Cloud Voice S Service

Remote Extension S (Video)
Cisco 9971 IP Phone User Guide

(Version 5.0)

Table of Content

The Remote Extension service enabled by Cisco Unified IP Phone 9971 include a higher-resolution, fully backlit (VGA) color and touch-screen display, a USB port for peripherals, Gigabit Ethernet network and pc switch ports, and High-definition (HD) voice support, creating a more productive user experience for multimedia application engagement.

1   Phone Set Features and Functions

1.1   Operation for IP Phone 9971

Item	Description
1	DC adaptor port (DC48V).
2	AC-to-DC power supply.
3	AC power wall plug.
4	Network port (10/100/1000 SW) with IEEE 802.3af and 802.3at power enabled.
5	Computer port (10/100/1000 PC) connection
6	Headset connection (optional).
7	Analog headset connection
8	USB port
9	Anti-theft security lock connector
10	Camera pin holes (for Cisco Unified Video Camera)
11	Secure Digital I/O (SDIO) slot (not used for this release)
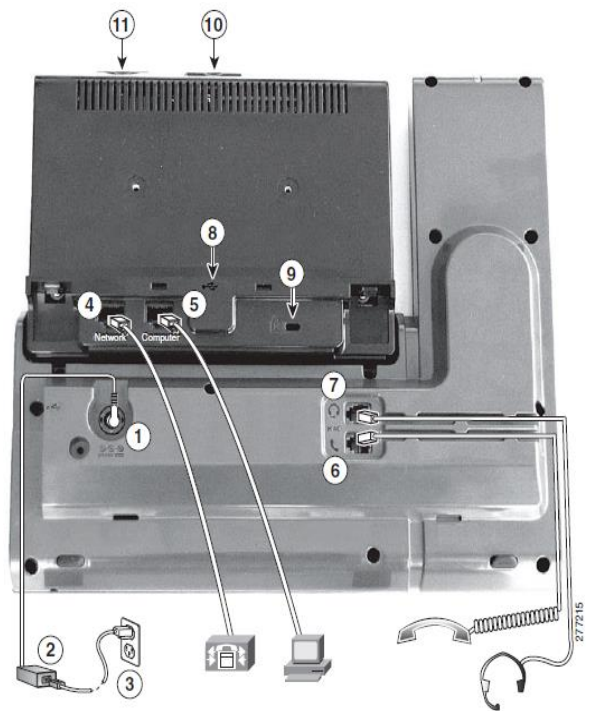
Notes: IP Phone 9971 cannot function properly when there is a failure in power supply.

1.2   Location of Control

	Item	Description
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 corresponds with an active call or a call function. Pressing the button takes the default action: • Active calls—Pressing the button takes the default action for an active call. For example, pressing the session button for a ringing call answers the call and pressing the button on a held call resumes 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, pressing the session button can display missed calls, take the phone off hook, or dial your voice-messaging 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. Pressing this button answers

		the call.
		• 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.
		• Pulsing green ⬭ —Held call. Pressing this button resumes the held call.
		• Solid red ⬭ —Shared line in-use remotely. Pressing this button allows you to barge in on the call (if Barge is enabled).
		• Pulsing red ⬭ —Shared line call put on hold remotely. Pressing this button resumes 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. The Select button is lit (white) when the phone is in power-save mode.
6	Conference button	Creates a conference call.
7	Hold button	Places a connected call on hold.
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 a new default audio path is selected (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.
12	Headset button	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. 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	Dials to retrieve your Voicemail messages.
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)	Each corresponds with 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. 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).

2   Quick Installation Procedures

Remote Extension offers an IP Phone for you to setting up in non-coverage remote offices or homes. Follow below steps to connect the IP Phone to a DHCP (Dynamic Host Configuration Protocol) broadband.

A.   Footstand Installation
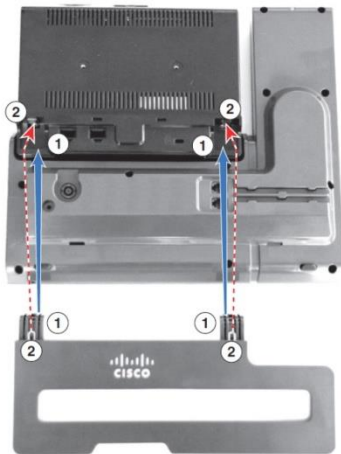
1. Insert the curved connectors into the lower slots.
2. Lift the footstand until the connectors snap into the upper slots.

B.   Physical Network Connection Setup
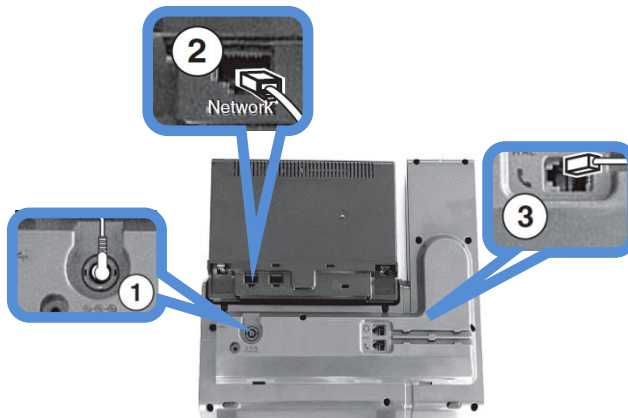
1. Connect the IP Phone to **Power Adaptor** with the power supply.
2. Connect the LAN Cable to the **Network port** of the IP Phone and the Internet router.
3. Connect the **Handset** to the IP Phone.
4. Remove the protective plastic from the camera lens and body.

5. Remove the small plastic cover located on the topside of the phone display.

6. With your phone idle, slide the camera's USB connector into the phone's USB port (back of phone display).
7. After the phone confirms installation.

Note: IP Phone 9971 cannot be functioned when there is a failure in power supply

C. VPN Setup

1. Press the **Application** button
2. Select the **VPN** application
3. Turn on the **VPN**
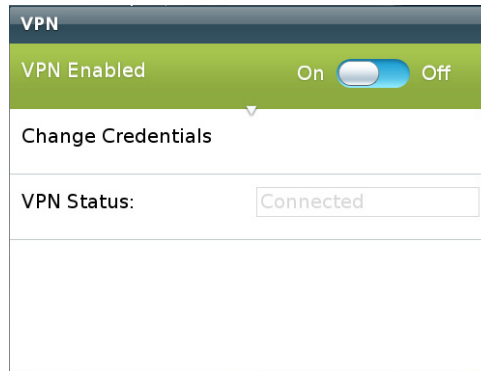
4. Enter your **User ID** (cv + your Cloud Voice S Number, e.g. your Cloud Voice S Number is 31234567, your User ID is **cv31234567**)

5. Enter your **Password** (your Cloud Voice S Number)

6. Press **Sign In** soft key

3   Preference Setup

3.1   Adjust Brightness

1. Press the **Applications** button ⚙
2. Select **Preferences**. (Use the Navigation bar and button to scroll and select.)
3. Select **Brightness**.
   - To increase brightness, press the **Right** arrow on the **Navigation** bar
   - To decrease brightness, press the **Left** arrow on **Navigation** bar
4. Press the **Save** soft key to confirm the brightness level, or just press the **Cancel** soft key to exit without changing the setting.

3.2   Adjust Ringtone

3.2.1   Change Volume

1. Press the **Volume** button ⊖ ⣿⣿⣿ ⊕ to adjust the loudness of the ringtone.

3.2.2   Change Ringtone

1. Press the **Applications** button ⚙
2. Select **Preferences**. (Use the Navigation bar and button to scroll and select.)
3. Select Ringtone and different types of ringing tone are displayed.
4. Press the **Play** soft key to play a sample.
5. Press the **Set** soft key to select the ringtone.
6. Press the **Apply** soft key to confirm your selection, or press the **Cancel** soft key to go back to the Ringtone screen.

3.3   Adjust Wallpaper

1. Press the **Applications** button ⚙.
2. Select **Preferences**. (Use the Navigation pad and Select button to scroll and select.)
3. Select **Wallpaper** and it will display different wallpaper in your IP phone. Select the wallpaper you preferred.
4. Press the **Preview** soft key to preview the wallpaper.
5. Press the **Set** soft key to apply the wallpaper to your IP phone.

4   Basic Features

4.1   Placing a Call

There are 4 options for placing a new call:

1. When using the handset, lift the handset and dial the number.
2. To make a new call on the current line, press the **NewCall** soft key and dial the number.
3. To dial with the phone on hook, from the main screen, perform either of these actions:
    - Dial the number and lift handset or press the **Dial** soft key. The phone will not produce the dial tone until after you lift the handset or press the **Dial** soft key.
    - Press the **NewCall** soft key and dial the number.
4. To dial the last dialed number, press the **Redial** soft key.

4.2   Answering a Call

There are 3 options for answering a call:

1. Lift the handset.
2. Press the **Answer** soft key
3. Press the **Speakerphone** button

4.3   Ending a Call

There are 3 options for ending a call:

1. Hang up the handset.
2. Press the **EndCall** soft key
3. Press the **Speakerphone** button , when using hand-free conversation mode

4.4 Muting a Call

1. Press the **Mute** button.
2. To disengage mute, press the **Mute** again.

5 Call Management Features

5.1 Putting a Call on Hold

1. To put a call on hold,
   - Press the **Hold** button .
   - The Hold icon will be displayed and the Line button will be pulsed to green colour.
2. To resume the highlighted call, you can press the **Resume** soft key.

5.2 Using Call Waiting

1. To answer the new call, press the **Answer** soft key. When you do so, the original call will be put on hold.
2. To return to the original call, press the **Resume** soft key.
3. If the second call is still active, the call will be put on hold when you return to the original call.
4. You can continue to use the **Hold** button to switch between the calls.

5.3 Transferring a Call to another Party

1. Press the **Transfer** button .
2. Enter 8-digits local number * / 4-digits extension number of the recipient
3. Press the **Transfer** button again or the **Transfer** soft key.

   * *If you wish to transfer the call to external partner, please remember to add "9" before the 8-digits telephone number*

5.4   Redialing the Last Number Dialed

Press the **Redial** soft key

5.5   Forwarding Calls to another Phone

5.5.1   Setting up Call Forwarding from your IP Phone

1. Activate - Press the **Forward All** soft key + destination number
2. Cancel - Press the **Forward Off** soft key.

Note: If you wish to forward the call to external partner, please remember to add "9" before the 8-digits telephone number

*Tips: To forward all incoming calls to your voicemail, just simply press **Forward All** and **Message** button.*

5.5.2   Setting up Call Forwarding from your mobile

1. Dial **2112 1113** to access Remote Call Forwarding hotline.
2. Follow the voice prompts and select the language by pressing '1' for Cantonese/ '2' for English.
3. Enter your Cloud Voice S number and Cloud Voice S password accordingly.
4. Enter the destination of number to which you want to forward all of your calls (e.g. your mobile).
5. Similarly, to cancel all call forwarding, please dial **2112 1113** to deactivate the call forwarding setting accordingly.

Note: Starter Cloud Voice S Password is your Cloud Voice S number. For security reason, please change your password in a regular basis.

5.5.3   Setting up Call Forwarding via Internet

1. Browse to website https://adp.cloudvoice.hkbnes.net/pc/en/index.jsp
2. Click '**Cloud Voice S User Portal**' button.
3. Enter your Cloud Voice S number and Cloud Voice S Password to login Cloud Voice S User Portal.
4. Click '**Call Management**' to activate the Call Forwarding.
5. Enter the destination of number to which you want to forward all of your calls (e.g. your mobile).
6. Similarly, to cancel all call forwarding, please login to 'Cloud Voice S User Portal' again to deactivate the call forwarding accordingly.

Note: Starter Cloud Voice S Password is your Cloud Voice S number. For security reason, please change your password in a regular basis.

5.6   Placing a Conference Call

1. During an active call conversation, press the **Conference** button
2. Enter 8-digits local number / 4-digits extension number of the other invited party.
3. Press the **Call** soft key and wait for the invited party to answer.
4. Press the **Conference** button again or the Conference soft key.
5. The conference call with 3 parties will be begun.
6. Repeat these steps to add more parties, if desired.

Note: If you wish to make a conference with external partner, please remember to add "9" before the 8-digits telephone number
*Tips: To view and remove conference participants, you can press **Details** button and press **Remove** to remove a conference participant.*

5.7 Call Pickup

5.7.1 Call Pickup within your Group

1. Press the **PickUp** button to transfer a ringing call within your pickup group to your phone.
2. When your phone rings, press the **Answer** soft key to pickup and connect to the call.

5.7.2 Directed Call Pickup (Specific Group Member)

1. Press **Group Pickup**.
2. Enter the extension number of the phone line with the call that you want to pick up.
   (For example, if the call is ringing on line extension number '1234', please enter '1234'.)
3. When your phone rings, press the **Answer** soft key to pickup and connect to the call.

6. VoiceMail Service (iVoiceMail Plus)

6.1 Activating VoiceMail

6.1.1 Activating VoiceMail on your IP Phone

i. Press the **Message** button on your IP Phone

ii. Enter your VoiceMail PIN followed by "**#**"

iii. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service.

6.1.2 Remote Activation of VoiceMail

1. Dial the access number **2112-2345**. [Please dial **(852) 2112-2345** when you are accessing VoiceMail service from overseas.]

2. A welcome greeting message will be announced and please select the language by pressing '1' for Cantonese and '2' for English.

3. Enter your User ID (your Cloud Voice Number) followed by "**#**"

4. Enter your VoiceMail PIN followed by "**#**"

5. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

6.2 Accessing VoiceMail

1. The red light on your Handset will light up when you have a voicemail message.

2. To access the voice messaging system, press the **Message** button and follow the voice instructions.

6.3   Remote Access to VoiceMail

1. Dial the access number **2112-2345**. [Please dial **(852) 2112-2345** when you are accessing VoiceMail service from overseas.]

2. A welcome greeting message will be announced and please select the language by pressing '1' for Cantonese and '2' for English.

3. Enter your User ID (your Cloud Voice Number) followed by "#"

4. Enter your VoiceMail PIN followed by "#"

5. Follow the voice instructions for voice mail service.

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

6.4   Retrieval of VoiceMail via Outlook 2000/ 2003/ 2007/ 2010/ 2013

1. Open your Microsoft Outlook.

2. Click **Tools.**

3. Select **Accounts.**

4. Click **New.**

5. Select **Microsoft Exchange, POP3, IMAP, or HTTP**" and click **Next.**

6. Enter Account Information * and click **Next.**

7. Select **Internet E-mail** and click **Next.**

8. **Enter** Server Information ** and click **Next.**

9. Click **Finish.**

   *   When entering the Account Information, please input the following*
   - *Your Name: Name wish to be displayed in email*
   - *E-mail Address: 3xxxxxxx@cloudvideo.com.hk ; '3xxxxxxx' is your Cloud Voice Number*
   - *Username: Your Cloud Voice Number (e.g. 3xxxxxxx)*
   - *Password: Your Cloud Voice Password*

   **   *When entering Server Information, please input the following:*
- *Account Type: IMAP*
- *Incoming mail server: imaps12.cloudvoice.hkbnes.net;*
- *Outgoing mail server: (Your ISP smtp or Google smtp)*

   Note: Starter Cloud Voice PIN is your Cloud Voice Number. For security reason, please change your Cloud Voice Password regularly.

7   VoiceMail Service (eVoiceMail)

7.1   Activating VoiceMail

7.11   Activating VoiceMail on your IP Phone

1. Press the **Message** button [image] on your IP Phone
2. Enter your VoiceMail PIN followed by "**#**"
3. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service.

7.12   Remote Activation of VoiceMail

1. Dial the access number **2112-1288**. [Please dial **(852) 2112-1288** when you are accessing VoiceMail service from overseas.]
2. A welcome greeting message will be announced.
3. Enter your User ID (your Cloud Voice Number) followed by "**#**"
4. Enter your VoiceMail PIN followed by "**#**"
5. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service

   Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

7.2   Accessing VoiceMail

1. The red light on your Handset will light up when you have a voicemail message.

2. To access the voice messaging system, press the **Message** button [image] and follow the voice instructions.

7.3 Remote Access to VoiceMail

1. Dial the access number **2112-1288**. [Please dial **(852) 2112-1288** when you are accessing VoiceMail service from overseas.]

2. A welcome greeting message will be announced.

3. Enter your User ID (your Cloud Voice Number) followed by "#"

4. Enter your VoiceMail PIN followed by "#"

5. Follow the voice instructions for voice mail service.

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

8   Using Phone Log

If your phone display indicates that you have missed calls, you can use the Missed Call option on the Directory menu to view your call history and to call back the person that you have missed. You can also view call history and place calls from the Received Calls and Placed Calls directories.

8.1   Viewing and Dialing from the Phone Log

1. Press the **Applications** button ⚙
2. Select **Call History**. (Use the Navigation bar and button to scroll and select.)
3. Select **All Lines** or the line that you want to view.
4. From the Call History list, select the call you want to dial and do one of the following:
   - Press the **Call** soft key.
   - Press the line key.
   - Pick up the handset.
   - Press the **speakerphone** or **headset** button.

8.2   Deleting Call Record from Phone Log

1. Press the **Applications** button ⚙
2. Select **Call History**. (Use the Navigation bar and button to scroll and select.)
3. Select **All Lines** or the line that you want to view.
4. Select the call you want to delete.
5. Press the **Del Call** soft key (you may need to press the **more** soft key first).
6. Press the **Delete** soft key to delete the call, or press the **Cancel** soft key to go back to the Call History screen.

*Tips: For dialing Missed call from external parties, you should press **More** and*
   ***EditDial** to add "9" to the contact number*

9   Password Management

9.1   Change The Cloud Voice S Password

1. Visit **Cloud Voice S User Portal** at
   https://adp.cloudvoice.hkbnes.net/pc/en/index.jsp
2. Enter your **Cloud Voice S Number** and **Password**
3. Click **Login**
4. Click **Password Management**
5. Enter **Existing Password**
6. Enter **New Password**
7. Re-enter **New Password**

Note:

i.   Starter Cloud Voice S Password is your Cloud Voice S Number.

ii. New Cloud Voice S Password will be applied to the following services:

- *Cloud Voice S User Portal*
- *Presence Communicator Service – Cisco Unified Personal Communicator (Account and VoiceMail Login)*
- *Mobility Apps Services – Cisco Jabber (Configuration of VoiceMail, Desk Phone Integration and Corporate Directory)*
- *Retrival of VocieMail via Outlook 2000*

9.2 Change The IP Phone PIN

1. Visit **Cloud Voice S User Portal** at
   https://adp.cloudvoice.hkbnes.net/pc/en/index.jsp
2. Enter your **Cloud Voice S Number** and **Cloud Voice S Password**
3. Click **Login**
4. Click **here** in the foot note of the **Call Management** page
5. Enter your **Cloud Voice S Number** and **Cloud Voice S Password**
6. Click **Login**
7. Click **User Option** and choose **User Setting**
8. Enter **Current PIN**
9. Enter **New PIN** and **Confirm PIN**
10. Click **Save**

Note:

i.   Starter IP Phone PIN is your Cloud Voice S Number

ii.   New IP Phone PIN will be applied to the following services

- *Personal Directory*
- *Extension Mobility*