CISCO SYSTEMS

Cisco IP Video Phone 7985G

INCLUDING LICENSE AND WARRANTY

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Contents

Getting Started

How to Use this Guide

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

If you want to...	Then
Explore your video phone on your own	Press **?** (Help button) on the phone when you need assistance.
Review safety information	See the "Safety and Performance Information" section on page 2.
Use your video phone after it is installed	Start with the "An Overview of Your Video Phone" section on page 7.
Connect your video phone	See the "Connecting Your Video Phone" section on page 5.
Learn what the buttons mean	See the "Buttons and Hardware" section on page 7.
Learn about the screen	See the "Screen Layout" section on page 11.
Make calls	See the "Placing a Video Call" section on page 17.
Put calls on hold	See the "Using Hold and Resume" section on page 20.
Mute calls	See the "Muting Video or Audio" section on page 21.
Transfer calls	See the "Transferring a Connected Call" section on page 22.
Make conference calls	See the "Making Conference Calls" section on page 23.
Share a number	See the "Understanding Shared Lines" section on page 28.
Use your video phone as a speakerphone	See the "Using a Headset, and Speakerphone" section on page 32.
Change the ringer or call volume	See the "Adjusting the Volume" section on page 34.
Choose a different ring sound	See the "Customizing Alert Tone" section on page 35.
Customize the brightness of your screen	See the "Customizing Monitor Brightness" section on page 35.

Safety and Performance Information

Installing and Using Your Video Phone

Read the following safety notices before installing or using your Cisco IP Video Phone (for translated warnings, see *Regulatory Compliance and Safety Information for the Cisco IP Phone 7900 Series*):

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.

SAVE THESE INSTRUCTIONS

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.

Warning   Telephone receivers produce a magnetic field that can attract small magnetic objects such as pins and staples. To avoid the possibility of injury, do not place the handset where such objects may be picked up.

Using an External Power Supply

The following warnings apply when you use the external power supply with the Cisco IP Video Phone 7985G:

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.**

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

Using External Devices with Your Cisco IP Phone

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

Cisco recommends the use of good quality external devices (such as 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 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 screened cables for the external device, or use cables with a better screen 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 by using good quality cables and connectors.

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

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect Cisco IP Phone voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur in your network, such as a Denial of Service attack

To reduce or eliminate any adverse effect to the phones, schedule administrative network tasks during a time when the phones are not being used or exclude the phones from testing.

Accessibility

A list of accessibility features and an accessible format of this document are available upon request.

Connecting Your Video Phone

Your system administrator will likely connect your new Cisco IP Video Phone 7985G to the corporate IP network. If that is not the case, refer to the graphic and table below to connect your phone.

***Figure 1   Cisco IP Video Phone 7985G Cable Connections***
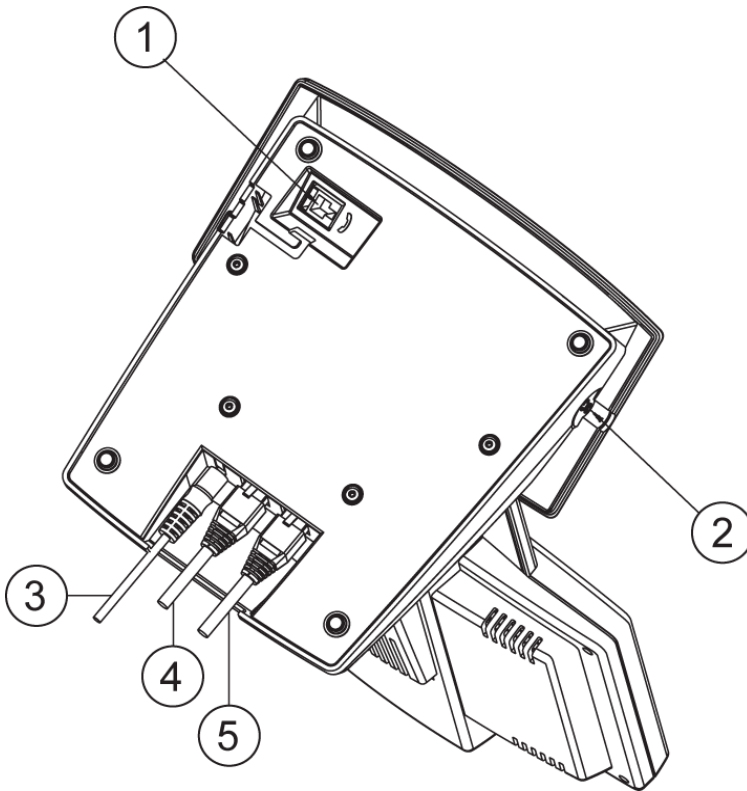
1	Plug for handset	4	Network cable, SW port (10/100 SW)
2	Plug for headset	5	Network cable, PC port (10/100 PC)
3	Power cable, 48V DC		

Mounting the Handset Bracket

Step 1 Slide the handset bracket into the tracks as shown on the figure. Make sure to push it firmly into the tracks.

Step 2 Connect the handset cable at the underside of the video phone.

Step 3 Place the system in an upright position and lay the handset in its place. The handset is held in place by magnets.

Figure 2   *Cisco IP Video Phone 7985G Handset Bracket*
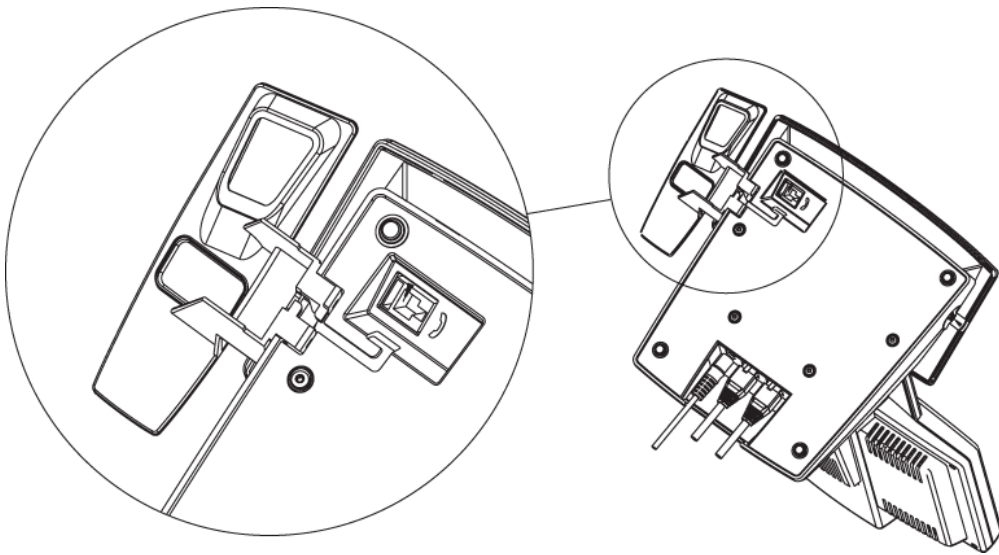
An Overview of Your Video Phone

Your Cisco IP Video Phone 7985G provides business-quality video over the same data network that your computer uses. Because the 7985G is designed for the individual workspace, it makes a video meeting as simple as a telephone call. The video phone includes the same softkey functionality and features as a Cisco IP telephone, allowing you to place and receive calls, put calls on hold, transfer calls, make conference calls, and so on with the advantage of being able to see callers using video phones.

Design features:

- All-in-one system designed for personal video in any workspace
- Integrated 8.4” LCD
- Ergonomically correct camera and screen position
- Integrated keypad for both voice and video calls
- Softkeys for easy control of the video phone
- Handset, speakerphone, and headset jack
- Access to network data and services
- Online control from your User Options web pages—Customize your phone's features by using a web browser on your computer
- A comprehensive online help system—Obtain helpful tips, descriptions, and procedures directly from your phone

The sections that follow provide you with an overview of your video phone and tips for interacting with it. Even if you have used other Cisco IP Phones, you will find it useful to review this information to learn about the new features that are offered on the Cisco IP Video Phone 7985G.
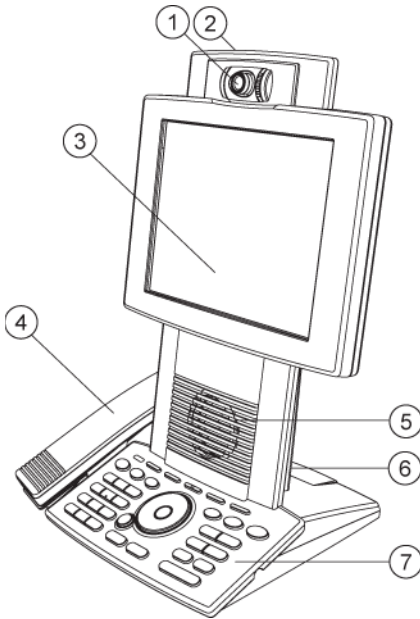
Buttons and Hardware

Your Cisco IP Video Phone 7985G includes the following hardware features:

- Speakerphone or headset mode support
- Five softkey buttons for access to telephony features
- Four feature buttons to provide easy access to messages, directories, services, and settings
- One-button access to built-in online help
- Video-specific buttons—Display, Brightness, Selfview and Picture in Picture (PiP)
- Button for displaying the lines of the video phone

Refer to the following graphics and table for detailed descriptions.

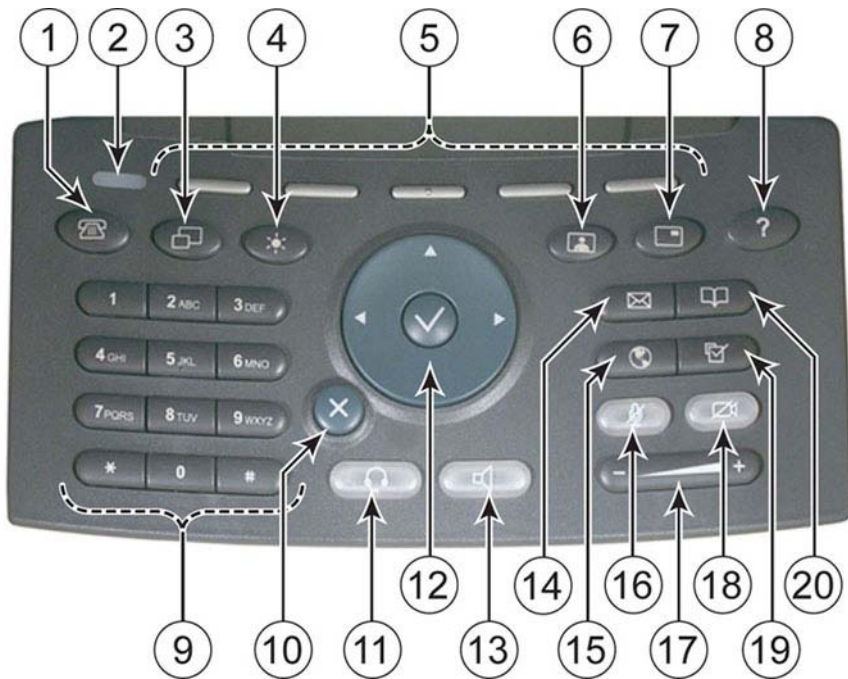*Figure 3*   *Cisco IP Video Phone 7985G Overview*

1	Camera	The camera provides manual tilt and focus. Turn the lens to adjust focus. Tilt the camera by manually adjusting the tilt angle with the wheel to the right of the lens.
		Tip Press the Selfview button first to see your video picture.
2	Microphone	Your phone includes a microphone that is located at the top of the phone.
3	LCD monitor	Your phone includes an integrated 8.4 inch LCD monitor.
4	Handset	Your Cisco IP Video Phone 7985G includes a handset that is held in place by magnets.
5	Speaker	Your phone includes a speaker that is located between the keypad and the screen.
6	Camera lens cap docking	Use a camera lens cap that is located at the back side of the phone to cover the lens when the phone is not in use. The camera lens cap protects the lens and also prevents you from involuntary broadcasting your video image.
7	Keypad	The keypad contains all the keys that you need to control the system.

Figure 4   Cisco IP Video Phone 7985G Keypad

1	Line button	Toggles the Line menu on and off. The Line menu displays the available lines on your phone and allows you to change between lines. The Line menu also displays speed dials if you have any.
2	Notification lamp	Flashes when you have an incoming call and when you have voice mail.
3	Display button	Toggles the menu on and off.
4	Brightness button	Controls monitor brightness. See the "Customizing Monitor Brightness" section on page 35.
5	Softkeys	Activates features presented on the corresponding softkeys on the screen.
6	Selfview button	Switches the video image from incoming to outgoing video. See the "Displaying Your Outgoing Video Picture" section on page 21.

7	Picture in Picture	Displays a smaller picture of the outgoing video. Press the Picture in Picture (PiP) button once and the PiP appears in the upper, right corner. Press the PiP button again to move the picture to the other three corners of the screen and, finally, hide it. See the "Displaying Your Outgoing Video Picture" section on page 21.
8	Help button	Toggles the Help menu. See the "Getting Help on Your Phone" section on page 16.
9	Number and letter buttons	Allows you to dial phone numbers, enter letters, and choose menu items. You can also use the number keys to choose menu items.
10	Cancel button	Allows you to go back. Use the Cancel button to delete data when you are in an input field.
11	Headset button	Toggles the headset on or off.
12	Navigation button	Allows you to scroll through menus and highlight items. Use this button in conjunction with softkeys to activate highlighted items. You can move the left and right arrows to navigate and edit text fields.
		The center button activates menu items. You also use it together with the Help button to get context sensitive help on menu items.
13	Speaker button	Toggles the speakerphone on or off.
14	Messages button	Toggles the message menu on and off.
15	Services button	Toggles the Services menu on and off. The Services menu provides access to phone services, including assigned services and services to which you have subscribed.
16	Audio Mute	Toggles the Audio Mute feature on or off. When Audio Mute is active, other callers cannot hear audio, although they can see your video image.
17	Volume button	Controls the volume. See the "Adjusting the Volume" section on page 34.
18	Video Mute	Toggles the Video Mute feature on or off. When Video Mute is active, other callers cannot see your video image.

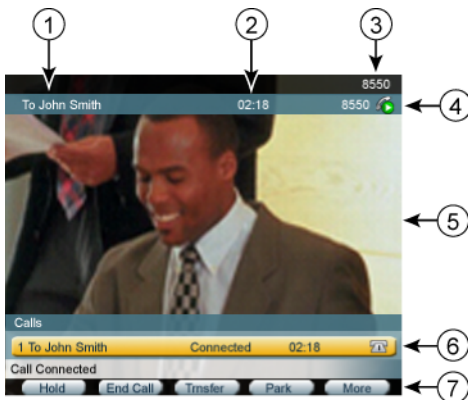| 19	Settings button	Toggles the Settings menu on and off. See the "Customizing Phone Settings" section on page 34.
20	Directories button	Toggles the Directories menu on and off. The Directory provides call logs (Missed, Received, and Placed) and a corporate directory. See "Using Voice Messaging, Call Logs, and Directories" section on page 37.

Screen Layout

The following example shows what your main screen might look like with an active video call. The menu appears on the screen as a semi transparent layer in front of your video image. Press (Display button) to toggle the menu on and off.

Figure 5   Cisco IP Video Phone 7985G Screen Layout

1	ID	Displays the ID (system name) of the caller/callee.
2	Duration	Displays the duration of the call.
3	Primary line	Displays your primary number or office extension.
4	Call overview	Displays the currently active line and the configured phone number that is assigned to the line. The icon shows the state of the call. See the "Call Handling and Navigation Tips" section on page 12.
5	Video image	Displays the incoming video image. Press the Selfview button to display the outgoing video image.
6	Call activity	Displays your current calls per line, caller ID, call state, and call duration.
7	Softkey labels	Displays a softkey function. Press the (Softkey button) to activate a softkey.

Call Handling and Navigation Tips

These guidelines help you handle calls and navigate menus on your Cisco IP Video Phone.

Understanding Feature Availability

Your company's phone support team determines which features and services are available to you and how they will be configured. Therefore, some of the features this Video Phone Guide includes might not be available to you or might work differently on your phone system. Contact your support desk or system administrator if you have questions about feature availability.

Going On-Hook and Off-Hook

Some phone tasks and instructions differ depending on whether the phone is *on-hook* or *off-hook*.

- On-Hook—The phone handset rests in the cradle, no calls are active, and you do not have an active dial tone. Your phone provides *on-hook dialing*, which enables you to enter or choose phone numbers before activating the call.
- Off-Hook—The phone handset is lifted from the cradle, the speakerphone is active, or any of several other methods are used to get a dial tone (to make a call) or to answer an incoming call.

Understanding Lines Versus Calls

Be sure not to confuse *lines* and *calls* on your phone. Use these tips to avoid confusion:

### Lines

Your phone can support up to a maximum of two lines or phone extensions, depending on how your system administrator configured your programmable buttons. To see how many lines you have, press the Line button to open the line menu. You have as many lines as you have extension numbers.

Each line can support a certain number of calls, depending on your phone's configuration. By default, each line can support a maximum of four calls, but your system administrator can adjust this number according to your needs. So you might find yourself handling several calls, even though you have only one line on your phone.

Calls

Each phone supports a maximum of 100 calls, regardless of the number of lines. If you have one line, your system administrator can configure your phone to support up to 100 calls on this single line, or, if you have two lines, you might have 50 calls on each of the two lines, for a maximum of 100 calls.

Calls can have different states, which are indicated by special icons in the call activity area. Only one call can be *active* at any given time. An active call can be a connected call or an in-progress call (you are dialing a number or an outgoing call is ringing). Other calls must be ringing in, on hold or remote-in-use (for shared lines).

Icon	Call State	Description
	Connected call	A type of active call in which you are currently connected to the other party. Many phone features require that you have a connected call.
	Off-hook	A type of active call in which you are actively dialing a number or an outgoing call is ringing. You have not yet connected with the other party. See the "Placing a Video Call" section on page 17 for details.
	On-hook	No call activity on this line. You might be using on-hook dialing features, but the call is not in-progress until you go off-hook. See the "Placing a Video Call" section on page 17 for details.
	Ringing	A incoming call is ringing on one of your lines. See the "Placing a Video Call" section on page 17 for details.
	Call on hold	The call is on hold. See the "Using Hold and Resume" section on page 20 for details.
	Shared line	Another phone that shares the line has an active connected call. See the "Understanding Shared Lines" section on page 28 for details.

Selecting Calls

Many phone features require that you select the calls you want to use with a particular feature. For example, you might have 15 held calls, but you only want to join 4 of them to a conference call. (The default maximum number of participants is 4). You can select just the calls you want to add to the conference call before activating the feature.

If you want to...	Then...
Highlight a call	Use the Navigation button to scroll through the call list.
Select a call	Highlight a connected or held call and press **Select**. Selected calls are indicated with a ✓ (check mark) next to them.
Verify selected calls	Use the Navigation button to scroll through the list of calls. Selected calls are indicated with a ✓ (check mark) and are grouped together in the call list.

Switching Among Calls

Your phone can support multiple calls on each line, depending on how your system administrator configured your phone. These tips can help you switch among calls on one or more lines.

If you want to...	Then...
Show current calls on a specific line	Press ☎ (Line button) and select a line. The call activity area displays current call information for that line. When you switch from one line to another, any connected calls on the first line automatically get placed on hold.
Switch between calls on one line	Highlight the call to which you are switching and press **Resume**.
Switch between calls on different lines	Press ☎ (Line button) and select a line. Select a call and press **Resume**.
Switch from a connected call to answer a ringing call	Press **Answer to** answer the new call and place the first call on hold automatically.
Display an overview of calls	Press ☎ (Line button) to get an overview of the first call on each of your lines.

Tips

- You can have only one call be active at any given time; other calls will get placed on hold automatically.
- When you have multiple calls on one line, calls with the highest precedence and longest duration display at the top of the call list.
- The call list shows calls of a similar type grouped together. For example, any calls with which you have interacted get grouped together near the top. Next the list shows all selected calls grouped together. Finally, the list shows any calls that you have not yet answered or with which you have otherwise interacted grouped near the bottom of the list.

Using Feature Menus

If you want to...	Then...
Open a feature menu	Press a feature button: ⊠ Messages 🌐 Services ? Help 📖 Directories ☑ Settings
Scroll through a list or menu	Press the **Navigation** button.
Go back one level in a feature menu	Press **Exit**. (If you press Exit from the top level of a menu, the menu will close.)
Close a feature menu	Press the feature button (for a visible feature menu only) or press **Exit** one or more times until the menu closes.

Entering and Editing Text

If you want to...	Then...
Enter a letter on your screen	Press the appropriate keypad number one or more times to select a letter. When you pause, the cursor automatically advances to allow you to enter the next letter. Use the right and left navigation buttons to move through text fields.
Enter capital letters	Press the button labeled "a/A" to enter capital letters.
Delete within an entry or reposition your cursor	Press **<<** or **Delete** to remove a letter or digit. Press **>>** to reposition the cursor to the right. You can also use the Cancel button to delete letters.

Getting Help on Your Phone

Your Cisco IP Video Phone provides a comprehensive online help system. Help topics display on the screen. See the table below for details.

If you want to...	Then...
View the Main menu	Press ⬤? (Help button) on your phone and wait a few seconds for the menu to display. If you are already in Help, press **Main**. Choose from the following Main menu topics: • About Your Cisco IP Phone—Descriptive information about your phone model • How do I...?—Procedures and information about commonly used phone tasks • Calling Features—Descriptions and procedures for using calling features, such as conference and transfer • Help—Tips on using and accessing Help
Learn about a button or softkey	Press ⬤? (Help button), then, quickly press a button or softkey.
Learn about a menu item	Press ⬤? (Help button), twice quickly with the menu item highlighted.
Get help using Help	Press ⬤? (Help button). After a second or two, press Main and select Help from the Main menu.

Basic Call Handling

This section covers basic call-handling tasks such as placing, answering, transferring, and conferencing calls. You can find the standard features that you use to perform these tasks on most phone systems.

Before You Make a Video Call

Before making a video call, make sure that you are positioned within the reach of the camera and that the lighting conditions are good.

If you want to...	Then...
See your video picture	Remove the camera lens cap from the camera. Press ⬛ (Selfview button) to see your video picture if not already displayed.
Adjust the camera	The camera has manual tilt and focus. Turn the camera up and down to adjust tilt. Rotate the camera lens to adjust focus.
Adjust the camera brightness	Press ⬤ (Brightness button) to adjust brightness.

Placing a Video Call

When you call to another video phone, the call will automatically be set up as a video call and you will see the callee's video picture on the screen as soon as the call is connected. To place a video call, use one of several options to go off-hook before or after dialing a number.

If you want to...	Then...
Dial off-hook	The call menu displays when the handset is lifted from its cradle. Dial a video or phone number and wait for the call to connect.
Dial on-hook (no dial tone)	Enter a video or phone number with the number keys. Then, to place the call, do one of these things to go off-hook: • Lift the handset. • Press 🔊 (Speaker button) or 🎧 (Headset button). • Press **Dial.**

If you want to...	Then...
Dial by using the speakerphone	Press **New Call** and enter a video or phone number, or you can press ⏚ (Speaker button) before or after dialing, redialing, or speed dialing a number. Many of the actions that you can take to dial a number automatically trigger speakerphone mode, assuming that the handset is in its cradle and the ⟲ (Headset button) is not lit. These actions include pressing **Redial** and using speed dials.
Redial the most recently dialed number	Press **Redial**. To use another line, press ☎ (Line button), choose a line, and press redial.
Dial from a call log	Choose 📖 (Directories button) **> Missed Calls**, **Received Calls**, or **Placed Calls**. To dial from a listing, press the number or scroll to it and go off-hook. To add a prefix or other digits to the number before dialing, press **EditDial**.
Dial from a corporate directory on the phone	Choose 📖 (Directories button) **> Corporate Directory** (exact name can vary). Search for a listing by using your keypad to enter letters. (You can search by using a partial name.) To dial from a listing, press it or scroll to it and go off-hook.
Place a call when another call is active	Press **Hold**; next, press **New Call**; then, dial, redial, or speed dial a number.
Dial by using a headset	Do one of the following actions: • If ⟲ (Headset button) is unlit, press it before or after dialing, redialing, or speed-dialing a number. • If ⟲ (Headset button) is lit, press **New Call**, **Redial**. If necessary, enter a phone number.
Receive notification when a busy or ringing extension becomes available	Call the number and press **CallBack** while listening to the busy tone or ring sound. Hang up. When the extension becomes available, your phone will provide you with a visual alert. (Because the callback to this number is not automatic you must place the call.) CallBack represents a special feature that your system administrator can configure for your phone.
Dial on a secondary line	The active line is noted at the top of the video screen. Before dialing the number, press ☎ (Line button) and select the line that you want to use.
Dial by using speed dials	Press ☎ (Line button) and select a speed dial. The phone will make a call to the selected speed dial. For details, see the "Setting Up Speed Dial Numbers" section on page 36.
Make a priority (precedence) call	Enter the MLPP access number (which your system administrator provides) followed by the phone number. For more details, see the "Prioritizing Critical Calls" section on page 31.

Tips

If you make a mistake while entering a phone number, press **<<** or the Cancel button to erase one or more digits. Use the right and left navigation buttons to move through the number. Press **Cancel** to exit the dialing attempt.

Answering a Video Call

Answer a video call the same way as you answer a telephone call, go off-hook. See the table below for details.

If you want to...	Then...
Answer while you are using the handset	Pick up the handset from its cradle to answer an incoming call.
Answer while you are using the headset	Press ⟳ (Headset button), if it is unlit. Or, if ⟳ (Headset button) is already lit, press **Answer**.
Answer with the speakerphone	Press ◁ (Speaker button), **Answer**.
Switch from a connected call to answer a ringing call	Press **Answer**. Doing so answers the new call and automatically places the first call on hold. See the "Using Hold and Resume" section on page 20 for more information.
Set up your phone to automatically connect an incoming call after a ring or two	Ask your system administrator to set up the AutoAnswer feature. For more information, see the "Using AutoAnswer with a Headset or the Speakerphone" section on page 33.
Retrieve, or allow someone else to retrieve, a held call on another phone (such as a phone in a conference room)	Use Call Park. See the "Storing and Retrieving Parked Calls" section on page 27.
Use your phone to answer a call that is ringing on another phone	Use Call Pickup. See the "Redirecting a Ringing Call to Your Phone" section on page 27.
Answer a priority call	Hang up the current call and press **Answer**. See the "Prioritizing Critical Calls" section on page 31.
Send an incoming call directly to the voice-messaging system	Press **iDivert**. The incoming call automatically transfers to your voice-message greeting.

Ending a Video Call

End a video call the same way as you end a telephone call, hang up. See the table below for details.

If you want to...	Then...
Hang up while you are using the handset	Return the handset to its cradle or press **EndCall**.
Hang up while you are using the headset	Press ⬤ (Headset button), if it is lit. Or, if you want to keep headset mode activated (keep the button lit after hanging up), press **EndCall**.
Hang up while you are using the speakerphone	Press ⬤ (Headset button) or **EndCall**.
Hang up one call but preserve another call on the same line	Press **EndCall**. If necessary, remove the call from hold first.

Telephone Calls

When you dial a telephone number, the call will automatically be set up as a telephone call. To place a telephone call, use one of the same options to go off-hook before or after dialing a number as described for video calls, see the "Placing a Video Call" section on page 17.

Using Hold and Resume

You can have only one active call at any given time; all other calls must be placed on hold.

If you...	Then...
Want to put a call on hold	Make sure that the call that you want to put on hold is highlighted and press **Hold**.
Want to remove a call from hold	Make sure that the call that you want to remove from hold is highlighted and press **Resume**.
Have multiple calls on multiple lines on hold	Press ⬤ (Line button) and choose the line on which the call that you want to resume is. If necessary, make sure that the call that you want to remove from hold is highlighted and press **Resume**.

Tips

Engaging the Hold feature typically generates music or a beeping tone. For this reason, avoid putting a conference call on hold.

Displaying Your Outgoing Video Picture

To see your outgoing video picture (the picture of yourself), use Selfview or PiP (Picture in Picture). Selfview displays your outgoing picture in full screen. PiP shows your outgoing picture in a smaller window. The PiP displays on top of the bigger, incoming picture when you are in a call, which allows you to see both pictures at the same time. You can use Selfview and PiP both when you are outside a call and when you are in a video call.

If you want to...	Then...
See outgoing picture in full screen	Press ▢ (Selfview button). Press ▢ (Selfview button) again to switch back.
See outgoing picture as a smaller picture	Press ▢ (PiP button).
Move the PiP to another corner of the screen.	Press ▢ (PiP button) repeatedly to move the PiP to the other three corners of the screen.
Hide the PiP.	The fourth time that you press ▢ (PiP button), the PiP disappears.

Muting Video or Audio

Mute disables the video or audio input for your handset, headset, speakerphone, and external microphone. With Video Mute enabled, you can see other parties on a call, but they cannot see you. With Audio Mute enabled, you can hear other parties on a call, but they cannot hear you. The video and audio mute buttons remains until you turn it off.

If you want to...	Then...
Toggle Video Mute on	Press ▢ (Video Mute button).
Toggle Video Mute off	Press ▢ (Video Mute button).
Toggle Audio Mute on	Press ▢ (Audio Mute button).
Toggle Audio Mute off	Press ▢ (Audio Mute button).

Transferring a Connected Call

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

If you want to...	Then...
Transfer a call without talking to the transfer recipient	During a connected call, press **Transfer** and enter the target number. When you receive the call ringing sound, press **Transfer** again.
Talk to the transfer recipient before transferring a call ("consult transfer")	During a connected call, press **Transfer** and enter the target number. Wait for the transfer recipient to answer. If the recipient accepts the transferred call, press **Transfer** again. If the recipient refuses the call, press **Resume** to return to the original call.
Transfer two current calls to each other ("direct transfer")	Scroll to highlight any call on the line and press **Select**. Repeat this process for the second call. With one of the selected calls highlighted, press **DirTrfr**. (You may need to press the **more** softkey first.) The two calls connect to each other and drop you from the call. If you want to stay on the line with the callers, use **Join** to create a conference instead. For details, see the "Making Conference Calls" section on page 23.

Tips

- You can only transfer a call on hold if you are using Direct Transfer, otherwise, press **Resume** to take a selected call off hold; then, transfer it.
- When you transfer calls, ensure all calls are on the same line.

Making Conference Calls

Conference calling allows three or more parties to participate in a call simultaneously. Your Cisco IP Video Phone can support several types of conference calls depending on your needs and your phone configuration. The softkeys identify which methods are available on your phone:

- **Confrn**—Use this softkey to establish standard conferences by calling each participant individually. Standard conference calling represents a default feature that is available on most phones.
- **Join**—Use this softkey to establish a standard conference among several calls who are already on the line.
- **cBarge**—Use this softkey to establish a standard conference call on a shared line. Your system administrator must configure this optional feature that is available only for shared lines.
- **Meet-Me**—Use this softkey to host a conference (up to 100 participants, depending on configuration) that requires participants to call an established number at a specific time. Your system administrator must configure this optional feature for you.

Starting and Joining a Standard Conference

A standard conference allows at least three people to participate in a single call. The conference gets set up as an audio conference or a video conference depending on how your system administrator configured your phone. The system administrator also configures what kind of view that is displayed. The **VidMode** softkey allows the user to switch between Voice Activated and Continuous view of the conference. Voice Activated view displays the speaking part in full screen. Continuous view displays all participants on the screen simultaneously.

If you want to...	Then...
Invite current callers to join a standard conference	With two or more calls on a single line, scroll to highlight any call on the line and press **Select**. Repeat this process for each call that you want to add to the conference. From one of the selected calls, press **Join**. (You may need to press the **more** softkey first.) The selected calls automatically gets added to the conference. All selected calls must be on the same line.
Establish a standard conference call by calling participants	During a connected call, press **Confrn** to add another party to the call. (You may need to press the **more** softkey first.) Enter the conference participant phone number. After the call connects and you have spoken to the conference participant, press **Confrn** again to add this party to your call. Follow this procedure to add each participant.
Join a standard conference	Answer the phone when it rings. You do not need to do anything special to join a standard conference call.

If you want to...	Then...
Establish a standard conference call by using a shared line	Highlight a remote-in-use call on a shared line and press **cBarge**. (You may need to press the **more** softkey first.) See the "Understanding Shared Lines" section on page 28 for details.
View a list of conference participants	Highlight an active conference and press **ConfList**. The participants list shows the order in which participants join the conference with the most recent additions at the top.
Get an updated list of conference participants	While viewing the conference list, press **Update**.
See who started the conference	While viewing the conference list, locate the person who is listed at the bottom of the list with an asterisk (*) next to the name.
Remove any conference participant	Highlight the participant name and press **Remove**. You can only remove a participant if you initiated the conference call.
Drop the last party who was added to the conference	Highlight the participant name at the top of the conference list and press **Remove**. The last participant to the conference always appears at the top of the list, or when not viewing the conference list, simply press **RmLstC**. You can only remove a participant if you initiated the conference call.
End a standard conference	Hang up or press **EndCall**.
	Note that hanging up will not necessarily mean that the conference will terminate. CallManager dictates this by the Drop Ad Hoc Conference service parameter, which defaults to Never, but can be set by the admin to "When Conference Creator Drops Out" or "When No OnNet Parties Remain In The Conference".

Tips

- For participation in a standard conference, ensure all calls are placed on the same line. If this is not the case, you can transfer the calls to the same line before adding them to the conference.
- If you receive an error message stating, "No Participant Info" when you attempt to use **Join**, be sure that you selected at least one call in addition to the active call, which is selected automatically.

Starting or Joining a Meet-Me Conference Call

Unlike a standard conference, where the conference organizer must call participants, a Meet-Me conference call allows participants to dial a Meet-Me conference number at a predetermined time to join the conference call. Your system administrator may configure the Meet-Me conference calling option, which is a special feature for you.

If you want to...	Then...
Establish a Meet-Me conference	Press **Meet-Me,** if available. (You may need to press the **more** softkey first.) Dial the Meet-Me conference number that your system administrator provided or phone help desk.
Join a Meet-Me conference	Dial the Meet-Me conference number that the conference initiator provided. You can join after the initiator has established the conference. Do not use the Meet-Me softkey to join the established conference.
End a Meet-Me conference	Hang up or press **EndCall.**

Forwarding Your Calls to Another Number

You can use Call Forward All to redirect your incoming calls from your Cisco IP Video Phone to another number. Call Forward All can only be used on your primary line.

✎

Note Enter the Call Forward All target number exactly as you would dial it from your desk phone. For example, enter an access code such as 9 or the area code, if necessary.

If you want to...	Then...
Set up call forwarding on your primary line	Press **CFwdALL** and enter a target phone number.
Cancel call forwarding on your primary line	Press **CFwdALL**.
Verify that call forwarding is enabled on your primary line	Look at the status line and call state icon for the line. When call forwarding is enabled, a message appears in the status line to indicate the number to which calls are being forwarded, and this icon appears above the primary line: 🖭 (call forward icon).

Tips

- You can forward your calls to a traditional analog phone or to another IP video phone, although your system administrator may restrict the call forwarding feature to numbers within your company.

- You must configure this feature per line; if a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.

Advanced Call Handling

Advanced call-handling tasks involve special (nonstandard) features that your system administrator may configure for your phone depending on your call-handling needs and work environment. Default settings mean that you typically will not have access to these features.

Storing and Retrieving Parked Calls

You can "park" a call when you want to store the call, so you or someone else can retrieve it from another phone in the Cisco CallManager system (for example, at a coworker's desk or in a conference room). Call Park designates a special feature that your system administrator may configure for you.

If you want to...	Then...
Store an active call by using Call Park	During a call, press **Park** (you may need to press the **more** softkey first). This prompts your phone to store the call. Make a note of the call park number that displays on your screen and hang up.
Retrieve a parked call	From any Cisco IP Video Phone in your network, enter the call park number to connect to the call.

✎

Note   You have limited time to retrieve the parked call before it reverts to ringing at its original destination. Your system administrator can explain this time limit.

Redirecting a Ringing Call to Your Phone

Call PickUp allows you to redirect a call that is ringing on a coworker's phone to your own phone, so you can answer it. Call PickUp designates a special feature that your system administrator may configure for you, depending on your call-handling needs and work environment. For example, you may use this feature if you typically share call-handling responsibilities with coworkers. Your system administrator defines a Call Pickup "group".

If you want to...	Then...
Answer a call that is ringing on another extension within your group	Press **PickUp**. The call now rings on your phone.
Answer a call that is ringing on another extension outside of your group	Press **GPickUp**. Enter the call group pickup code number that your system administrator provided. The call now rings on your phone.

Understanding Shared Lines

Your system administrator may give you a "shared" line. Shared line features do not apply to standard, unshared lines. Typically, a shared line serves for two main uses:

- One person applies a shared line to multiple phones—For example, your shared line, extension 23456, applies to your desk phone. You also can log in to a phone in your lab, prompting this lab phone to temporarily share your extension. In this case, an incoming call to extension 23456 rings on your desk and lab phone, and you can use either of the phones to answer the call.

- Multiple people share a line—For example, you are a manager who shares a line and extension number with your assistant. An incoming call to the extension rings on both of your phones.

Understanding the Maximum Supported Calls on a Shared Line

You can make calls by using a shared line just as you would by using any other line (see the "Placing a Video Call" section on page 17 for details). However, keep in mind that your system administrator can configure your shared line to support a different number of calls than is configured for your coworkers who share the line with you. This can mean that at times you might not be able to make a new call on the shared line even though your coworker can.

For example, you have a shared line extension, 78888, and your phone is configured to support a maximum of four calls on that shared line. However, one of your coworkers has a phone that supports a maximum of five calls on the same shared line, 78888. If four active calls already exist on the shared line, and you cannot make a new call by using the shared line, you cannot use the **NewCall** softkey. However, your coworker can make a new call on the shared line because her phone supports a maximum of five calls on the shared line, not just four.

Adding Yourself to a Shared-Line Call

You have two options to join an established call on the line. Depending on how your system administrator has configured your phone, you typically may not have both of them available.

- Barge—Allows you to join an in-progress call with minimal interruption to the call. When you use Barge, other parties on the call receive just a beep tone to announce your presence. You cannot add additional callers to a barged call. When you hang up, the remaining parties receive a disconnect tone, and the original call continues. You can Barge out from, but not in to, a Cisco IP Phone 7985G. That means that callers cannot barge into your 7985G video phone. But you can barge into other video phones supporting incoming barge.

- cBarge—Allows you to join an in-progress call and convert it to a standard conference. This gives you and all call participants the same features that are available in standard conferences (see the "Making Conference Calls" section on page 23 for details), and you can add additional

participants to the call. When you use cBarge, other parties on the call receive a tone and a brief interruption in the call, and call information changes on the screen. When you hang up, the call remains as a conference call if at least three participants remain.

If you want to...	Then...
See whether a coworker has an active call on the shared line	Look at shared line number. When the line is in use from another phone, the remote-in-use icon: (Shared line icon). If your coworker has privacy enabled, no information displays for remote-in-use calls.
Show current calls on the shared line	Press (Line button) and select a line. All non-private calls display on the call activity area.
Add yourself to call in progress on a shared line	Highlight a remote-in-use call on your screen and press **Barge**. (You may need to press the **more** softkey first.) You will get disconnected from a call that you have joined by using **Barge** if the target shared line call is put on hold, transferred, or turned into a conference call.
Add yourself to a remote-in-use call and establish a conference call	Highlight a remote-in-use call on your screen and press **cBarge**. (You may need to press the **more** softkey first.)

Preventing Others from Viewing or Joining a Shared-Line Call

If you use a shared line, you can use the privacy feature to prevent others who share this line from viewing or joining your calls on this line. How your system administrator configured your phone, determines whether the privacy feature is enabled or disabled.

If you want to...	Then...
Prevent others from viewing or joining any calls on a shared line.	Press **Private.**
Allow others to view or join any calls on a shared line.	Press **Private.**

Tips

- When your coworker has the privacy feature enabled, your shared line appearance does not indicate that the shared line is in use. For example, typically when a coworker is using the shared line, your phone displays the remote-in-use icon. However, when privacy is enabled, this icon does not display, and you not have any indication that the line is in use.

- If all other phones that share the same line have privacy enabled, you can still make new calls by using the shared line; however, you cannot join any in-progress calls by using the shared line.

- The privacy feature applies to all shared lines on the phone. Consequently, if you have multiple shared lines on your phone and privacy is enabled on your phone, no one who shares any line with your phone can view or join your calls on any of the shared lines.

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...
Identify a suspicious call	Press **MCID**. You will receive a special tone and see the message, "MCID successful" on your phone. The call remains active until you end the call.

Prioritizing Critical Calls

In some specialized environments, such as military or government offices, you might need to make and receive urgent or critical calls. These critical calls might require higher priority handling, such as being able to preempt other 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 want to...	Then...
Choose a priority (precedence) level for an outgoing call	Contact your system administrator for a list of corresponding precedence numbers for calls (ranging from low to highest).
Make a priority (precedence) call	Enter the MLPP access number (which is provided by your system administrator) followed by the phone number.
Receive a priority (precedence) call	Hear the special call waiting tone and note the special icon displayed in the call activity area for the incoming call.
View priority level of a call	Higher priority calls display at the top of your call list, and these icons indicate the assigned priority as follows: No icon—Normal (routine) call Green—Low priority (priority) call Yellow—Medium priority (immediate) call Orange—High priority (flash) call Red—Highest priority (flash override) call
Accept an higher-priority call	End an active call and answer the higher-priority call.

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.

Using a Headset, and Speakerphone

The table below describes how to use these devices.

If you want to...	Then...
Use a headset	Press ⊙ (Headset button) to toggle headset mode on and off. (AutoAnswer users should see the "Using AutoAnswer with a Headset or the Speakerphone" section on page 33 for exceptions.)
	You can use the headset in conjunction with all of the controls on your phone, including ⊏━━+⊐ (Volume button) and ⊘ (Audio mute button).
	See the "Obtaining a Headset" section on page 32 for headset purchasing information.
Use the speakerphone	Press ◁) (Speaker button) to toggle speakerphone mode on or off.
	Many of the actions that you can take to dial a number or answer a call automatically trigger speakerphone mode, assuming that the handset is in its cradle and the ⊙ (Headset button) is not lit.
Switch to the headset or speakerphone (from the handset) during a call	Press ◁) (Speaker button) or ⊙ (Headset button); then, hang up the handset.
Switch to the handset (from the speakerphone or headset) during a call	Lift the handset (without pushing any buttons).

Tips
- See the "Connecting Your Video Phone" section on page 5 to locate the headset port.
- See the "Basic Call Handling" section on page 17 for detailed instructions about how to use the headset and speaker to place, answer, end, and otherwise handle calls.

Obtaining a Headset

Your phone supports 2.5mm 3-pole headset jacks. For information about purchasing headsets, see the following URL: http://www.plantronics.com, products, mobile.

Using AutoAnswer with a Headset or the Speakerphone

You might use AutoAnswer if you receive a high volume of incoming calls or handle calls on behalf of others. AutoAnswer is configured on the CallManager. 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	Keep ⬤ (Headset button) activated (lit) by pressing **EndCall** or a line button to hang up.
	Keeping ⬤ (Headset button) activated ensures that audio input/output will be directed through the headset instead of the speakerphone and that AutoAnswer will function with your headset.
Use AutoAnswer with the speakerphone	Press ⬤ (Speaker button) or ⬤ (Speaker button) as you normally would to place, answer, and end calls, open and close lines, and switch from another audio device to speakerphone mode.

Customizing Phone Settings

You can personalize your Cisco IP Video Phone by adjusting settings, as described in the. Keep in mind a few tips when you review this information:

- You can access most settings on your phone, but you access a few online from your User Options web pages. See the "Logging In to the User Options Web Pages" section on page 39 for more information.

- If (settings button) is not responsive, your system administrator may have disabled this button on your phone. Ask your system administrator for more information.

Adjusting the Volume

The table below describes how to adjust and save volume levels on your phone.

If you want to...	Then...
Adjust the volume level for a call	Press (volume button) during a call or after invoking a dial tone. Doing so adjusts the volume level for the currently active audio mode. For example, if you increase the volume while you are using the handset, you do not affect the speakerphone volume. Press **Save** to preserve the new volume as the default level for this audio mode. If you adjust the handset, headset, or speakerphone volume without saving the change, the volume will revert to the previously saved level the next time that you use that audio mode.
Adjust the volume level for the ringer	Press (volume button) while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume gets saved automatically.

Customizing Alert Tone

You can customize the way that your phone indicates the presence of an incoming call.

If you want to...	Then...
Change the Alert Tone	Choose **Settings > User Preferences > Alert Tone** and select a phone line or the default ring setting. Choose a ring type to play a sample of it. When you have selected the ring that you want, press **Select** and **Save**. Press **Cancel** to revert to the previously saved setting.

Customizing Monitor Brightness

You can adjust the monitor brightness on your screen.

If you want to...	Then...
Change the monitor brightness	Press (Brightness button) and adjust brightness with **Up, Down** or (Volume button).
	You can also choose **Settings > User Preferences > Monitor Brightness**. To make adjustments, press **Up, Down** or (Volume button); then, press **Save**. Press **Cancel** to revert to the previously saved setting.

Setting Up Speed Dial Numbers

Speed dial numbers allow you to quickly dial phone numbers without having to enter the phone number each time. For example, you can assign phone numbers you call frequently as speed dial numbers. The Lines menu lists speed dials.

To use speed dials, follow these steps:

Step 1   Press ☎ (Line button).

Step 2   Select a speed dial from the Lines menu, and the phone will make a call to the selected speed dial.

Set up speed dials from your User Options web pages, as described in the table below.

✎

Note   Your system administrator can assign speed dials to your phone; he or she can also restrict the number of speed dials that you can configure.

If you want to...	Then...
Add speed dial numbers to the phone	Log in to your User Options web pages, select your device, and then choose **Add/Update Speed Dials** from the main menu.
	In the **Speed Dial Settings on Phone** section, enter a phone number and label for each available speed dial button. Enter the number exactly as you would need to dial it from your desk phone. For example, enter an access code such as 9 or the area code, if necessary.
	The label that you enter displays next to the speed dial button on your screen.
Add speed dial numbers to use with Abbreviated Dialing	Log in to your User Options web pages, select your device, and then choose **Add/Update Speed Dials** from the main menu.
	In the **Speed Dial Settings,** enter a phone number and label for each available speed dial. Enter the number exactly as you would need to dial it from your desk phone. For example, enter an access code such as 9 or the area code, if necessary.

Tips

For details on making calls by using either speed dial method, see the "Placing a Video Call" section on page 17.

Using Voice Messaging, Call Logs, and Directories

Use feature buttons to access voice messages, call logs, and directories, as outlined in the table below.

Note Your company determines the voice-messaging service that your phone system uses. For the most accurate and detailed information about using the voice-messaging service, see the documentation that came with it.

If you want to...	Then...
Set up and personalize your voice-messaging service	Press ⬜ (messages button) and follow the voice instructions. If a pop-up messages menu displays on your screen, choose an appropriate menu item. Your system administrator will provide you with a default password for your voice-messaging service. For security reasons, you should change your default password as soon as possible.
See whether you have a new voice message	Look at your phone for the following indicators: • The red notification lamp is lit. • An envelope icon ⬜ (voice message icon) displays on your screen.
Listen to your voice messages or access the voice messages menu	Press ⬜ (messages button). Depending on your voice-messaging service, pressing ⬜ (messages button) either auto-dials the message service or provides a pop-up menu on your screen. If you see the pop-up menu, choose Voice Mail or Voice Messages to auto-dial your voice-messaging system.
Send an incoming, active, or call on hold to voice-messaging system	If you have several lines or calls, select the line or call you want to use. Press **iDivert**. iDivert automatically transfers the call to your voice-messaging system.
View your call logs	Choose **Directories > Missed Calls**, **Placed Calls**, or **Received Calls**. Each log stores a maximum of 100 records.
Dial from a call log	Choose a listing. If you need to edit the number that is displayed in the log (to add or to remove a prefix, for example), press **EditDial** followed by **<<** or **>>** to reposition the cursor or erase digits. You can also use the left and right navigation buttons to move through the number. Use the X button to delete.

If you want to...	Then...
Erase your call logs	Choose **Directories > Missed Calls, Placed Calls,** or **Received Calls.** Press **Clear.**
Dial from a corporate directory	Choose **Directories > Corporate Directory** (exact name can vary). Search for a listing by entering letters with your keypad. (You can search by using a partial name.) To dial from a listing, press it, or scroll to it and go off hook.

Accessing Your User Options Web Pages

You can establish, customize, and enable phone services and control settings and features from your computer by using the Cisco CallManager User Options web pages. After you configure these services, you can access them from your phone.

If you need additional assistance with the User Options web pages, refer to the *Customizing Your Cisco IP Phone on the Web* guide, which is available on this website:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7985/index.htm

Logging In to the User Options Web Pages

To log in to the User Options web pages, perform the following procedure.

Procedure

Step 1 Open a web browser on your computer and enter the URL (that your system administrator provided) and log on.

Step 2 From the general menu, select your device type (listed by phone model and Ethernet (MAC) address) in the "Select a device" drop-down list.

After you make your selection, a context-sensitive menu displays with options that are appropriate for your device type.

Tips for Navigating the User Options Pages

- To see all of your options, select your device from the menu page.
- To apply and save your changes, click **Update**.
- To get back to the context-sensitive menu, click **Return to the Menu**.
- To exit the user pages, click **Log Off**.

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 may want to discuss with your phone system administrator based on your calling needs or work environment.

If you...	Then...	For more information...
Need more than one phone line	Ask your system administrator to configure one more directory number for you. Note that you can only have up to two lines.	Talk to your system administrator or phone help desk.
Work with (or work as) an administrative assistant	Consider using a shared line.	See the • *Cisco IP Manager Assistant User Guide* • "Understanding Shared Lines" section on page 28
Want to use one extension for several phones	Request a shared line. This allows you for example to use one extension number for your desk phone and mobile phone.	See the "Understanding Shared Lines" section on page 28.
Share phones or office space with co-workers	Consider using • Call Park to store and retrieve calls without using the transfer feature. • Call Pickup to answer calls that ring on another phone by using your own phone.	• Talk to your system administrator or phone help desk about getting these features. • See the "Advanced Call Handling" section on page 27 for instructions on using these features.
Answer calls frequently or handle calls on behalf of someone else	Consider using AutoAnswer. Ask your system administrator to set up this feature for you.	See the "Using AutoAnswer with a Headset or the Speakerphone" section on page 33.

Cisco One-Year Limited Hardware Warranty Terms

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 and license agreements from Cisco.com.

1. Launch your browser, and go to this URL:

   http://www.cisco.com/univercd/cc/td/doc/es_inpck/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 78-5235-03A0 is highlighted.

   b. Select the language in which you would like to read the document.

   c. Click **Go**.

      The Cisco Limited Warranty and Software License page from the Information Packet appears.

   d. Read the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).

      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

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.

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	

Index

A

alert tone **35**

audio mute

    Audio mute button **10**

    using audio mute **21**

AutoAnswer **33**

B

brightness

    Brightness button **9**

    monitor brightness **35**

C

call logs **37**

call overview **11**

calls

    answering calls **19**

    call icons **13**

    calls compared to lines **12**

    calls on hold **13**

    conference calls **23**

    connected calls **13**

    description **12**

    ending calls **20**

    forwarding calls **26**

    parked calls **27**

    prioritizing calls **31**

    redirecting calls **27**

    selecting calls **13**

    shared line **13**

    supported numbers **12**

    switching among calls **14**

    tracing suspicious calls **30**

    transferring calls **22**

camera

    adjust the camera **17**

    camera brightness **17**

    camera lens cap docking **8**

    description of the camera **8**

    focus **17**

    tilt **17**

Cancel button **10**

cBarge **24**

CFwdALL **26**

checkmark **13**

Cisco IP Phone 7985G

    illustrated **9**

    overview **9**

Cisco IP Video Phone 7985G

    connecting cables **5**

    overview **7**

conference

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