



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

**INCLUDING LICENSE AND WARRANTY**

### **Corporate Headquarters**

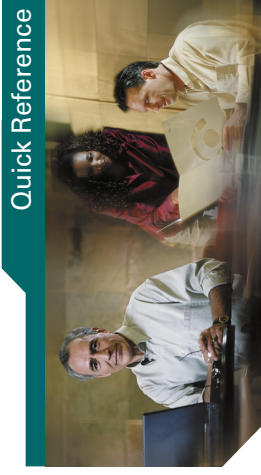
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## Common Phone Tasks

View online help on the phone	Press <b>i</b> or <b>?</b> twice quickly.
Place a call	Go off-hook before or after dialing a number.
Place a call while another call is active	Press <b>NewCall</b> . The original call is placed on hold automatically.
Add another participant to a call	From a connected call, press <b>Confrm</b> . Enter the participant's phone number and wait for the call to connect. Press <b>Join</b> .
Transfer a call to a new number	From an active call, press <b>more</b> , then <b>Trnsfr</b> . Enter the target number and wait for an answer. Press <b>Trnsfr</b> again. Or press <b>EndCall</b> to cancel the transfer.
Redial a number	Press <b>Redial</b> .
Edit an entry	Press <b>&lt;-</b> to delete the entry to the left of the cursor. (To move cursor to left, press <b>&lt;&lt;</b> . To move cursor to right, press <b>&gt;&gt;</b> .)



## Softkey Definitions

<b>Answer</b>	Answer a call
<b>BlndXfr</b>	Transfer a call without talking to the transfer recipient
<b>Cancel</b>	Cancel an action and exit the screen without applying changes
<b>CFwdAll</b>	Setup/cancel call forwarding
<b>Confrn</b>	Create a conference call
<b>DND</b>	Turn off DND
<b>EditDial</b>	Edit a number in a call log
<b>EndCall</b>	End the current call
<b>Exit</b>	Return to the previous screen
<b>Join</b>	Join two additional calls already on a single line to create a conference
<b>more</b>	Display additional softkeys
<b>NewCall</b>	Make a new call
<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>Trnsfr</b>	Transfer a call
<b>URL</b>	URL dialing mode










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

Softkey Definitions  
 Phone Screen Icons  
 Button Icons  
 Common Phone Tasks











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## Phone Screen Icons

<b>Call State</b>		
	Incoming call	
	Off-hook	
	On-hook	
<b>Selected Device</b>		
	Handset in use	
	Headset in use	
	Speakerphone in use	
<b>Other Features</b>		
	Speed Dial	
	Message waiting	
	Phone service URL assigned	

## 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 12.
Use your phone after it is installed	Start with the “An Overview of Your Phone” section on page 15.
Learn what the buttons mean	See the “Understanding Buttons and Hardware” section on page 15.
Learn about the phone screen	See the “Understanding Phone Screen Features” section on page 18.
Clean the phone screen	See the “Cleaning the Phone Screen” section on page 18.
Make calls	See the “Placing a Call—Basic Options” section on page 21.
Put calls on hold	See the “Using Hold and Resume” section on page 23.
Mute calls	See the “Using Mute” section on page 24.
Transfer calls	See the “Transferring Calls” section on page 25.
Make conference calls	See the “Making Conference Calls” section on page 27.
Set up speed dialing	See the “Speed Dialing” section on page 29.
Use your phone as a speakerphone	See the “Using a Handset, Headset, and Speakerphone” section on page 33.
Change ring volume or tone	See the “Using Phone Settings” section on page 34.
View your missed calls	See the “Using Call Logs” section on page 35.
Listen to your voice messages	See the “Accessing Voice Messages” section on page 38.

## 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)

## Safety and Performance Information

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



**Warning**

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### 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

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### 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 käsittelyyn 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 mellékelte 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 SIKKERHEDSANVISNINGER**

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 ANVISNINGER**

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 συνήθειες 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 העלול 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 vyhľadajte jeho preklad v preložených bezpečnostných upozorneniach, ktoré sú priložené k zariadeniu.

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


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**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**

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**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.

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## Using an External Power Supply

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

**Warning**

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**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].

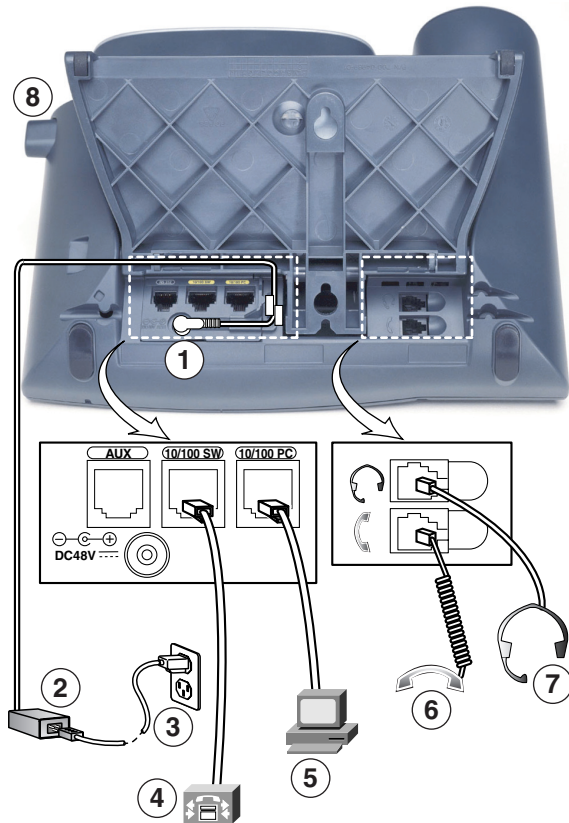
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## Accessibility Features

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.



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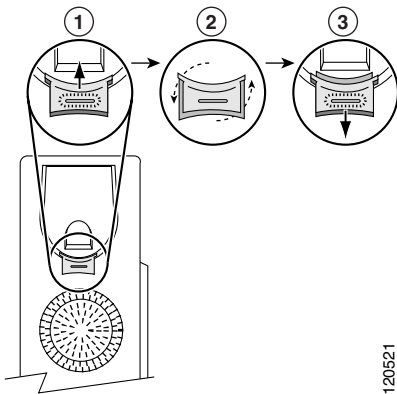
1	DC adaptor port (DC48V) for phones not provided with inline power	5	Access port (10/100 PC) for connecting your phone to your computer
2	AC-to-DC power supply	6	Handset port
3	AC power cord	7	Headset port
4	Network port (10/100 SW) for connecting to the network	8	Footstand button

## Adjusting the Footstand

To change the angle that 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 slip out of the cradle. See the table below for instructions.



<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.

## 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 11 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 10 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://vxicorp.com/cisco>

<http://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 supports specialized or advanced telephony features that can extend your call-handling capabilities.

Depending on configuration, your phone supports:

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

## Understanding Buttons and Hardware

You can use the illustrations below to identify buttons and hardware on your phone.

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












**Figure 2 Cisco Unified IP Phone 17940G**



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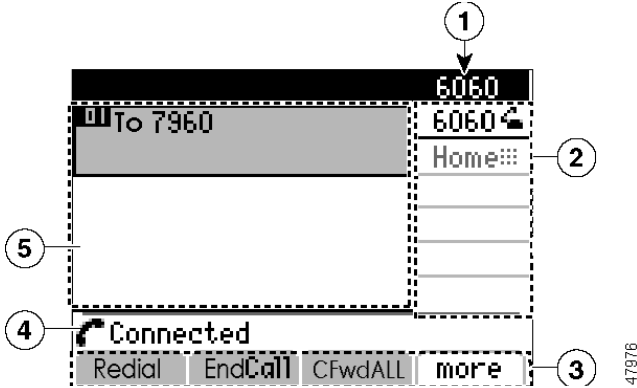
Item	Description	For more information, see...
1	Handset light strip Indicates an incoming call or new voice message.	Accessing Voice Messages, page 38
2	Phone screen Shows phone screen features.	Understanding Phone Screen Features, page 18
3	Model type Indicates your Cisco Unified IP Phone model.	
4	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)</li> <li>• Phone features</li> </ul>	Understanding Phone Screen Features, page 18
5	Footstand button Allows you to adjust the angle of the phone base.	
6	Directories button Opens/closes the Directories menu. Use it to access call logs and corporate directories.	Using Call Logs, page 35
7	Help button Activates the Help menu.	Entering and Editing Text, page 19



<b>8</b>	Settings button 	Opens/closes the Settings menu. Use it to configure features and control phone screen contrast and ring sounds.	Using Phone Settings, page 34 Advanced Call Handling, page 29
<b>9</b>	Speaker button 	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.	Using a Handset, Headset, and Speakerphone, page 33
<b>10</b>	Mute button 	Toggles the Mute feature on or off. When Mute is on, the button is lit.	Using Mute, page 24
<b>11</b>	Headset button 	Toggles the headset on or off.	Using a Handset, Headset, and Speakerphone, page 33
<b>12</b>	Volume button 	Controls the volume and other settings.	Using Phone Settings, page 34
<b>13</b>	Services button 	Opens/closes the Services menu. Depending on configuration, can provide access to Web-based services.	Customizing Your Phone on the Web, page 39
<b>14</b>	Messages button 	Typically auto-dials your voice message service (varies by service).	Accessing Voice Messages, page 38
<b>15</b>	Navigation button 	Allows you to scroll through menus.	Using Call Logs, page 35
<b>16</b>	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.	Basic Call Handling, page 21
<b>17</b>	Softkey buttons 	Each activates a softkey option (displayed on your phone screen).	Understanding Phone Screen Features, page 18

# Understanding Phone Screen Features

This is what your main phone screen might look like with an active call:










<b>1</b>	Primary phone line	Displays the phone number (extension number) for your primary phone line.
<b>2</b>	Programmable button indicators	Programmable buttons can serve as phone line buttons, speed dial buttons, phone service buttons or phone feature buttons. For example, the phone above shows a speed dial button configured for the user's home phone.
<b>3</b>	Softkey labels	Each displays a softkey function. To activate a softkey, press the softkey button.
<b>4</b>	Status line	Displays audio mode icons, status information, and prompts.
<b>5</b>	Call activity area	Displays calls per line, including caller ID, for the highlighted line. See the "Understanding Lines vs. Calls" section on page 20.

## 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> Directories</li> <li> Settings</li> <li>  or  Help</li> </ul>
Scroll through a list or menu	Press the Navigation button.
Go back one level in a feature menu	Press <b>Exit</b> . Pressing <b>Exit</b> from the top level of a menu closes the menu.

## Entering and Editing Text

If you want to...	Then...
Enter text on your phone display	Press the appropriate keypad number one or more times to select a letter. When you pause, the cursor automatically advances to allow you to make the next entry.
Move your cursor	To move the cursor to the left, press <<. To move the cursor to the right, press >>.
Delete an entry	Press <- to remove a letter or digit to the left of your cursor.

## 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...
Learn about a button or softkey	Press  or  , then quickly press a button or softkey.
Learn about a menu item	Press  ,  , or  to display a feature menu. Then, highlight a menu item and press  or  twice quickly.
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 and 7940G (SIP) support up to two lines per call.
- 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 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 informations.




## 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 15
Place a call using the speakerphone	Press  and enter a number.	Using a Handset, Headset, and Speakerphone, page 33
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 33
Redial a number	Lift the handset and press <b>Redial</b> to dial the last number, or press <b>Redial</b> to activate the speakerphone or headset.	Using Call Logs, page 35
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 23
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 35







## 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 23
Speed dial a number	Press  (a speed-dial button).	Speed Dialing, page 29
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.</li> <li>3. When the name displays, press <b>Select</b>.</li> </ol>	Using Call Logs, page 35
Dial using an alphanumeric string	Press <b>URL</b> to activate URL dialing mode.	Using Call Logs, page 35



## 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  (flashing).	Using a Handset, Headset, and Speakerphone, page 33
Answer with the speakerphone	Press  , <b>Answer</b> , or  (flashing).	Using a Handset, Headset, and Speakerphone, page 33
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  .	Using Hold and Resume, page 23
Auto-connect calls to your speaker	Use AutoAnswer.	Using Auto Answer (Intercom), page 32


## 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	<p>Press  (flashing) for the appropriate line.</p> <p>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>.</p>

### Tip


Engaging the Hold feature typically generates music or a beeping tone.

## 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  .

### Tip

- Once you enable mute, your phone remains muted whether you switch from speaker to handset to headset. To cancel Mute, press .

## Switching Between Multiple Calls

You can switch between multiple calls on one or more lines.

If you want to...	Then...
Switch between 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> The first call is automatically placed on hold.
Switch from a connected call to answer a ringing call	Press <b>Answer</b> or press  (flashing). The first call is automatically placed on hold.
Switch between calls on different lines	Press  (flashing) for the line that you are switching to. 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> .



## 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>more</b>, then <b>BlndXfr</b>.</li> <li>2. Enter the target number.</li> <li>3. Press <b>Trnsfer</b> again to complete the transfer or <b>EndCall</b> to cancel.</li> </ol>
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>more</b>, then <b>Trnsfer</b>.</li> <li>2. Enter the target number.</li> <li>3. Wait for the transfer recipient to answer.</li> <li>4. Perform one of the following steps: <ul style="list-style-type: none"> <li>• To complete the transfer, press <b>Trnsfer</b> again.</li> <li>• To cancel the transfer, press <b>EndCall</b>.</li> <li>• If the party refuses the call, to return to the original call, press <b>Resume</b>.</li> </ul> </li> </ol>

### Tips

- You cannot use **Trnsfer** to redirect a call on hold. Press **Resume** to remove the call from hold and then press **Trnsfer**.

# 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	Press <b>CFwdALL</b> and enter a target phone number. Your phone displays “From” name and number.
Cancel call forwarding	Press <b>CFwdALL</b> .
Verify that call forwarding is enabled	Look for the call forward target number in the status line.

## Tips

- When you enable Call Forwarding, all lines of the phone are forwarded.
- You must 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.

## Making Conference Calls

Your Cisco Unified IP Phone allows you to conference two additional participants into one telephone conversation, creating a conference 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><b>1.</b> 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><b>2.</b> Enter the participant's phone number.</li> <li><b>3.</b> Wait for the call to connect.</li> <li><b>4.</b> Press <b>Join</b> to add the other participant to your call.</li> </ol>
Participate in a conference	Answer the phone when it rings.
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.**
- 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.

# Do Not Disturb

You can use the Do Not Disturb (DND) feature to block incoming calls on your phone with a busy tone.

If you want to...	Then...
Turn on DND	<ol style="list-style-type: none"><li>1. Press  &gt; Call Preferences &gt; Do Not Disturb.</li><li>2. Select <b>Yes</b>, and then press <b>Save</b>.</li></ol> <p>“Do Not Disturb” displays on the status line, and a DND softkey is added.</p>
Turn off DND	Press the <b>DND</b> softkey or: <ol style="list-style-type: none"><li>1. Press  &gt; &gt; Call Preferences &gt; Do Not Disturb.</li><li>2. Select <b>No</b>, and then press <b>Save</b>.</li></ol>

## Tips




- When DND is turned on:
  - The DND blocking feature applies to all the lines on your phone.
  - Received calls are not logged to the Missed Calls directory on your phone.
- When DND and Call Forward All are both enabled on your phone, Call Forward All takes precedence on incoming calls. That is, calls will be forwarded and the caller will not hear a busy tone.

# Advanced Call Handling

You can configure your phone for a variety of call preference features.



## Speed Dialing

Speed dialing allows you to enter an index number, press a button, or select a phone screen item to place a call.

If you want to...	Then...
Set up Speed Dials on your phone	<ol style="list-style-type: none"> <li>1. Press  &gt; <b>Call Preferences &gt; Speed Dial Lines.</b></li> <li>2. Scroll to highlight Line 2, 3, 4, 5, or 6.</li> </ol> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p> <b>Note</b> You can configure five speed dial numbers on the Cisco Unified IP Phone 7960G and one speed-dial number on the Cisco Unified IP Phone 7940G.</p> </div> <ol style="list-style-type: none"> <li>3. Press <b>Edit</b>.</li> <li>4. Enter a brief description for the selected speed dial line for <b>New Label</b>.</li> <li>5. Scroll to select <b>New Number</b> line.</li> <li>6. Press <b>Number</b> and enter a number for the selected speed dial line.</li> <li>7. Press <b>Accept</b> if the <b>New Label</b> and <b>New Number</b> are correct.</li> <li>8. Repeat Step 2 through 7 to set a speed dial for another line, if available.</li> </ol>
Use speed-dial buttons	To place a call, press  (a speed-dial button).



## Using Caller ID Blocking

Use the Caller ID Blocking feature to block your phone number from displaying on phones that support caller identification.

If you want to...	Then...
Prevent your phone number from displaying when you make calls	<ol style="list-style-type: none"><li>1. Press  &gt; Call Preferences &gt; CallerID Blocking.</li><li>2. Select Yes, and then press Save.</li></ol>
Allow your phone number to display when you make calls	<ol style="list-style-type: none"><li>1. Press  &gt; Call Preferences &gt; CallerID Blocking.</li><li>2. Press No, and then press Save.</li></ol>



## Blocking Anonymous Calls

You can block all incoming anonymous calls to your phone by setting the Anonymous Call Block feature.

If you want to...	Then...
Block all anonymous calls	<ol style="list-style-type: none"><li>1. Press  &gt; Call Preferences &gt; Anonymous Call Block.</li><li>2. Select Yes, and then press Save.</li></ol>
Allow anonymous calls to ring on your phone	<ol style="list-style-type: none"><li>1. Press  &gt; Call Preferences &gt; Anonymous Call Block.</li><li>2. Press No, and then press Save.</li></ol>



## Using Auto-Complete Number

To configure your phone to automatically complete the phone number being dialed, use the Auto-Complete Number feature.

If you want to...	Then...
Configure Auto-Complete Number	<ol style="list-style-type: none"><li>1. Press  &gt; Call Preferences &gt; Auto-Complete Number.</li><li>2. Select Yes, and then press Save.</li></ol>
Turn off Auto-Complete Number	<ol style="list-style-type: none"><li>1. Press  &gt; Call Preferences &gt; Auto-Complete Number.</li><li>2. Press No, and then press Save.</li></ol>



## Using Call Waiting

You can configure your phone to ring when a call is on hold while you are on another active call.

If you want to...	Then...
Configure Call Waiting	<ol style="list-style-type: none"> <li>1. Press  &gt; Call Preferences &gt; Call Waiting.</li> <li>2. Select Yes, and then press Save.</li> </ol>
Turn off Call Waiting	<ol style="list-style-type: none"> <li>1. Press  &gt; Call Preferences &gt; Call Waiting.</li> <li>2. Press No, and then press Save.</li> </ol>



## Using Call Hold Ringback

You can configure your phone to ring when a call is on hold when you end an active call.

If you want to...	Then...
Configure Call Hold Ringback	<ol style="list-style-type: none"> <li>1. Press  &gt; Call Preferences &gt; Call Hold Ringback.</li> <li>2. Select Yes, and then press Save.</li> </ol>
Turn off Call Hold Ringback	<ol style="list-style-type: none"> <li>1. Press  &gt; Call Preferences &gt; Call Hold Ringback.</li> <li>2. Press No, and then press Save.</li> </ol>



## Using Stutter Message Waiting

You can configure your phone to alert you when there is a message waiting. When you receive dial tone to make a call, you will hear a stutter dial tone.

If you want to...	Then...
Turn on Stutter Message Waiting	<ol style="list-style-type: none"> <li>1. Press  &gt; Call Preferences &gt; Stutter Msg.Waiting.</li> <li>2. Select Yes, and then press Save.</li> </ol>
Turn off Stutter Message Waiting	<ol style="list-style-type: none"> <li>1. Press  &gt; Call Preferences &gt; Stutter Msg.Waiting.</li> <li>2. Press No, and then press Save.</li> </ol>

## Using Auto Answer (Intercom)

You can configure Auto Answer (Intercom) so you can automatically answer an incoming call on your speaker.


If you want to...	Then...
Turn on Auto Answer	<ol style="list-style-type: none"><li>1. Press  &gt; Call Preferences &gt; Auto Answer (Intercom).</li><li>2. Select Yes, and then press Save.</li></ol>
Turn off Auto Answer	<ol style="list-style-type: none"><li>1. Press  &gt; Call Preferences &gt; Auto Answer (Intercom).</li><li>2. Press No, and then press Save.</li></ol>

## Using a Shared Line

You might want to use a shared line if you have multiple phones and want one extension number.




**Note** The maximum number of calls that a shared line supports varies by phone model.

If you want to...	Then...
Make a call using a shared line	Press the line button  assigned to the shared line, and place a call. See the “Placing a Call—Basic Options” section on page 21 for more information.

## URL Dialing









Use URL dialing to place a call using alphanumeric strings containing letters, numbers, and symbols.

If you want to...	Then...
Switch to URL dialing	<ol style="list-style-type: none"><li>1. Press NewCall &gt; URL.</li><li>2. Enter an alphanumeric string.</li><li>3. To make corrections to the entry, press &lt;&lt; . Or, to remove the entry completely, press Clear. The  icon appears to indicate that you can begin editing characters in the URL entry.</li><li>4. Press Dial to complete the call, or press EndCall.</li></ol>
Return to standard dialing mode	Press Number.




# 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 the handset.
Use a headset	Press  to toggle headset mode on and off. You can use the headset in conjunction with all of the controls on your phone, including  and  .
Use the speakerphone	Press  to toggle speakerphone mode on or off. 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.
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	Press  during a call or after invoking a dial tone. This action adjust the volume for the handset, speakerphone, or headset, depending on which device is in use. Press <b>Save</b> to preserve the volume level for future calls.

## Tip

Once you enable mute, your phone remains muted whether you switch from speaker to handset to headset. To cancel Mute, press .

## Obtaining a Headset


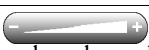
Your phone supports four- or six-wire headset jacks. For information about purchasing headsets, see the “Headset Information” section on page 13.

# Using Phone Settings

You can personalize your Cisco Unified IP Phone by adjusting the ring tone 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. Press  &gt; <b>Ring Type</b>.</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>
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.

### Tip


Typically, the default system policy for the voice message light on your handset tells your phone to always light to indicate a new voice message.

## Customizing the Phone Screen

You can adjust the contrast and the language for your phone screen.





If you want to...	Then...
Change the phone screen contrast	<ol style="list-style-type: none"><li>1. Press  &gt; <b>Contrast</b>.</li><li>2. Press <b>OK</b> to save, 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	Press  > <b>Missed Calls, Placed Calls, or Received Calls</b> . Each log can store up to 32 records.
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. Press  &gt; <b>Missed Calls, Placed Calls, or Received Calls</b>.</li> <li>2. Highlight a call record from the log.</li> <li>3. To speed dial the highlighted number, press <b>Dial</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. Press  &gt; <b>Missed Calls, Placed Calls, or Received Calls</b>.</li> <li>2. Highlight a call record from the log.</li> <li>3. If you need to edit the number, press <b>Dial</b> followed by &lt;&lt; or &gt;&gt;.</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>Trnsfr</b>—Transfers the first party to the second and drops you from the call. (Press <b>Trnsfr</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>

# Using Corporate Directory






Depending on configuration, your phone can provide a corporate directory, a directory of corporate contacts that is set up and maintained by your system administrator.

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. Press  &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. Press  &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>Trnsfer</b>—Transfers the first party to the second and drops you from the call. (Press <b>Trnsfer</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>

## Using Personal Directory

The Personal Directory feature (SIP version) allows you to add calls from your Call Logs to your personal calls directory.




If you want to...	Then...
Add a new entry to your personal directory	<ol style="list-style-type: none"> <li>1. Press  &gt; <b>Missed Calls, Placed Calls, or Received Calls.</b></li> <li>2. Highlight the call that you want to add to your personal directory.</li> <li>3. To edit the entry, press <b>Edit</b> and make your changes.</li> <li>4. Press <b>Keep</b> to add the entry.</li> <li>5. Press <b>Save</b></li> </ol> <p>The number is added to your personal directory.</p> <p></p> <hr/> <p><b>Note</b> To cancel the operation without adding an entry, press <b>Exit</b>.</p>
Dial from personal directory	<ol style="list-style-type: none"> <li>1. Press  &gt; <b>Personal Directory</b> (name may vary).</li> <li>2. Press <b>Select</b> and highlight the entry you want to dial.</li> <li>3. Press <b>Dial</b>. (You may need to press the <b>more</b> softkey to see <b>Dial</b>.)</li> </ol> <p></p> <hr/> <p><b>Note</b> To edit the entry, press <b>Edit</b>.</p>
Delete an entry in your personal directory	<ol style="list-style-type: none"> <li>1. Press  &gt; <b>Personal Directory</b> (name may vary).</li> <li>2. Highlight the call that you want to remove from your personal directory.</li> <li>3. Press <b>Delete</b>, or press <b>DelAll</b> to remove more than one call.</li> </ol> <p>The number(s) is removed from your personal directory.</p>

# 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 about this service, refer to the documentation that came with it.

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 at your phone for the following indicators: <ul style="list-style-type: none"><li data-bbox="354 708 1166 764">• A steady red light on your handset. (This indicator can vary. See the “Customizing Rings and Message Indicators” section on page 34.)</li><li data-bbox="354 773 1166 805">• 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  . Depending on your voice message service, doing so either auto-dials your voice message service or provides a menu on your phone screen.

# Customizing Your Phone on the Web

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 phone line labels 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>.</li> </ol> <p>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.</p> <p>Or, to access phone-specific options, select a device (see below).</p>
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>.</li> </ol> <p>The Device Configuration page displays.</p> <ol style="list-style-type: none"> <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.</li> </ol> <p>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).</p> <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> <p>To return to the Device Configuration page from another page, choose <b>User Options &gt; Device</b>.</p>

# 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 39.

## 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. Check with your system administrator if you have questions about your phone services.

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>



If you want to...	Then do this after you log in...
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 Line Settings on the Web

Line settings affect a specific phone line (directory number) on your phone. Line settings can include call-forwarding 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 26.
  - To learn about phone settings that you can access directly on your phone, see the “Using Phone Settings” section on page 34.

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 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>

# Understanding Additional Configuration Options

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Your system administrator can configure your phone to use specific button services, if appropriate. This table provides some configuration options that you might want to discuss with your phone system administrator based on your calling needs or work environment.

<b>If you...</b>	<b>Then...</b>	<b>For more information...</b>
Need more speed-dial buttons	Make sure that you are using all of your currently available speed-dial buttons.	See the “Speed Dialing” section on page 29.
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 32.

# Troubleshooting Your Phone

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

Symptom	Explanation
The Settings button is unresponsive	Your system administrator might have disabled  on your phone.
Join fails	Be sure that you have selected at least one call in addition to the active call, which is selected automatically. Join also required the selected calls to be on the same line. If necessary, transfer calls to one line before joining them.

## 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.

# 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 warranty 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\\_inpk/cetrans.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/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).

**Note**

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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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