

# **Cisco IP Phone 7905G and 7912G for Cisco CallManager**

**INCLUDING LICENSE AND WARRANTY**

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## Adjusting the Volume

If you want to...	Then...
Adjust the volume level for a call	Press the volume button during a call or after invoking a dial tone. Press <b>Save</b> to preserve the new volume as the default level for the speaker or handset.
Adjust the volume level for the ringer	Press the volume button while the handset is in the cradle.

## Changing the Ring Sound

Press the **Menu** button and select **Settings > Ring Type**. Scroll through the ring types and press **Play** to hear the selected ring type. When you find the ring you want, press **Select** and **OK**.

## Button Legend

Volume    Navigation    Hold    Menu



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## Cisco IP Phone 7905G/7912G

SoftKey Definitions  
Transferring a Call  
Making Conference Calls  
Using Speed Dial Buttons  
Using Call Forward  
Viewing and Dialing Calls  
Adjusting the Volume  
Changing the Ring Sound  
Button Legend

## SoftKey Definitions

<b>AbbrDial</b>	Dial using a speed dial index number
<b>Answer</b>	Answer a call
<b>CallBack</b>	Receive notification when a busy extension becomes available
<b>cBarge</b>	Begin a conference call on a shared line
<b>CFwdALL</b>	Setup/cancel call forwarding
<b>ConfList</b>	View conference participants
<b>Confrn</b>	Create a conference call
<b>DirTrfr</b>	Transfer two calls to each other
<b>EditDial</b>	Edit a number in a call log
<b>GPickUp</b>	Answer a call on another extension outside your group
<b>Join</b>	Join several calls on a single line
<b>MeetMe</b>	Host a conference call
<b>Monitor</b>	Enable speaker mode
<b>MonOff</b>	Disable speaker mode
<b>NewCall</b>	Make a new call
<b>Park</b>	Store an active call using Call Park
<b>PickUp</b>	Answer a call on another extension in your group
<b>Private</b>	Allow/disallow others from viewing calls on a shared line
<b>Remove</b>	Remove a conference participant
<b>Resume</b>	Resume a call on hold
<b>RmLstC</b>	Drop the last party added to conference call
<b>Search</b>	Search for a directory listing
<b>Select</b>	Select an item on the screen
<b>Trnsfer</b>	Transfer a call

## Transferring a Call

If you want to...	Then...
Transfer a call without talking to the transfer recipient	During a connected call, press <b>Transfer</b> and enter the target number. When you hear the call ringing, press <b>Trnsfer</b> again.
Talk to the transfer recipient before transferring a call (“consult transfer”)	Press <b>Trnsfer</b> and enter the target number. Consult with the recipient. Press <b>Trnsfer</b> again to connect the call. Otherwise, press the <b>Hold</b> button to return to the original call.
Transfer two current calls to each other (“direct transfer”)	Select the first call. Repeat for the second call. From one of the selected calls, press <b>more &gt; DirTrfr</b> . If you want to stay on the line with the callers, use <b>Join</b> to create a conference instead.

## Using Call Forward

If you want to...	Then...
Set up or cancel call forwarding on your phone	Press <b>more &gt; CFwdALL</b> and enter a target phone number. To cancel, press <b>more &gt; CFwdALL</b> again.
Set up or cancel call forwarding on your computer	Log in to your User Options web page, select your device, then choose <b>Forward all calls to a different number</b> from the main menu.

## Making Conference Calls

If you want to...	Then...
Invite current callers to join a standard conference	Choose any call on the line and press <b>Select</b> . Repeat this process for each call you want to add to the conference. From one of the selected calls, press <b>more &gt; Join</b> .
Start a standard conference call by calling participants	During a connected call, press <b>more &gt; Confn</b> to add another party to the call. Enter the conference participant’s phone number. After the call connects, press <b>Confn</b> again. Follow this procedure to add each participant.
View a list of conference participants	Choose an active conference and press <b>ConfList</b> .

## Using Speed Dial Buttons

If you want to...	Then...
Set up speed dial buttons	Log in to your User Options web pages, select your device, then choose <b>Add/Update Your Speed Dials</b> from the main menu. Enter a phone number and label for each available speed dial button.
Speed dial a number	Choose a number from your speed dials list <b>OR</b> Enter a speed dial index number while on-hook and press <b>AbbrDial</b> .

## Viewing and Dialing Calls

If you want to...	Then...
Redial the last number you dialed	Press <b>Redial</b> .
View your call logs	Press the <b>Menu</b> button and select <b>Directories &gt; Missed Calls, Placed Calls, or Received Calls</b> .
Dial from a call log	Highlight a listing from the call log, edit the number (if necessary), and go off-hook.
Edit a number in a call log	Press <b>EditDial</b> followed by <b>&lt;&lt;</b> or <b>&gt;&gt;</b> to reposition the cursor or erase digits. Use the keypad to enter digits.
Dial from a corporate directory	Press the <b>Menu</b> button and select <b>Directories &gt; Directory Services &gt; Corporate Directory</b> . To search for a listing, use your keypad to enter the first few letters and then press <b>Search</b> . To dial from a listing, scroll to it and go off-hook.
Place a call while another call is active	Press the <b>Hold</b> button and then press <b>New Call</b> . Dial, redial, or speed dial a number.



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# Getting Started

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These sections give you the basic information you need to start using your new Cisco IP Phone.

## How to Use 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>
Review important safety information	See the “Safety and Performance Information” section on page 2.
Use your phone after someone else has installed it for you	Start with the “An Overview of Your Phone” section on page 7.
Connect your phone to the network	See the “Connecting Your Phone” section on page 4.
Learn about the buttons and softkeys	See the “Buttons and Hardware” section on page 7.
Make calls	See the “Placing a Call” section on page 12.
Put calls on hold	See the “Using Hold and Resume” section on page 15.
Transfer calls	See the “Transferring a Connected Call” section on page 16.
Make conference calls	See the “Making Conference Calls” section on page 16.
Change the ringer or call volume	See the “Adjusting the Volume” section on page 25.
Choose a different ring sound	See the “Customizing Rings” section on page 26.

## Where to Find Additional Information

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

<http://www.cisco.com/univercd/home/home.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)

## Customizing Your Cisco IP Phone on the Web

Your Cisco IP Phone is a network device that can share information with other network devices in your company, including your computer. To learn how to establish and customize phone services and to control features and settings from your computer, see *Customizing Your Cisco IP Phone on the Web* at the following URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_ipphon/english/ipp7905g/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7905g/index.htm)

## Safety and Performance Information

### Installing and Using Your Phone

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



**Warning**

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**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.**

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**Warning**

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

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**Warning**

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

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**Warning**

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

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**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.**

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## Using an External Power Supply

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



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**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).**

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**Warning**

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

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**Warning**

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

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**Caution**

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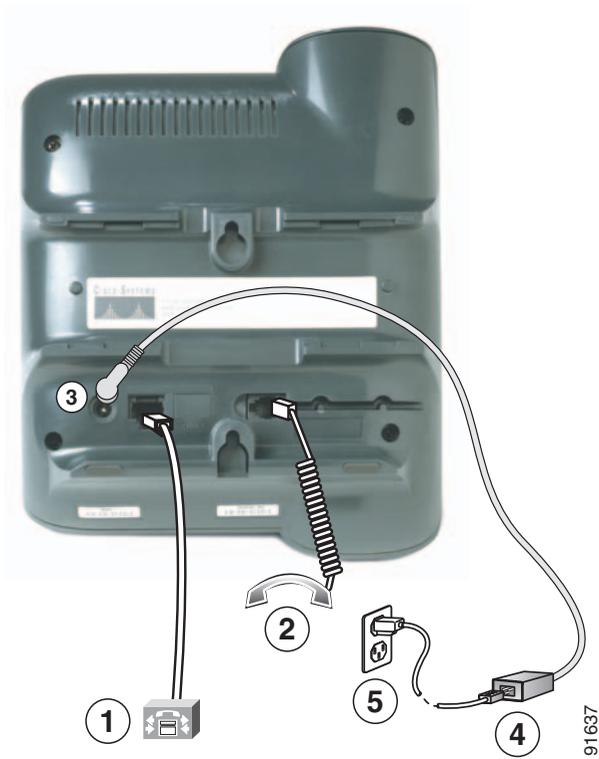
Use only a Cisco-approved power supply.

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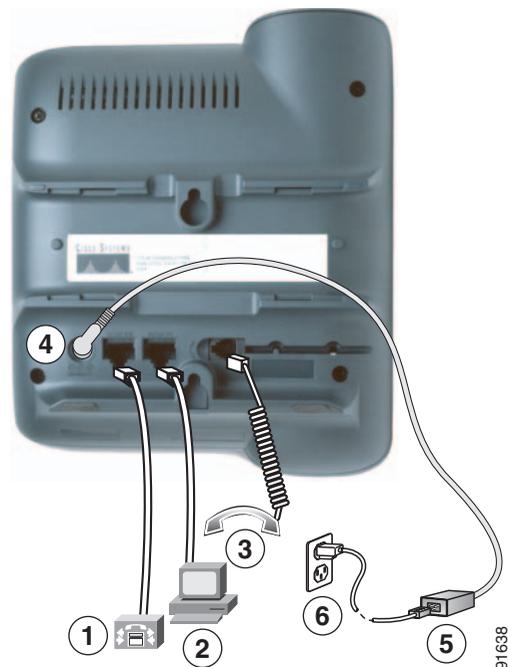
# Connecting Your Phone

Your system administrator will likely connect your new Cisco IP Phone to the corporate IP telephony network. If that is not the case, refer to Figure 1 ( Cisco IP Phone 7905G) and Figure 2 (Cisco IP Phone 7912G) and the tables that follow to connect your phone.

**Figure 1** Cisco IP Phone 7905G Cable Connections



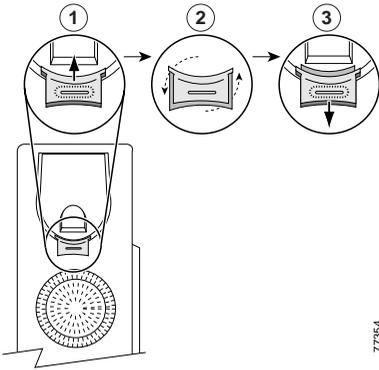
<b>1</b>	Network port (10BaseT)	<b>2</b>	Handset port
<b>3</b>	DC Adaptor port (DC48V)	<b>4</b>	Cisco-supplied power supply (optional)
<b>5</b>	Power cable with wall socket plug		

**Figure 2 Cisco IP Phone 7912G Cable Connections**

<b>1</b>	Network port (10/100 SW)	<b>2</b>	Access port (10/100 PC)
<b>3</b>	Handset port	<b>4</b>	DC Adaptor port (DC48V)
<b>5</b>	Cisco-supplied power supply (optional)	<b>6</b>	Power cable

### Adjusting the Handset Rest

When you connect your phone, you might want to adjust the handset rest to ensure that the receiver will not slip out of the cradle. See the table below for instructions.



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

**Registering with TAPS**

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

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

# An Overview of Your Phone

The Cisco IP Phones 7905G and 7912G support:

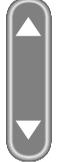
- Voice communication over a data network
- Familiar telephony features to handle calls easily
- Special features to extend and customize your call-handling capabilities
- Online control from your User Options web pages
- Access to network data and services

## Buttons and Hardware



91031

1	LCD screen	Displays features such as the time, date, your phone number, caller ID, call status, and softkey tabs.
2	Cisco IP Phone series	Indicates your Cisco IP Phone model number.

<b>3</b>	Softkeys	Enable you to engage any of the functions displayed on the corresponding LCD screen tabs. Softkeys point to feature options displayed along the bottom of your LCD screen. Softkey functions change depending on the status of your phone (for example, if the phone is active or idle).
<b>4</b>	Navigation button 	Enables you to scroll through text, highlight menu items, and select calls displayed on the LCD screen. Also provides access to speed dial numbers.
<b>5</b>	Menu button 	Displays a menu that provides access to a voice messaging system, phone logs and directories, settings, and services.
<b>6</b>	Hold button 	Places the active call on hold, resumes a call on hold, and switches between an active call and an incoming call or an active call and a call on hold.
<b>7</b>	Keypad	Works exactly like the keypad on a traditional telephone.
<b>8</b>	Volume button 	Increases or decreases volume for the handset and speaker. Also controls the ringer volume (if on-hook).
<b>9</b>	Handset	Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and remains lit to indicate new voice messages (depending on your message system).
<b>10</b>	Footstand	Allows the phone to stand at a convenient angle on a desk or table.

## Understanding Feature Operation and Availability

The operation of your Cisco IP Phone and the features available to you may vary, depending on the call processing agent used by your company and also on how your company's phone support team has configured your phone system. Therefore, some of the features included in this Phone Guide 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 operation or availability.

## Call-Handling and Navigation Tips

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

## Understanding Lines vs. Calls

It is sometimes easy to confuse *lines* and *calls* on your phone. Use these tips to avoid confusion:

### Lines

The Cisco IP Phone 7905G and 7912G are single line phones which means they support one line per phone extension. Your phone support team can configure your line to support from 1 to six calls. So you might find yourself handling several calls, even though you have only one line on your phone.

### Calls

Calls can have different states. Only one call can be *active* at any given time. An active call is a connected call or a call in-progress (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).

## 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 is resting 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, or you have pressed **Dial** or **NewCall** to get a dial tone.

## Choosing and Selecting Calls

Many phone features require that you select the calls you want to use with a particular feature. For example, you might have four held calls, but you only want to join two of them to a conference call. You can select just the calls you want to add to the conference call before activating the feature.

If you want to...	Then...
Choose a call 	Use the <b>Navigation</b> button to scroll through the call list until the pointer on the left side of the LCD screen appears next to the call you want to choose.
Select a call 	Choose the call and then press <b>more</b> > <b>Select</b> to select the call. You may have to press the <b>more</b> key several times. Selected calls are indicated with a checkmark next to them. You can select multiple calls.

## Switching Among Calls

Your phone can support up to six calls on one line, depending on how your system administrator has configured your phone. The following tips can help you switch among calls on your line. Use the **Navigation** button to scroll through the call list.

<b>If you want to...</b>	<b>Then...</b>
View current calls on a line	See your phone's LCD screen.
Switch between calls on one line	Choose the call you want to switch to and press <b>Resume</b> .
Switch from a connected call to answer a ringing call	Press <b>Answer</b> . Doing so answers the new call and places the first call on hold automatically.

### Tips

- Only one call can be active at any given time; other calls will be 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.
- Incoming calls are initially shown on the top of the display but move to the bottom once you answer them.

## Using Feature Menus

<b>If you want to...</b>	<b>Then...</b>
Access the feature menus	Press the <b>Menu</b> button to display Messages, Directories, Settings, and Services feature menus.
Scroll through a list or menu	Press the <b>Navigation</b> button.
Select a menu item	Press the <b>Navigation</b> button to highlight a menu item, then press <b>Select</b> . Or press the number key on your phone's keypad that corresponds to the number displayed next to the menu item.
Go back one level in a feature menu	Press <b>Exit</b> . (Note that if you press <b>Exit</b> from the top-level of a menu, the menu will close.)
Close a feature menu	Press <b>Exit</b> one or more times until the menu closes.
Exit all menus	Press the <b>Menu</b> button.

## Entering and Editing Text

<b>If you want to...</b>	<b>Then...</b>
Enter a letter on your phone display	Press the appropriate keypad number one or more times to select a letter (with or without capitalization). When you pause, the cursor automatically advances to allow you to enter the next letter.
Delete within an entry or move your cursor	Press << or <b>Delete</b> to remove a letter or digit. Press >> to move the cursor to the right.

# Basic Call Handling

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This section covers basic call-handling tasks such as placing, answering, and transferring calls.

## Placing a Call

To place a call, use one of several options to go off-hook before or after dialing a number.

If you want to...	Then...
Dial off-hook	Lift the handset and dial the number.
Dial on-hook (without dial tone)	Enter or choose a phone number by: <ul style="list-style-type: none"><li>• Entering a phone number on the keypad.</li><li>• Pressing the <b>Navigation</b> button to access and choose phone numbers from your list of speed dial numbers.</li></ul> Then, to place the call, do one of these things to go off-hook: <ul style="list-style-type: none"><li>• Lift the handset</li><li>• Press <b>Dial</b></li></ul>
Dial on-hook (with dial tone)	Press <b>NewCall</b> and dial the number.
Redial the most recently dialed number	Press <b>Redial</b> .
Speed dial a number	Do one of the following: <ul style="list-style-type: none"><li>• Press the <b>Navigation</b> button to choose a number from your list of speed dial numbers and then press <b>Dial</b>.</li><li>• Enter a speed dial index number (1-99 on the keypad) while on-hook and press <b>AbbrDial</b>.</li></ul> For details, see the “Setting Up Speed Dial Buttons” section on page 26.
Dial from a call log	Press the <b>Menu</b> button and select <b>Directories &gt; Missed Calls, Received Calls, Placed Calls, Speed Dial, or Directory Services</b> . To dial from a listing, scroll to it and go off-hook.  To add a prefix or other digits to the number before dialing, press <b>EditDial</b> .

If you want to...	Then...
Dial from a corporate directory	Press the <b>Menu</b> button and select <b>Directories &gt; Directory Services &gt; Corporate Directory</b> . Search for a listing by using your keypad to enter letters. (You can search using a partial name.) Press <b>Search</b> . To dial from a listing, scroll to it and go off-hook.
Dial from a corporate directory web page	Use the Cisco Webdialer feature. Open a web browser and go to your company directory. Click on a phone number in the directory. Click <b>Dial</b> to place the call. Click <b>Hangup</b> to end the call. See the <i>Customizing Your Cisco IP Phone on the Web</i> guide for more details.
Place a call when another call is active	Press the <b>Hold</b> button. Then dial, redial, or speed dial a number.
Receive notification when a busy or ringing extension becomes available	<p>Call the number and press <b>CallBack</b> while listening to the busy tone or ring sound. Hang up. When the extension becomes available, your phone will provide you with an audio and visual alert. (The callback to this number is not automatic; you must place the call.) To view the status of call back notification, press <b>CallBack</b> while the phone is idle. To cancel call back notification, press <b>Cancel</b>.</p> <p>CallBack is a special feature that your system administrator might configure for your phone. You will not have access to this feature by default.</p>
Make a priority (precedence) call	Enter the MLPP access number (which is provided by your system administrator) followed by the phone number. For more details, see the “Prioritizing Critical Calls” section on page 23.
Dial from a Personal Address Book (PAB) entry or Fast Dial code	<p>Press the <b>Menu</b> button and select <b>Services &gt; PABookService</b> or <b>My Fast Dial</b> (exact names might vary). To dial from a listing, scroll to it and go off-hook.</p> <p>For help subscribing to the PAB or Fast Dial service, see the “Accessing Your User Options Web Pages” section on page 28.</p>

## Tips

- If you make a mistake while entering a phone number, press << to erase one or more digits. Press **Cancel** to exit the dialing attempt, or hang up.
- If you are dialing with the phone on-hook, you cannot use \* or # as the leading digit. If you need to use these keys, dial with the phone off-hook.
- You cannot activate call back notification if the called party has forwarded all calls to another extension.
- You may not be able to place a call when another call is active if you reach the maximum number of calls configured for your line.

- If your system administrator has disabled the speaker for your phone, you cannot use the on-hook dialing features.

## Answering a Call

To answer a call, pick up the handset. See the table below for more options.

If you want to...	Then...
Switch from a connected call to answer a ringing call	Press <b>Answer</b> . Doing so answers the new call and automatically places the first call on hold. See the “Using Hold and Resume” section on page 15 for more information.
Answer a call using call waiting	Ask your system administrator to setup the Call Waiting feature for your phone.  When this feature is enabled, you will hear a call waiting tone and see caller ID information if a new call comes in while you are on another call. To answer the call, press <b>Answer</b> . To return to the original call, use the <b>Navigation</b> button to select the desired call and then press the <b>Hold</b> button. To switch between calls, use the <b>Navigation</b> button to select the desired call and then press the <b>Hold</b> button to resume. To create a conference call between yourself and the other two parties, select the desired calls and press <b>Join</b> .
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 your lines.
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 20.
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 20.
Send an incoming call directly to the voice messaging system.	Press <b>iDivert</b> . The incoming call automatically transfers to your voice message greeting.

## Ending a Call

To end a call, hang up the handset or press **EndCall**.

**Note**

If you press **End Call**, you do not have to put the handset back in the cradle to end the call. When the handset is not in the cradle, the off-hook icon will appear on the screen although there are no active calls.

## Using the Speaker

The Cisco IP Phone 7905G and 7912G each provide a speaker for hands-free listening. You can use the speaker only to listen to a call. To talk on a call, you must pick up the handset.

If you want to...	Then...
Listen to the other party on the speaker	Press <b>Monitor</b> and then hang up the handset. You will be able to hear the call but you will not be able to talk on the call.
Listen to the other party using the handset	Lift the handset or press <b>MonOff</b> .
Turn off the speaker and hang up	Press <b>EndCall</b> .
Adjust the volume on the speaker	Press the up or down <b>Volume</b> button when the speaker is in use. If you want to save the speaker volume setting, press <b>Save</b> .

**Tip**

If your system administrator has disabled the speaker on your phone, the **Monitor** and **MonOff** softkeys will not be available to you. You must lift the handset to place and monitor calls.

## Using Hold and Resume

Only one call can be active at any given time; all other connected calls must be placed on hold.

If you want to...	Then...
Put a call on hold	Choose the call you want to put on hold and press <b>Hold</b> . The <b>Hold</b> button will turn red and the caller ID information will flash on the phone LCD screen.
Remove a call from hold	Choose the call you want to remove from hold and press <b>Resume</b> . The <b>Hold</b> button light will turn off.

**Tips**

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

- When you have multiple calls on one line, the active call always appears at the top of the LCD. Held calls appear below.
- You can put up to six calls on hold, depending on how many calls are configured for your line. If you need more calls configured for your line, ask your phone support team.

## Transferring a Connected Call

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	During a connected call, press <b>Trnsfer</b> and enter the target number. When you hear the call ringing, press <b>Trnsfer</b> again.
Talk to the transfer recipient before transferring a call (“consult transfer”)	Press <b>Trnsfer</b> and enter the target number. Wait for the transfer recipient to answer. If the recipient accepts the transferred call, press <b>Trnsfer</b> again. If the recipient refuses the call, press the <b>Hold</b> button to return to the original call.
Transfer two current calls to each other (“direct transfer”)	Choose the first call you want to select and press <b>more &gt; Select</b> . Repeat for the second call. From one of the selected calls, press <b>more &gt; Dir Trfr</b> . 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 <b>Join</b> to create a conference instead. For details, see the “Making Conference Calls” section on page 16.



### Tip

You cannot transfer a call that is on hold. Press the **Hold** button to release a selected call from hold, then transfer it.

## Making Conference Calls

Conference calling allows three or more parties to participate in a call simultaneously. Your Cisco IP Phone can support several types of conference calls depending on your needs and your phone’s configuration. The following conference softkeys may be available on your phone:

- **Confrn**—use this softkey to establish standard conferences (3-16 participants) by calling each participant individually. Standard (or “ad hoc”) conference calling is a default feature available on most phones.
- **Join**—use this softkey to establish a standard conference (3-16 participants) among several current calls on a single line. Standard (or “ad hoc”) conference calling is a default feature available on most phones.

- **cBarge**—use this softkey to begin a standard conference call (3-16 participants) on a shared line. This is an optional feature available only for shared lines, and your system administrator must configure it for you.
- **MeetMe**—use this softkey to host a conference (up to 100 participants, depending on your configuration) requiring participants to call an established number at a specific time. This is an optional feature that your system administrator must configure for you. See “Starting or Joining a Meet-Me Conference Call” section on page 18 for more details.

## Starting or Joining a Standard Conference Call

A standard (or “ad hoc”) conference allows from 3 to 16 people to participate in a single call. See the table below for details.

If you want to...	Then...
Invite current callers to join a standard conference	Choose any call on the line and press <b>Select</b> . Repeat this process for each call you want to add to the conference. From one of the selected calls, press <b>more &gt; Join</b> . The selected calls are automatically added to the conference.
Start a standard conference call by calling participants	During a connected call, press <b>more &gt; Confm</b> to add another party to the call. Enter the conference participant’s phone number. After the call connects and you have spoken to the conference participant, press <b>Confm</b> again to add this party to your call. Follow this procedure to add each participant.
Join a standard conference call	Answer the phone when it rings. You do not need to do anything special to join a standard conference call.
Join a standard conference call using a shared line	On the remote phone that is a shared line, choose the call you want to join and press <b>cBarge</b> .
View a list of conference participants	Choose an active conference and press <b>ConfList</b> . Participants are listed in the order in which they join the conference, from bottom to top.
Get an updated list of conference participants	While viewing the conference list, press <b>Update</b> .
See who started the conference	While viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to his/her name.
Remove any conference participant	Scroll to highlight the participant’s name and press <b>Remove</b> . You can remove participants only if you initiated the conference call.

If you want to...	Then...
Drop the last party added to a standard conference	Press <b>RmLstC</b> or scroll to highlight the participants name at the top conference list and press <b>Remove</b> . The last participant to the conference is always listed at the top of the list. You can only remove participants if you initiated the conference call.
End a standard conference	Hang up or press <b>EndCall</b> .

## Tips

- Engaging the Hold feature generates music or a beeping tone. For this reason, avoid putting a conference call on hold.
- If you get an error stating “No Participant Info” when attempting to use **Join**, be sure that you have selected at least one call in addition to the active call, which is automatically selected.

## 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 pre-determined time to join the conference call. The Meet Me conference calling option is a special feature that your system administrator might configure for you.

If you want to...	Then...
Establish a MeetMe conference	Press <b>more &gt; MeetMe</b> . (You may need to press the <b>more</b> key several times). Dial the Meet-Me conference number provided by your system administrator or phone help desk, then follow the voice instructions.
Join a Meet Me conference	Dial the MeetMe conference number provided by the conference initiator. You can join after the initiator has established the conference. You do not need to use the <b>MeetMe</b> softkey to join a conference.
End a MeetMe conference	Hang up.



### Tip

A MeetMe conference call can typically support more than 100 participants. The maximum number is determined by your system administrator.

## Forwarding Your Calls to Another Number

You can use Call Forward All to redirect your incoming calls from your Cisco IP Phone to another number.



**Tip** Enter the Call Forward All target 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.

If you want to...	Then...
Set up call forwarding on your phone	Press <b>more &gt; CFwdALL</b> and enter a target phone number.
Cancel call forwarding on your phone	Press <b>more &gt; CFwdALL</b> .
Set up or cancel call forwarding on your computer	Log in to your User Options web page, select your device, then choose <b>Forward all calls to a different number</b> from the main menu. You can set up or cancel call forwarding from the Call Forwarding web page. (See the “Logging In to the User Options Web Pages” section on page 28 for login instructions.)
Verify that call forwarding is enabled	Look at the call state icon for the line. When call forwarding is enabled, an animated arrow displays over the phone icon and a message appears in the status area indicating the number to which calls are forwarding.

### Tips

- 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.
- You can always cancel call forwarding on your phone, even if you set it up from your User Options web page.

# Advanced Call-Handling

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Advanced call-handling tasks involve special (non-standard) features that your system administrator might configure for your phone depending on your call-handling needs and work environment. You will not have access to these features by default.

## Storing and Retrieving Parked Calls

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

Call Park is a special feature that your system administrator might configure for you.

If you want to...	Then...
Store an active call using Call Park	During a call, select <b>more &gt; Park</b> . The LCD screen displays the special call park number at which the call is stored. Make a note of the call park number and hang up.
Retrieve a parked call	Enter the call park number from any Cisco IP Phone in your network to connect to the call.



---

**Note** You have a limited amount of time to retrieve the parked call before it reverts to ringing at its original destination. See your system administrator for this time limit.

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## Redirecting a Ringing Call to Your Phone

Call PickUp allows you to redirect a call that is ringing on a co-worker’s phone to your own phone so that you can answer it.

Call PickUp is a special feature that your system administrator might configure for you, depending on your call-handling needs and work environment. For example, you might use this feature if you typically share call-handling responsibilities with co-workers.

If you want to...	Then...
Answer a call that is ringing on another extension within your group	Go off-hook and press <b>more &gt; Pickup</b> . The call now rings on your phone. Press <b>Answer</b> .
Answer a call that is ringing on another extension outside of your group	Go off-hook and press <b>more &gt; GPickUp</b> . Dial the call group pickup number provided by your system administrator. The call now rings on your phone. Press <b>Answer</b> .




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**Note** A Call Pickup “group” is defined by your system administrator.

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## Understanding Shared Lines

Your system administrator might give you a “shared” line. Shared line features do not apply to standard, unshared lines. Typically, a shared line has two main uses:

- One person applies a shared line to multiple phones—For example, your shared line, extension 23456, applies to your desk phone and your lab phone. 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.

## Remote In Use

You can make calls using a shared line just as you would using any other line — even when your phone displays “remote in use”. Remote in use indicates that a co-worker who is sharing your line is using their phone. When your phone displays “remote in use”, you may also see information about your co-worker’s call such as the called party and call duration. Conversely, when you are using a shared line, information about your call may be displayed on your co-worker’s phone. If you are sharing a line and do not want other people to see information about your calls, enable the privacy feature for your phone. See “Preventing Others from Viewing or Joining a Shared-Line Call” section on page 23 for details about how to use the Privacy feature with a shared line.




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**Tip** If you have privacy enabled on a shared line and make a call, “remote in use” will not be displayed on other phones that share the line.

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## Maximum Supported Calls on a Shared Line

Your system administrator can configure your shared line to support a different number of calls than your co-workers who share the line with you. Thus, at times you might not be able to make a new call on the shared line even if your co-worker 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 co-workers has a phone that supports a maximum of five calls on the same shared line, 78888. If there are already four active calls on the shared line, the **NewCall** softkey is unavailable to you, and you cannot make a new call using the shared line. However, your co-worker would be able to 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

If you use a shared line, you can use **cBarge** to join an in-progress call and convert it to a standard conference. This gives you and all call participants the same features available in standard conferences (see the “Making Conference Calls” section on page 16 for details), and you can add additional participants to the call.

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

If you want to...	Then...
View active calls on the shared line	Look at your phone display. If it says “remote in use” there are active calls on the shared line. Information for all non-private calls will be displayed. However, if a co-worker who is sharing your line has privacy enabled and has active calls, you will not see any indication that the line is in use.
Add yourself to a remote in use call and establish a conference call	Choose the remote in use call you want to join and press <b>cBarge</b> .



### Note

You cannot use **cBarge** to join an in-progress call if the initiator has privacy enabled.

## 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.

If you want to...	Then...
Turn on the privacy feature to prevent others from viewing or joining any calls on a shared line	Press <b>more &gt; Private</b> . When privacy is turned on, the privacy on icon  displays next to your phone number on the LCD screen.
Turn off the privacy feature to allow others to view or join any calls on a shared line	Press <b>more &gt; Private</b> . When privacy is turned off, the privacy off icon  displays next to your phone number on the LCD screen.

### Tips

- If you have privacy enabled on a shared line and make a call, “remote in use” will not be displayed on other phones that share the line; there is no indication when the line is in use.
- If all other phones that share the same line have privacy enabled, you can still make new calls using the shared line. However, you cannot join any in-progress calls 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 will be able to 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 <b>MCID</b> . If the MCID request is successful, you will hear 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 bypass 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 for the incoming call.
View the priority level of a call	<p>Higher priority calls display at the top of your call list. The following icons indicate the assigned priority:</p> <p>(no icon) Normal (routine) call</p> <ul style="list-style-type: none"> <li>▣ Priority call</li> <li>▣▣ Medium priority (immediate) call</li> <li>▣▣▣ High priority (flash) call</li> <li>▣▣▣▣ Highest priority (flash override) call</li> </ul>
Accept an higher-priority call	When you hear the special call waiting tone, end the active call and answer the higher-priority call.
Receive a preemption call	While on an active call, you hear a continuous tone for about 10 seconds. The preemption call then overrides the active 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.
- If you enter an invalid MLPP access number, a verbal announcement will alert you of the error.

# Customizing Phone Settings

You can personalize your Cisco IP Phone by adjusting settings, as described in the tables below.



## Note

- Most settings are accessible on your phone, but a few are accessed online from your User Options web pages. See the “Accessing Your User Options Web Pages” section on page 28 for more information.
- If you want to restore your previously-saved settings on the phone, choose **Settings > more > Restore**.
- If you want to restore these settings back to those originally stored on the phone when it was manufactured, choose **Settings > more > Factory**. All your previously saved changes will be reset.

## 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 the 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 have not affected the speaker volume.  Press <b>Save</b> to preserve the new volume as the default level for this audio mode. If you want your phone to keep this volume setting even after a reboot, press the <b>Menu</b> button and choose <b>Settings &gt; Save</b> .
Adjust the volume level for the ringer	Press the volume button while the handset is in the cradle. The new ringer volume is saved automatically.



## Tip

If you adjust the handset or speaker volume without saving the change, the volume will revert to the previously saved level the next time you use that audio mode.

## Customizing Rings

You can change the sound your phone makes when it rings to suit your tastes and to help you differentiate between your phone ringing and another nearby phone.

If you want to...	Then...
Change the ring sound	Press the <b>Menu</b> button and select <b>Settings &gt; Ring Type</b> . Use the <b>Navigation</b> button to scroll through the ring types and press <b>Play</b> to hear the selected ring type. When you find the ring you want, press <b>Select</b> and <b>OK</b> .

## Setting Up Speed Dial Buttons

You can set up to four speed dial buttons on your Cisco IP Phone 7905G and 7912G.

Set up speed dial buttons from your User Options web pages, as described in the table below. (See the “Accessing Your User Options Web Pages” section on page 28 for more instructions.)



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

If you want to...	Then...
Set up speed dial buttons	Log in to your User Options web pages, select your device, then choose <b>Add/Update Your Speed Dials</b> from the main menu.  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 you enter appears next to the speed dial button on your screen.
Remove a speed dial number	Delete the phone number and associated text in the <b>Add/Update Your Speed Dials</b> window.

For details on how to use speed dials to place calls, see the “Placing a Call” section on page 12.

# Using Voice Messaging, Call Logs, and Directories

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



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

If you want to...	Then...
Set up and personalize your voice message service	Press <b>Message</b> and follow the voice instructions. You can also set up voice messaging by pressing the <b>Menu</b> button and selecting <b>Messages</b> . Your system administrator will provide you with a default password for your voice message service. For security reasons, you should change your default password as soon as possible.
See if you have a new voice message	Look to see if there is a red light on your handset.
Listen to your voice messages or access the voice messages menu	Press <b>Message</b> and follow the voice instructions. You can also access the voice messaging system by pressing the <b>Menu</b> button and selecting <b>Messages</b> .
View your call logs	Press the <b>Menu</b> button and select <b>Directories &gt; Missed Calls, Placed Calls, or Received Calls</b> . A maximum of 10 records are stored in each of these logs.
Dial from a call log	Select a listing from the call log, edit the number (if necessary), and go off-hook. If you need to edit the number displayed in the log (to add or to remove a prefix, for example), press <b>EditDial</b> followed by << to erase digits or >> to reposition the cursor to the right. Use the keypad to enter digits.
Dial from a corporate directory	Press the <b>Menu</b> button and select <b>Directories &gt; Corporate Directory</b> (exact name can vary). Search for a listing by entering letters with your keypad. (You can search using a partial name.) To dial from a listing, select the call record and go off-hook.
Erase your call log	Press the <b>Menu</b> button and choose <b>Directories &gt; Clear</b> .

# Accessing Your User Options Web Pages

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Because your Cisco IP Phone is a network device, it can share information with other network devices in your company, including your computer and web-based services accessible using a web browser on your computer.

You can establish, customize, and enable phone services, and control settings and features from your computer, using the Cisco CallManager User Options web pages. This section describes how to access your User Options web pages and how to subscribe to phone services. For more details about the features you can configure and the phone services to which you can subscribe, see *Customizing Your Cisco IP Phone on the Web* at the following URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_ipphon/english/ipp7905g/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7905g/index.htm)



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**Note** If your company is not using the Cisco CallManager as the call processing agent for your phone system, you will not have a User Options web page.

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## Logging In to the User Options Web Pages

### Procedure

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- Step 1** Obtain a User Options URL, user ID, and default password from your system administrator. For example:
- User Options URL: <http://callmanager/ccmuser/logon.asp>
  - User ID: <your name>
  - Default Password: <12345>
- Step 2** Open a web browser on your computer and enter the URL (provided by your system administrator) and log on.
- Step 3** From the general menu, select your device type (phone model) in the “Select a device” drop-down list.
- After you make your selection, a context-sensitive menu appears with options appropriate for your device type.
-

## Tips for Navigating the User Options Pages

- Select your device from the menu page to see all of your options.
- Click **Update** to apply and save your changes.
- Click **Return to the Menu** to get back to the context-sensitive menu.
- Click **Log Off** to exit the User pages.

## Subscribing to Phone Services

Before you can access subscription phone services on your phone, you need to subscribe to them by using your computer to access your User Options web pages.

Services can include:

- Web-based information, such as stock quotes, movie listings, and weather reports
- Network data, such as corporate calendars and searchable directories
- Phone features, such as My Fast Dials and a Personal Address Book

Refer to the table below for more information.

If you want to...	Then do this after you log in and select your device type...
Subscribe to a service	From the main menu, choose <b>Configure your Cisco IP Phone Services</b> . Select a service from the “Available Services” drop-down list and click <b>Continue</b> . Enter more information upon request (such as a zip code or PIN), then click <b>Subscribe</b> .
Change or end subscriptions	From the main menu, choose <b>Configure your Cisco IP Phone Services</b> . Click a service in the “Your Subscribed Services” panel. Click <b>Update</b> after making changes, or click <b>Unsubscribe</b> .
Access a service on your phone	On your phone, press the <b>Menu</b> button and then select <b>Services</b> . A list of services that you have subscribed to or that your system administrator has assigned to you will be displayed.
Learn about how to use phone services	See <i>Customizing Your Cisco IP Phone on the Web</i> at the following URL: <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7905g/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7905g/index.htm</a>

# Understanding Additional Configuration Options

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

If you...	Then...	For more information...
Need to handle more calls on your phone line	Ask your system administrator to configure your line to support more calls. Your phone line can support a maximum of six calls.	Talk to your system administrator or phone support team.
Need more speed dial buttons	First make sure that you are using all of your currently available speed dial buttons.  If you need additional speed dial buttons, consider subscribing to the Fast Dial service.	See the: <ul style="list-style-type: none"> <li>• “Setting Up Speed Dial Buttons” section on page 26</li> <li>• “Subscribing to Phone Services” section on page 29</li> </ul>
Want to use one extension for several phones	Request a shared line. This allows you to use one extension number for your desk phone and mobile phone, for example.	See the “Understanding Shared Lines” section on page 21.
Share phones or office space with co-workers	Consider using: <ul style="list-style-type: none"> <li>• Call Park to store and retrieve calls without using the transfer feature</li> <li>• Call Pickup to answer calls ringing on another phone using your own phone</li> <li>• A shared line</li> </ul>	<ul style="list-style-type: none"> <li>• Talk to your system administrator or phone help desk about getting these features.</li> <li>• See the “Advanced Call-Handling” section on page 20 for instructions on using these features.</li> </ul>
Log into your phone from another phone	Ask your system administrator to configure the Extension Mobility service for your phone.	See “Using the Extension Mobility Service” in the <i>Customizing Your Cisco IP Phone on the Web</i> phone guide at <a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7905G/usopt.pdf">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7905G/usopt.pdf</a>

# Troubleshooting Your Phone

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This section tells you how to access information about your Cisco IP Phone and phone calls to help your system administrator or technician diagnose problems with your phone. The information in this section is only necessary if your administrator asks you to perform one of the procedures.

If you are asked to...	Then...
Access network configuration data	Press the <b>Menu</b> button and select <b>Settings &gt; Network Configuration</b> . Select the network configuration item you want to view. Press <b>Cancel</b> to exit this menu.
Access status data	Press the <b>Menu</b> button and select <b>Settings &gt; Status</b> . Select the status item you want to view. You can view Status Messages, Network Statistics, and Firmware Versions for your phone.
Access phone model information	Press the <b>Menu</b> button and select <b>Settings &gt; Model Information</b> . Use the <b>Navigation</b> button to scroll through and view model information for your phone.



## Note

Your system administrator may disable your access to the **Settings** menu. Therefore, you might not be able to access network configuration data, status data, or model information for your phone.

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## Using the Quality Reporting Tool

Your system administrator may temporarily configure your Cisco IP Phone with the Quality Reporting Tool to troubleshoot problems with your phone calls. With the Quality Reporting Tool, you can use the **QRT** softkey to submit information about problem phone calls to your system administrator.

Depending on how your system administrator configured the Quality Reporting Tool for your phone, you can use the **QRT** softkey in one of two ways:

<b>If you want to...</b>	<b>Then...</b>
Quickly report an audio problem with a current call	While on a call, press <b>more &gt; QRT</b> . Your phone system will collect and log audio data for the current call and route this information to your system administrator.
Report a problem with your phone calls	Press <b>more &gt; QRT</b> . Select the problem you want to report from the list of problem categories. Some problem categories include a reason code you can select to provide more details about the problem. Your phone system will route this information to your system administrator so he/she can diagnose the problem.

# 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 included on the CD that accompanies your Cisco product. Follow these steps to access and download the *Cisco Information Packet* and your warranty document from the CD or from Cisco.com.

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.

1. 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).



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**Note**

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

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2. 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.

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