



## **Cisco Unified IP Phone 7960G and 7940G for Cisco Unified CallManager 5.0 (SCCP)**

**INCLUDING LICENSE AND WARRANTY**







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## Common Phone Tasks

|  |  |
|--|--|
| View online help on the phone                  | Press  or  twice quickly.              |
| Place a call                                   | Go off-hook before or after dialing a number.  |
| Redial a number                                | Press <b>Redial</b> .  |
| Switch to the speaker or headset during a call | Press  or  , then hang up the handset. |
| Mute your phone                                | Press  .  |
| Use your call logs                             | Choose  to choose a call log. To dial, highlight a listing and go off-hook.   |
| Edit a number                                  | Press <b>EditDial</b> , << or >>.  |
| Hold/resume a call                             | Press <b>Hold</b> or <b>Resume</b> .   |
| Transfer a call to a new number                | Press <b>Transfer</b> , enter a target number, then press <b>Transfer</b> again.   |
| Start a standard conference call               | Press <b>more</b> > <b>Confrn</b> . Dial a number, then press <b>Confrn</b> again. Repeat for each party   |



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## Cisco Unified IP Phone 7960G and 7940G for Cisco Unified CallManager 5.0 (SCCP)

















Softkey Definitions  
 Phone Screen Icons  
 Phone Screen Icons  
 Common Phone Tasks

## Softkey Definitions








|                 |  |
|-----------------|--|
| <b>AbbrDial</b> | Dial using a speed dial index number                               |
| <b>Answer</b>   | Answer a call  |
| <b>Barge</b>    | Add yourself to a call on a shared line                            |
| <b>CallBack</b> | Receive notification when a busy extension becomes available       |
| <b>Cancel</b>   | Cancel an action or exit a screen without applying changes         |
| <b>cBarge</b>   | Add yourself to a call on a shared line and establish a conference |
| <b>CFwdALL</b>  | Setup/cancel call forwarding                                       |
| <b>Clear</b>    | Delete records or settings   |
| <b>Conflist</b> | View conference participants                                       |
| <b>Confrn</b>   | Create a conference call   |
| <b>Delete</b>   | Remove characters at the cursor when using <b>EditDial</b>         |
| <b>Dial</b>     | Dial a phone number  |
| <b>DirTrfr</b>  | Transfer two calls to each other                                   |
| <b>EditDial</b> | Edit a number in a call log  |
| <b>EndCall</b>  | Disconnect the current call  |
| <b>Exit</b>     | Return to the previous screen                                      |
| <b>GPickUp</b>  | Answer a call ringing in another group                             |
| <b>iDivert</b>  | Send a call to your voice messaging system                         |
| <b>Join</b>     | Join several calls already on a single line to create a conference |
| <b>MeetMe</b>   | Host a Meet-Me conference call                                     |
| <b>more</b>     | Display additional softkeys  |
| <b>NewCall</b>  | Make a new call  |

|                 |   |
|-----------------|---|
| <b>OPickUp</b>  | Answer a call ringing in another group that is associated with your group |
| <b>Park</b>     | Store a call using Call Park  |
| <b>PickUp</b>   | Answer a call in your group   |
| <b>QRT</b>      | Submit call problems to the system administrator                          |
| <b>Redial</b>   | Redial the most recently dialed number                                    |
| <b>Remove</b>   | Remove a conference participant   |
| <b>Resume</b>   | Resume a call on hold   |
| <b>RmLstC</b>   | Drop the last party added to a conference call                            |
| <b>Save</b>     | Save the chosen settings  |
| <b>Search</b>   | Search for a directory listing  |
| <b>Select</b>   | Select an item on the screen  |
| <b>Transfer</b> | Transfer a call   |
| <b>Update</b>   | Refresh content   |
| <b>VidMode</b>  | Choose a video display mode   |
| <b>&lt;&lt;</b> | Delete characters to left of cursor                                       |
| <b>&gt;&gt;</b> | Move through entered characters   |


## Phone Screen Icons

| Call State  |                         |
|---|-------------------------|
|    | Call Forwarding enabled |
|    | Call on hold            |
|    | Connected call          |
|    | Incoming call           |
|    | Off-hook line           |
|    | Outgoing call           |
|    | Shared line in use      |
| Secure Calls  |                         |
|    | Authenticated call      |
|    | Encrypted call          |
| Critical Calls  |                         |
|    | Priority call           |
|    | Medium priority call    |
|   | High priority call      |
|  | Highest priority call   |
| Selected Device   |                         |
|  | Handset in use          |
|  | Headset in use          |
|  | Speakerphone in use     |

## Other Features

|   |                                  |
|---|----------------------------------|
|  | Busy speed-dial line             |
|  | Idle in speed-dial line          |
|  | Speed Dial (line status unknown) |
|  | Message waiting                  |
|  | Video enabled                    |
|  | Option selected                  |
|  | Feature enabled                  |

## Button Icons

|   |             |
|---|-------------|
|    | Messages    |
|    | Services    |
|    | Help        |
|    | Directories |
|  | Settings    |
|  | Speaker     |
|  | Mute        |
|  | Headset     |



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# Getting Started

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## Using this Guide

This guide provides you with an overview of the features available on your phone. You can read it completely for a solid understanding of your phone’s capabilities, or refer to the table below for pointers to commonly used sections.

| <b>If you want to...</b>             | <b>Then...</b>  |
|--------------------------------------|---|
| Explore your phone on your own       | Press  or  on the phone when you need assistance. |
| Review safety information            | See the “Safety and Performance Information” section on page 2.   |
| Connect your phone                   | See the “Connecting Your Phone” section on page 13.   |
| Use your phone after it is installed | Start with the “An Overview of Your Phone” section on page 16.  |
| Learn about the phone buttons        | See the “Understanding Buttons and Hardware” section on page 16.  |
| Learn about the phone screen         | See the “Understanding Phone Screen Features” section on page 19.   |
| Make calls                           | See the “Placing a Call—Basic Options” section on page 22.  |
| Put calls on hold                    | See the “Using Hold and Resume” section on page 25.   |
| Mute calls                           | See the “Using Mute” section on page 25.  |
| Transfer calls                       | See the “Transferring Calls” section on page 27.  |
| Make conference calls                | See the “Making Conference Calls” section on page 29.   |
| Set up speed dialing                 | See the “Speed Dialing” section on page 32.   |
| Share a phone number                 | See the “Using a Shared Line” section on page 34.   |
| Use your phone as a speakerphone     | See the “Using a Handset, Headset, and Speakerphone” section on page 40.  |
| Change the ring volume or tone       | See the “Using Phone Settings” section on page 42.  |
| View your missed calls               | See the “Using Call Logs” section on page 44.   |
| Listen to your voice messages        | See the “Accessing Voice Messages” section on page 48.  |
| See softkey and icon definitions     | Refer to the Quick Reference Card in the front of this guide.   |



## Finding Additional Information

You can access the most current Cisco Unified IP Phone documentation on the World Wide Web at this URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_ipphon/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm)

You can access the Cisco website at this URL:

<http://www.cisco.com/>

International Cisco websites can be accessed from this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Accessing Cisco Unified IP Phone 7960G or 7940G eLearning Tutorials

Cisco Unified IP Phone 7960G or 7940G eLearning tutorials use audio and animation to demonstrate basic calling features. You can access eLearning tutorials online (for several phone models) from your personal computer. Look for the eLearning tutorial (English only) for your phone model in the documentation list at the following location:

[http://cisco.com/en/US/products/hw/phones/ps379/products\\_user\\_guide\\_list.html](http://cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html)

## Safety and Performance Information

Read the following safety notices before installing or using your Cisco Unified IP Phone:



**Warning**

---

## **IMPORTANT SAFETY INSTRUCTIONS**

**This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device.** Statement 1071

---

### **SAVE THESE INSTRUCTIONS**

**Waarschuwing**

### **BELANGRIJKE VEILIGHEIDSINSTRUCTIES**

**Dit waarschuwingssymbool betekent gevaar. U verkeert in een situatie die lichamelijk letsel kan veroorzaken. Voordat u aan enige apparatuur gaat werken, dient u zich bewust te zijn van de bij elektrische schakelingen betrokken risico's en dient u op de hoogte te zijn van de standaard praktijken om ongelukken te voorkomen. Gebruik het nummer van de verklaring onderaan de waarschuwing als u een vertaling van de waarschuwing die bij het apparaat wordt geleverd, wilt raadplegen.**

### **BEWAAR DEZE INSTRUCTIES**

**Varoitus**

### **TÄRKEITÄ TURVALLISUUSOHJEITA**

**Tämä varoitusmerkki merkitsee vaaraa. Tilanne voi aiheuttaa ruumiillisia vammoja. Ennen kuin käsittelet laitteistoa, huomioi sähköpiirien käsittelemiseen liittyvät riskit ja tutustu onnettomuuksien yleisiin ehkäisytapoihin. Turvallisuusvaroitusten käännökset löytyvät laitteen mukana toimitettujen käännettyjen turvallisuusvaroitusten joukosta varoitusten lopussa näkyvien lausuntonumeroiden avulla.**

### **SÄILYTÄ NÄMÄ OHJEET**

**Attention      IMPORTANTES INFORMATIONS DE SÉCURITÉ**

**Ce symbole d'avertissement indique un danger. Vous vous trouvez dans une situation pouvant entraîner des blessures ou des dommages corporels. Avant de travailler sur un équipement, soyez conscient des dangers liés aux circuits électriques et familiarisez-vous avec les procédures couramment utilisées pour éviter les accidents. Pour prendre connaissance des traductions des avertissements figurant dans les consignes de sécurité traduites qui accompagnent cet appareil, référez-vous au numéro de l'instruction situé à la fin de chaque avertissement.**

**CONSERVEZ CES INFORMATIONS****Warnung      WICHTIGE SICHERHEITSHINWEISE**

**Dieses Warnsymbol bedeutet Gefahr. Sie befinden sich in einer Situation, die zu Verletzungen führen kann. Machen Sie sich vor der Arbeit mit Geräten mit den Gefahren elektrischer Schaltungen und den üblichen Verfahren zur Vorbeugung vor Unfällen vertraut. Suchen Sie mit der am Ende jeder Warnung angegebenen Anweisungsnummer nach der jeweiligen Übersetzung in den übersetzten Sicherheitshinweisen, die zusammen mit diesem Gerät ausgeliefert wurden.**

**BEWAHREN SIE DIESE HINWEISE GUT AUF.****Avvertenza      IMPORTANTI ISTRUZIONI SULLA SICUREZZA**

**Questo simbolo di avvertenza indica un pericolo. La situazione potrebbe causare infortuni alle persone. Prima di intervenire su qualsiasi apparecchiatura, occorre essere al corrente dei pericoli relativi ai circuiti elettrici e conoscere le procedure standard per la prevenzione di incidenti. Utilizzare il numero di istruzione presente alla fine di ciascuna avvertenza per individuare le traduzioni delle avvertenze riportate in questo documento.**

**CONSERVARE QUESTE ISTRUZIONI**

**Advarsel VIKTIGE SIKKERHETSINSTRUKSJONER**

Dette advarselssymbolet betyr fare. Du er i en situasjon som kan føre til skade på person. Før du begynner å arbeide med noe av utstyret, må du være oppmerksom på farene forbundet med elektriske kretser, og kjenne til standardprosedyrer for å forhindre ulykker. Bruk nummeret i slutten av hver advarsel for å finne oversettelsen i de oversatte sikkerhetsadvarslene som fulgte med denne enheten.

**TA VARE PÅ DISSE INSTRUKSJONENE**

**Aviso INSTRUÇÕES IMPORTANTES DE SEGURANÇA**

Este símbolo de aviso significa perigo. Você está em uma situação que poderá ser causadora de lesões corporais. Antes de iniciar a utilização de qualquer equipamento, tenha conhecimento dos perigos envolvidos no manuseio de circuitos elétricos e familiarize-se com as práticas habituais de prevenção de acidentes. Utilize o número da instrução fornecido ao final de cada aviso para localizar sua tradução nos avisos de segurança traduzidos que acompanham este dispositivo.

**GUARDE ESTAS INSTRUÇÕES**

**¡Advertencia! INSTRUCCIONES IMPORTANTES DE SEGURIDAD**

Este símbolo de aviso indica peligro. Existe riesgo para su integridad física. Antes de manipular cualquier equipo, considere los riesgos de la corriente eléctrica y familiarícese con los procedimientos estándar de prevención de accidentes. Al final de cada advertencia encontrará el número que le ayudará a encontrar el texto traducido en el apartado de traducciones que acompaña a este dispositivo.

**GUARDE ESTAS INSTRUCCIONES**

**Varning! VIKTIGA SÄKERHETSANVISNINGAR**

Denna varningssignal signalerar fara. Du befinner dig i en situation som kan leda till personskada. Innan du utför arbete på någon utrustning måste du vara medveten om farorna med elkretsar och känna till vanliga förfaranden för att förebygga olyckor. Använd det nummer som finns i slutet av varje varning för att hitta dess översättning i de översatta säkerhetsvarningar som medföljer denna anordning.

**SPARA DESSA ANVISNINGAR**

**Figyelem**      **FONTOS BIZTONSÁGI ELOÍRÁSOK**

**Ez a figyelmeztető jel veszélyre utal. Sérülésveszélyt rejtő helyzetben van. Mielőtt bármely berendezésen munkát végezte, legyen figyelemmel az elektromos áramkörök okozta kockázatokra, és ismerkedjen meg a szokásos balesetvédelmi eljárásokkal. A kiadványban szereplő figyelmeztetések fordítása a készülékhez mellékelt biztonsági figyelmeztetések között található; a fordítás az egyes figyelmeztetések végén látható szám alapján kereshető meg.**

**ORIZZE MEG EZEKET AZ UTASÍTÁSOKAT!**

**Предупреждение**      **ВАЖНЫЕ ИНСТРУКЦИИ ПО СОБЛЮДЕНИЮ ТЕХНИКИ БЕЗОПАСНОСТИ**

**Этот символ предупреждения обозначает опасность. То есть имеет место ситуация, в которой следует опасаться телесных повреждений. Перед эксплуатацией оборудования выясните, каким опасностям может подвергаться пользователь при использовании электрических цепей, и ознакомьтесь с правилами техники безопасности для предотвращения возможных несчастных случаев. Воспользуйтесь номером заявления, приведенным в конце каждого предупреждения, чтобы найти его переведенный вариант в переводе предупреждений по безопасности, прилагаемом к данному устройству.**

**СОХРАНИТЕ ЭТИ ИНСТРУКЦИИ**

**警告**      **重要的安全性说明**

**此警告符号代表危险。您正处于可能受到严重伤害的工作环境中。在您使用设备开始工作之前，必须充分意识到触电的危险，并熟练掌握防止事故发生的标准工作程序。请根据每项警告结尾提供的声明号码来找到此设备的安全性警告说明的翻译文本。**

**请保存这些安全性说明**

**警告** 安全上の重要な注意事項

「危険」の意味です。人身事故を予防するための注意事項が記述されています。装置の取り扱い作業を行うときは、電気回路の危険性に注意し、一般的な事故防止策に留意してください。警告の各国語版は、各注意事項の番号を基に、装置に付属の「Translated Safety Warnings」を参照してください。

これらの注意事項を保管しておいてください。

**주의** 중요 안전 지침

이 경고 기호는 위험을 나타냅니다. 작업자가 신체 부상을 일으킬 수 있는 위험한 환경에 있습니다. 장비에 작업을 수행하기 전에 전기 회로와 관련된 위험을 숙지하고 표준 작업 관례를 숙지하여 사고를 방지하십시오. 각 경고의 마지막 부분에 있는 경고문 번호를 참조하여 이 장치와 함께 제공되는 번역된 안전 경고문에서 해당 번역문을 찾으십시오.

이 지시 사항을 보관하십시오.

**Aviso** **INSTRUÇÕES IMPORTANTES DE SEGURANÇA**

**Este símbolo de aviso significa perigo. Você se encontra em uma situação em que há risco de lesões corporais. Antes de trabalhar com qualquer equipamento, esteja ciente dos riscos que envolvem os circuitos elétricos e familiarize-se com as práticas padrão de prevenção de acidentes. Use o número da declaração fornecido ao final de cada aviso para localizar sua tradução nos avisos de segurança traduzidos que acompanham o dispositivo.**

**GUARDE ESTAS INSTRUÇÕES**

**Advarsel** **VIGTIGE SIKKERHEDSANVISINGER**

**Dette advarselssymbol betyder fare. Du befinder dig i en situation med risiko for legemeskade. Før du begynder arbejde på udstyr, skal du være opmærksom på de involverede risici, der er ved elektriske kredsløb, og du skal sætte dig ind i standardprocedurer til undgåelse af ulykker. Brug erklæringsnummeret efter hver advarsel for at finde oversættelsen i de oversatte advarsler, der fulgte med denne enhed.**

**GEM DISSE ANVISINGER**

## تحذير

## إرشادات الأمان الهامة

يوضح رمز التحذير هذا وجود خطر. وهذا يعني أنك متواجد في مكان قد ينتج عنه التعرض لإصابات. قبل بدء العمل، احذر مخاطر التعرض للصدمات الكهربائية وكن على علم بالإجراءات القياسية للحيلولة دون وقوع أي حوادث. استخدم رقم البيان الموجود في آخر كل تحذير لتحديد مكان ترجمته داخل تحذيرات الأمان المترجمة التي تأتي مع الجهاز. قم بحفظ هذه الإرشادات

## Upozorenje

## VAŽNE SIGURNOSNE NAPOMENE

Ovaj simbol upozorenja predstavlja opasnost. Nalazite se u situaciji koja može prouzročiti tjelesne ozljede. Prije rada s bilo kojim uređajem, morate razumjeti opasnosti vezane uz električne sklopove, te biti upoznati sa standardnim načinima izbjegavanja nesreća. U prevedenim sigurnosnim upozorenjima, priloženima uz uređaj, možete prema broju koji se nalazi uz pojedino upozorenje pronaći i njegov prijevod.

## SAČUVAJTE OVE UPUTE

## Upozornění

## DŮLEŽITÉ BEZPEČNOSTNÍ POKYNY

Tento upozorňující symbol označuje nebezpečí. Jste v situaci, která by mohla způsobit nebezpečí úrazu. Před prací na jakémkoliv vybavení si uvědomte nebezpečí související s elektrickými obvody a seznamte se se standardními opatřeními pro předcházení úrazům. Podle čísla na konci každého upozornění vyhledejte jeho překlad v přeložených bezpečnostních upozorněních, která jsou přiložena k zařízení.

## USCHOVEJTE TYTO POKYNY

## Προειδοποίηση

## ΣΗΜΑΝΤΙΚΕΣ ΟΔΗΓΙΕΣ ΑΣΦΑΛΕΙΑΣ

Αυτό το προειδοποιητικό σύμβολο σημαίνει κίνδυνο. Βρίσκεστε σε κατάσταση που μπορεί να προκαλέσει τραυματισμό. Πριν εργαστείτε σε οποιοδήποτε εξοπλισμό, να έχετε υπόψη σας τους κινδύνους που σχετίζονται με τα ηλεκτρικά κυκλώματα και να έχετε εξοικειωθεί με τις συνήθεις πρακτικές για την αποφυγή ατυχημάτων. Χρησιμοποιήστε τον αριθμό δήλωσης που παρέχεται στο τέλος κάθε προειδοποίησης, για να εντοπίσετε τη μετάφρασή της στις μεταφρασμένες προειδοποιήσεις ασφαλείας που συνοδεύουν τη συσκευή.

## ΦΥΛΑΞΤΕ ΑΥΤΕΣ ΤΙΣ ΟΔΗΓΙΕΣ

אזהרה

### **הוראות בטיחות חשובות**

סימן אזהרה זה מסמל סכנה. אתה נמצא במצב בעלול לגרום לפציעה. לפני שתעבוד עם ציוד כלשהו, עליך להיות מודע לסכנות הכרוכות במעגלים חשמליים ולהכיר את הנהלים המקובלים למניעת תאונות. השתמש במספר ההוראה המסופק בסופה של כל אזהרה כדי לאתר את התרגום באזהרות הבטיחות המתורגמות שמצורפות להתקן.

### **שמור הוראות אלה**

Opomena

### **ВАЖНИ БЕЗБЕДНОСНИ НАПАТСТВИЈА**

Симболот за предупредување значи опасност. Се наоѓате во ситуација што може да предизвика телесни повреди. Пред да работите со опремата, бидете свесни за ризикот што постои кај електричните кола и треба да ги познавате стандардните постапки за спречување на несреќни случаи. Искористете го бројот на изјавата што се наоѓа на крајот на секое предупредување за да го најдете неговиот период во преведените безбедносни предупредувања што се испорачани со уредот.  
**ЧУВАЈТЕ ГИ ОВИЕ НАПАТСТВИЈА**



**Ostrzeżenie WAŻNE INSTRUKCJE DOTYCZĄCE BEZPIECZEŃSTWA**

Ten symbol ostrzeżenia oznacza niebezpieczeństwo. Zachodzi sytuacja, która może powodować obrażenia ciała. Przed przystąpieniem do prac przy urządzeniach należy zapoznać się z zagrożeniami związanymi z układami elektrycznymi oraz ze standardowymi środkami zapobiegania wypadkom. Na końcu każdego ostrzeżenia podano numer, na podstawie którego można odszukać tłumaczenie tego ostrzeżenia w dołączonym do urządzenia dokumencie z tłumaczeniami ostrzeżeń.

**NINIEJSZE INSTRUKCJE NALEŻY ZACHOWAĆ****Upozornenie DÔLEŽITÉ BEZPEČNOSTNÉ POKYNY**

Tento varovný symbol označuje nebezpečenstvo. Nachádzate sa v situácii s nebezpečenstvom úrazu. Pred prácou na akomkoľvek vybavení si uvedomte nebezpečenstvo súvisiace s elektrickými obvodmi a oboznámte sa so štandardnými opatreniami na predchádzanie úrazom. Podľa čísla na konci každého upozornenia vyhladajte jeho preklad v preložených bezpečnostných upozorneniach, ktoré sú priložené k zariadeniu.

**USCHOVAJTE SI TENTO NÁVOD****Warning**


---

**Read the installation instructions before you connect the system to its power source.**

---

**Warning**


---

**Ultimate disposal of this product should be handled according to all national laws and regulations.**

---

**Warning**


---

**Do not work on the system or connect or disconnect cables during periods of lightning activity.**

---

**Warning**

---

**To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to telephone network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports use RJ-45 connectors. Use caution when connecting cables.**

---

**Caution**

---

Inline power circuits provide current through the communication cable. Use the Cisco provided cable or a minimum 24 AWG communication cable.

---

## Using an External Power Supply

The following warnings apply when you use the external power supply with the Cisco Unified IP Phone:

**Warning**

---

**This product relies on the building's installation for short-circuit (over current) protection. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15A U.S. (240 VAC, 10A international) is used on the phase conductors (all current-carrying conductors).**

---

**Warning**

---

**The device is designed to work with TN power systems.**

---

**Warning**

---

**The plug-socket combination must be accessible at all times because it serves as the main disconnecting device.**

---

**Warning**

---

**The power supply must be placed indoors.**

---

**Caution**

---

Only use the Cisco-specified power supply with this product.

---

## Power Outage

Your accessibility to emergency service through the phone is dependent on the phone being powered. If there is an interruption in the power supply, Service and Emergency Calling Service dialing will not function until power is restored. In the case of a power failure or disruption, you may need to reset or reconfigure equipment before using the Service or Emergency Calling Service dialing.

## Using External Devices

The following information applies when you use external devices with the Cisco Unified IP Phone:

Cisco recommends the use of good quality external devices (such as headsets) that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

Depending on the quality of these devices and their proximity to other devices such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of the following actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of the system because Cisco has no control over the quality of external devices, cables, and connectors. The system will perform adequately when suitable devices are attached using good quality cables and connectors.



---

**Caution**

In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

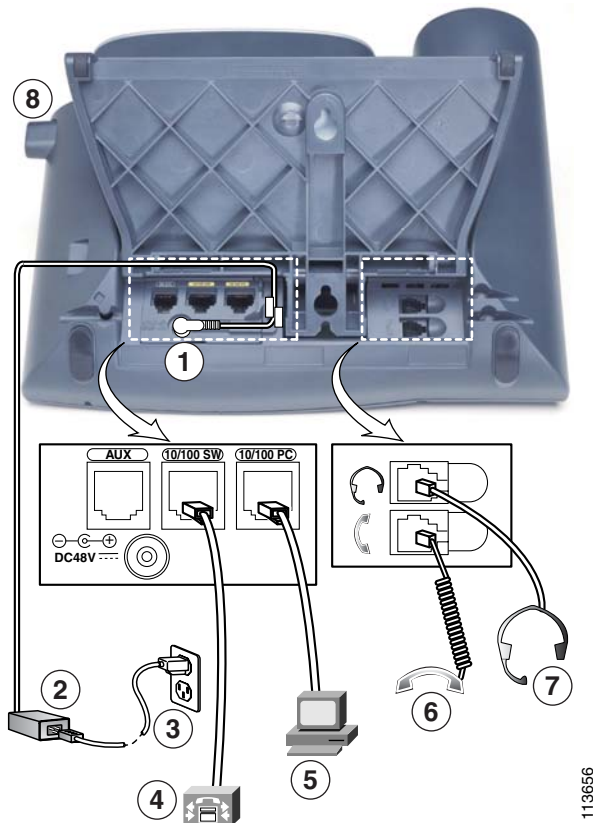
---

## Accessibility Features

A list of accessibility features is available upon request.

# Connecting Your Phone

Your system administrator will likely connect your new Cisco Unified IP Phone to the corporate IP telephony network. If that is not the case, refer to the graphic and table below to connect your phone.



113656

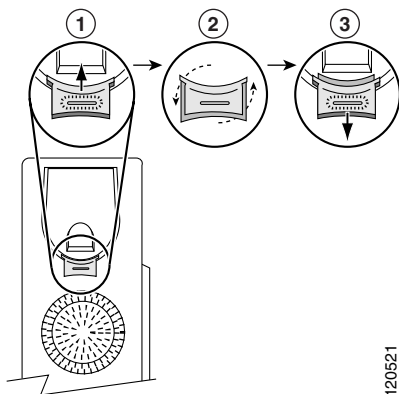
|   |                          |   |                         |
|---|--------------------------|---|-------------------------|
| 1 | DC adaptor port (DC48V)  | 5 | Access port (10/100 PC) |
| 2 | AC-to-DC power supply    | 6 | Handset port            |
| 3 | AC power cord            | 7 | Headset port            |
| 4 | Network port (10/100 SW) | 8 | Footstand button        |

## Adjusting the Footstand

To change the angle of the phone base, adjust the footstand while pressing the footstand button.

## Adjusting the Handset Rest

Cisco recommends adjusting the handset rest, particularly when wall-mounting the phone, as this will ensure that the receiver will not readily slip out of the cradle. See the table below for instructions.



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|          |   |
|----------|---|
| <b>1</b> | Set the handset aside and pull the square plastic tab from the handset rest.  |
| <b>2</b> | Rotate the tab 180 degrees.   |
| <b>3</b> | Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest. |

## Registering with TAPS

After your phone is connected to the network, your system administrator might ask you to auto-register your phone using TAPS (Tool for Auto-Registered Phones Support). TAPS might be used for a new phone or to replace an existing phone.

To register with TAPS, pick up the handset, enter the TAPS extension provided by your system administrator, and follow the voice prompts. You might need to enter your entire extension, including the area code. After your phone displays a confirmation message, hang up. The phone will re-start.

## Headset Information

To use a headset, connect it to the headset port on the back of your phone.

Although Cisco Systems performs some internal testing of third-party headsets for use with the Cisco Unified IP Phones, Cisco does not certify or support products from headset or handset vendors. Because of the inherent environmental and hardware inconsistencies in the locations where Cisco Unified IP Phones are deployed, there is not a single “best” solution that is optimal for all environments. Cisco recommends that customers test the headsets that work best in their environment before deploying a large number of units in their network.

In some instances, the mechanics or electronics of various headsets can cause remote parties to hear an echo of their own voice when they speak to Cisco Unified IP Phone users.

Cisco Systems recommends the use of good quality external devices, like headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of these devices and their proximity to other devices such as cell phones and two-way radios, some audio noise may still occur. See the “Using External Devices” section on page 12 for more information.

The primary reason that a particular headset would be inappropriate for the Cisco Unified IP Phone is the potential for an audible hum. This hum can be heard by either the remote party or by both the remote party and you, the Cisco Unified IP Phone user. Some potential humming or buzzing sounds can be caused by a range of outside sources, for example, electric lights, being near electric motors, large PC monitors. In some cases, a hum experienced by a user may be reduced or eliminated by using a local power cube. See the “Using an External Power Supply” section on page 11 for more information.

### **Audio Quality Subjective to the User**

Beyond the physical, mechanical and technical performance, the audio portion of a headset must sound good to you (the user) and to the party on the far end. Sound is subjective and Cisco cannot guarantee the performance of any headsets or handsets, but some of the headsets and handsets on the sites listed below have been reported to perform well on Cisco Unified IP Phones.

Nevertheless, it is ultimately still the customer's responsibility to test this equipment in their own environment to determine suitable performance.

For information about headsets, see:

<http://www.vxicorp.com/cisco>

<http://www.plantronics.com>

# An Overview of Your Phone

Your Cisco Unified IP Phone 7960G or 7940G is a full-feature telephone that provides voice communication over the same data network that your computer uses, allowing you to place and receive phone calls, put calls on hold, speed dial numbers, transfer calls, make conference calls, and so on.

In addition to basic call-handling features, your phone can provide enhanced productivity features that extend your call-handling capabilities. Depending on configuration, your phone supports:

- Access to network data, XML applications, and web-based services.
- Online customizing of phone features and services from your User Options web pages.
- An online help system that displays information on your phone screen.

## Understanding Buttons and Hardware

You can use Figure 1 and Figure 2 to identify buttons and hardware on your phone.

**Figure 1** Cisco Unified IP Phone 7960G


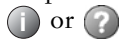











**Figure 2 Cisco Unified IP Phone 7940G**



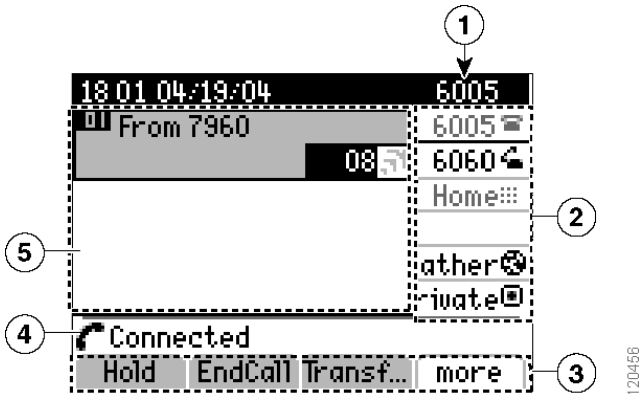
| Item                          | Description   | For more information, see...                 |
|-------------------------------|---|--|
| <b>1</b> Handset light strip  | Indicates an incoming call or new voice message.  | Accessing Voice Messages, page 48            |
| <b>2</b> Phone screen         | Shows phone features.   | Understanding Phone Screen Features, page 19 |
| <b>3</b> Model type           | Indicates your Cisco Unified IP Phone model.  | Understanding Lines vs. Calls, page 21       |
| <b>4</b> Programmable buttons | Depending on configuration, programmable buttons provide access to: <ul style="list-style-type: none"> <li>• Phone lines (line buttons)</li> <li>• Speed-dial numbers (speed-dial buttons, including the BLF speed-dial feature)</li> <li>• Web-based services (for example, a Personal Address Book button)</li> <li>• Phone features (for example, a Privacy button)</li> </ul> | Understanding Phone Screen Features, page 19 |
| <b>5</b> Footstand button     | Allows you to adjust the angle of the phone base.   | Adjusting the Footstand, page 13             |





|           |   |   |  |
|-----------|---|---|--|
| <b>6</b>  | Directories button<br> | Opens/closes the Directories menu. Use it to access call logs and directories.      | Using Call Logs, page 44                             |
| <b>7</b>  | Help button<br>        | Activates the Help menu.  | Understanding the Help System on Your Phone, page 20 |
| <b>8</b>  | Settings button<br>    | Opens/closes the Settings menu. Use it to change phone screen and ring settings.    | Using Phone Settings, page 42                        |
| <b>9</b>  | Speaker button<br>     | Toggles the speakerphone on or off. When the speakerphone is on, the button is lit. | Using a Handset, Headset, and Speakerphone, page 40  |
| <b>10</b> | Mute button<br>        | Toggles the Mute feature on or off. When Mute is on, the button is lit.             | Using Mute, page 25                                  |
| <b>11</b> | Headset button<br>     | Toggles the headset on or off.  | Using a Handset, Headset, and Speakerphone, page 40  |
| <b>12</b> | Volume button<br>      | Controls the volume and other settings.   | Using Phone Settings, page 42                        |
| <b>13</b> | Services button<br>    | Opens/closes the Services menu.   | Customizing Your Phone on the Web, page 49           |
| <b>14</b> | Messages button<br>    | Auto-dials your voice message service (varies by service).                          | Accessing Voice Messages, page 48                    |
| <b>15</b> | Navigation button<br> | Allows you to scroll through menus.   | Using Call Logs, page 44                             |
| <b>16</b> | Keypad  | Allows you to dial phone numbers, enter letters, and choose menu items.             | Basic Call Handling, page 22                         |
| <b>17</b> | Softkey buttons<br>  | Each activates a softkey option (displayed on your phone screen).                   | Understanding Phone Screen Features, page 19         |

# Understanding Phone Screen Features

This is what your main phone screen might look like with an active call and several feature menus open.





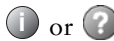


|   |                                |   |
|---|--------------------------------|---|
| 1 | Primary phone line             | Displays the phone number (extension number) for your primary phone line.   |
| 2 | Programmable button indicators | Programmable buttons  can serve as phone line buttons, speed dial buttons, phone service buttons or phone feature buttons. Icons and labels indicate how these buttons are configured. For an icon reference, see the “Phone Screen Icons” section in the quick reference card at the front of this guide. |
| 3 | Softkey labels                 | Each displays a softkey function. To activate a softkey, press the softkey button  .   |
| 4 | Status line                    | Displays audio mode icons, status information, and prompts.   |
| 5 | Call activity area             | Displays calls per line, including caller ID, call duration and call state for the highlighted line (standard view). See the “Understanding Lines vs. Calls” section on page 21 and the “Viewing Multiple Calls” section on page 26.  |

## Cleaning the Phone Screen

Gently wipe the phone screen with a soft, dry cloth. Do not use any liquids or powders on the phone. Using anything other than a soft, dry cloth can contaminate phone components and cause failures.











## Understanding Feature Buttons and Menus

Press a feature button to open or close a feature menu.

| If you want to...                   | Then...   |
|-------------------------------------|---|
| Open or close a feature menu        | Press a feature button: <ul style="list-style-type: none"> <li> Messages</li> <li> Services</li> <li> Help</li> <li> Directories</li> <li> Settings</li> </ul> |
| Scroll through a list or menu       | Press the <b>Navigation</b> button.   |
| Go back one level in a feature menu | Press <b>Exit</b> . Pressing Exit from the top level of a menu closes the menu.   |


## Understanding the Help System on Your Phone

Your phone provides an online help system. Help topics appear on the phone screen

| If you want to...               | Then...  |
|---------------------------------|--|
| View the main menu              | Press  or  on your phone and wait a few seconds for the menu to display.   |
| Learn about a button or softkey | Press  or  , then quickly press a button or softkey.   |
| Learn about a menu item         | Press  or  then quickly select the menu item on the phone screen. Or, press  or  twice quickly with the menu item highlighted. |
| Get help using Help             | Press  or  twice quickly (without first selecting a menu item).  |











# Understanding Lines vs. Calls

To avoid confusion about lines and calls, refer to these descriptions:

- Lines—Each corresponds to a directory number that others can use to call you. The Cisco Unified IP Phone 7960G supports up to six lines and the Cisco Unified IP Phone 7940G supports up to two lines. To see how many lines you have, look at the line area of your phone screen. You have as many lines as you have directory numbers and phone line icons. 
- Calls —Each line can support multiple calls. By default, your phone supports four connected calls per line, but your system administrator can adjust this number according to your needs. Only one call can be active at any time; other calls are automatically placed on hold.

## Understanding Line and Call Icons

Your phone displays icons to help you determine the line and call state.

| Icon   | Call State         | Description   |
|--|--------------------|---|
|    | On-hook line       | No call activity on this line.  |
|    | Off-hook line      | You are dialing a number or an outgoing call is ringing.  |
|    | Connected call     | You are connected to the other party.   |
|    | Ringing call       | A call is ringing on one of your lines.   |
|    | Call on hold       | You have put this call on hold. See the “Using Hold and Resume” section on page 25.                         |
|    | Remote-in-use      | Another phone that shares your line has a connected call. See the “Using a Shared Line” section on page 34. |
|   | Authenticated call | See the “Making and Receiving Secure Calls” section on page 37.   |
|  | Encrypted call     | See the “Making and Receiving Secure Calls” section on page 37.   |
|  | Idle line (BLF)    | See the “Using BLF to Determine a Line State” section on page 39.   |
|  | Busy line (BLF)    | See the “Using BLF to Determine a Line State” section on page 39.   |

## Understanding Feature Availability





Depending on your phone system configuration, features included in this Phone Guide might not be available to you or might work differently on your phone. Contact your support desk or system administrator for information about feature operation or availability.

# Basic Call Handling

You can perform basic call-handling tasks using a range of features and services. Feature availability can vary; see your system administrator for more information.

## Placing a Call—Basic Options

Here are some easy ways to place a call on your Cisco Unified IP Phone.




| If you want to...   | Then...  | For more information, see...                        |
|---|--|---|
| Place a call using the handset                                  | Pick up the handset and enter a number.  | An Overview of Your Phone, page 16                  |
| Place a call using the speakerphone                             | Press  and enter a number.  | Using a Handset, Headset, and Speakerphone, page 40 |
| Place a call using a headset                                    | Press  and enter a number. Or, if  is lit, press <b>New Call</b> and enter a number.                                   | Using a Handset, Headset, and Speakerphone, page 40 |
| Redial a number   | Press <b>Redial</b> to dial the last number.   | Using Call Logs, page 44                            |
| Place a call while another call is active (using the same line) | <ol style="list-style-type: none"> <li>1. Press <b>Hold</b>.</li> <li>2. Press <b>New Call</b>.</li> <li>3. Enter a number.</li> </ol>   | Using Hold and Resume, page 25                      |
| Dial from a call log  | <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Missed Calls</b>, <b>Received Calls</b>, or <b>Placed Calls</b>.</li> <li>2. Select the listing or scroll to it and go off-hook.</li> </ol> | Using Call Logs, page 44                            |


### Tip

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

## Placing a Call—Additional Options







You can place calls using special features and services that might be available on your phone. See your system administrator for more information about these additional options.

| If you want to...  | Then...  | For more information, see...                 |
|--|--|--|
| Place a call while another call is active (using a different line)                       | <ol style="list-style-type: none"> <li>1. Press  for a new line. The first call is automatically placed on hold.</li> <li>2. Enter a number.</li> </ol>   | Using Hold and Resume, page 25               |
| Speed dial a number  | <p>Do one of the following:</p> <ul style="list-style-type: none"> <li>• Press  (a speed-dial button).</li> <li>• Use the Abbreviated Dial feature.</li> <li>• Use the Fast Dial feature.</li> </ul>                            | Speed Dialing, page 32                       |
| Dial from a corporate directory on your phone  | <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Corporate Directory</b> (name can vary).</li> <li>2. Enter a name and press <b>Search</b>.</li> <li>3. Select the listing or scroll to it and go off-hook.</li> </ol> | Using Call Logs, page 44                     |
| Dial from a corporate directory on your personal computer using Cisco WebDialer          | <ol style="list-style-type: none"> <li>1. Open a web browser and go to a WebDialer-enabled corporate directory.</li> <li>2. Click the number that you want to dial.</li> </ol>   | Using Cisco WebDialer, page 57               |
| Use Cisco CallBack to receive notification when a busy or ringing extension is available | <ol style="list-style-type: none"> <li>1. Press <b>CallBack</b> while listening to the busy tone or ring sound.</li> <li>2. Hang up. Your phone alerts you when the line is free.</li> <li>3. Place the call again.</li> </ol>   | Your system administrator                    |
| See if a line associated with a speed-dial is busy before placing a call to that line    | Look for Busy Lamp Field indicators.   | Using BLF to Determine a Line State, page 39 |
| Make a priority (precedence) call  | Enter the MLPP access number, then enter a phone number.   | Prioritizing Critical Calls, page 38         |

| If you want to...                                  | Then...   | For more information, see...                    |
|--|---|---|
| Dial from a Personal Address Book (PAB) entry      | <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Personal Directory</b> to log in.</li> <li>2. Choose <b>Personal Address Book</b> and search for a listing.</li> </ol> | Using Personal Directory on Your Phone, page 46 |
| Place a call using a billing or tracking code      | <ol style="list-style-type: none"> <li>1. Dial a number.</li> <li>2. After the tone, enter a client matter code (CMC) or a forced authorization code (FAC).</li> </ol>  | Your system administrator                       |
| Place a call using your Extension Mobility profile | Log in to the Extension Mobility service on a phone   | Using Cisco Extension Mobility, page 39         |



## Answering a Call

You can answer a call by simply lifting the handset, or you can use other options if they are available on your phone.

| If you want to...                                     | Then...   | For more information, see...                        |
|---|---|---|
| Answer with a headset                                 | Press  , if unlit. Or, if  is lit, press <b>Answer</b> or  . | Using a Handset, Headset, and Speakerphone, page 40 |
| Answer with the speakerphone                          | Press  , <b>Answer</b> , or  .  | Using a Handset, Headset, and Speakerphone, page 40 |
| Switch from a connected call to answer a ringing call | Press <b>Answer</b> or, if the call is ringing on a different line, press  for the appropriate line.  | Using Hold and Resume, page 25                      |
| Answer using call waiting                             | Press <b>Answer</b> .   | Using Hold and Resume, page 25                      |
| Send a call directly to your voice messaging system   | Press <b>iDivert</b> .  | Accessing Voice Messages, page 48                   |
| Auto-connect calls                                    | Use <b>AutoAnswer</b> .   | Using <b>AutoAnswer</b> , page 41                   |
| Retrieve a parked call on another phone               | Use <b>Call Park</b> .  | Storing and Retrieving Parked Calls, page 36        |
| Use your phone to answer a call ringing elsewhere     | Use <b>Call Pickup</b> .  | Picking Up Redirected Calls on Your Phone, page 33  |
| Answer a priority call                                | Hang up the current call and press <b>Answer</b> .  | Prioritizing Critical Calls, page 38                |


## Ending a Call

To end a call, simply hang up. Here are some more details.


| If you want to...  | Then...   |
|--|---|
| Hang up while using the handset                              | Return the handset to its cradle. Or press <b>EndCall</b> .   |
| Hang up while using a headset                                | Press  . Or, to keep headset mode active, press <b>EndCall</b> . |
| Hang up while using the speakerphone                         | Press  or <b>EndCall</b> .                                       |
| Hang up one call, but preserve another call on the same line | Press <b>EndCall</b> . If necessary, remove the call from hold first.   |

## Using Hold and Resume

You can hold and resume calls.



| If you want to...                           | Then...  |
|---|--|
| Put a call on hold                          | <ol style="list-style-type: none"><li>1. Make sure the call you want to put on hold is highlighted.</li><li>2. Press <b>Hold</b>.</li></ol>  |
| Remove a call from hold on the current line | <ol style="list-style-type: none"><li>1. Make sure the appropriate call is highlighted.</li><li>2. Press <b>Resume</b>.</li></ol>  |
| Remove a call from hold on a different line | Press  for the appropriate line.<br>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 <b>Resume</b> . |

### Tips

- Engaging the Hold feature typically generates music or a beeping tone.
- A held call is indicated by the call-on-hold icon: 

## Using Mute



With Mute enabled, you can hear other parties on a call but they cannot hear you. You can use mute in conjunction with the handset, speakerphone, or a headset.

| If you want to... | Then...   |
|-------------------|---|
| Toggle Mute on    | Press  . |
| Toggle Mute off   | Press  . |



## Switching Between Multiple Calls

You can switch between multiple calls on one or more lines. If the call that you want to switch to is not automatically highlighted, use the Navigation button to scroll to it.

| If you want to...                                     | Then...   |
|---|---|
| Switch between connected calls on one line            | <ol style="list-style-type: none"> <li>1. Make sure the call that you want to switch to is highlighted.</li> <li>2. Press <b>Resume</b>.</li> </ol> Any active call is placed on hold and the selected call is resumed.   |
| Switch between connected calls on different lines     | Press  for the line that you are switching to.<br>If a single call is holding on the line, the call automatically resumes. If multiple calls are holding, highlight the appropriate call and press <b>Resume</b> . |
| Switch from a connected call to answer a ringing call | Press <b>Answer</b> or, if the call is ringing on a different line, press  for the line that you want to switch to.<br>Any active call is placed on hold and the selected call is resumed.                       |







## Viewing Multiple Calls

Understanding how multiple calls are displayed on your phone can help you organize your call-handling efforts.

In standard viewing mode, your phone displays calls as follows for the highlighted line:

- Calls with the highest precedence and longest duration display at the top of the list.
- Calls of a similar type are grouped together. For example, calls that you have interacted with are grouped near the top, and calls on hold grouped last.

You can use these additional methods to view multiple calls on multiple lines:

| If you want to...            | Then...   |
|------------------------------|---|
| View calls on another line   | Press  or  .<br>Immediately press the line button  .   |
| Switch to call overview mode | Press  for the highlighted line.<br>The phone switches to call overview mode, displaying only one call per line. The displayed call is either the active call or the held call with the longest duration.<br>To return to standard viewing mode, press  or  , then immediately press the line button. |

# Transferring Calls

Transfer redirects a connected call. The *target* is the number to which you want to transfer the call.


| If you want to...  | Then...  |
|--|--|
| Transfer a call without talking to the transfer recipient                              | <ol style="list-style-type: none"><li>1. From an active call, press <b>Transfer</b>.</li><li>2. Enter the target number.</li><li>3. Press <b>Transfer</b> again to complete the transfer or <b>EndCall</b> to cancel.</li></ol> <p><b>Note</b> If your phone supports on-hook transfer, you can alternately complete the transfer by hanging up.</p>   |
| Talk to the transfer recipient before transferring a call (consult transfer)           | <ol style="list-style-type: none"><li>1. From an active call, press <b>Transfer</b>.</li><li>2. Enter the target number.</li><li>3. Wait for the transfer recipient to answer.</li><li>4. Press <b>Transfer</b> again to complete the transfer or <b>EndCall</b> to cancel.</li></ol> <p><b>Note</b> If your phone supports on-hook transfer, you can alternately complete the transfer by hanging up.</p>   |
| Transfer two current calls to each other (direct transfer) without staying on the line | <ol style="list-style-type: none"><li>1. Scroll to highlight any call on the line.</li><li>2. Press <b>Select</b>.</li><li>3. Repeat this process for the second call.</li><li>4. With one of the selected calls highlighted, press <b>DirTrfr</b>. (To display <b>DirTrfr</b>, you might need to press <b>more</b>.)</li></ol> <p>The two calls connect to each other and drop you from the call.</p> <p><b>Note</b> If you want to stay on the line with the callers, use <b>Join</b> instead.</p> |
| Redirect a call to your voice messaging system   | Press <b>iDivert</b> . The call is automatically transferred to your voice message greeting. You can use <b>iDivert</b> with a call that is active, ringing, or on hold.   |

## Tips

- If on-hook transfer is enabled on your phone, you can either hang up to complete the call, or press **Transfer** and then hang up.
- If on-hook transfer is *not* enabled on your phone, hanging up without pressing **Transfer** again places the call on hold.
- You cannot use **Transfer** to redirect a call on hold. Press **Resume** to remove the call from hold before transferring it.

## Forwarding All Calls to Another Number

You can use Call Forward All to redirect incoming calls from your phone to another number.

| If you want to...  | Then...  |
|--|--|
| Set up call forwarding on your primary line                          | Press <b>CFwdALL</b> and enter a target phone number.  |
| Cancel call forwarding on your primary line                          | Press <b>CFwdALL</b> .   |
| Verify that call forwarding is enabled on your primary line          | Look for: <ul style="list-style-type: none"> <li>• The call forward icon above the primary phone number: .</li> <li>• The call forward target number in the status line.</li> </ul>   |
| Set up or cancel call forwarding remotely, or for a non-primary line | <ol style="list-style-type: none"> <li>1. Log in to your User Options web pages. (See the “Accessing Your User Options Web Pages” section on page 49.)</li> <li>2. Access your call forwarding settings. (See the “Controlling Line Settings on the Web” section on page 55.)</li> </ol> <p><b>Note</b> When call forwarding is enabled for any line other than the primary line, your phone does not provide you with confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options web pages.</p> |

### Tips

- Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.
- You can forward your calls to a traditional analog phone or to another IP phone, although your system administrator might restrict the call forwarding feature to numbers within your company.
- Call forwarding is phone line specific. If a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.
- Your system administrator can change call forwarding conditions for your phone lines.

# Making Conference Calls

Your Cisco Unified IP Phone allows you to join three or more people into one telephone conversation, creating a conference call.

## Understanding Types of Conference Calls

There are two types of conference calls: Standard and Meet-Me.

### Standard Conference Calls

You can create a standard conference in different ways, depending on your needs and the softkeys available on your phone:

- **Confrn**—Use this softkey to establish a standard conference by calling each participant. Standard conference calling is a default feature available on most phones.
- **Join**—Use this softkey to establish a standard conference by joining several calls already on one line.
- **cBarge**—Use this softkey to add yourself to an existing call on a shared line and to turn the call into a standard conference call. This feature is available only on phones that use shared lines.

See the “Starting and Joining a Standard Conference” section on page 30 for additional instructions.


### Meet-Me Conference Calls

You can create a Meet-Me conference by calling the Meet-Me phone number at a specified time.

See the “Starting or Joining a Meet-Me Conference Call” section on page 31 for additional instructions.

## Starting and Joining a Standard Conference

A standard conference allows at least three participants to talk on a single call.

| If you want to...   | Then...   |
|---|---|
| <ul style="list-style-type: none"> <li>• Create a conference by calling participants</li> <li>• Add new participants to an existing conference</li> </ul> | <ol style="list-style-type: none"> <li>1. From a connected call, press <b>Confrn</b>. (You may need to press the <b>more</b> softkey to see <b>Confrn</b>.)</li> <li>2. Enter the participant's phone number.</li> <li>3. Wait for the call to connect.</li> <li>4. Press <b>Confrn</b> again to add the participant to your call.</li> <li>5. Repeat to add additional participants.</li> </ol>  |
| <p>Create a conference by joining two or more existing calls</p>  | <ol style="list-style-type: none"> <li>1. Make sure that you have two or more calls on a single line.</li> <li>2. Highlight a call that you want to add to the conference.</li> <li>3. Press <b>Select</b>.<br/>The selected call displays this icon .</li> <li>4. Repeat this process for each call that you want to add.</li> <li>5. From one of the selected calls, press <b>Join</b>. (You may need to press the <b>more</b> softkey to see <b>Join</b>.)</li> </ol> <p><b>Note</b> The active call is automatically selected.</p> |
| <p>Participate in a conference</p>  | <p>Answer the phone when it rings.</p>  |
| <p>Create a conference by barging a call on shared line</p>   | <p>Highlight a call on a shared line and press <b>cBarge</b>. (You may need to press the <b>more</b> softkey to display <b>cBarge</b>.)</p> <p>See the “Using a Shared Line” section on page 34.</p>  |
| <p>View a list of conference participants</p>   | <ol style="list-style-type: none"> <li>1. Highlight an active conference.</li> <li>2. Press <b>ConfList</b>.<br/>Participants are listed in the order in which they join the conference with the most recent additions at the top.</li> </ol>   |
| <p>Get an updated list of participants</p>  | <p>While viewing the conference list, press <b>Update</b>.</p>  |
| <p>See who started the conference</p>   | <p>While viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name.</p>   |
| <p>Drop the last party added to the conference</p>  | <p>Press <b>RmLstC</b>.<br/>You can remove participants only if you initiated the conference call.</p>  |

| If you want to...                      | Then...  |
|--|--|
| Remove any conference participant      | <ol style="list-style-type: none"> <li>1. Highlight the participant's name.</li> <li>2. Press <b>Remove</b>.</li> </ol> <p>You can remove participants only if you initiated the conference.</p> |
| End your participation in a conference | Hang up or press <b>EndCall</b> .  |

### Tips

- Calls must be on the same line before you can add them to a conference. If calls are on different lines, transfer them to a single line before using **Confrn** or **Join**.
- Depending on how your phone is configured, if you leave a conference after creating it, the conference might end. To avoid this, transfer the conference before hanging up.

## Starting or Joining a Meet-Me Conference Call

Meet-Me conferencing allows you to start or join a conference by dialing the conference number.

| If you want to...          | Then...   |
|----------------------------|---|
| Start a Meet-Me conference | <ol style="list-style-type: none"> <li>1. Obtain a Meet-Me phone number from your system administrator.</li> <li>2. Distribute the number to participants.</li> <li>3. When you are ready to start the meeting, go off-hook to invoke a dial tone, then press <b>MeetMe</b>.</li> <li>4. Dial the Meet-Me conference number.</li> </ol> <p>Participants can now join the conference by dialing in.</p> <p><b>Note</b> Participants hear a busy tone if they call the conference before the initiator has joined. In this case, participants must call back.</p> |
| Join a Meet-Me conference  | <p>Dial the Meet-Me conference number (provided by the conference initiator).</p> <p><b>Note</b> You will hear a busy tone if you call the conference before the initiator has joined. In this case, try your call again.</p>   |
| End a Meet-Me conference   | <p>All participants must hang up.</p> <p>The conference does not automatically end when the conference initiator disconnects.</p>   |

# Advanced Call Handling

Advanced call-handling tasks involve special features that your system administrator might configure for your phone depending on your call-handling needs and work environment.

## Speed Dialing


Speed dialing allows you to enter an index number, press a button, or select a phone screen item to place a call. Depending on configuration, your phone can support several speed-dial features:

- Speed-dial buttons
- Abbreviated Dialing
- Fast Dials



### Note

- To set up speed-dial buttons and Abbreviated Dial, you must access your User Options web pages. See the “Accessing Your User Options Web Pages” section on page 49.
- To set up Fast Dials, you must have access to the Personal Directory feature. See “Using Personal Directory on the Web” section on page 50.
- Alternately, your system administrator can configure speed-dial features for you.


| If you want to...      | Then...   |
|------------------------|---|
| Use speed-dial buttons | <ol style="list-style-type: none"> <li>1. Set up speed-dial buttons. See the “Setting Up Speed Dials on the Web” section on page 52.</li> <li>2. To place a call, press  (a speed-dial button).</li> </ol> <p><b>Note</b> If your phone supports the Busy Lamp Field (BLF) feature, you can see if the speed-dial number is busy before dialing. See the Using BLF to Determine a Line State, page 39.</p> |
| Use Abbreviated Dial   | <ol style="list-style-type: none"> <li>1. Set up Abbreviated Dialing codes. See the “Setting Up Speed Dials on the Web” section on page 52.</li> <li>2. To place a call, enter the Abbreviated Dialing code and press <b>AbbrDial</b>.</li> </ol>   |
| Use Fast Dial          | <ol style="list-style-type: none"> <li>1. Create a Personal Address Book entry and assign a Fast Dials code. See the “Using Personal Directory on the Web” section on page 50.</li> <li>2. To place a call, access the Fast Dial service on your phone. See the “Using Personal Directory on Your Phone” section on page 46.</li> </ol>   |

# Picking Up Redirected Calls on Your Phone

Call PickUp allows you to answer a call that is ringing on a co-worker's phone by redirecting the call to your phone. You might use Call PickUp if you share call-handling with co-workers.

| If you want to...  | Then...   |
|--|---|
| Answer a call that is ringing on another extension within your call pickup group           | <ol style="list-style-type: none"><li>1. Do one of the following:<ul style="list-style-type: none"><li>• If the <b>PickUp</b> softkey is available, press it.</li><li>• If the <b>PickUp</b> softkey is not available, go off-hook to display it, then press <b>PickUp</b>.</li></ul>If your phone supports auto-pickup, you are now connected to the call.</li><li>2. If the call rings, press <b>Answer</b> to connect to the call.</li></ol>   |
| Answer a call that is ringing on another extension outside of your group                   | <ol style="list-style-type: none"><li>1. Do one of the following:<ul style="list-style-type: none"><li>• If the <b>GPickUp</b> softkey is available, press it.</li><li>• If the <b>GPickUp</b> softkey is not available, go off-hook to display it, then press <b>GPickUp</b>.</li><li>• Enter the group pickup code.</li></ul>If your phone supports auto-pickup, you are now connected to the call.</li><li>2. If the call rings, press <b>Answer</b> to connect to the call.</li></ol> |
| Answer a call that is ringing on another extension in your group or in an associated group | <ol style="list-style-type: none"><li>1. Do one of the following:<ul style="list-style-type: none"><li>• If the <b>OPickUp</b> softkey is available, press it.</li><li>• If the <b>OPickUp</b> softkey is not available, go off-hook to display it, then press <b>OPickUp</b>.</li></ul>If your phone supports auto-pickup, you are now connected to the call.</li><li>2. If the call rings, press <b>Answer</b> to connect to the call.</li></ol>  |

## Tips

- Pressing **PickUp** and **GPickUp** connects to the call that has been ringing for the longest time.
- Pressing **OPickUp** connects you to the call in the pickup group with the highest priority.
- If you have multiple lines and want to pick up the call on a non-primary line, first press  for the desired line, then press a Call PickUp softkey.




## Using a Shared Line

Your system administrator might ask you to use a shared line if you:

- Have multiple phones and want one phone number
- Share call-handling tasks with co-workers
- Handle calls on behalf of a manager

## Understanding Shared Lines

### Remote-in-Use Icon

The remote-in-use icon  appears when another phone that shares your line has a connected call. You can place and receive calls as usual on the shared line, even when the remote-in-use icon appears.

### Sharing Call Information and Barging

Phones that share a line each display information about calls that are placed and received on the shared line. This information might include caller ID and call duration. (See the Privacy section for exceptions.)

When call information is visible in this way, you and coworkers who share a line can add yourselves to calls using either **Barge** or **cBarge**. See the “Adding Yourself to a Shared-Line Call” section on page 35.

### Privacy

If you do not want coworkers who share your line to see information about your calls, enable the Privacy feature. Doing so also prevents co-workers from barging your calls. See the “Preventing Others from Viewing or Barging a Shared-Line Call” section on page 36.



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**Note**

The maximum number of calls that a shared line supports can vary by phone.

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## Adding Yourself to a Shared-Line Call

Depending on how your phone is configured, you can add yourself to a call on a shared line using either **Barge** or **cBarge**.







| If you want to...   | Then...  |
|---|--|
| See if the shared line is in use  | Look for the remote-in-use icon  .  |
| Add yourself to a call on a shared line using the <b>Barge</b> softkey  | <ol style="list-style-type: none"><li>1. Highlight a remote-in-use call.</li><li>2. Press <b>Barge</b>. (You may need to press the <b>more</b> softkey to display <b>Barge</b>.)<br/>Other parties hear a beep tone announcing your presence.</li></ol>  |
| Add yourself to a call on a shared line using the <b>cBarge</b> softkey | <ol style="list-style-type: none"><li>1. Highlight a remote-in-use call.</li><li>2. Press <b>cBarge</b>. (You may need to press the <b>more</b> softkey to display <b>cBarge</b>.)<br/>Other parties hear a tone and brief audio interruption, and call information changes on the phone screen.</li></ol> |
| Add new conference participants to a call that you have barged          | Barge the call using <b>cBarge</b> , if available.<br>Unlike <b>Barge</b> , <b>cBarge</b> converts the call into a standard conference call, allowing you to add new participants. See the “Making Conference Calls” section on page 29.   |
| Leave a barged call   | Hang up.<br>If you hang up after using <b>Barge</b> , the remaining parties hear a disconnect tone and the original call continues.<br>If you hang up after using <b>cBarge</b> , the call remains a conference call (provided at least three participants remain on the line).                            |

### Tips

- If a phone that is using the shared line has Privacy enabled, call information and barge softkeys will not appear on the other phones that share the line.
- You will be disconnected from a call that you have joined using **Barge** if the call is put on hold, transferred, or turned into a conference call.

## Preventing Others from Viewing or Barging a Shared-Line Call

If you share a phone line, you can use the Privacy feature to prevent others who share the line from viewing or barging (adding themselves to) your calls.

| If you want to...   | Then...   |
|---|---|
| Prevent others from viewing or barging calls on a shared line | <ol style="list-style-type: none"> <li>1. Press <b>Private</b> .</li> <li>2. To verify that Privacy is on, look for the feature-enabled icon  next to the line button .</li> </ol>   |
| Allow others to view or barge calls on a shared line          | <ol style="list-style-type: none"> <li>1. Press <b>Private</b> .</li> <li>2. To verify that Privacy is off, look for the feature-disabled icon  next to the line button .</li> </ol> |

### Tips

- If the phone that shares your line has Privacy enabled, you can make and receive calls using the shared line as usual.
- The Privacy feature applies to all shared lines on your phone. Consequently, if you have multiple shared lines and Privacy is enabled, coworkers will not be able to view or barge calls on any of your shared lines.

## Storing and Retrieving Parked Calls

You can park a call when you want to store the call so that you or someone else can retrieve it from another phone in the Cisco Unified CallManager system (for example, a phone at a co-worker's desk or in a conference room).

| If you want to...                    | Then...   |
|--------------------------------------|---|
| Store an active call using Call Park | <ol style="list-style-type: none"> <li>1. During a call, press <b>Park</b>. (You may need to press the <b>more</b> softkey to see <b>Park</b>.)</li> <li>2. Note the call park number displayed on your phone screen.</li> <li>3. Hang up.</li> </ol> |
| Retrieve a parked call               | Enter the call park number from any Cisco Unified IP Phone in your network to connect to the call.  |



### Note



You have a limited amount of time to retrieve a parked call before it reverts to ringing at the original number. See your system administrator for details.

## Making and Receiving Secure Calls

Depending on how your system administrator has configured your phone system, your phone might support making and receiving secure calls.

Your phone is capable of supporting these types of calls:

- *Authenticated* call—The identities of all phones participating in the call have been verified.
- *Encrypted* call—The phone is receiving and transmitting encrypted audio (your conversation) within the Cisco IP network. Encrypted calls are also authenticated.
- *Non-secure* call—At least one of the participating phones or the connection does not support these security features, or the phones cannot be verified.

| If you want to...                                     | Then...  |
|---|--|
| Check the security level of a call                    | Look for a security icon in the top right corner of the call activity area, next to the call duration timer:<br> Authenticated call<br> Encrypted call<br>Neither security icon appears if the call is non-secure. |
| Determine if secure calls can be made in your company | Contact your system administrator.   |



**Note** There are interactions, restrictions, and limitations that affect how security features work on your phone. For more information, ask your system administrator.

## Tracing Suspicious Calls

If you are receiving suspicious or malicious calls, your system administrator can add the Malicious Call Identification (MCID) feature to your phone. This feature enables you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.





| If you want to...   | Then...   |
|---|---|
| Notify your system administrator about a suspicious or harassing call | Press MCID.<br>Your phone plays a tone and displays the message, “MCID successful.” |

## Prioritizing Critical Calls

In some specialized environments, such as military or government offices, you might need to make and receive urgent or critical calls. If you have the need for this specialized call handling, your system administrator can add Multilevel Precedence and Preemption (MLPP) to your phone.

Keep these terms in mind:

- *Precedence* indicates the priority associated with a call.
- *Preemption* is the process of ending an existing, lower priority call while accepting a higher priority call that is sent to your phone.



| If you...  | Then...   |
|--|---|
| Want to choose a priority (precedence) level for an outgoing call    | Contact your system administrator for a list of corresponding precedence numbers for calls.   |
| Want to make a priority (precedence) call                            | Enter the MLPP access number (provided by your system administrator) followed by the phone number.  |
| Hear a special ring (faster than usual) or special call waiting tone | You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.   |
| Want to view priority level of a call                                | <p>Look for an MLPP icon on your phone screen:</p> <ul style="list-style-type: none"> <li> Priority call</li> <li> Medium priority (immediate) call</li> <li> High priority (flash) call</li> <li> Highest priority (flash override) or Executive Override call</li> </ul> <p>Higher priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal (routine).</p> |
| Want to accept a higher-priority call                                | Answer the call as usual. If necessary, end an active call first.   |
| Hear a continuous tone interrupting your call                        | You or the other party are receiving a call that must preempt the current call. Hang up immediately to allow the higher priority call to ring through.  |

### Tips

- When you make or receive an MLPP-enabled call, you will hear special ring tones and call waiting tones that differ from the standard tones.
- If you enter an invalid MLPP access number, a verbal announcement will alert you of the error.

# Using Cisco Extension Mobility

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




| If you want to... | Then...  |
|-------------------|--|
| Log in to EM      | <ol style="list-style-type: none"><li>1. Choose  &gt; EM Service (name can vary).</li><li>2. Enter your user ID and PIN (provided by your system administrator).</li><li>3. If prompted, select a device profile.</li></ol> |
| Log out of EM     | <ol style="list-style-type: none"><li>1. Choose  &gt; EM Service (name can vary).</li><li>2. When prompted to log out, press <b>Yes</b>.</li></ol>  |

## Tips

- EM automatically logs you out after a certain amount of time. This time limit is established by your system administrator.
- Changes that you make to your EM profile (from the User Options web pages) take effect the next time that you log in to EM on a phone.
- Settings that are controlled on the phone only are not maintained in your EM profile.









# Using BLF to Determine a Line State

Depending on configuration, you can use the Busy Lamp Field (BLF) feature to determine the state of a phone line associated with a speed-dial button on your phone. You can place a call to this line, regardless of the BLF status. This feature does not prevent dialing.

| If you want to...                  | Then...   |
|------------------------------------|---|
| See the state of a speed-dial line | Look for one of these indicators next to the line number:<br> Line is in-use.<br> Line is idle.<br> BLF indicator unavailable for this line. |

# Using a Handset, Headset, and Speakerphone

You can use your phone with a handset, headset, or speakerphone.




| If you want to...  | Then...  |
|--|--|
| Use the handset  | Lift it to go off-hook; replace it to go on-hook.  |
| Use a headset  | <p>Press  to toggle headset mode on and off. If you use AutoAnswer, see the “Using AutoAnswer” section on page 41 for exceptions.</p> <p>You can use the headset in conjunction with all of the controls on your phone, including  and .</p> |
| Use the speakerphone   | <p>Press  to toggle speakerphone mode on or off.</p> <p>Many of the actions you can take to dial a number or answer a call will automatically trigger speakerphone mode, assuming that the handset is in its cradle and  is not lit.</p>   |
| Switch to the speakerphone or headset (from the handset) during a call | Press  or  , then hang up the handset.   |
| Switch to the handset (from the speakerphone or headset) during a call | Lift the handset. There is no need to push any buttons.  |
| Adjust the volume level for a call                                     | <p>Press  during a call or after invoking a dial tone.</p> <p>This action adjust the volume for the handset, speakerphone, or headset, depending on which device is in use.</p> <p>Press <b>Save</b> to preserve the volume level for future calls.</p>  |

## Obtaining a Headset

Your phone supports four- or six-wire headset jacks. For information about purchasing headsets, see the “Headset Information” section on page 14.

## Using AutoAnswer

You might use AutoAnswer if you receive a high volume of incoming calls or handle calls on behalf of others. Your system administrator configures AutoAnswer to work with either your speakerphone or headset. See the table below for details.

| If you...                            | Then...  |
|--------------------------------------|--|
| Use AutoAnswer with a headset        | <p>Keep headset mode active (in other words, keep  illuminated) even when you are not on a call.</p> <p>To keep headset mode active, do the following:</p> <ul style="list-style-type: none"><li>• Press <b>EndCall</b> to hang up.</li><li>• Press <b>NewCall</b> or <b>Dial</b> to place new calls</li></ul> <p>If your phone is set up to use AutoAnswer in headset mode, calls are automatically answered only if  is illuminated. Otherwise, calls ring normally and you must answer them manually.</p> |
| Use AutoAnswer with the speakerphone | <p>Keep the handset in the cradle and headset mode inactive ( (unlit)).</p> <p>Otherwise, calls ring normally and you must answer them manually.</p>  |





# Using Phone Settings

You can personalize your Cisco Unified IP Phone by adjusting the ring tone, background image, and other settings.









## Customizing Rings and Message Indicators

You can customize how your phone indicates an incoming call and a new voice mail message. You can also adjust the ringer volume for your phone.


| If you want to...   | Then...  |
|---|--|
| Change the ring tone per line   | <ol style="list-style-type: none"> <li>1. Choose  &gt; Ring Type.</li> <li>2. Choose a phone line or the default ring setting.</li> <li>3. Choose a ring tone to play a sample of it.</li> <li>4. Press <b>Select</b> and <b>OK</b> to set the ring tone, or press <b>Cancel</b>.</li> </ol>  |
| Change the ring pattern per line (flash-only, ring once, beep-only, etc.) | <ol style="list-style-type: none"> <li>1. Log in to your User Options web pages. (See the “Accessing Your User Options Web Pages” section on page 49.)</li> <li>2. Access your call ring pattern settings. (See the “Controlling Line Settings on the Web” section on page 55.)</li> </ol> <p><b>Note</b> Before you can access this setting, your system administrator might need to enable it for you.</p>                                   |
| Adjust the volume level for the phone ringer                              | Press  while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume is saved automatically.  |
| Change the way that the voice message light on your handset works         | <ol style="list-style-type: none"> <li>1. Log in to your User Options web pages. (See the “Accessing Your User Options Web Pages” section on page 49.)</li> <li>2. Access your message indicator settings. (See the “Controlling Line Settings on the Web” section on page 55.)</li> </ol> <p><b>Note</b> Typically, the default system policy is to indicate a new voice message by displaying a steady light on the handset light strip.</p> |

# Customizing the Phone Screen

You can adjust the characteristics of your phone screen.





| If you want to...   | Then...  |
|---|--|
| Change the phone screen brightness  | <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Brightness</b>.</li> <li>2. To make adjustments, press <b>Up</b>, <b>Down</b> or .</li> <li>3. Press <b>Save</b>, or press <b>Cancel</b>.</li> </ol>  |
| Adjust the phone screen to accommodate your viewing angle                             | <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Viewing Angle</b>.</li> <li>2. To make adjustments, press <b>Up</b>, <b>Down</b> or .</li> <li>3. Press <b>Save</b>, or press <b>Cancel</b>.</li> </ol>   |
| Change the background image   | <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Background Images</b>.</li> <li>2. Scroll through available images and press <b>Select</b> to choose an image.</li> <li>3. Press <b>Preview</b> to see a larger view of the background image.</li> <li>4. Press <b>Exit</b> to return to the selection menu.</li> <li>5. To make adjustments, press <b>Up</b>, <b>Down</b> or .</li> <li>6. Press <b>Save</b> to accept the new image, or press <b>Cancel</b>.</li> </ol> |
| Change the language on your phone screen  | <ol style="list-style-type: none"> <li>1. Log in to your User Options web pages. (See the “Accessing Your User Options Web Pages” section on page 49.)</li> <li>2. Access your user settings. (See the “Controlling Line Settings on the Web” section on page 55.)</li> </ol>  |
| Change the line text label  | <ol style="list-style-type: none"> <li>1. Log in to your User Options web pages. (See the “Accessing Your User Options Web Pages” section on page 49.)</li> <li>2. Access your line label settings. (See the “Controlling Line Settings on the Web” section on page 55.)</li> </ol>  |
| Adjust contrast for your Cisco Unified IP Phone Expansion Module 7914 (if applicable) | <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Contrast</b>.</li> <li>2. To make adjustments, press <b>Up</b>, <b>Down</b> or .</li> <li>3. Press <b>Save</b>, or press <b>Cancel</b>.</li> </ol>  |

# Using Call Logs and Directories

This section describes how you can use call logs and directories. To access both features, use the Directories button .

## Using Call Logs

Your phone maintains records of your missed, placed, and received calls.

| If you want to...                                      | Then...   |
|--|---|
| View your call logs                                    | Choose  > <b>Missed Calls, Placed Calls, or Received Calls</b> . Each stores up to 32 records. To view a truncated listing, highlight it and press <b>EditDial</b> .   |
| Erase your call logs                                   | Press  , then press <b>Clear</b> . Doing so erases all records in all logs.  |
| Dial from a call log (while not on another call)       | <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Missed Calls, Placed Calls, or Received Calls</b>.</li> <li>2. Select the listing or scroll to it.</li> <li>3. If you need to edit the number, press <b>EditDial</b> followed by &lt;&lt; or &gt;&gt;. To delete the number, press <b>EditDial</b> followed by <b>Delete</b>. (You may need to press the <b>more</b> softkey to display <b>Delete</b>.)</li> <li>4. Go off-hook to place the call.</li> </ol>  |
| Dial from a call log (while connected to another call) | <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Missed Calls, Placed Calls, or Received Calls</b>.</li> <li>2. Select the listing or scroll to it.</li> <li>3. If you need to edit the number, press <b>EditDial</b> followed by &lt;&lt; or &gt;&gt;. To delete the number, press <b>EditDial</b> followed by <b>Delete</b>. (You may need to press the <b>more</b> softkey to display <b>Delete</b>.)</li> <li>4. Press <b>Dial</b>.</li> <li>5. Choose a menu item to handle the original call: <ul style="list-style-type: none"> <li>• <b>Hold</b>—Puts the first call on hold and dials the second.</li> <li>• <b>Transfer</b>—Transfers the first party to the second and drops you from the call. (Press <b>Transfer</b> again after dialing to complete the action.)</li> <li>• <b>Conference</b>—Creates a conference call with all parties, including you. (Press <b>Confrn</b> again after dialing to complete the action.)</li> <li>• <b>End Call</b>—Disconnects the first call and dials the second.</li> </ul> </li> </ol> |



# Directory Dialing

Depending on configuration, your phone can provide corporate and personal directory features:

- **Corporate Directory**—Corporate contacts that you can access on your phone. Corporate Directory is set up and maintained by your system administrator.
- **Personal Directory**—If available, personal contacts and associated speed-dial codes that you can configure and access from your phone and User Options web pages. Personal Directory is comprised of Personal Address Book (PAB) and Fast Dials.
  - PAB is a directory of your personal contacts.
  - Fast Dials allows you to assign codes to PAB entries for quick dialing.

## Using Corporate Directory on Your Phone

You can use a corporate directory to place calls to coworkers.


| If you want to...   | Then...   |
|---|---|
| Dial from a corporate directory (while not on another call) | <ol style="list-style-type: none"><li>1. Choose  &gt; <b>Corporate Directory</b> (exact name can vary).</li><li>2. Use your keypad to enter a full or partial name and press <b>Search</b>.</li><li>3. To dial, press the listing, or scroll to the listing and go off-hook.</li></ol>   |
| Dial from a corporate directory (while on another call)     | <ol style="list-style-type: none"><li>1. Choose  &gt; <b>Corporate Directory</b> (exact name can vary).</li><li>2. Use your keypad to enter a full or partial name and press <b>Search</b>.</li><li>3. Scroll to a listing and press <b>Dial</b>.</li><li>4. Choose a menu item to handle the original call:<ul style="list-style-type: none"><li>• <b>Hold</b>—Puts the first call on hold and dials the second.</li><li>• <b>Transfer</b>—Transfers the first party to the second and drops you from the call. (Press <b>Transfer</b> again after dialing to complete the action.)</li><li>• <b>Confrn</b>—Creates a conference call with all parties, including you. (Press <b>Confrn</b> again after dialing to complete the action.)</li><li>• <b>End Call</b>—Disconnects the first call and dials the second.</li></ul></li></ol> |




### Tip

Use the numbers on your keypad to enter characters on your phone screen. Use the Navigation button on your phone to move between input fields.

## Using Personal Directory on Your Phone

The Personal Directory feature set contains your Personal Address Book (PAB) and Fast Dials. This section describes how to set up and use Personal Directory on your phone. Alternately, see the “Using Personal Directory on the Web” section on page 50.


| If you want to...                                       | Then...  |
|---|--|
| Access Personal Directory (for PAB and Fast Dial codes) | <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Personal Directory</b> (exact name can vary).</li> <li>2. Enter your Cisco Unified Call Manager user ID and PIN, then press <b>Submit</b>.</li> </ol>   |
| Search for a PAB entry                                  | <ol style="list-style-type: none"> <li>1. Access Personal Directory, then choose <b>Personal Address Book</b>.</li> <li>2. Enter search criteria and press <b>Submit</b>.</li> <li>3. You can choose <b>Previous</b> or <b>Next</b> to move through listings.</li> <li>4. Highlight the PAB listing that you want and press <b>Select</b>.</li> </ol>  |
| Dial from PAB entry                                     | <ol style="list-style-type: none"> <li>1. Search for a listing.</li> <li>2. Highlight the listing and press <b>Select</b>.</li> <li>3. Press <b>Dial</b>. (You may need to press the <b>more</b> softkey to see <b>Dial</b>.)</li> <li>4. Enter the participant’s phone number</li> <li>5. Highlight the number that you want to dial and press <b>OK</b>.</li> <li>6. Press <b>OK</b> again to dial the number.</li> </ol>  |
| Delete a PAB entry                                      | <ol style="list-style-type: none"> <li>1. Search for a listing.</li> <li>2. Highlight the listing and press <b>Select</b>.</li> <li>3. Press <b>Delete</b>.</li> <li>4. Choose <b>OK</b> to confirm the deletion.</li> </ol>   |
| Edit a PAB entry  | <ol style="list-style-type: none"> <li>1. Search for a listing.</li> <li>2. Highlight the listing and press <b>Edit</b> to modify a name or mail address.</li> <li>3. If necessary, choose <b>Phones</b> to modify a phone number.</li> <li>4. Press <b>Update</b>.</li> </ol>   |
| Add a new PAB entry                                     | <ol style="list-style-type: none"> <li>1. Access Personal Directory, then choose <b>Personal Address Book</b>.</li> <li>2. Access the Search page by choosing <b>Submit</b>. (you do not need to input search information first.)</li> <li>3. Press <b>New</b>.</li> <li>4. Use your phone keypad to enter a name and email information.</li> <li>5. Choose <b>Phones</b> and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as a 9 or 1.</li> <li>6. Choose <b>Submit</b> to add the entry to the database.</li> </ol> |

| If you want to...                                | Then...  |
|--|--|
| Assign a Fast Dial code to a PAB entry           | <ol style="list-style-type: none"> <li>1. Search for a PAB entry.</li> <li>2. Highlight the listing and press <b>Select</b>.</li> <li>3. Press <b>Fast Dial</b>.</li> <li>4. Highlight the number that you want to dial and press <b>Select</b>.</li> <li>5. Highlight the Fast Dial code that you want to assign to the number and press <b>Select</b>.</li> </ol>  |
| Add a new Fast Dial code (not using a PAB entry) | <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Personal Directory</b> &gt; <b>Personal Fast Dials</b>.</li> <li>2. Press <b>Fast Dial</b>.</li> <li>3. Highlight a Fast Dial code that is unassigned and press <b>Select</b>.</li> <li>4. Press <b>Assign</b>.</li> <li>5. Enter a phone number.</li> <li>6. Press <b>Update</b>.</li> </ol> |
| Search for Fast Dial codes                       | <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Personal Directory</b> &gt; <b>Personal Fast Dials</b>.</li> <li>2. You can choose <b>Previous</b> or <b>Next</b> to move through listings.</li> <li>3. Highlight the listing that you want and press <b>Select</b>.</li> </ol>   |
| Place a call using a Fast Dial code              | <ol style="list-style-type: none"> <li>1. Search for a Fast Dial code.</li> <li>2. Highlight the listing you want and press <b>Select</b>.</li> <li>3. Press <b>Dial</b>.</li> <li>4. Choose <b>OK</b> to complete the action.</li> </ol>  |
| Delete a Fast Dial code                          | <ol style="list-style-type: none"> <li>1. Search for a Fast Dial code.</li> <li>2. Highlight the listing you want and press <b>Select</b>.</li> <li>3. Press <b>Remove</b>.</li> </ol>   |
| Log out of Personal Directory                    | <ol style="list-style-type: none"> <li>1. Choose  &gt; <b>Personal Directory</b> (exact name may vary).</li> <li>2. Choose <b>Logout</b>.</li> </ol>  |

## Tips




- Your system administrator can provide you the user ID and PIN that you need to log in to Personal Directory.
- Personal Directory automatically logs you out after a certain amount of time. This time limit can vary. Ask your system administrator for more information.
- Use the numbers on your keypad to enter characters on your phone screen. Use the Navigation button on your phone to move between input fields.

# Accessing Voice Messages

To access voice messages, use the Messages button .



**Note** Your company determines the voice message service that your phone system uses. For the most accurate and detailed information, refer to the documentation that came with your voice message service.

| If you want to...   | Then...  |
|---|--|
| Set up and personalize your voice message service               | Press  and follow the voice instructions. If a pop-up messages menu appears on your phone screen, choose an appropriate menu item.  |
| See if you have a new voice message                             | Look for: <ul style="list-style-type: none"> <li>• A steady red light on your handset. (This indicator can vary. See the “Customizing Rings and Message Indicators” section on page 42.)</li> <li>• A message waiting icon  and text message on your phone screen.</li> </ul> |
| Listen to your voice messages or access the voice messages menu | Press  .<br>Depending on your voice message service, doing so either auto-dials your voice message service or provides a menu on your phone screen.   |
| Send a call to your voice message system                        | Press <b>iDivert</b> .<br>The iDivert feature automatically transfers a call (including a ringing or held call) to your voice message system. Callers will hear your voice message greeting and can leave you a message.   |

# Customizing Your Phone on the Web

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Your Cisco Unified IP Phone is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to log in to your Cisco Unified CallManager User Options web pages, where you can control features, settings, and services for your Cisco Unified IP Phone. For example, you can set up speed-dial buttons from your User Options web pages.

## Accessing Your User Options Web Pages

This section describes how to log in and select a phone device.

| If you want to...                     | Then do this...   |
|---------------------------------------|---|
| Log in to your User Options web pages | <ol style="list-style-type: none"><li>1. Obtain a User Options URL, user ID, and default password from your system administrator.</li><li>2. Open a web browser on your computer, enter the URL, and log on.</li><li>3. If prompted to accept security settings, click <b>Yes</b> or <b>Install Certificate</b>.<br/>The Cisco Unified CallManager User Options main web page displays. From this page you can choose <b>User Options</b> to access User Settings, Directory features, a Personal Address Book, and Fast Dials.<br/>Or, to access phone-specific options, select a device (see below).</li></ol>  |
| Select a device after logging in      | <ol style="list-style-type: none"><li>1. After you have logged in to your User Options web pages, choose <b>User Options &gt; Device</b>.<br/>The Device Configuration page displays.</li><li>2. If you have multiple devices assigned to you, verify that the appropriate device (phone model or Extension Mobility profile) is selected. If necessary, choose another device from the Name drop-down menu.<br/>From the Device Configuration page, you can access all of the various configuration options available for your phone (other pages might not provide access to all options).<ul style="list-style-type: none"><li>– Choose <b>User Options</b> to access User Settings, Directory, Personal Address Book, and Fast Dials.</li><li>– Choose toolbar buttons to access phone-specific options, such as line settings, phone service settings, and speed dials.</li></ul>To return to the Device Configuration page from another page, choose <b>User Options &gt; Device</b>.</li></ol> |



## Configuring Features and Services on the Web

The topics in this section describe how to configure features and services from your User Options web pages after logging in. See the “Accessing Your User Options Web Pages” section on page 49.

### Using Personal Directory on the Web

The Personal Directory feature set that you can access on your computer consists of:

- A Personal Address Book (PAB)
- Fast Dials
- Cisco Unified CallManager Address Book Synchronizer



**Note** You can also access PAB and Fast Dials from your phone. See the “Using Personal Directory on Your Phone” section on page 46.

### Using Your Personal Address Book on the Web

This section describes how to use your PAB from your User Options web pages.

| If you want to...      | Then do this after you log in...  |
|------------------------|---|
| Add a new PAB entry    | <ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Personal Address Book</b>.</li> <li>2. Click <b>New</b>.</li> <li>3. Enter information for the entry.</li> <li>4. Click <b>Save</b>.</li> </ol> |
| Search for a PAB entry | <ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Personal Address Book</b>.</li> <li>2. Specify search information and click <b>Find</b>.</li> </ol>   |
| Edit a PAB entry       | <ol style="list-style-type: none"> <li>1. Search for a PAB entry.</li> <li>2. Click a name or nickname.</li> <li>3. Edit the entry as needed and click <b>Save</b>.</li> </ol>  |
| Delete a PAB entry     | <ol style="list-style-type: none"> <li>1. Search for a PAB entry.</li> <li>2. Select one or more entries.</li> <li>3. Click <b>Delete Selected</b>.</li> </ol>  |

## Configuring Fast Dials on the Web

This section describes how to assign Fast Dials from your User Options web pages.

| If you want to...   | Then do this after you log in...   |
|---|--|
| Assign a Fast Dial code to a PAB entry                                | <ol style="list-style-type: none"><li>1. Create a PAB entry. See the “Using Your Personal Address Book on the Web” section on page 50.</li><li>2. Choose <b>User Options &gt; Fast Dials</b>.</li><li>3. Click <b>Add New</b>.</li><li>4. Change the Fast Dial code, if desired.</li><li>5. Use the Search Options area to find the appropriate PAB entry.</li><li>6. Click a phone number in the Search Results area.</li><li>7. Click <b>Save</b>.</li></ol> |
| Assign a Fast Dial code to a phone number (without using a PAB entry) | <ol style="list-style-type: none"><li>1. Choose <b>User Options &gt; Fast Dials</b>.</li><li>2. Click <b>Add New</b>.</li><li>3. Change the Fast Dial code, if desired.</li><li>4. Enter a phone number.</li><li>5. Click <b>Save</b>.</li></ol>   |
| Search for a Fast Dial entry  | <ol style="list-style-type: none"><li>1. Choose <b>User Options &gt; Fast Dials</b>.</li><li>2. Specify search information and click <b>Find</b>.</li></ol>  |
| Edit a Fast Dial phone number   | <ol style="list-style-type: none"><li>1. Choose <b>User Options &gt; Fast Dials</b>.</li><li>2. Search for the Fast Dial entry that you want to edit.</li><li>3. Click on a component of the entry.</li><li>4. Change the phone number.</li><li>5. Click <b>Save</b>.</li></ol>  |
| Delete a Fast Dial entry  | <ol style="list-style-type: none"><li>1. Search for a Fast Dial.</li><li>2. Select one or more entries.</li><li>3. Click <b>Delete Selected</b>.</li></ol>   |

### Tips

- You can create up to 500 Fast Dial and PAB entries.
- You can create a new Fast Dial entry without using a PAB entry. Such Fast Dial entries are labeled “raw” in the User Options web pages and do not display a configurable text label.

## Using the Address Book Synchronization Tool

You can use Cisco Unified CallManager Address Book Synchronizer to synchronize your existing Microsoft Windows Address Book (if applicable) with your PAB. Entries from your Microsoft Windows Address Book will then be accessible on your Cisco Unified IP Phone and User Options web pages. Your system administrator can give you access to Cisco Unified CallManager Address Book Synchronizer and provide detailed instructions.

## Setting Up Speed Dials on the Web

Depending on configuration, your phone can support several speed-dial features:

- Speed-dial buttons
- Abbreviated Dialing
- Fast Dials



**Note** For help using speed-dial features, see the “Speed Dialing” section on page 32.



| If you want to...          | Then do this after you log in...  |
|----------------------------|---|
| Set up speed-dial buttons  | <ol style="list-style-type: none"> <li>1. Select a device.</li> <li>2. Click <b>Speed Dials</b>.</li> <li>3. Enter a number and label for a speed-dial button (programmable button) on your phone.</li> <li>4. Click <b>Save</b>.</li> </ol> <p><b>Note</b> Your phone uses the ASCII Label field if the phone does not support double-byte character sets.</p> |
| Set up Abbreviated Dialing | <ol style="list-style-type: none"> <li>1. Select a device.</li> <li>2. Click <b>Speed Dials</b>.</li> <li>3. Enter a number and label for an Abbreviated Dialing code.</li> <li>4. Click <b>Save</b>.</li> </ol>  |
| Set up Fast Dials          | <p>See the “Configuring Fast Dials on the Web” section on page 51.</p> <p>You can also set up Fast Dials on your phone. See the “Using Personal Directory on Your Phone” section on page 46.</p>  |

### Tip

You can set up a speed-dial button for each programmable button on your phone that is not reserved as line button. Alternately, use Abbreviated Dial or Fast Dial.

## Setting Up Phone Services on the Web

Phone services can include special phone features, network data, and web-based information (such as stock quotes and movie listings). You must first subscribe to a phone service before accessing it on your phone.

| If you want to...                                       | Then do this after you log in...   |
|---|--|
| Subscribe to a service                                  | <ol style="list-style-type: none"> <li>1. Select a device.</li> <li>2. Click <b>Phone Services</b>.</li> <li>3. Click <b>Add New</b>.</li> <li>4. Choose a service from the drop-down list and click <b>Next</b>.</li> <li>5. Change the service label and/or enter additional service information, if available (optional).</li> <li>6. Click <b>Save</b>.</li> </ol>   |
| Search for services                                     | <ol style="list-style-type: none"> <li>1. Select a device.</li> <li>2. Click <b>Phone Services</b>.</li> <li>3. Click <b>Find</b>.</li> </ol>  |
| Change or end services                                  | <ol style="list-style-type: none"> <li>1. Search for services.</li> <li>2. Select one or more entries.</li> <li>3. Click <b>Delete Selected</b>.</li> </ol>  |
| Change a service name                                   | <ol style="list-style-type: none"> <li>1. Search for services.</li> <li>2. Click on the service name.</li> <li>3. Change the information and click <b>Save</b>.</li> </ol>   |
| Add a service to an available programmable phone button | <ol style="list-style-type: none"> <li>1. Select a device.</li> <li>2. Click <b>Service URL</b>.</li> </ol> <p><b>Note</b> If you do not see this option, ask your system administrator to configure a service URL button for your phone.</p> <ol style="list-style-type: none"> <li>3. Choose a service from the Button Service drop-down list.</li> <li>4. If you want to rename the service, edit the label fields.</li> </ol> <p><b>Note</b> Your phone uses the ASCII Label field if the phone does not support double-byte character sets.</p> <ol style="list-style-type: none"> <li>5. Click <b>Save</b>.</li> <li>6. Click <b>Reset</b> to reset your phone (necessary to see the new button label on your phone).</li> </ol> |
| Access a service on your phone                          | Press  on your phone. Or, if you have added a service to a programmable button  , press the button.  |

## Controlling User Settings on the Web

User settings include your password, PIN, and language (locale) settings.

| If you want to...  | Then do this after you log in...   |
|--|--|
| Change your password   | <ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; User Settings</b>.</li> <li>2. In the Browser Password area, enter information.</li> <li>3. Click <b>Save</b>.</li> </ol>                                      |
| Change your PIN  | <ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; User Settings</b>.</li> <li>2. In the Phone PIN area, enter information.</li> <li>3. Click <b>Save</b>.</li> </ol>   |
| Change the language (locale) for your User Options web pages | <ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; User Settings</b>.</li> <li>2. In the User Locale area, choose an item from the Locale drop-down list.</li> <li>3. Click <b>Save</b>.</li> </ol>               |
| Change the language (locale) for your phone screen           | <ol style="list-style-type: none"> <li>1. Go to the Device Configuration page by choosing <b>User Options &gt; Device</b>.</li> <li>2. Choose an item from the User Locale drop-down list.</li> <li>3. Click <b>Save</b>.</li> </ol> |

### Tip

Your PIN and password allow you to access different features and services. For example, use your PIN to log in to Cisco Extension Mobility or Personal Directory on your phone. Use your password to log in to your User Options web pages and Cisco WebDialer on your personal computer. For more information, ask your system administrator.

## Controlling Line Settings on the Web

Line settings affect a specific phone line (directory number) on your phone. Line settings can include call-forwarding, voice message indicators, ring patterns, and line labels.



- Note**
- You can set up call forwarding (for your primary phone line) directly on your phone. See the “Forwarding All Calls to Another Number” section on page 28.
  - To learn about phone settings that you can access directly on your phone, see the “Using Phone Settings” section on page 42.

| If you want to...                                   | Then do this after you log in...  |
|---|---|
| Set up call forwarding per line                     | <ol style="list-style-type: none"><li>1. Select a device.</li><li>2. Click <b>Line Settings</b>.</li><li>3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one.</li><li>4. In the Incoming Call Forwarding area, choose call forwarding settings for various conditions.</li><li>5. Click <b>Save</b>.</li></ol>  |
| Change the voice message indicator setting per line | <ol style="list-style-type: none"><li>1. Select a device.</li><li>2. Click <b>Line Settings</b>.</li><li>3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one.</li><li>4. In the Message Waiting Lamp area, choose from various settings.</li></ol> <p><b>Note</b> Typically, the default message waiting setting prompts your phone to display a steady red light from the handset light strip to indicate a new voice message.</p> <ol style="list-style-type: none"><li>5. Click <b>Save</b>.</li></ol> |


| If you want to...  | Then do this after you log in...   |
|--|--|
| Change the ring pattern per line                                     | <ol style="list-style-type: none"> <li>1. Select a device.</li> <li>2. Click <b>Line Settings</b>.</li> <li>3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one.</li> <li>4. In the Ring Settings area, choose a setting to tell your phone how to indicate an incoming call on the selected line.</li> <li>5. Click <b>Save</b>.</li> </ol> <p><b>Note</b> The “idle” ring setting pertains if you receive an incoming call when the phone is idle. The “consecutive” ring setting pertains if you receive an incoming call when the phone is active.</p> |
| Change or create a line text label that appears on your phone screen | <ol style="list-style-type: none"> <li>1. Select a device.</li> <li>2. Click <b>Line Settings</b>.</li> <li>3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one.</li> <li>4. In the Line Text Label area, enter a text label.</li> <li>5. Click <b>Save</b>.</li> </ol> <p><b>Note</b> Your phone uses the ASCII Label field if the phone does not support double-byte character sets.</p>   |

# Using Cisco WebDialer

Cisco WebDialer allows you to make calls on your Cisco Unified IP Phone to directory contacts by clicking items in a web browser. Your system administrator must configure this feature for you.

| If you want to...   | Then...  |
|---|--|
| Use WebDialer with your User Options directory  | <ol style="list-style-type: none"><li data-bbox="346 337 1213 391">1. Log into your User Options web pages. See the “Accessing Your User Options Web Pages” section on page 49.</li><li data-bbox="346 407 1213 435">2. Choose <b>User Options &gt; Directory</b> and search for a coworker.</li><li data-bbox="346 451 1213 479">3. Click the number that you want to dial.</li><li data-bbox="346 495 1213 548">4. If this is your first time using WebDialer, set up preferences and click <b>Submit</b>. (See the last row in this table for details.)</li><li data-bbox="346 565 1213 656">5. If the Make Call page appears, click <b>Dial</b>. (See the last row in this table to learn how to suppress this page in the future, if desired.)<br/>The call is now placed on your phone.</li><li data-bbox="346 672 1213 699">6. To end a call, click <b>Hangup</b> or hang up from your phone.</li></ol> |
| Use WebDialer with another online corporate directory (not your User Options directory) | <ol style="list-style-type: none"><li data-bbox="346 716 1213 769">1. Log into a WebDialer-enabled corporate directory and search for coworkers.</li><li data-bbox="346 786 1213 813">2. Click the number that you want to dial.</li><li data-bbox="346 829 1213 857">3. When prompted, enter your user ID and password.</li><li data-bbox="346 873 1213 927">4. If this is your first time using WebDialer, set up preferences and click <b>Submit</b>. (See the last row in this table for details.)</li><li data-bbox="346 943 1213 1034">5. If the Make Call page appears, click <b>Dial</b>. (See the last row in this table to learn how to suppress this page in the future, if desired.)<br/>The call is now placed on your phone.</li><li data-bbox="346 1050 1213 1078">6. To end a call, click <b>Hangup</b> or hang up from your phone.</li></ol>  |



| If you want to...                             | Then...   |
|---|---|
| Log out of WebDialer                          | Click the logout icon in the Make Call or Hang Up page.   |
| Set up, view, or change WebDialer preferences | <p data-bbox="391 232 713 261">Access the Preferences page.</p> <p data-bbox="391 269 1257 331">The Preferences page appears the first time that you use WebDialer (after you click the number that you want to dial.)</p> <p data-bbox="391 342 1224 404">To return to Preferences in the future, click the preferences icon from the Make Call or Hang Up page.</p> <p data-bbox="391 415 993 444">The Preferences page contains the following options:</p> <ul data-bbox="404 456 1257 912" style="list-style-type: none"> <li data-bbox="404 456 1188 518">• Preferred language—Determines the language used for WebDialer settings and prompts.</li> <li data-bbox="404 529 1257 711">• Use permanent device—Identifies the Cisco Unified IP Phone and directory number (line) that you will use to place WebDialer calls. If you have one phone with a single line, the appropriate phone and line are automatically selected. Otherwise, choose a phone and/or line. Phones are specified by host name (To display the host name on your phone, choose  &gt; <b>Network Configuration</b> &gt; <b>Host Name</b>.)</li> <li data-bbox="404 722 1257 810">• Use Extension Mobility—If selected, prompts WebDialer to use the Cisco Unified IP Phone that is associated with your Extension Mobility profile (if available).</li> <li data-bbox="404 821 1257 912">• Do not display call confirmation—If selected, prompts WebDialer to suppress the Make Call page. This page appears by default after you click a phone number in a WebDialer-enabled online directory.</li> </ul> |

# Understanding Additional Configuration Options

Your system administrator can configure your phone to use specific button and softkey templates along with special services and features, if appropriate. The table below provides an overview of some configuration options that you might want to discuss with your phone system administrator based on your calling needs or work environment.



**Note** You can locate User Guides and other documents listed in this table from the following URL: [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_ipphon/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm)

| If you...  | Then...  | For more information...   |
|--|--|---|
| Need to handle more calls on your phone line       | Ask your system administrator to configure your line to support more calls.  | Talk to your system administrator or phone support team.  |
| Need more than one phone line                      | Ask your system administrator to configure one or more additional directory numbers for you.   | Talk to your system administrator or phone support team.  |
| Need more speed dial buttons                       | First make sure that you are using all of your currently available speed dial buttons.<br><br>If you need additional speed dial buttons, try using Abbreviated Dialing or subscribing to the Fast Dial service.<br><br>Another option is to attach the Cisco Unified IP Phone 7914 Expansion Module to your phone. | See the: <ul style="list-style-type: none"><li>• “Speed Dialing” section on page 32</li><li>• <i>Cisco Unified IP Phone Expansion Module 7914 Phone Guide</i></li></ul> |
| Work with (or work as) an administrative assistant | Consider using: <ul style="list-style-type: none"><li>• The Cisco Unified CallManager Assistant service</li><li>• a shared line</li></ul>  | See the: <ul style="list-style-type: none"><li>• “Using a Shared Line” section on page 34</li><li>• <i>Cisco Unified CallManager Assistant User Guide</i></li></ul>     |
| Want to use one extension for several phones       | Request a shared line. This allows you to use one extension number for your desk phone and lab phone, for example.   | See the “Using a Shared Line” section on page 34.   |


| If you...   | Then...  | For more information...   |
|---|--|---|
| Share phones or office space with co-workers  | Consider using: <ul style="list-style-type: none"> <li>• Call Park to store and retrieve calls without using the transfer feature.</li> <li>• Call Pickup to answer calls ringing on another phone.</li> <li>• A shared line to view or join coworkers' calls.</li> <li>• Cisco Extension Mobility to apply your phone number and user profile to a shared Cisco Unified IP Phone</li> </ul> | Ask your system administrator about these features and see the: <ul style="list-style-type: none"> <li>• “Advanced Call Handling” section on page 32</li> <li>• “Using a Shared Line” section on page 34</li> <li>• “<i>Using Cisco Extension Mobility</i>” section on page 39</li> </ul> |
| Answer calls frequently or handle calls on someone’s behalf                                 | Ask your system administrator to set up the AutoAnswer feature for your phone.   | See the “Using AutoAnswer” section on page 41.  |
| Need to make video calls  | Consider using Cisco Unified Video Advantage, which enables you to make video calls using your Cisco IP Phone, your personal computer, and an external video camera.   | Contact your system administrator for assistance and see the <i>Cisco Unified Video Advantage User Guide</i> and <i>Cisco Unified Video Advantage Quick Start Guide</i> .   |
| Determine the state of a phone line associated with a speed-dial button on your phone       | Ask your administrator to set up the Busy Lamp Field (BLF) feature for your phone.   | See the “Using BLF to Determine a Line State” section on page 39.   |
| Want to temporarily apply your phone number and settings to a shared Cisco Unified IP Phone | Ask your system administrator about the Cisco Extension Mobility service.  | See the “Using Cisco Extension Mobility” section on page 39.  |

# Troubleshooting Your Phone

This section provides troubleshooting information for your Cisco Unified IP Phone





## General Troubleshooting

This section provides information to help you troubleshoot general problems with your phone. For more information, see your system administrator.

| Symptom   | Explanation   |
|---|---|
| You cannot hear a dial tone or complete a call                      | One or more of the following factors might apply: <ul style="list-style-type: none"><li>You must log into the Extension Mobility service.</li><li>You must enter a client matter code or forced authorization code after dialing a number.</li><li>Your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.</li></ul> |
| The Settings button is unresponsive                                 | Your system administrator might have disabled  on your phone.  |
| The softkey that you want to use does not appear                    | One or more of the following factors might apply: <ul style="list-style-type: none"><li>You must press <b>more</b> to reveal additional softkeys.</li><li>You must change the line state (for example, go off-hook or have a connected call).</li><li>Your phone is not configured to support the feature associated with that softkey.</li></ul>                               |
| <b>Join</b> fails   | <b>Join</b> requires multiple selected calls. Be sure that you have selected at least one call in addition to the active call, which is selected automatically. <b>Join</b> also requires the selected calls to be on the same line. If necessary, transfer calls to one line before joining them.  |
| <b>Barge</b> fails and results in a fast busy tone                  | You cannot barge an encrypted call if the phone you are using is not configured for encryption. When your barge attempt fails for this reason, your phone plays a fast busy tone.   |
| You are disconnected from a call that you joined using <b>Barge</b> | You will be disconnected from a call that you have joined using <b>Barge</b> if the call is put on hold, transferred, or turned into a conference call.   |
| Cisco <b>CallBack</b> fails   | The other party might have call forwarding enabled.   |

## Viewing Phone Administration Data

Your system administrator might ask you to access administration data on your phone for troubleshooting purposes.

| If you are asked to...                          | Then...  |
|---|--|
| Access network configuration data               | Choose  > <b>Network Configuration</b> and select the network configuration item that you want to view. |
| Access status data                              | Choose  > <b>Status</b> and select the status item that you want to view.                               |
| Access phone model information                  | Choose  > <b>Model Information</b> .  |
| Access phone call and voice quality information | Choose  > <b>Status</b> > <b>Call Statistics</b> .  |

## Using the Quality Reporting Tool

Your system administrator may temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. You can press **QRT** to submit information to your system administrator. Depending on configuration, use the QRT to:

- Immediately report an audio problem on a current call.
- Select a general problem from a list of categories and choose reason codes.

# Cisco One-Year Limited Hardware Warranty Terms

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There are special terms applicable to your hardware warranty and various services that you can use during the warranty period. Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com. Follow these steps to access and download the *Cisco Information Packet* and your warranty document from Cisco.com.

1. Launch your browser, and go to this URL:  
[http://www.cisco.com/univercd/cc/td/doc/es\\_inpkc/cetrans.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpkc/cetrans.htm)  
The Warranties and License Agreements page appears.
2. To read the *Cisco Information Packet*, follow these steps:
  - a. Click the **Information Packet Number** field, and make sure that the part number 78-5235-02F0 is highlighted.
  - b. Select the language in which you would like to read the document.
  - c. Click **Go**.
  - d. The Cisco Limited Warranty and Software License page from the Information Packet appears.
  - e. Read the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).



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**Note**

You must have Adobe Acrobat Reader to view and print PDF files. You can download the reader from Adobe's website: <http://www.adobe.com>

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3. To read translated and localized warranty information about your product, follow these steps:
  - a. Enter this part number in the Warranty Document Number field:  
78-10747-01C0
  - b. Select the language in which you would like to view the document.
  - c. Click **Go**.  
The Cisco warranty page appears.
  - d. Read the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).

You can also contact the Cisco service and support website for assistance:

[http://www.cisco.com/public/Support\\_root.shtml](http://www.cisco.com/public/Support_root.shtml).

## Duration of Hardware Warranty

One (1) Year

**Replacement, Repair, or Refund Policy for Hardware**

Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of a Return Materials Authorization (RMA) request. Actual delivery times can vary, depending on the customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

**To Receive a Return Materials Authorization (RMA) Number**

Contact the company from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Complete the information below, and keep it for reference.

|                                |  |
|--------------------------------|--|
| Company product purchased from |  |
| Company telephone number       |  |
| Product model number           |  |
| Product serial number          |  |
| Maintenance contract number    |  |



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