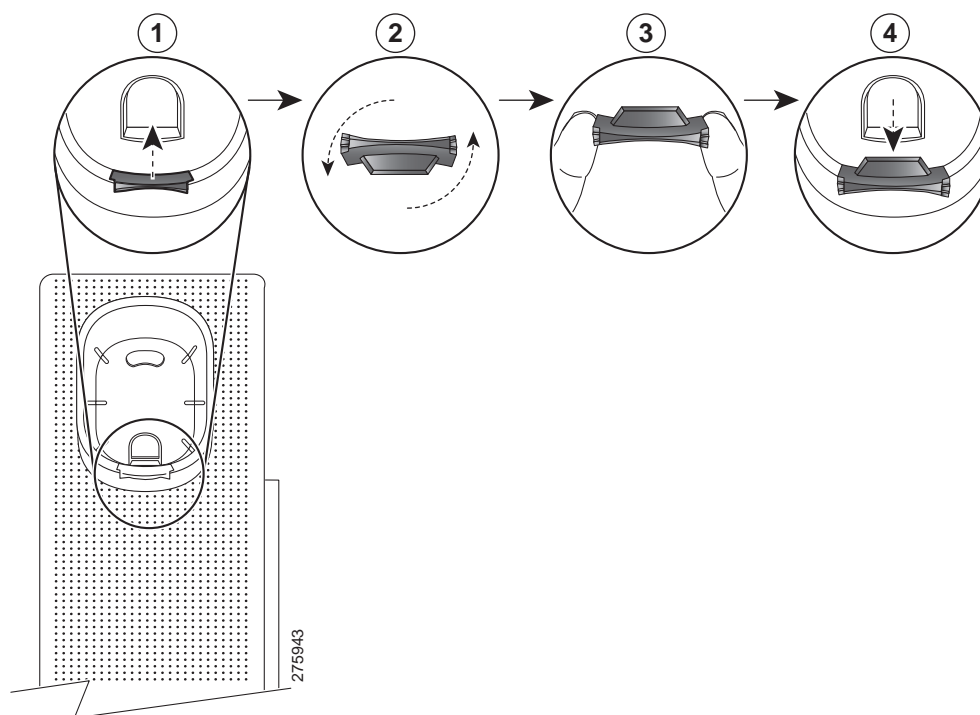
## Power-Save Mode

Depending on how your system administrator set up your phone, the phone display may go into a power-save mode (the phone screen appears blank and the Select button is lit white).

To turn on the phone display, press any button or pick up the handset.

## Handset Rest

Your system administrator may have mounted your phone on a wall. With a wall-mounted phone, you may need to adjust the handset rest to ensure that the receiver does not slip out of the cradle.



<b>1</b>	Remove the handset from the cradle and pull the plastic tab from the handset rest.
<b>2</b>	Rotate the tab 180 degrees.
<b>3</b>	Hold the tab between two fingers, with the corner notches facing you.
<b>4</b>	Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.



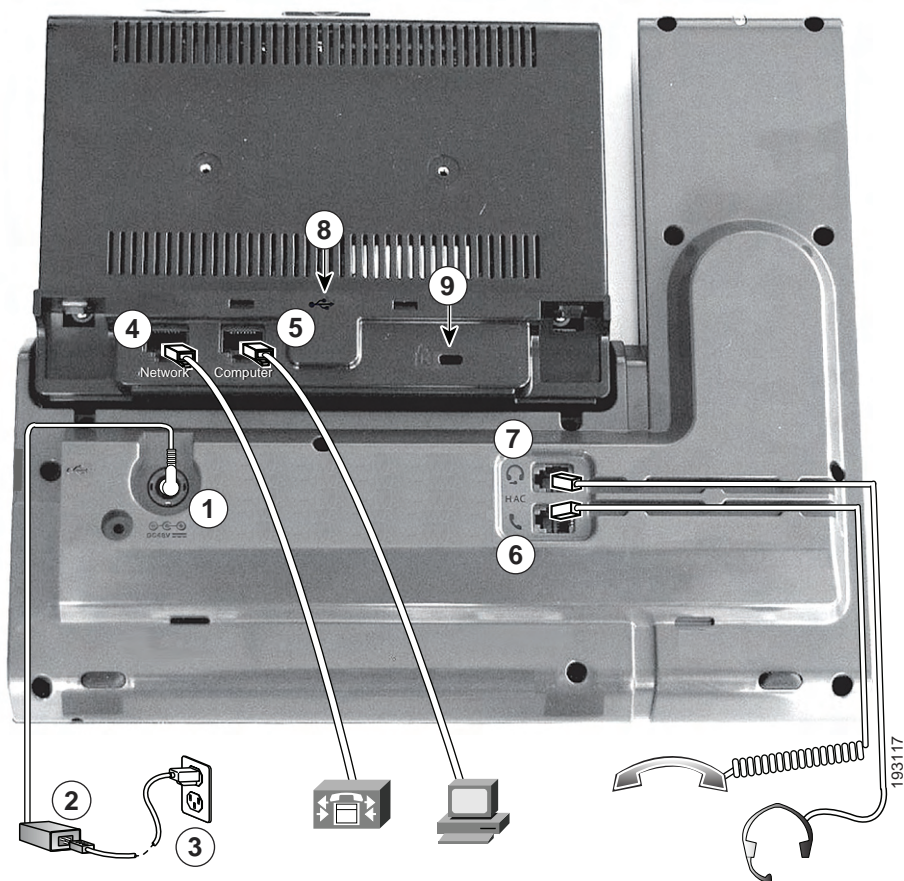
# Cisco Unified IP Phone 9951

The Cisco Unified IP Phone 9951 provides these features:

- Phone connections
- Bluetooth
- Footstand
- Phone-display viewing angle
- Buttons and hardware
- Phone screen
- Power-save mode
- Handset rest

## Phone Connections

Your system administrator can help you connect your phone to the corporate IP telephony network.



<b>1</b>	DC adapter port (DC48V)	<b>6</b>	Handset port
<b>2</b>	AC-to-DC power supply (optional for the network port connection but required for a wifi connection)	<b>7</b>	Analog headset port (headset optional)
<b>3</b>	AC power wall plug (optional)	<b>8</b>	USB port
<b>4</b>	Network port (10/100/1000 SW) with IEEE 802.3af and 802.3at power enabled	<b>9</b>	Anti-theft security connector (lock optional)
<b>5</b>	Computer port (10/100/1000 PC)		



<b>1</b>	USB port	<b>3</b> Speaker port for output to optional external speakers
<b>2</b>	Cisco Unified IP Phone Expansion Module 7917 connector	<b>4</b> Microphone port for input from optional external microphone

**Note** Each USB port supports a maximum of five supported and nonsupported devices that are connected to the phone. Each device connected to the phone is included in the maximum device count. For example, your phone can support five USB devices (such as three Cisco Unified IP Color Key Expansion modules, one hub, and one other standard USB device) on the side port and five additional standard USB devices on the back port. (Many third-party USB products count as several USB devices.) For more information, see your system administrator.

## Bluetooth

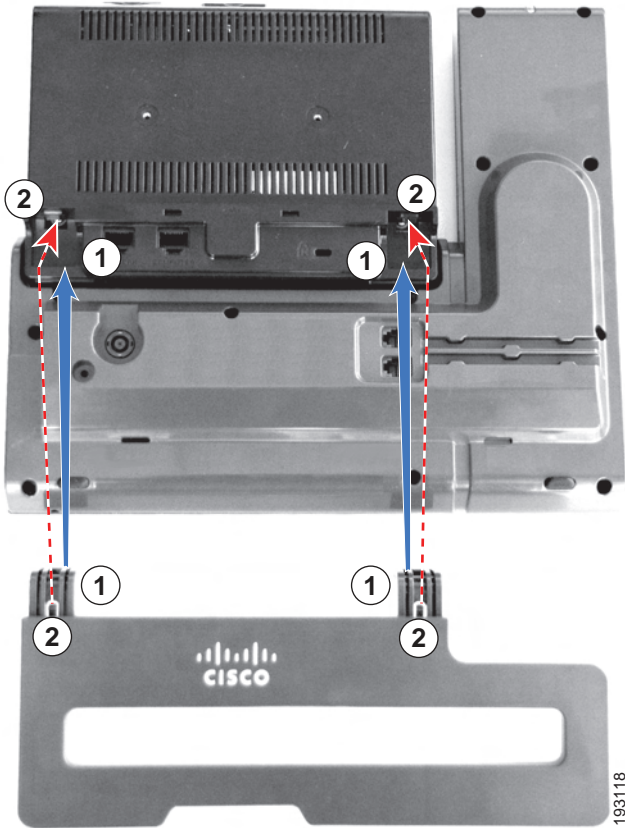
Your phone supports Bluetooth Class 2 technology when the headsets support Bluetooth. You can add and connect up to five Bluetooth headsets to your phone, but the last Bluetooth headset connected becomes the default for use with the phone.

### **Related Topics**

[Bluetooth Headsets, page 111](#)

## Footstand

If your phone is placed on a table or desk, connect the footstand to the back of the phone.



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- |          |  |          |  |
|----------|--|----------|--|
| <b>1</b> | Insert the curved connectors into the lower slots. | <b>2</b> | Lift the footstand until the connectors snap into the upper slots. |
|----------|--|----------|--|

## Phone Display Viewing Angle

The viewing angle of the phone display can be adjusted according to your preference.

### Change Display Viewing Angle

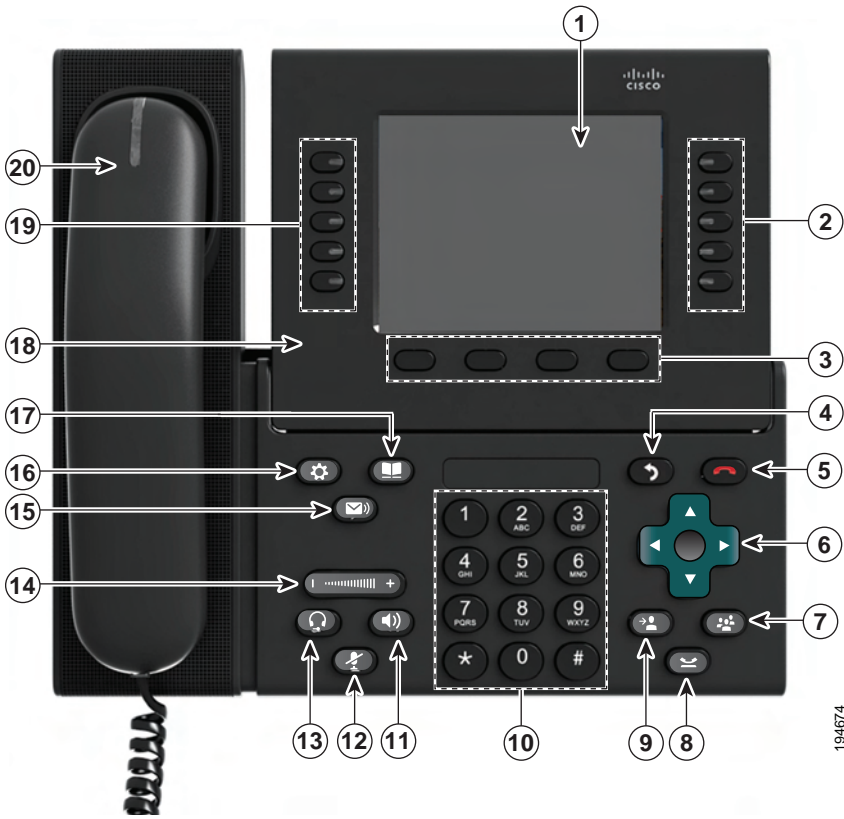
Hold the handset and cradle with your left hand, hold the right side of the bezel (to the right of the display) with your right hand, and then move your hands back and forth in opposite directions to adjust the angle. (The Cisco Unified IP Phone 9971 is shown for illustrative purposes.)












## 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.









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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.
2	Session buttons 	<p>Each represents a call session and takes the default action for that session. For example, pressing the session button for a ringing call answers the call, while pressing the session button for a held call resumes the call.</p> <p>Color LEDs reflect the call state. LEDs can <i>flash</i> (blink on and off rapidly), <i>pulse</i> (alternately dim and brighten), or appear <i>solid</i> (glow without interruption).</p> <ul style="list-style-type: none"> <li>• Flashing amber —Ringing call. Pressing this button answers the call.</li> <li>• Solid green —May be a connected call or an outgoing call that is not yet connected. If the call is connected, pressing this button displays the call details or the participants of a conference call. If the call is not yet connected, pressing this button ends the call.</li> <li>• Pulsing green —Held call. Pressing this button resumes the held call.</li> <li>• Solid red —Shared line in-use remotely. Pressing this button allows you to barge in on the call (if Barge is enabled).</li> <li>• Pulsing red —Shared line call put on hold remotely. Pressing this button resumes the held call.</li> </ul> <p>Icons next to the session buttons indicate an action for that session. For example, pressing the session button with a Missed Calls icon displays your missed calls, and pressing the session button with a Voicemail icon accesses your voice-messaging system.</p> <p>(The position of the session buttons can be reversed with the position of the programmable feature buttons on phones that use a locale with a right-to-left reading orientation, such as Hebrew and Arabic.)</p>
3	Softkey buttons 	Allow you to access the softkey options (for the selected call or menu item) displayed on your phone screen.
4	Back button 	Returns to the previous screen or menu.
5	Release button 	Ends a connected call or session.



6	Navigation pad and Select button 	<p>The four-way Navigation pad allows you to scroll through menus, highlight items, and move within a text input field.</p> <p>The Select button (center of the Navigation pad) allows you to select a highlighted item.</p> <p>The Select button is lit (white) when the phone is in power-save mode.</p>
7	Conference button 	Creates a conference call.
8	Hold button 	Places a connected call on hold.
9	Transfer button 	Transfers a call.
10	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items (by entering the item number).
11	Speakerphone button 	<p>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.</p> <p>The speakerphone audio path does not change until a new default audio path is selected (for example, by picking up the handset).</p> <p>If external speakers are connected, the Speakerphone button selects them as the default audio path.</p>
12	Mute button 	Toggles the microphone on or off during a call. When the microphone is muted, the button is lit red.
13	Headset button 	<p>Selects the 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.</p> <p>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).</p>
14	Volume button 	<p>Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).</p> <p>Silences the ringer on the phone if an incoming call is ringing.</p>
15	Messages button 	Auto-dials your voicemail system (varies by system).

<b>16</b>	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.
<b>17</b>	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.
<b>18</b>	Phone display	Can be positioned to your preferred viewing angle.
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<b>20</b>	Handset with light strip	The handset light strip lights up to indicate a ringing call (flashing red) or a new voice message (steady red).

# Phone Screen

The way that your system administrator set up your phone determines what is displayed on your phone screen.

## Phone with Single Line

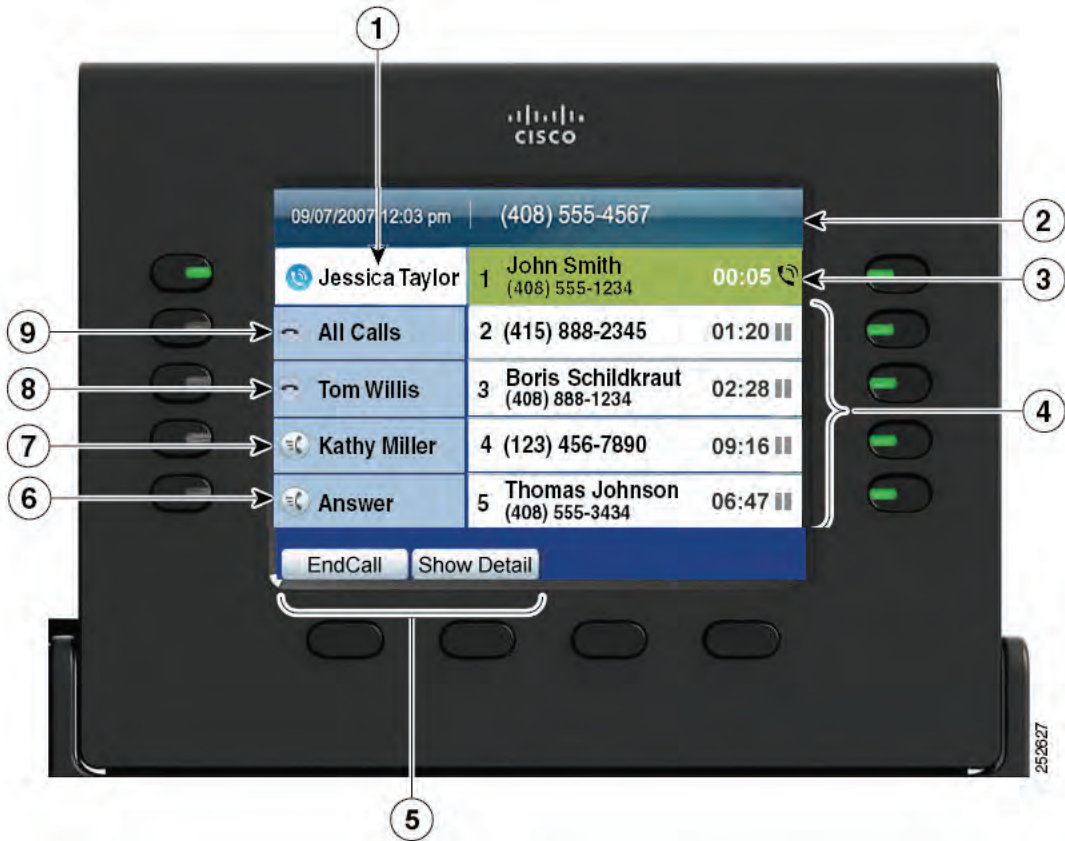


1	Line label	Displays the line phone information.
2	Header	Displays the date and time, and information (such as phone number) about the selected line.
3	Session button label (for connected call)	Displays information (such as phone number and duration) about a connected call on the line.

4	Session button label (for held call)	Displays information (such as phone number and duration) about a held call on the line. Pressing the corresponding session button resumes the held call.
5	New Call icon	Indicates you can press the corresponding session button to make a new call.
6	Softkeys	Softkey options for the selected (highlighted) call only. If you select a different call (by pressing a feature button or the Navigation pad, or by answering a ringing call), the softkey options may change.

## Phone with Multiple Lines

If you have multiple lines, it is recommended that you use the All Calls button to view all calls on all lines. If you handle many calls at one time, it is recommended that you use the Answer button to answer the oldest incoming call without having to scroll down the call list and select the call. For more information, see your system administrator.



1	Primary line label	Displays information about the primary phone line. Look for the blue icon on the line label to see which line is selected. In this case, the primary line is selected, and the information displayed is for the primary line only.
2	Header	Displays the date and time, and information (such as phone number) about the selected line.
3	Session label (with Connected Call icon)	Displays information (such as call status and duration) about a connected call associated with the selected line.

4	Session labels (with Held Call icons)	<p>Display information (such as call status and duration) about held calls associated with the selected line.</p> <p>Calls are displayed on the right side of the phone screen from the oldest (at the top) to the newest.</p> <p>Pressing the session button next to a Held Call icon resumes the held call for that session.</p>
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6	Answer label	<p>Displays if your system administrator has assigned the Answer feature to the programmable feature button.</p> <p>Pressing this label or the corresponding button answers the oldest incoming call without having to scroll down the call list and select the call.</p>
7	Speed-dial label	<p>Displays if you or your system administrator assigned a speed dial to the programmable feature button.</p>
8	Nonprimary line labels	<p>Display information about nonprimary phone lines.</p>
9	All Calls label	<p>Displays if the All Calls feature is enabled. Pressing the corresponding button displays all calls on all lines.</p> <p>Calls are displayed on the right side of the phone screen from the oldest (at the top) to the newest.</p> <p>Pressing the button once selects the current call or first call on the list. Pressing the button twice selects the header line, which allows you to make a new call.</p> <p>Using the All Calls feature is recommended highly if you have multiple lines on your phone.</p>

## Phone Screen Navigation and Item Selection

Task	Action	Example
Scroll to highlight an item.	Press the Navigation pad.	Highlight a call from the missed call list.
Select an item by number.	Press the corresponding number on the keypad.	Press <b>2</b> to select the second item in the Applications menu.
Select an item using the Select button.	Press the Select button (at the center of the Navigation pad).	Highlight the Preferences application and press the Select button.
Navigate to a submenu. (A right arrow (>) next to the menu item indicates that a submenu exists.)	Highlight the menu item and press the item number on the keypad.  Or press the down arrow on the Navigation pad and then press the Select button.	Highlight the Network Setup menu, then press <b>1</b> to open the submenu.
Select a line to use a calling feature (when the line is idle).	Press the line button.  Indicators of your line selection include: <ul style="list-style-type: none"> <li>• The selected line is displayed on the phone screen header.</li> <li>• Color of the icon (on the line label) changes to blue.</li> </ul>	Press the line button and then press the <b>Forward All</b> softkey to forward calls on that line.
Select a line to use a calling feature (when the line has one or more active calls).	Press the line button twice.  Indicators of your line selection include: <ul style="list-style-type: none"> <li>• The selected line is displayed on the phone screen header.</li> <li>• Color of the icon (on the line label) changes to blue.</li> </ul>	Press the line button twice and then press the <b>Forward All</b> softkey to forward calls on that line.

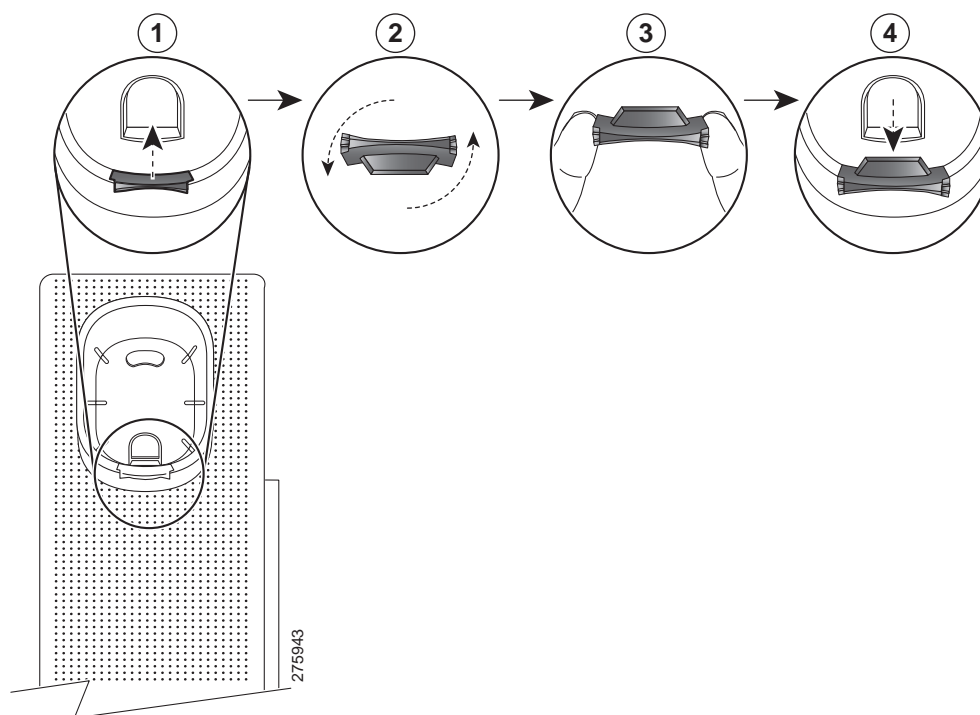
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To turn on the phone display, press any button or pick up the handset.

## Handset Rest

Your system administrator may have mounted your phone on a wall. With a wall-mounted phone, you may need to adjust the handset rest to ensure that the receiver does not slip out of the cradle.



<b>1</b>	Remove the handset from the cradle and pull the plastic tab from the handset rest.
<b>2</b>	Rotate the tab 180 degrees.
<b>3</b>	Hold the tab between two fingers, with the corner notches facing you.
<b>4</b>	Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.