



Cisco IP Phone 7960G and 7940G User Guide

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- Move the equipment farther away from the television or radio.
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Preface

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About this Guide

Use this guide to perform basic and advanced phone tasks using your Cisco IP Phone 7960G or 7940G with Cisco CallManager.



Note

Some of the features described in this book might not be available on your phone. For more information about the features supported on your phone, contact your system administrator.

This book is organized in the following way:

Chapter	Contents
Chapter 1, “Introducing Your Cisco IP Phone”	Instructions on installing your phone, as well as an overview of your phone.
Chapter 2, “Making Calls on Your Phone”	Information and procedures for placing, answering, and ending calls.
Chapter 3, “Redirecting Calls on Your Phone”	Information and procedures for transferring and forwarding calls, and other ways of redirecting your phone calls.
Chapter 4, “Making Conference Calls on Your Phone”	Information and procedures for setting up conference calls.
Chapter 5, “Customizing Settings on Your Phone”	Information and procedures for configuring volume, contrast, and other phone settings.
Chapter 6, “Customizing Your Phone on the Web”	Information and procedures for customizing your phone via the User Options web pages.
Chapter 7, “Accessing Voice Messages on Your Phone”	Information about setting up and using your voice messaging system.
Chapter 8, “Managing Your Phone Contacts”	Information and procedures for managing your contacts on your phone and on the web using the Personal Directories, Personal Address Book, Fast Dials, and more.
Chapter 9, “Logging In to Your Extension Using the Cisco CallManager Extension Mobility Feature”	Information about using Cisco CallManager Extension Mobility.
Chapter 10, “Troubleshooting Your Phone”	General care and troubleshooting, error codes and their meanings, and ways of getting status and configuration data about your phone.
Appendix A, “FAQ”	Contains Frequently Asked Questions (FAQ) about your Cisco IP Phone.
Appendix B, “Safety Notices”	Lists safety information about your phone.

Related Documentation on the Web

For more information, refer to these documents:

- *Cisco IP Phone 7960G and 7940G Phone Guide*—This booklet includes basic installation instructions and ships in the box with each phone.
- *Cisco IP Phone 7914 Expansion Module Phone Guide*—This guide includes user instructions and installation information for the Cisco IP Phone 7914 Expansion Module.
- *Regulatory Compliance and Safety Information for the Cisco IP Phone 7900 Series*—This document provides international agency compliance, safety, and statutory information for Cisco IP Phone 7900 series models.
- *Customizing Your Cisco IP Phone on the Web*—This document provides information about how to configure phone services and features from the Cisco CallManager User Options web page.

These documents are available on the web at this URL:

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

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

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

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which might have shipped with your product. The Documentation CD-ROM is updated regularly and might be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order annual or quarterly subscriptions through the online Subscription Store:

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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can send your comments in e-mail to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance.

Cisco TAC Website

The Cisco TAC website (<http://www.cisco.com/tac>) provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year.

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

The online TAC Case Open Tool (<http://www.cisco.com/tac/caseopen>) is the fastest way to open P3 and P4 cases. (Your network is minimally impaired or you require product information). After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using these recommendations, your case will be assigned to a Cisco TAC engineer.

For P1 or P2 cases (your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- *The Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

http://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- Packet magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:

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

- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

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

- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

<http://www.cisco.com/en/US/learning/index.html>

Document Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[]	Elements in square brackets are optional.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in screen font.
boldface screen font	Information you must enter is in boldface screen font .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:

Statement 1071—Warning Definition



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

Waarschuwing

BELANGRIJKE VEILIGHEIDSINSTRUCTIES

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

BEWAAR DEZE INSTRUCTIES

Varoitus

TÄRKEITÄ TURVALLISUUSOHJEITA

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

SÄILYTÄ NÄMÄ OHJEET

Attention IMPORTANTES INFORMATIONS DE SÉCURITÉ

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

CONSERVEZ CES INFORMATIONS**Warnung WICHTIGE SICHERHEITSHINWEISE**

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

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

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

CONSERVARE QUESTE ISTRUZIONI

Advarsel VIKTIGE SIKKERHETSINSTRUKSJONER

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

TA VARE PÅ DISSE INSTRUKSJONENE**Aviso INSTRUÇÕES IMPORTANTES DE SEGURANÇA**

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

GUARDE ESTAS INSTRUÇÕES**¡Advertencia! INSTRUCCIONES IMPORTANTES DE SEGURIDAD**

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

GUARDE ESTAS INSTRUCCIONES

Varning! VIKTIGA SÄKERHETSANVISNINGAR

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

SPARA DESSA ANVISNINGAR**Figyelem FONTOS BIZTONSÁGI ELOÍRÁSOK**

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

ORIZZE MEG EZEKET AZ UTASÍTÁSOKAT!**Предупреждение ВАЖНЫЕ ИНСТРУКЦИИ ПО СОБЛЮДЕНИЮ ТЕХНИКИ БЕЗОПАСНОСТИ**

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

СОХРАНИТЕ ЭТИ ИНСТРУКЦИИ

警告 重要的安全性说明

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

请保存这些安全性说明

警告 安全上の重要な注意事項

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

これらの注意事項を保管しておいてください。



Introducing Your Cisco IP Phone

A Cisco IP Phone is a full-featured telephone that provides voice communication over the same data network that your computer uses. This phone functions much like a traditional analog phone, allowing you to place and receive telephone calls. It also supports features that you have come to expect from a telephone—such as speed dialing, redial, call transfer, conference calling, and voice messaging access.

Your Cisco IP Phone offers features that might surprise you. Because it is part of an IP network, your Cisco IP Phone can provide not only telephony services, but also data services—including up-to-the-minute information and services from the network. With a Cisco IP Phone, you have access to a whole range of communication features that are not available on a traditional telephone.

This guide helps you learn how to use the various features and services available on your phone. Not all of the features described in this book are available by default—your system administrator determines the services that are available to you. You access some phone features and services on the phone itself, while you customize others on a convenient web page. For information about the User Options web page, see [Chapter 6, “Customizing Your Phone on the Web.”](#)



Note

Your company’s phone support team determines which features and services are available to you and how they will be configured. Some of the features included in this User 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 availability.

This chapter covers the following topics:

- [Connecting Your Cisco IP Phone, page 1-2](#)
- [Identifying Buttons and Hardware, page 1-6](#)
- [Auto-Registering Your Phone Using TAPS, page 1-10](#)
- [Using Feature Buttons, page 1-10](#)
- [Using Help on Your Phone, page 1-11](#)
- [Using Softkeys, page 1-11](#)
- [Choosing a Menu Item, page 1-12](#)
- [Entering Characters on Your LCD Screen, page 1-12](#)
- [Using the Handset, Speaker and Headset, page 1-12](#)
- [Using the Speaker, page 1-14](#)
- [Using a Headset, page 1-15](#)

Connecting Your Cisco IP Phone

Chances are, your system administrator or a technician will connect your new Cisco IP Phone to the corporate IP telephony network. If that is not the case, connecting your phone is easy.

Statement 1004—Installation Instructions

**Warning**

Read the installation instructions before connecting the system to the power source. Statement 1004

Waarschuwing

Raadpleeg de installatie-instructies voordat u het systeem op de voedingsbron aansluit.

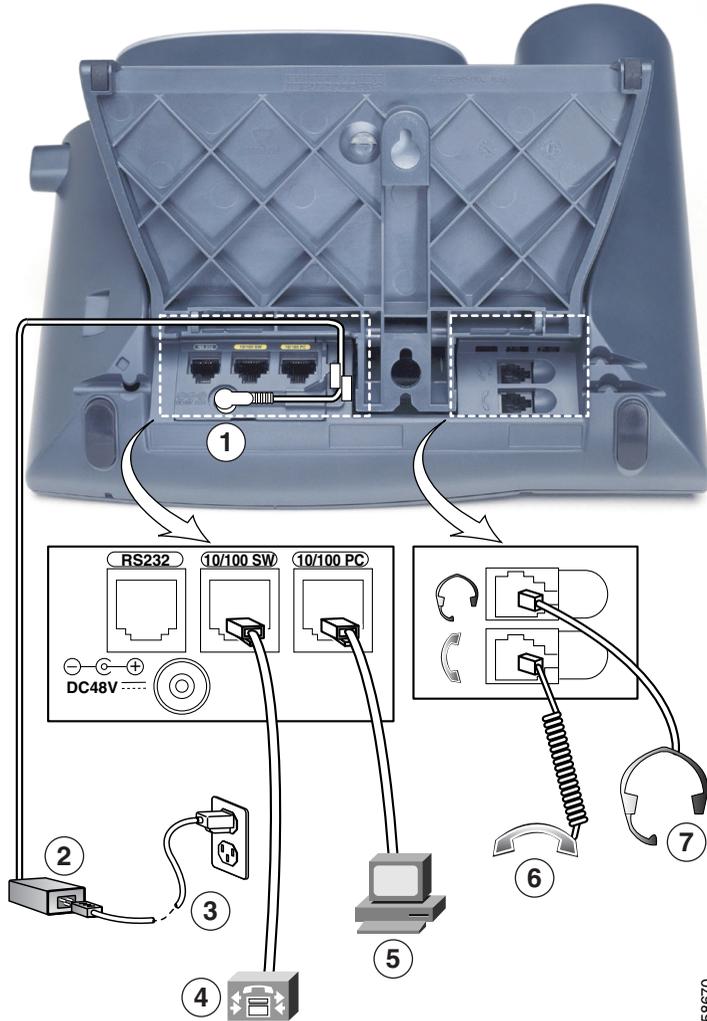
Varoitus

Lue asennusohjeet ennen järjestelmän yhdistämistä virtalähteeseen.

Attention	Avant de brancher le système sur la source d'alimentation, consulter les directives d'installation.
Warnung	Vor dem Anschließen des Systems an die Stromquelle die Installationsanweisungen lesen.
Avvertenza	Consultare le istruzioni di installazione prima di collegare il sistema all'alimentatore.
Advarsel	Les installasjonsinstruksjonene før systemet kobles til strømkilden.
Aviso	Leia as instruções de instalação antes de ligar o sistema à fonte de energia.
¡Advertencia!	Lea las instrucciones de instalación antes de conectar el sistema a la red de alimentación.
Varning!	Läs installationsanvisningarna innan du kopplar systemet till strömförsörjningsenheten.
Figyelem	Mielőtt áramforráshoz csatlakoztatná a rendszert, olvassa el az üzembe helyezési útmutatót!
Предупреждение	Перед подключением устройства к источнику электропитания ознакомьтесь с данной инструкцией по установке.
警告	在将系统与电源连接之前，请仔细阅读安装说明。
警告	必ず設置手順を読んでから、システムを電源に接続してください。

See [Figure 1-1](#) to locate connections on the back of your phone.

Figure 1-1 Cisco IP Phone Cable Connections



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1	AC/DC adapter port (DC48V) for power connector (for phones not provided with inline power)	5	Access port (10/100 PC) for connecting your phone to your PC
2	Power supply with DC connector for phone	6	Handset port for connecting the handset
3	AC power cable with wall socket plug	7	Headset port for connecting a headset
4	Network port (10/100 SW) for connecting to the network		

Before You Begin

Verify that your system administrator is ready for you to connect your Cisco IP Phone to the network.



Warning

Be sure to read [Appendix B, "Safety Notices,"](#) before connecting or using your phone.

Procedure

Step 1 Connect your Cisco IP Phone to the corporate IP telephony network. You can do this in one of two ways, depending on how your workspace is set up. (See your system administrator if you are not sure which method to choose.)

- **Direct network connection**—For this method, you need at least one available Ethernet port in your workspace. Use the Ethernet cable included with your phone to connect the network port on the back of your phone to the Ethernet port in your workspace.
- **Shared network connection**—Use this method if you have a single Ethernet port in your workspace with your desktop computer already connected to it. First, disconnect the Ethernet cable from the computer and attach it to the network port on the back of your phone. Next, use the Ethernet cable included with your phone to connect the access port on the back of your phone to your desktop computer. Your Cisco IP Phone now shares a network connection with your computer.

- Step 2** Connect the handset to the handset port. Ensure that the end of the cord with the longer uncoiled section is connected to the body of the phone.
- Step 3** If your system administrator delivered your Cisco IP Phone with a power supply, connect the power supply plug to the DC48V AC adapter port on the back of the phone.
- If your system administrator delivered your phone *without* a power supply, your phone probably receives power through the Ethernet connection.
- Step 4** Use the power cable to connect the power supply to a standard power outlet in your workspace.
- Step 5** To adjust the footstand height, release the footstand by pressing the footstand adjustment knob and gently pull the footstand away from the body of the phone.
- See the [“Adjusting the Handset Rest” section on page 1-13](#) for information on adjusting the handset rest to make sure the receiver will sit securely in the cradle.
-

Startup

Once you connect the Cisco IP Phone to its power source, a startup process begins. After several minutes, the phone’s LCD screen displays a neutral “ready” screen. The details on your screen might vary, but a ready screen typically displays the date and time, your extension number, and the available softkeys. Startup is complete and your phone is ready to use.



Tip

Softkeys point to feature options displayed along the bottom of your LCD screen. Softkeys are flexible—they change depending on the status of your phone. See the [“Using Softkeys” section on page 1-11](#) for additional information.

Identifying Buttons and Hardware

See the following illustrations and table to identify the buttons and hardware on your Cisco IP Phone, and find descriptions of related features.

Figure 1-2 Cisco IP Phone 7960



Figure 1-3 Cisco IP Phone 7940



1	Handset with indicator light	<p>Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and can be set to remain lit when you receive a voice message.</p> <p>For more information on working with the handset, see the “Using the Handset, Speaker and Headset” section on page 1-12.</p>
2	LCD screen	Displays features such as the time, date, your phone number, caller ID, line/call status and softkey tabs.
3	Cisco IP Phone model type	Indicates your Cisco IP Phone model.
4	Line or speed dial button 	Opens a new line or speed dials the number on the LCD screen. Phones in the Cisco IP Phone 7960 series have six line or speed-dial buttons and phones in the 7940 series have two. See the “Extending Speed Dial Functionality” section on page 2-10 and the “Customizing Your Cisco IP Phone on the Web” section on page 6-3.
5	Footstand adjustment	Allows you to adjust the angle of the phone base.
6	Directories button 	Provides access to call histories and directories (see the “Using Feature Buttons” section on page 1-10.)
7	? button 	Displays help on your LCD screen for a phone button or function (see the “Using Help on Your Phone” section on page 1-11.)
8	Settings button 	Provides access to phone settings such as contrast and ring sound, network configuration, and status information (see the “Using Feature Buttons” section on page 1-10.)
9	Speaker button 	Toggles the speaker on or off. See the “Using the Speaker” section on page 1-14.
10	Mute button 	Toggles the mute on or off. See the “Using Mute and Hold” section on page 2-9.

11	Headset button	<p>Toggles the headset on or off.</p> <p>For more information on working with the headset, see the “Using a Headset” section on page 1-15.</p>
12	Volume button	<p>Increases or decreases volume for the handset, headset, or speakerphone (depending upon which is currently active). Also controls the ringer volume (if the handset is in its cradle), and the LCD screen contrast.</p> <p>For more information on adjusting the volume, see the “Adjusting the Handset, Speakerphone, and Headset Volume” section on page 5-1 and the “Adjusting the Ringer Volume” section on page 5-2.</p>
13	Services button	<p>Provides access to any available phone services (see the “Using Feature Buttons” section on page 1-10.)</p>
14	Messages button	<p>Provides access to a message system, if available (see the “Using Feature Buttons” section on page 1-10.)</p>
15	Navigation button	<p>Enables you to scroll through text and select features displayed on the LCD screen (see the “Choosing a Menu Item” section on page 1-12.)</p>
16	Keypad	<p>Works exactly like the keypad on a traditional telephone.</p>
17	Softkeys	<p>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. Softkeys change depending on the status of your phone. For example, you can see one set of softkey options when you pick up the handset, and another set when the phone is not in use (see the “Using Softkeys” section on page 1-11.)</p>

Auto-Registering Your Phone Using TAPS

After your phone is installed and 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.

Procedure

- Step 1** To register with TAPS, pick up the handset and enter the TAPS extension provided by your system administrator.
- Step 2** Follow the voice prompts.
You might need to enter your entire extension, including the area code.
- Step 3** After your phone displays a confirmation message, hang up.
The phone restarts and displays your extension number.
-

Using Feature Buttons

Your Cisco IP Phone has four feature buttons:

- **Services** button—Displays services on your phone’s LCD screen. These are services to which you have already subscribed using the Cisco CallManager User Options web pages. Your system administrator determines the services that are available to you. For more information, see the [“Additional Features and Services”](#) section on page 6-3.
- **Messages** button—Provides access to your voice messaging system. For more information, see the [“Using Your Voice Messaging System”](#) section on page 7-1.
- **Settings** button—Displays network settings on your phone’s LCD screen, plus options for adjusting your phone’s ringer sound and LCD screen contrast. For more information, see the [“Accessing Network Configuration Data”](#) section on page 10-3, the [“Adjusting the Ringer Volume”](#) section on page 5-2, and the [“Changing the LCD Screen Contrast”](#) section on page 5-4.

- **Directories** button—Displays various directories on your phone’s LCD screen, including missed, received, and placed calls. You can use each of these directories to locate phone numbers and you can dial those numbers from the directories. For more information, see the “[Searching and Dialing from the Phone Directory](#)” section on page 2-7 and the “[Viewing and Dialing from the Phone Logs](#)” section on page 2-8.

Using Help on Your Phone

You can push the ? button to quickly access help for specific keys and features. Help information is displayed on your phone’s LCD screen.

Table 1-1 Getting Help

If you want to...	Then...
Learn about a specific button or softkey	Press the ? button once, then press the button or softkey to display information about that button or key.
Learn about a specific feature	Press the Directories , Settings , or Services buttons to display a list of available features. Use the Navigation button to scroll through the list and select a feature. Press the ? button twice quickly to display information about the selected feature.
Learn about the ? button feature itself	Press the ? button twice quickly (without first selecting a feature). This brings up help about using the ? button.
View network statistics about an active call	Press the ? button twice quickly during the call.

Using Softkeys

Softkeys correspond to the option tabs displayed along the bottom of your LCD screen. Softkeys change depending on the status of your phone. For example, you can see one set of softkey options when you pick up the handset, and another set when the phone is not in use.

Some of the softkeys enable positioning and corrections to your input. For example, the >> softkey allows you to reposition your cursor. The << softkey allows you to delete a character or digit in an entry. Press the << softkey or the **Delete** softkey if you make a mistake or need to edit an entry. The **Delete** softkey allows you to edit a character or digit—it does not delete the entire entry.

Choosing a Menu Item

You can choose menu items on your Cisco IP Phone in more than one way:

- Using the Navigation button—Press the **Navigation** button (this is the button with the up and down arrows) to select (or highlight) a menu item. Then press the **Select** softkey.
- Using an Item Number—You can press the number key on your phone's key pad that corresponds to the number of the item displayed on the LCD screen. Use this method to select any menu item that has an item number to the left of it.

Entering Characters on Your LCD Screen

You might need to enter characters (letters and numbers) on your LCD screen. To enter such characters, use a corresponding number key. Press the key one or more times to display a particular letter. For example, press the **2** key one time for “a,” twice quickly for “b,” and three times quickly for “c.” After you pause, the cursor automatically advances to allow you to enter the next letter. Press the << softkey if you make a mistake.

Using the Handset, Speaker and Headset

You can adjust the settings for the handset, speakerphone, and headset individually. This section includes the following topics:

- [Using the Handset, page 1-13](#)
- [Adjusting the Handset Rest, page 1-13](#)

- [Using the Speaker, page 1-14](#)
- [Using a Headset, page 1-15](#)

Using the Handset

The handset on your Cisco IP Phone functions in the same way as a handset on a traditional phone:

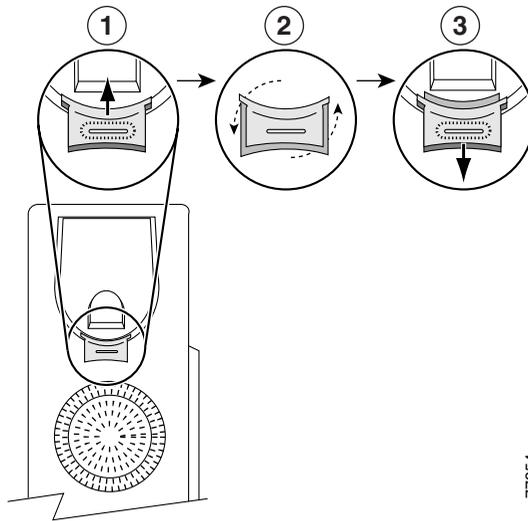
- To place and answer calls with the handset, lift the handset.
- To hang up, place the handset back in its cradle.
- To switch from the handset to the speaker, press the **Speaker** button on the front of your phone during a call, then hang up the handset.

Adjusting the Handset Rest

If you mount your Cisco IP Phone on the wall or use the footstand on the phone, you can adjust the handset rest to ensure the receiver will not slip out of the cradle.

To adjust the handset rest, see [Figure 1-4](#) and follow the steps below.

Figure 1-4 Using the Handset Rest



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Step 1	Set the handset aside and use your thumb and finger to grasp and pull out the square plastic tab in the handset rest.
Step 2	Rotate the tab 180 degrees.
Step 3	Slide the tab back into the handset rest with the extension protruding from the top of the tab. Replace the handset in the rest. The tab hooks into a slot in the handset to ensure that the handset will not slip out of the rest.

Using the Speaker

You can use the speaker in conjunction with all of the features on your Cisco IP Phone.

- To place and answer calls using the speaker, press the **Speaker** button.
- To switch from speaker to handset during a call, lift the handset.

Using a Headset

You can use the headset in conjunction with all of the features on your Cisco IP Phone, including the Volume and Mute buttons. Use these buttons to adjust the volume to the ear piece and to mute the speech path from the headset microphone.

To place and answer calls using a headset, plug an approved headset into the back of the phone base and press the **Headset** button on the front of your phone.

[Figure 1-1 on page 1-4](#) illustrates the headset port and other cable connection ports on your phone.

Your phone supports four- or six-wire headset jacks. For information about purchasing headsets, see the following URL:

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



Making Calls on Your Phone

This chapter describes how to place, answer, and end calls and use other basic features on your Cisco IP Phone. It covers the following topics:

- [Understanding Feature Availability, page 2-2](#)
- [Placing, Answering, and Ending Calls, page 2-2](#)
- [Getting Notified When a Busy Line Is Available Using Cisco Call Back, page 2-6](#)
- [Searching and Dialing from the Phone Directory, page 2-7](#)
- [Viewing and Dialing from the Phone Logs, page 2-8](#)
- [Using Mute and Hold, page 2-9](#)
- [Tracing Suspicious Calls, page 2-10](#)
- [Extending Speed Dial Functionality, page 2-10](#)
- [Setting Up and Receiving Priority Calls, page 2-11](#)



Caution

Using a cell, mobile, or GSM phone, or two-way radio in close proximity to a Cisco IP Phone might cause interference. For more information, refer to the manufacturer's documentation of the interfering device.

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 included in this User 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 availability.

Placing, Answering, and Ending Calls

This section provides information about placing, answering, and ending calls on your phone, and using a phone directory and the phone logs. It includes the following topics:

- [Placing a Call, page 2-2](#)
- [Answering a Call, page 2-5](#)
- [Ending a Call, page 2-6](#)



Tip

Lines, or extension numbers, support calls. Look at the LCD screen on your phone to see how many lines you have. Each line on your phone can support two connected calls, but only one call can be active at any given time.

Placing a Call

[Table 2-1](#) lists the different ways you can place a call with your Cisco IP Phone.

Table 2-1 *Placing a call*

If you want to...	Then...
Use the receiver	Lift the handset and dial a number.
Dial from one of your multiple lines	Press the line button that corresponds with your extension and dial a number.

Table 2-1 Placing a call (continued)

If you want to...	Then...
Place a new call on an active line	Press the NewCall softkey and dial a number.
Dial with the phone on-hook (no dial tone)	<p>From the main screen, dial the number and press the Dial softkey. (You will not hear a dial tone until after you press the Dial softkey.)</p> <p>You can also press a line button, the Headset button, or the Speaker button, or lift the receiver to place the call.</p> <p>Note 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.</p>
Use a headset	Press the Headset button before or after dialing a number.
Use the speakerphone	Press the Speaker button and dial a number.
Redial the most recently dialed number	Press the Redial softkey. Doing so without lifting the handset activates the speakerphone or headset. By default, Redial uses your primary line; however, you can use a secondary line by pressing a line button and then pressing the Redial softkey.
Use speed-dial numbers (Supports a maximum of 99 speed-dial numbers and/or abbreviated dial entries)	<p>Press a Speed dial button before or after going off-hook. You can extend speed dial functionality by dialing an abbreviated number of digits that you configured and pressing the AbbrDial softkey.</p> <p>See the “Customizing Your Cisco IP Phone on the Web” section on page 6-3, and the “Extending Speed Dial Functionality” section on page 2-10 for more details.</p>
Dial a web-based service from your phone	<p>Press the Services URL button to enable one-touch access to information services.</p> <p>See the “Customizing Your Cisco IP Phone on the Web” section on page 6-3.</p>
Dial from a corporate directory	<p>Press the Directories button. Select corporate directory. Search for a listing by using your keypad to enter letters, and press the Search softkey. To dial from a listing, select it, then press the Dial softkey.</p> <p>See the “Searching and Dialing from the Phone Directory” section on page 2-7 for more details.</p>

Table 2-1 Placing a call (continued)

If you want to...	Then...
Dial from a phone log	<p>Press the Directories button and choose 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 the EditDial softkey.</p> <p>See the “Searching and Dialing from the Phone Directory” section on page 2-7 for more information.</p>
Dial a Personal Address Book entry	<p>Press the Services button, then use the Navigation button to choose the directory number that you want to dial and press the Dial softkey.</p> <p>See the “Dialing a Personal Address Book Entry” section on page 8-3 for more details.</p>
Dial a Fast Dial number	<p>Press the Services button, then use the Navigation button to choose a Fast Dial number and press the Dial softkey. The Fast Dial service is accessible from the Services menu.</p> <p>See the “Dialing a Fast Dial Entry” section on page 8-6 for more details.</p>
Dial from a corporate directory web page	<p>Click on a hyperlinked telephone number in a company directory to make calls from the web interface and desktop applications. Refer to Customizing Your Cisco IP Phone on the Web for additional details.</p>

**Tip**

If you receive a busy tone or a ring with no answer when you call another extension, you can use the Cisco Call Back feature to receive notification when the extension is available. See the “[Getting Notified When a Busy Line Is Available Using Cisco Call Back](#)” section on [page 2-6](#).

Answering a Call

Table 2-2 lists ways to answer an incoming call:

Table 2-2 Answering a Call

If you want to...	Then...
Answer with the handset	Lift the handset.
Answer using a headset	Press the Headset button if it is not lit. If the Headset button is lit, press the Answer softkey or the line button of the incoming call.
Answer with the speakerphone	Press the Answer softkey, the Speaker button, or the line button.
Set up your phone to automatically answer calls	Ask your system administrator to set up the AutoAnswer feature for your line(s). The phone will automatically answer the call when it is received. This feature can be set up to work with your headset or with your speakerphone.
Set up your phone to immediately redirect a call to your voice messaging system or to the voice messaging system of the called party	To redirect a call to your voice messaging system, press the iDivert softkey while you are receiving a call, from a call-on-hold, or from a connected call. To redirect a call to the called party's voice messaging system, press the iDivert softkey to redirect an outgoing call that is connected or on hold. See the “Sending Calls to a Voice Messaging System” section on page 3-8 for more details.
Answer an incoming call that is ringing on another extension within your group	Press an available line button on your phone and then press the PickUp softkey. The call rings on your phone. (A Call Pickup “group” is defined by your system administrator.) See the “Answering Calls that are Ringing on Another Extension Using Call Pickup” section on page 3-5.
Answer an incoming call that is ringing on another extension outside of your group	Press an available line button and then press the GPickUp softkey on your phone. Dial the call pickup group number assigned by your administrator, and answer the call that is redirected to your phone. See the “How to Pick Up Calls Outside of Your Group” section on page 3-6.
Keep your call information private on a shared line call	Press the Privacy button after you select an incoming call. See the “Keeping Your Call Information Private” section on page 4-7 for more details.

Ending a Call

Table 2-3 lists ways to end a call.

Table 2-3 Ending a Call

If you are using...	Then...
The handset	Return the handset to the cradle, or press the line button or the EndCall softkey.
A headset	Press the Headset button or the line button or the EndCall softkey. (If you want to keep the headset mode activated for use with AutoAnswer, press the line button or the EndCall softkey.)
The speakerphone	Press the Speaker button or the line button or the EndCall softkey.

Getting Notified When a Busy Line Is Available Using Cisco Call Back

If you call an extension and the line is busy or the call goes unanswered, you can use the Cisco Call Back feature to receive notification when the extension is available to take a call.

Procedure

- Step 1** Call an extension. While you hear the busy tone or ringing tone, press the **CallBack** softkey.

A CallBack activation confirmation message displays.



Note Cisco Call Back notification will fail if the called party has forwarded all calls to another extension.

- Step 2** Press the **Exit** softkey to close the confirmation screen, or press the **Cancel** softkey to cancel the call back notification.
- Step 3** To verify the status of the call back notification, press the **CallBack** softkey while your phone is idle.

A confirmation message is displayed.

Press the **Exit** softkey to close the confirmation screen or press the **Cancel** softkey to cancel call back notification.

- Step 4** When the extension you called is available to receive a call, you receive an audio and visual alert from your phone. Press **Dial** to dial the number.
-

Searching and Dialing from the Phone Directory

Your phone might come configured with a searchable corporate or local phone directory that allows you to easily find and dial phone numbers of colleagues.

Follow these steps to view or dial from a directory in your company.

Procedure

- Step 1** Press the **Directories** button.
- Step 2** Use the **Navigation** button to select the desired directory from the Directories menu, then press the **Select** softkey.
- Step 3** Enter search criteria to retrieve a record (see the [“Entering Characters on Your LCD Screen”](#) section on page 1-12 for information on entering characters into your phone.)
- Step 4** To place a call from any directory, use the **Navigation** button to select the record, then press the **Dial** softkey.



Note You might need to use the **EditDial** softkey to add digits to the front of the number. For example, if the call was from an outside, long-distance caller, you might need to add the digits 9-1 to the front of the number. Then, press the **Dial** softkey.

- Step 5** Press the **Exit** softkey twice to exit the Directory menu. Alternatively, you can press the **Directories** button one time to exit the Directory menu.
-

Viewing and Dialing from the Phone Logs

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

If the network shuts down or is reset, you might lose your call history records. If you use Cisco CallManager Extension Mobility (see [Chapter 9, “Logging In to Your Extension Using the Cisco CallManager Extension Mobility Feature”](#)), the call history is available only for times you are logged into the phone. Also, there is a limit on the number of call history records that can be stored. Your system administrator can provide information on this limit.

You can delete all records in the Missed, Received, or Placed directories from the Directories menu. Use the **Navigation** button to select the directory that you want to delete and pressing the **Clear** softkey.

Follow these steps to view or dial from a call log on your phone:

Procedure

- Step 1** Press the **Directories** button.
- Step 2** Use the **Navigation** button to select the desired directory, and press the **Select** softkey.
- Step 3** To place a call from any directory, use the **Navigation** button to select the record, then press the **Dial** softkey.



Note Use the **EditDial** softkey to add digits to the front of the number. (For example, if the call was from an outside, long-distance caller, you might need to add the digits 9-1 to the number before dialing.) Then, press the **Dial** softkey.

- Step 4** Press the **Exit** softkey twice to exit the Directory menu.
-

Using Mute and Hold

Table 2-4 lists ways to use the Mute and Hold features.

Table 2-4 Using Mute and Hold

If you want to...	Then...
Mute a call	<p>Press the Mute button to mute the handset, headset, or speakerphone during a call. Mute temporarily disables your phone's microphone so you can hear other parties on the call but they cannot hear you.</p> <p>To toggle mute off, press Mute again.</p>
Put a call on hold	<p>Use the Navigation button to select the call you want to put on hold, then press the Hold softkey. The call remains active but the connected parties on the call cannot hear each other. You can answer other calls while a call is on hold.</p> <p>Note Using the Hold feature generates music or a beeping tone. For this reason, avoid putting a conference call on hold.</p>
Resume a call on hold	<p>Press the Resume softkey.</p>
Have multiple calls on hold	<p>Use the Navigation button to select the desired call, then press Resume.</p>
Have multiple calls on multiple <i>lines</i> on hold	<p>Press the line button for the line to which you want to switch, and use the Navigation button to select the desired call. Press Resume.</p> <p>If you cannot use the Navigation button because only one line is displayed on your phone's LCD screen, press the line button next to the call that you want to resume.</p> <p>If your phone opens a new line when you press the line button, press the EndCall softkey to return to the desired call.</p> <p>Tip If you are using multiple lines and want to see the phone number for a call you have on hold, press the ? button followed by the line button of the call on hold.</p>

Tracing Suspicious Calls

If you receive a suspicious call, you can notify your system administrator by using the Malicious Call Identification (MCID) feature. This feature allows you to trace the source of a suspicious call, through either a feature button or a softkey, and identify the call for further action.

**Note**

MCID is a feature that your system administrator must configure to your user profile and/or to the IP phone that is associated with your user ID. If you use the Cisco CallManager Extension Mobility service, the MCID feature is available only on an IP phone that you are logged into. Check with your system administrator to find out if this feature has been enabled for you.

If you see the MCID softkey available on your phone, you can press this softkey while you are connected to a call or while you are on a conference call.

- If you answer a call and are uncertain about the caller information, use the MCID feature. Press the MCID feature button (or softkey) that was assigned by your system administrator while continuing your existing call.
- You will see a visual indication of the calling line ID and calling name of the caller, along with an audible confirmation tone that the call was identified and registered.

Extending Speed Dial Functionality

You can enhance and extend the speed dial functionality on your phone by using the abbreviated dialing feature. Abbreviated dialing allows you to quickly call a number that you have configured. Press an abbreviated dial entry index number (one or two digits) while your phone is on-hook, and then press the **AbbrDial** softkey. (The AbbrDial softkey is displayed once you start to press the digits.)

You can configure up to 99 speed dial and/or abbreviated dial entries from the Cisco CallManager User Options web page. Some of the speed dials can be assigned to the speed-dial buttons on your phone. The entries that are not assigned to the speed-dial buttons are available for use with the abbreviated dialing feature.

Follow these steps to use abbreviated dialing:

Before You Begin

Log in to the User Options web page to configure your abbreviated dialing numbers. For instructions, see the [“Logging on to the User Options Web Pages” section on page 6-1](#) and the [“Customizing Your Cisco IP Phone on the Web” section on page 6-3](#).

Procedure

Step 1 Dial a speed-dial index number while your phone is on-hook.

The **AbbrDial** softkey appears on your phone.

Step 2 Press the **AbbrDial** softkey.

The number associated with the abbreviated dialing index number that you entered is dialed.

Setting Up and Receiving Priority Calls

You can see the priority, or precedence, level associated with a call by using the multilevel precedence and preemption (MLPP) feature.



Note

The MLPP feature must be configured by your system administrator. Check with your system administrator to find out if this feature has been enabled for you.

- Precedence is the priority associated with a call. (Higher priority calls are listed at the top of your call list.)
- Preemption is the process of ending an existing, lower priority call while allowing a higher priority call to be accepted by the called party.

If you are authorized to use Extension Mobility and MLPP, you can use MLPP on another phone that is authorized to use the Extension Mobility feature.

Setting Up a Priority Call

When you set up a precedence call, you select a priority level for the call based on a preconfigured pattern of numbers assigned by your system administrator. (Precedence levels are selected on a per-call basis.)

Receiving a Priority Call

A precedence call is a call with a higher priority than an existing call.

When you receive a precedence call, an icon indicating the priority level is displayed on your phone's LCD screen and you will hear a special ring tone. To connect a precedence call, you must hang up the phone. You will hear a priority ring tone, and the precedence call is connected.

Follow these steps to set up and receive an MLPP call.

Procedure

- Step 1** Dial the MLPP call using the numbers configured by your system administrator (for example, dial 90 followed by the extension).
- You will hear the preemption tone if the call is to be preempted by the higher priority call.
- Step 2** If you are the called party, acknowledge the priority call by hanging up the phone, which preempts the existing call.
- You will hear a priority ringing tone, and the priority call is connected.
- If you do not acknowledge the priority call, the call is redirected. See the [“MLPP Messages” section on page 2-13](#) for additional information.
-

MLPP Exceptions:

- Will not drop or preempt an active call on the Cisco IP Phones 7960G and 7940G.
- Is not supported on conference bridges or with Cisco IP Manager Assistant (Cisco IPMA).

MLPP Messages

If a priority call cannot be connected between the parties, you might hear messages similar to the following:

- A message indicating that an invalid priority level was requested.
- A message indicating that the priority call could not be completed. This could be because of multiple priority calls of equal or higher value or the unavailability of network resources to connect the call.
- A message indicating that the called party's phone is busy and does not support MLPP.



Redirecting Calls on Your Phone

This chapter provides instructions for redirecting calls on your phone. It covers the following topics:

- [Transferring Calls, page 3-1](#)
- [Storing and Retrieving a Call Using Call Park, page 3-4](#)
- [Answering Calls that are Ringing on Another Extension Using Call Pickup, page 3-5](#)
- [Forwarding Calls to Another Extension, page 3-6](#)
- [Sending Calls to a Voice Messaging System, page 3-8](#)

Transferring Calls

Transfer redirects a connected call. There are multiple ways to transfer a call.

Transferring a Call to Another Extension

Follow these steps to transfer a call to another phone.

Procedure

- Step 1** During a call, press the **Transf** softkey. This puts the call on hold.
- Step 2** Dial the number or office extension to which you want to transfer the call.

- Step 3** When it rings on the other end, press **Transf** again. Or, when the party answers, announce the call and then press **Transf**. (This is a consult transfer.)
- Step 4** If you are using a handset, hang up.
If the party refuses the call, press the **Resume** softkey to return to the original call.
-

Directly Transferring Your Calls

Direct Transfer provides another way to transfer a call. Use this feature with the DirTrfr softkey to join two established calls into one call and then immediately drop yourself from the call (no consult transfer). An established call is a call-on-hold or an active (connected) call.

When you use direct transfer, you must select two calls on the same shared line appearance.

Scenarios for Directly Transferring Your Calls

You can use direct transfer to join calls in three scenarios:

- To join a call-on-hold with another call-on-hold
- To join a call-on-hold with a connected call
- To join two calls that are on hold with a connected call

You cannot use direct transfer to:

- Join more than two calls.
- Join two ad hoc conference calls.
- Join an ad hoc conference call and a barged call.

Using Direct Transfer to Join a Call-on-Hold with Another Call-on-Hold

Procedure

- Step 1** Use the **Navigation** button to select the first call-on-hold.
- Step 2** Press the **Select** softkey.

- The selected call displays a checkmark indicator on the phone's LCD screen.
- Step 3** Use the **Navigation** button to select the second call-on-hold.
The call will be highlighted on the phone and added to the direct transfer.
- Step 4** Press the **DirTrfr** softkey.
The two calls that were on hold are joined into one call.
-

Using Direct Transfer to Join a Call-on-Hold with a Connected Call

Procedure

- Step 1** Use the **Navigation** button to select the call-on-hold.
- Step 2** Press the **Select** softkey.
The selected call displays a checkmark indicator on the phone's LCD screen.
- Step 3** Use the **Navigation** button to select the connected call.
The call will be highlighted on the phone.
- Step 4** Press the **DirTrfr** softkey from either the connected call or the call-on hold.
The connected call is joined with the call-on-hold.



Note When you press the DirTrfr softkey from a connected call or from another call, that call is automatically included in the direct transfer (if not specifically selected).

Using Direct Transfer to Join Two Calls on Hold with a Connected Call

Procedure

- Step 1** Use the **Navigation** button to select the first call-on-hold.
- Step 2** Press the **Select** softkey.
The selected call displays a checkmark indicator on the phone's LCD screen.

- Step 3** Use the **Navigation** button to select the second call-on-hold.
The call will be highlighted on the phone and added to the direct transfer.
- Step 4** Press the **DirTrfr** softkey.
The first and second calls that were on hold are joined into one call.
-

Storing and Retrieving a Call Using Call Park

You can park a call when you want to store the call before retrieving it from another phone in the Cisco CallManager system (for example, a phone in someone else's office or in a conference room). Call park numbers are preconfigured for this purpose by your system administrator.

Procedure

- Step 1** During an active call, press the **more** softkey, then the **Park** softkey.
- Step 2** Press **Park**. The LCD screen displays the special call park number where the call is stored. If the screen does not display a call park number, the call park feature is not available to you.
- Step 3** Make a note of the call park number, then hang up. The call is parked at that number, allowing you to retrieve it from another phone.
- Step 4** To retrieve the parked call from any phone in the Cisco CallManager system, dial the call park number where the call is parked.



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.

Answering Calls that are Ringing on Another Extension Using Call Pickup

You can answer an incoming call that is ringing on an extension other than your own by using the call pickup feature. This feature allows you to answer the call on your phone.

There are two types of call pickup available on the Cisco IP Phone, as described in these topics:

- [How to Pick Up Calls Within Your Group, page 3-5](#)
- [How to Pick Up Calls Outside of Your Group, page 3-6](#)

**Note**

Call pickup and group call pickup are optional features configured by your system administrator; your phone does not support these features by default.

How to Pick Up Calls Within Your Group

Call pickup allows you to pick up incoming calls within your own group. A “group” is any consolidation of Cisco IP Phone extensions, as defined by your system administrator. For example, your group might contain coworkers in neighboring offices or cubes.

Activate call pickup so that an incoming call delivered to another extension in your group rings on your extension.

Procedure

-
- Step 1** Press any available line button on your Cisco IP Phone.
 - Step 2** Press the **PickUp** softkey. The call now rings on your phone.
 - Step 3** Answer the incoming call.
-

**Tip**

If there is more than one incoming call involved when you activate call pickup, the first unanswered call will ring at your phone.

How to Pick Up Calls Outside of Your Group

Group call pickup allows you to pick up incoming calls within your own group or in other groups. A “group” might contain coworkers in neighboring offices or cubes.

You must dial the appropriate call group pickup number when using this feature. A call group pickup number is provided to you by your system administrator.

Procedure

- Step 1** Press any available line button.
 - Step 2** Press the **GPickUp** softkey.
 - Step 3** Dial the required call group pickup number.
 - Step 4** Answer the incoming call that is redirected to your phone.
 - Step 5** To pick up a call using a different call group pickup number, hang up and begin again at Step 1.
-

**Tip**

If there is more than one incoming call involved when you activate call group pickup, you receive the first unanswered call. If there is no unanswered call in the group, or if you dial an invalid group number, you receive a fast busy tone.

Forwarding Calls to Another Extension

Call forwarding allows you to redirect all incoming calls from your Cisco IP Phone to another number.

Use call forwarding to:

- Send incoming calls to another number where you can answer the calls (for example, if you are going to be working in an alternate office).
- Send incoming calls directly to your voice messaging system. Your desk phone does not ring when calls are routed to your voice messaging system through the call forwarding feature.

Call forwarding can send your calls to another Cisco IP Phone or to a traditional analog phone.

If there is no answer at the forwarded number, either by a person by a voice messaging system, the call will be sent back to your voice messaging system.

Setting Up Call Forwarding on Your Phone

Follow these steps to set up call forwarding on your phone.

**Note**

You can also set up and cancel call forwarding from the web. See the [“Customizing Your Cisco IP Phone on the Web”](#) section on page 6-3 and refer to *Customizing Your Cisco IP Phone on the Web* for additional details.

Procedure

- Step 1** Press the **CFwdAll** softkey. You should hear two beeps.
- Step 2** Enter the number to which you want to forward all of your calls, exactly as you would if you were placing a call to that number.

**Note**

For example, enter an access code such as 9 or the area code, if necessary. Your system administrator might restrict the call forwarding feature to numbers within your company.

After you enter the number, an animated phone icon with a flashing right arrow appears in the upper-right corner of the LCD screen. The LCD screen also displays a message confirming the number or extension to which your calls are being forwarded.

Step 3 To cancel call forwarding, press the **CFwdAll** softkey.



Tip

You can use the User Options web pages to set up call forwarding when you are not at your phone, or to use call forwarding to send all of your incoming calls directly to your voice messaging system without causing your desk phone to ring. Refer to the procedures in [Customizing Your Cisco IP Phone on the Web](#).

Canceling Call Forwarding on Your Phone

To cancel call forwarding from your phone, press the **CFwAll** softkey.

Sending Calls to a Voice Messaging System

You can immediately redirect incoming or outgoing calls to a voice messaging system by using the Immediate Divert feature on your phone.

[Table 3-1](#) provides instructions for using Immediate Divert.

Table 3-1 *Sending a Call to a Voice Messaging System*

If you want to...	Then...
Send all of your incoming calls, or selectively send a call, to your voice messaging system from your phone.	Press the iDivert softkey while you are receiving a call, from a call-on-hold, or from a connected call. The call is immediately sent to your voice messaging mail box; the calling party hears your voice messaging mail box greeting.
Send an outgoing call to the called party's voice messaging system from your phone.	Press the iDivert softkey on an outgoing call that is connected or on hold. The call is immediately sent to the voice messaging mail box that is assigned to the called party; you will hear the called party's voice messaging mail box greeting.

Tips for using Immediate Divert

- Immediate Divert does not support Multilevel Precedence and Preemption.

- Immediate Divert is not supported when Call Forward All (CFA) and Call Forward Busy (CFB) are activated.
- Immediate Divert cannot redirect a call to a busy voice messaging system.
- If you press the iDivert softkey while you are participating in a conference call (ad hoc conference, Meet-me conference, or Join conference), the conference participants hear your voice messaging mail box greeting.

[Table 3-2 on page 3-9](#) shows the messages that might be displayed on your IP phone's LCD screen to indicate the status of an immediate divert action.

Table 3-2 Immediate Divert Status Messages

Message...	Meaning...
Immediate Divert	The call was successfully sent to a voice messaging mail box.
Key is not active	The voice messaging profile of the last called party does not have a voice messaging system access number.
Temporary failure	The voice messaging system is not working or there is a network problem.
Busy	The voice messaging system is busy.



Making Conference Calls on Your Phone

Your Cisco IP Phone supports conference calls, enabling you to talk with multiple parties at the same time. When you are on a conference call, you can use regular phone features such as Mute, Hold, Transfer, and speakerphone.

This chapter covers the following topics:

- [Placing a Conference Call, page 4-1](#)
- [Viewing Participants in a Conference Call, page 4-2](#)
- [Selecting Participants to Join a Conference Call, page 4-3](#)
- [Adding Your Line to a Shared Line Call, page 4-4](#)
- [Keeping Your Call Information Private, page 4-7](#)
- [Using Meet-me Conferences, page 4-8](#)

Placing a Conference Call

Follow these steps to turn a call into a conference call.

Procedure

- Step 1** During a call, press the **more** softkey, then the **Conf rn** softkey. Doing so automatically activates a new line and puts the first party on hold.
- Step 2** Place a call to another number or extension.
- Step 3** When the call connects, press **Conf rn** again to add the new party to the conference call.

Repeat these steps to add parties to the conference call.

Once the conference call initiator disconnects from the call, no additional parties can be added.

**Tip**

You can drop the last party added by pressing the **RmLstC** softkey, if the feature is available.

Viewing Participants in a Conference Call

The Conferee List feature allows you to see a list of names and directory numbers for participants in an ad hoc conference by pressing the ConfList softkey. (Ad hoc conferences enable the party who initiated the conference to add or remove conference participants.) Your Cisco IP Phone LCD screen displays your connection status to the conference.

Only participants in an ad hoc conference can use the ConfList softkey. The party who initiates the conference call has the additional capability of removing any conference participant by pressing the Remove softkey.

Follow these steps to view a list of participants in an ad hoc conference call.

Procedure

- Step 1** Use the **Navigation** button to select the active ad hoc conference call.
- Step 2** Press the **ConfList** softkey to display the list of conference participants.
The list is sorted with the last participant shown at the top and the conference call initiator shown at the bottom (indicated by an “*” on the LCD screen).
- Step 3** While viewing the list, press the **Update** softkey to get an updated list of participants.
- Step 4** Press the **Exit** softkey to exit the list and return to the conference call screen.
- Step 5** If you initiated the conference call and need to remove a participant, use the **Navigation** button to select the participant name and press the **Remove** softkey.

When only two participants remain in a conference, the conferee list is cleared and the conference is ended. The two remaining participants are reconnected as a direct call.

Selecting Participants to Join a Conference Call

You can use the Join feature to join all parties in established calls (active or on hold) into one call by using the Join softkey. The Join feature does not initiate a consultation call nor put the active call on hold.

Follow these steps to join more than one call to an ad hoc conference call.

Procedure

- Step 1** While you are on a call, use the **Navigation** button to select the first call to join. The call is highlighted on the phone.
- Step 2** Press the **Select** softkey.
On the LCD screen, a check mark is displayed next to the call.
- Step 3** Use the **Navigation** button to select another call.
The call is highlighted on the phone.
- Step 4** Press the **Select** softkey.
On the LCD screen, a check mark is displayed next to the call.
- Step 5** From one of the selected calls, press the **more** softkey, then the **Join** softkey.
The selected calls are joined into one ad hoc conference call.
- Step 6** Repeat these steps to add parties to the conference call.
If you initiated the call, you can add or drop participants of the joined call.
- Step 7** Press the **Endcall** softkey to drop your connection from the call.
If you initiated the call, you can disconnect at any time and the conference call remains active.



Note When you press the Join softkey from a connected call or from another call, that call is automatically included in the conference call (if not specifically selected).

Tips for using the Join feature:

- A minimum of two calls must be selected.
- You can connect up to 16 participants into one conference call.
- The connection of two or more conference calls is not supported.
- All calls selected must be on the same line appearance when you initiate join from your phone (except when you use Cisco IP Manager Assistant (Cisco IPMA), which can select calls across line appearances).

Adding Your Line to a Shared Line Call

If you use a shared line, you can add yourself to an established call by using the Barge feature.

Understanding Shared Lines

Your system administrator might assign you a shared line. Shared lines can be applied to multiple phones or multiple parties can share a line.

- One party applies a shared line to multiple phones that are used—For example, your shared line with extension 2230 applies to your desk phone and your mobile phone. You can also log into a phone in your lab enabling the lab phone to temporarily share your extension as well. In this case, an incoming call to extension 2230 rings on your desk phone, lab phone and mobile phone. You can use any of these phones to answer the call.
- Multiple parties 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 phones. If your assistant answers the call, you can use a shared line feature called Barge to add yourself to the connected call.

Support for Conference Modes

Cisco IP Phones support barge in two conference modes:

- Using the Barge softkey and conference resources that are built into the phone. Barge allows you to join an in-progress call with minimal interruption to the call. When you use Barge, other parties on the call hear a beep tone announcing your presence. Barge does not change the original call information display. You cannot add additional callers to a barged call. When you hang up, the remaining parties hear a disconnect tone, and the original call continues. The maximum number of parties for a Barge call is limited to three.
- Using the cBarge softkey and shared conference resources. cBarge allows you to join an in-progress call and convert it to a standard conference call. With cBarge, every party is treated as an ad hoc conference call participant; all call participants have the same features available as in standard conferences. When you use cBarge, other parties on the call hear a tone and brief interruption in the call; the original call information changes on the LCD screen. When you hang up, the call remains as a conference call provided at least three participants remain. cBarge allows multiple parties (3-16) to barge into a call.



Note

The Barge softkey is enabled by default. Your system administrator might determine that Barge or cBarge is the more appropriate option for your company and then assign that specific softkey to your phone. Check with your system administrator to find out if Barge or cBarge has been enabled for you.

Follow these steps to add yourself to a call on one of your shared lines:

Procedure

- Step 1** Select an active call on one of your shared lines.
- Step 2** If your system administrator assigned the Barge softkey to your phone, follow [Step 3](#) and [Step 4](#). If your system administrator assigned the cBarge softkey to your phone, follow [Step 5](#) and [Step 6](#). See the “[Support for Conference Modes](#)” section on page 4-5 for information about Barge and cBarge.

- Step 3** Press the **Barge** softkey, if your system administrator assigned Barge to your phone.
- The phone creates a conference call and sends a beep tone to all of the conference participants. (If the barge fails, the original call remains active.)



Note Contact your system administrator if a message similar to “No Conference Bridge Available” appears on your phone’s LCD screen when you press the Barge softkey.

- Step 4** To end the conference, hang up.
- The remaining parties hear a disconnect tone, and the original call continues. If the target shared line call that was barged hangs up, the call returns to a two-party call between the original connected party and the party who initiated the barge. If the original party (who was connected to the target shared line party) hangs up, the Barge call is terminated and all parties are disconnected.



Note You are disconnected from a barged call if the target shared line call is put on hold, transferred, or converted to a conference call.

- Step 5** Press the **cBarge** softkey, if your system administrator assigned cBarge to your phone.
- The phone creates an ad hoc conference call, which changes the original call information display.

- Step 6** To end the conference, hang up.
- If any party hangs up and only two parties remain in the conference call, the remaining two parties are connected as a two-party direct call.

When you use Barge:

- The target shared line cannot be on two barged calls at the same time.
- The party who initiated the barge is dropped when the target shared line puts the barged call on hold.
- The party who initiated the barge is dropped when the target shared line answers an incoming call.

Keeping Your Call Information Private

If you use a shared line, you can keep your call information private from users who share your lines by using the Privacy feature.


Note

The Privacy feature must be configured by your system administrator. Check to see if this feature has been enabled for your phone.

Table 4-1 Enabling and Disabling Your Call Privacy

When Privacy is...	Then...
Enabled (This setting affects all lines on the phone.)	<ul style="list-style-type: none"> Both a Privacy button and a status symbol appear on your phone. An LED lights to indicate that Privacy is enabled. Your phone's call status information is removed from all phones that share lines. You cannot use barge and other shared line-related features on your calls from a phone that shares your lines. The real-time call information is not displayed on your phone, but the call history (missed, placed, or received calls) is displayed on phones that share your lines.
Disabled (This setting affects all lines on the phone.)	<ul style="list-style-type: none"> Your phone's call status information is displayed on all phones that share your lines. You can use barge and other shared line-related features on your calls from a phone that shares your lines.

Follow these steps to make your call information private on shared lines.

Procedure

Step 1 Select an incoming call on one of your shared lines.

Step 2 Press the **Privacy** button to make the call private.

You can press the Privacy button before or after you answer a call.



Note The privacy setting prevents your call status information from being displayed on the shared line and it prevents another party from barging into your call.

Using Meet-me Conferences

Your Cisco IP Phone supports Meet-me conferences. A Meet-me conference allows other callers to dial into the conference call. A Meet-me conference requires a special conference number which your system administrator preconfigured for this purpose.

This section covers these topics:

- [Establishing a Meet-me Conference, page 4-8](#)
- [Joining a Meet-me Conference, page 4-9](#)

Establishing a Meet-me Conference

Follow these steps to establish a Meet-me conference call.

Before You Begin

Contact your system administrator for the necessary Meet-me conference number or numbers.

Procedure

- Step 1** Press the **more** softkey until you see the **Meet-me** softkey.
 - Step 2** Press the **Meet-me** softkey.
 - Step 3** Dial the Meet-me conference number.
 - Step 4** Follow the voice instructions to establish the Meet-me conference.
-

Joining a Meet-me Conference

To join a Meet-me conference, dial the Meet-me conference number provided by the Meet-me conference initiator. You are connected to the conference after the conference initiator dials in and establishes the conference. You do not need to press the **Meet-me** softkey on your Cisco IP Phone.



Customizing Settings on Your Phone

This chapter describes the ways in which you can personalize settings, such as volume and ringer sound, for your Cisco IP Phone. It covers the following topics:

- [Adjusting the Handset, Speakerphone, and Headset Volume, page 5-1](#)
- [Adjusting the Ringer Volume, page 5-2](#)
- [Personalizing the Ringer Sound, page 5-2](#)
- [Changing the LCD Screen Contrast, page 5-4](#)

Adjusting the Handset, Speakerphone, and Headset Volume

You can adjust the volume of the caller for the handset, speakerphone, and headset individually. When you change the volume for one, the others are not affected.

Follow these steps to adjust the volume on the handset, speakerphone, or headset.

Procedure

- Step 1** Press the up or down **Volume** button when the handset, speakerphone, or headset is in use.



Note If you press the Volume button when none of these are in use, you are adjusting the ringer volume. For details, see the [“Adjusting the Ringer Volume” section on page 5-2](#).

Step 2 To save this volume setting for future calls, press the **Save** softkey.

If you adjust the volume during a call without pressing **Save**, you are changing the volume level only for the duration of that particular call; on subsequent calls, the volume level will revert to the previously saved setting.

Adjusting the Ringer Volume

To change the volume used by the ringer:

- Press the up or down **Volume** button while you are not on a call.
- Continue to press the **Volume** button to hear sample rings and to adjust the volume to the desired level. The ringer volume is automatically saved.

Personalizing the Ringer Sound

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 ringing or to differentiate between different lines on your own phone.

Follow these steps to change the sound used by the ringer.

Procedure

Step 1 Press the **Settings** button.

Step 2 From the Settings menu, use the **Navigation** button to select **Ring Type** and press the **Select** softkey.

You will see two different ring types on the LCD screen: default ring and a ring type for your line.

- Step 3** To set the ring type for the default ring tone, use the **Navigation** button to highlight Default Ring and press the **Select** softkey.
- Step 4** Use the **Navigation** button to scroll through the list of ring types and press the **Play** softkey to hear the selected ring.
- Step 5** When you find the ring you want, press the **Select** softkey to select the corresponding check box.
- Step 6** Press the **OK** softkey to accept and save your ringer selection.
- Step 7** If you have multiple lines, use the **Navigation** button to scroll through the list of your lines. When you find the line you want to configure, press the **Select** softkey.



Note You can use only six different ring tones on your phone. If you have more than six lines, some of your lines must share a ring tone.

- Step 8** Use the **Navigation** button to scroll through the list of ring types and press the **Play** softkey to hear the selected ring type.
- Step 9** When you find the ring you want, press the **Select** softkey to check the corresponding check box.
- Step 10** Press the **OK** softkey to accept and save your ringer selection.
To set the ring tone for your line to match the default ring tone, select the **Default** softkey.
- Step 11** Press the **Exit** softkey to save all of your settings and to exit the Settings menu.
-

Changing the LCD Screen Contrast

To improve the readability of the LCD screen, follow these steps to adjust the contrast.

Procedure

- Step 1** Press the **Settings** button.
- Step 2** From the Settings menu, use the **Navigation** button to highlight Contrast and press the **Select** softkey.
- Step 3** Perform one of the following:
- To set the desired contrast level on your base phone—press the **Up** or **Down** softkeys (or the Volume buttons). Press the **OK** softkey, then the **Save** softkey.
 - If you have an attached Cisco IP Phone 7914 Expansion Module and want to adjust the contrast, select Expansion Module(s) and follow the same procedure used for your base phone.
- Step 4** To restore contrast settings, from the Settings menu use the **Navigation** button to highlight Contrast and perform one of the following:
- To restore your previously saved contrast setting—press the **more** softkey, then the **Restore** softkey.
 - To restore the factory default contrast setting—press the **more** softkey, then the **Default** softkey.
- Step 5** Press the **Save** softkey to accept and save your changes, and to exit the Settings menu.
-



Customizing Your Phone on the Web

You can customize your phone on the web using the Cisco CallManager User Options web pages. This chapter includes the following topics:

- [Logging on to the User Options Web Pages, page 6-1](#)
- [Changing your Password or PIN, page 6-2](#)
- [Customizing Your Cisco IP Phone on the Web, page 6-3](#)



Note

If you use the Cisco CallManager Extension Mobility service, changes that you make from the User Options web pages are maintained in your device profile.

Logging on to the User Options Web Pages

Follow these instructions to log on and to access the User Options web page main menu.

Procedure

-
- Step 1** From your web browser, access the URL provided by your system administrator. The Cisco CallManager User Options Log On page appears.
- Step 2** Enter your user ID and your password and click **Log On**. Your user ID and password are provided by your system administrator. The Cisco CallManager User Options Menu page appears.

- Step 3** From the “Select a device to configure” drop-down list, select your phone model or, if applicable, your Cisco CallManager Extension Mobility device profile (which usually contains the prefix “EM”).

The menu is context-sensitive and displays options appropriate for the device or device profile that you have selected.

Changing your Password or PIN

You can change your login password for the User Options web page or your PIN for Cisco IP Phone Services. Follow the appropriate procedure to change your password or PIN.

Procedure for Changing Your Password

- Step 1** From the User Options main menu, select your phone or, if applicable, your Cisco CallManager Extension Mobility device profile from the **Select a device to configure** drop-down list.
- Step 2** Click **Change your Password**.
- The Change Your Password page appears.
- Step 3** Fill in the fields as follows:
- In the Current Password text box, enter your current password.
 - In the New Password text box, enter your new password.
 - In the Confirm Password text box, enter your new password again to confirm it.
- Step 4** Click **Update** to save your new password.
- Step 5** Click **Return to the Menu** or **Log Off** at the bottom of the page.
-

You can also change your PIN for accessing Cisco IP Phone Services, such as Personal Address Book, Personal Fast Dials, and Cisco CallManager Extension Mobility.

Procedure for Changing your PIN

- Step 1** From the User Options main menu, select your phone or, if applicable, your Cisco CallManager Extension Mobility device profile from the **Select a device to configure** drop-down list.
- Step 2** Click **Change your PIN**.
The Change Your Personal Identification Number (PIN) page appears.
- Step 3** Fill in the fields as follows:
- In the Current PIN text box, enter your current PIN.
 - In the New PIN text box, enter your new PIN.
 - In the Confirm New PIN text box, enter your new PIN again to confirm it.
- Step 4** Click **Update** to save your new PIN.
- Step 5** Click **Return to the Menu** or **Log Off** at the bottom of the page.
-

Customizing Your Cisco IP Phone on the Web

There are additional features and services that might be supported on your Cisco IP Phone. You can customize them by accessing the User Options web pages. See [Table 6-1 on page 6-4](#) for a list of examples.



Note

For a complete description of the features and services that are available and how you can customize them on your Cisco IP Phone, refer to [Customizing Your Cisco IP Phone on the Web](#).

Additional Features and Services

[Table 6-1](#) includes a sample list of additional features and services that might be available on your Cisco IP Phone.

Before you can access some of these features and services, they must be assigned by your system administrator. Check with your system administrator to determine the services that are available to you.

Table 6-1 Additional Features and Services

Feature/Service...	Explanation...
Call Forwarding	Redirects your incoming calls to another number.
Speed Dial	Provides quick access to frequently dialed numbers.
Abbreviated Dialing	Extends speed dial functionality by using a dial entry index number while your phone is on-hook. For information about using this feature, see the “Extending Speed Dial Functionality” section on page 2-10 .
Cisco IP Phone Services	Provides access to information services, such as weather, stock quotes, and other services available at your company, using your Cisco IP Phone’s LCD display.
Personal Address Book	Allows you to look up address book entries and to dial a chosen number by pressing a softkey on your phone. For information about using this feature on your phone, see the “Using a Personal Address Book” section on page 8-2 .
Fast Dial Service	Lets you assign Fast Dial codes to personal address book entries to dial those codes in place of phone numbers. For information about using this feature on your phone, see the “Using the Fast Dial Service” section on page 8-4 .
Message Waiting Indicator Lamp Adjustments	Enables a change in the behavior policy of the message waiting indicator light (or “lamp”) for each line appearance on your Cisco IP Phone.
Default Language for Your Phone and Profile	Allows you to change the default language in which information is displayed on the Cisco IP Phone’s LCD screen and on the Cisco CallManager User Options web pages.



Using Your Voice Messaging System

Your phone administrator chooses the voice messaging system that your phone uses. For information about how to use your voice messaging system, refer to the documentation that came with your phone. For example, if your administrator configured your phone system to work with Cisco Unity, refer to the Cisco Unity documentation for information about accessing your voice messages.

See [Table 7-1 on page 7-1](#) for specific information about using your voice messaging system.

Table 7-1 *Using Your Voice Messaging System*

If you want to...	Then...
Set up your voice messaging system	Press the Messages button on your Cisco IP Phone and follow the voice prompts. Your system administrator will provide you with a default password. For security reasons, you should change your default password as soon as possible.

Table 7-1 Using Your Voice Messaging System (continued)

If you want to...	Then...
Recognize when you have a voice message	Check your Cisco IP Phone for the following indicators: <ul style="list-style-type: none"> • The red light on your handset—This indicator can vary, depending on how the message waiting lamp is configured, but it usually remains lit when you have a voice message. See the “Customizing Your Cisco IP Phone on the Web” section on page 6-3. Refer to <i>Customizing Your Cisco IP Phone on the Web</i> for additional information. • A flashing envelope icon that is displayed next to the appropriate line appearance on the LCD screen. • A text message that is displayed on the LCD screen.
Listen to a voice message	Press the Messages button and follow the voice prompts.



Managing Your Phone Contacts

Your Cisco IP Phone might supply several different features to help you manage your phone contacts: a personal address book, a Cisco IP phone synchronizer, the Personal Address Book service, and the Fast Dial service.



Note

These features are optional. Check with your system administrator to find out which features are available to you.

The Personal Address Book allows you to store names and numbers of your common contacts. From your Cisco IP Phone, you can use the Personal Address Book service to look up entries, make a selection, and press a softkey to dial the selected number.

With the Fast Dial service, you can assign index numbers (from 1 to 99) for quick dialing from your Cisco IP Phone. You can assign index numbers either to Personal Address Book entries or to directory entries that you add that do not correspond to the address book. You can assign and remove the Fast Dial entries from your phone or the Cisco IP Phone User Options application.



Note

The exact names of the Personal Address Book and Fast Dial services might vary, depending on how your system administrator configured these services.

With the Personal Directory synchronization tool, you can synchronize the following address book entries stored on your computer with the Cisco CallManager directory:

- Microsoft Windows address book

- Microsoft Outlook address book
- Microsoft Outlook Express address book

This chapter covers the following topics:

- [Using a Personal Address Book, page 8-2](#)
- [Using the Cisco IP Phone Address Book Synchronizer, page 8-4](#)
- [Using the Fast Dial Service, page 8-4](#)

Using a Personal Address Book

Before you can use a personal address book on your phone, you must be subscribed to a personal address book service. See the [“Customizing Your Cisco IP Phone on the Web”](#) section on page 6-3, and refer to [Customizing Your Cisco IP Phone on the Web](#) for additional details.

Searching Personal Address Book Entries on Your Phone

Use the following procedure to find a personal address book entry.

Procedure

Step 1 Press the **Services** button.

The phone displays the services that have been configured for your phone.

Step 2 Use the **Navigation** button to highlight the option that corresponds to the My Address Book service and press the **Select** softkey.



Tip The exact service name might vary, depending on how your system administrator configured the service.

Step 3 Perform one of the following actions:

- To display a specific name, enter the name using your phone keypad and press the **Submit** softkey. All names that match your search criteria will display.
- To display all your address book entries, press the **Submit** softkey.

- Step 4** Using the **Navigation** button, highlight the entry that you want and press the **Select** softkey.
-

Editing a Personal Address Book Entry on Your Phone

Use the following procedure to edit a Personal Address Book entry.

Procedure

- Step 1** Find the entry that you want to edit, as described in the [“Editing a Personal Address Book Entry on Your Phone”](#) section on page 8-3.
- Step 2** Press the **Edit** softkey.
The phone displays the Personal Address Book information for that entry.
- Step 3** Perform one of the following actions:
- To edit the first name, last name, or nickname for this entry, press the **Name** softkey.
 - To edit the home, work, or mobile numbers, press the **Phone** softkey.
- Step 4** Make your changes and press the **Submit** softkey.
The phone displays a message that your change is successful.
- Step 5** Press the **OK** softkey.
-

Dialing a Personal Address Book Entry

Use the following procedure to dial a Personal Address Book entry.

Procedure

- Step 1** Find the entry that you want to dial, as described in the [“Editing a Personal Address Book Entry on Your Phone”](#) section on page 8-3.

- Step 2** Use the **Navigation** button to choose the directory number that you want to dial and press the **Dial** softkey.
-

Using the Cisco IP Phone Address Book Synchronizer

You can synchronize your Microsoft Outlook and/or your Outlook Express address book entries with the directory in Cisco CallManager using the Cisco IP Phone Address Book Synchronizer.

**Note**

For detailed information about the Cisco IP Phone Address Book Synchronizer, refer to [Customizing Your Cisco IP Phone on the Web](#).

Using the Fast Dial Service

With the Fast Dial service, you can assign index numbers (from 1 to 99) to phone numbers for quick dialing from your Cisco IP Phone.

To use Fast Dial, you must subscribe to the Fast Dial service and use either your phone or the User Options web pages to assign Fast Dial numbers.

Creating a Fast Dial Entry for a Number in Your Personal Address Book on Your Phone

Use the following procedure to create a Fast Dial entry for a number in your Personal Address Book. For information about creating an entry for a directory number that is not in your address book, see the [“Creating a Fast Dial Entry for a Non-Address Book Directory Number on Your Phone”](#) section on page 8-5.

Procedure

- Step 1** Find the address book entry for which you want to create a Fast Dial, as described in the [“Editing a Personal Address Book Entry on Your Phone”](#) section on page 8-3.
- Step 2** Use the **Navigation** button to highlight the appropriate entry and press the **Select** softkey.
- Step 3** Press the **FastDial** softkey.
- Step 4** Use the **Navigation** button to highlight the directory number that you want to assign to a Fast Dial index (home, work, or mobile) and press the **Select** softkey.
- Step 5** Use the **Navigation** button to choose a fast-dial index and press the **Select** softkey. A message displays that the Fast Dial entry has been created.
- Step 6** Press the **OK** softkey.
-

Creating a Fast Dial Entry for a Non-Address Book Directory Number on Your Phone

Use the following procedure to create a Fast Dial entry for a directory number that is not in your Personal Address Book. For information on creating an entry for a number in your address book, see the [“Creating a Fast Dial Entry for a Number in Your Personal Address Book on Your Phone”](#) section on page 8-4.

Procedure

- Step 1** From your Cisco IP Phone, press the **services** button. The phone displays the services that have been configured for your phone.
- Step 2** Use the **Navigation** button to highlight the option that corresponds to the My Fast Dials service and press the **Select** softkey.



Tip Remember, the exact service name might vary, depending on how your system administrator configured the service.

- Step 3** Press the **Assign** softkey.
A message displays a request that you choose an index to assign.
- Step 4** Use the **Navigation** button to highlight a fast-dial index and press the **Select** softkey.
- Step 5** Enter a directory number and press the **Submit** softkey.
A message displays that the Fast Dial entry has been created.
- Step 6** Press the **OK** softkey.
-

Removing a Fast Dial Entry on Your Phone

Use the following procedure to remove a Fast Dial entry.

Procedure

- Step 1** From your Cisco IP Phone, press the **Services** button.
The phone displays the services that have been configured for your phone.
- Step 2** Use the **Navigation** button to highlight the option that corresponds to the My Fast Dials service and press the **Select** softkey.
- Step 3** Press the **Remove** softkey.
A message prompts you to choose an index to remove.
- Step 4** Use the **Navigation** button to highlight the index that you want to remove and press the **Select** softkey.
A message shows that the entry has been removed.
- Step 5** Click the **OK** softkey.
-

Dialing a Fast Dial Entry

Use the following procedure to dial a number using the Fast Dial service.

Before You Begin

Before you can use the Fast Dial feature on your Cisco IP Phone, you must subscribe to the Fast Dial service. For information about subscribing to services, refer to *Customizing Your Cisco IP Phone on the Web*.

Procedure

- Step 1** From your Cisco IP Phone, press the **Services** button.
- The phone displays the services that have been configured for your phone.
- Step 2** Use the **Navigation** button to highlight the option that corresponds to the My Fast Dials service and press the **Select** softkey.



Tip Remember, the exact service name might vary, depending on how your system administrator configured the service.

A screen displays your Fast Dial entries.

- Step 3** Use the **Navigation** button to choose a fast dial number and press the **Dial** softkey.
-



Logging In to Your Extension Using the Cisco CallManager Extension Mobility Feature

Your system administrator might provide you with a service called Cisco CallManager Extension Mobility. This service allows you to associate your phone number and user profile with any Cisco IP Phone. When you use your Cisco CallManager Extension Mobility personal identification number (PIN) to log in to a Cisco IP Phone, your assigned telephone number, and the settings that you have established from the Cisco CallManager User Options web pages, are associated with that phone.



Note

For information about the User Options web pages, see [Chapter 6, “Customizing Your Phone on the Web.”](#)

Cisco CallManager Extension Mobility is useful to you if you do not routinely conduct business in the same office space every day.

Your system administrator will inform you whether this service is available to you.

If you are logged out of a Cisco IP Phone that has the Cisco CallManager Extension Mobility feature configured for it, you will not be able to make calls, receive calls, or check voice messages from that phone until you log in. Also, Cisco CallManager Extension Mobility might automatically log you out after a certain amount of time. This time limit is established by your system administrator. Therefore, we recommend that you log in to your phone at the

beginning of every day. If you hear a busy signal after pressing the Messages button or any key on the touchtone key pad, then you must log in before using the phone.

With Cisco CallManager Extension Mobility, you can be logged into only one phone at a time. If you want to use another phone, you must log out of the first phone.

Your Cisco CallManager Extension Mobility profile does not maintain ring type, contrast settings, and volume settings; configure these settings directly on the Cisco IP Phone.

This chapter covers the following topics:

- [Logging In to Cisco CallManager Extension Mobility, page 9-2](#)
- [Logging Out of Cisco CallManager Extension Mobility, page 9-3](#)
- [Changing Your Cisco CallManager Extension Mobility PIN, page 9-4](#)

Logging In to Cisco CallManager Extension Mobility

To log in to Cisco CallManager Extension Mobility, perform the following steps. Your system administrator will provide you with the necessary user ID and personal identification number (PIN).



Tip

We recommend that you log in to your phone at the beginning of the work day. This practice ensures that your user device profile gets loaded on your phone. If you make changes to your profile, the changes will apply wherever you log in.

Procedure

- Step 1** Press the **Services** button on your Cisco IP Phone.
- Step 2** From the Services menu, use the **Navigation** button to select the login option for extension mobility. Then, press the **Select** softkey.



Note Your system administrator chooses the name for your particular extension mobility service. These options might be displayed on the Settings menu of your phone LCD screen as “extension mobility service,” for example.

- Step 3** Enter your user ID. For information on entering letters on your phone, see the [“Entering Characters on Your LCD Screen” section on page 1-12](#).
- Step 4** Use the **Navigation** button to scroll down to the PIN prompt and enter your PIN.
- Step 5** Press the **Submit** softkey.

The Cisco IP Phone to which you have logged in now adopts your user profile information, including your speed-dial numbers and established services. The phone also becomes associated with your phone number. If you log in while the receiver is off-hook, the changes will not take effect until you hang up.

You might be prompted to select the device profile to use. Use the **Navigation** button to scroll to the device and click the **Select** softkey.

- Step 6** Press the **Exit** softkey to return to the previous screen.
-

Logging Out of Cisco CallManager Extension Mobility

When you are ready to log out of Cisco CallManager Extension Mobility, follow these steps.

Procedure

- Step 1** Press the **Services** button on your phone.
- Step 2** Use the **Navigation** button to select the logout option for Cisco CallManager Extension Mobility.
- Step 3** Press the **Select** softkey.

- Step 4** The phone might display “Do you want to log out <your UserID>?” If it does, select **Yes**.
- Step 5** Press the **Exit** softkey to return to the previous screen.
-

Changing Your Cisco CallManager Extension Mobility PIN

To change your Cisco CallManager Extension Mobility PIN, use the Cisco CallManager User Options web pages:

**Note**

Changing your PIN will affect any service that requires a PIN, such as Personal Address Book and Personal Fast Dials. If you use these services and change your PIN, you must update those services before you can use them.

Before You Begin

Log in to the User Options web page. For information on the User Options web page and how to access it, see the [“Logging on to the User Options Web Pages” section on page 6-1](#).

Procedure

-
- Step 1** From the User Options main menu, click **Change your PIN**.
- Step 2** Enter your current PIN and a new PIN in the required fields, then click **Update**.
- Step 3** When you are finished, click **Return to the Menu** or **Log Off** at the bottom of the page.
-



Troubleshooting Your Phone

This chapter contains procedures and troubleshooting information you might need to diagnose problems with your phone or to help install your phone.

This chapter covers the following topics:

- [Tips for Cleaning Your Cisco IP Phone, page 10-1](#)
- [Tips for General Troubleshooting on Your Cisco IP Phone, page 10-1](#)
- [Diagnosing Problems, page 10-3](#)

Tips for Cleaning Your Cisco IP Phone

Caring for your Cisco IP Phone is easy. To clean your phone, use a soft cloth, when needed. Do not use any liquids or powders on your phone for cleaning or other purposes. Using anything other than a soft cloth can contaminate your phone's components and cause failures.

Tips for General Troubleshooting on Your Cisco IP Phone

If you encounter problems with your phone, use the tips provided in [Table 10-1 on page 10-2](#) to help troubleshoot and resolve the problem.

Table 10-1 Cisco IP Phone General Troubleshooting Tips

Symptom to check...	Action to take...
Proper signaling/dial tone on the phone	To check that signaling is working properly on your phone, press the Speaker button to answer a call. If you hear a dial tone and you can answer a call, signaling is working properly
Handset cradle clip gets stuck or interferes with usage of the phone	<p>The phones are designed with a reversible handset cradle clip. This clip is used with the plastic tab protruding out when the phone is in a vertical (wall-mounted) position. The position of the tab can interfere with the handset as it is placed in the cradle.</p> <ul style="list-style-type: none"> • If the phone remains in the on-hook position, you might experience continued ringing when you try to answer a call or a lack of dial tone when you try to place a call. To resolve this problem, you might need to reverse the clip. • If the handset cradle clip is in the wall-mounted position and your phone is placed on a desktop, slide the clip upward to remove it. Rotate the clip 180 degrees and slide it back in so that the tab is hidden. • If the hook switch remains in the up position, tapping on the phone should free the switch. You can also try pushing, and suddenly releasing, the off-hook button after the handset has been picked. <p>For additional information about adjusting the handset, see the “Adjusting the Handset Rest” section on page 1-13.</p>
Hook switch contact performance is degraded and causes intermittent operation	The hook switch contacts on the phone use a wiping action to self-clean the contacts. If your phone is not used on a regular basis, dust and other airborne contaminants might degrade the contact performance and result in intermittent operation. If you have periods of limited phone usage, you can clean the contacts by quickly pressing and releasing the hook switch a dozen times.

Table 10-1 Cisco IP Phone General Troubleshooting Tips (continued)

Symptom to check...	Action to take...
Glare on the phone's LCD screen	The footstand on the phone is designed to allow adjustment for several positions to eliminate glare on the LCD screen. Adjust your phone for optimum LCD screen clarity. See the “Connecting Your Cisco IP Phone” section on page 1-2.
False off-hook condition because of phone positioning or cable usage	<ul style="list-style-type: none"> • When the phone is in the most vertical position, the phone might be forced forward and the handset might not sit properly in the cradle. This creates a false off-hook condition. We recommend that you position the phone one notch from the most vertical position to ensure that the handset is firmly resting on the hook switch. • Check to make sure that the LAN cable connected to the phone is positioned properly. The LAN cable should be positioned to pass out of the side of the phone between the base and the footstand. If you are using a different cable than the one that was packaged with your phone, the cable might not fit under the rear of the footstand. This can cause the phone to tilt forward and force it off-hook. Using the correct size LAN cable will eliminate this problem.

Diagnosing Problems

The information in the following sections is necessary only if your administrator asks you to perform one of the procedures.

Accessing Network Configuration Data

You might need to access network configuration data to help your system administrator troubleshoot a problem that you are experiencing with your phone. Only a system administrator or technician can alter this data.

Follow these steps to access network configuration data.

Procedure

Step 1 Press the **Settings** button.

Step 2 From the Settings menu, use the Navigation button to select **Network Configuration**.

Step 3 Press the **Select** softkey.

From here, you can use the Navigation button to view your Network Configuration information, such as Host Name, Domain Name, IP Address, MAC address, TFTP server, Boot Load ID, Serial Number, manufacturing installed certificate (MIC), and locally significant certificate (LSC).

Accessing Model Information

You might need to access your phone model information to help your system administrator troubleshoot a problem that you are experiencing with your phone.

Follow these steps to access phone model information.

Procedure

Step 1 Press the **Settings** button.

Step 2 From the Settings menu, use the Navigation button to select **Model Information**.

Step 3 Press the **Select** softkey.

From here, you can use the Navigation button to view your model information, such as Model Number, MAC address, Application Load ID, Boot Load ID, Serial Number, and phone security information.

Accessing Status Data

Your network administrator or technician might want to access status information to monitor the performance of your phone.

Follow these steps to access status data.

Procedure

- Step 1** Press the **Settings** button.
- Step 2** From the Settings menu, use the Navigation button to select **Status**.
- Step 3** Press the **Select** softkey.
The Settings Status submenu appears.
- Step 4** Use the Navigation button to select the item that you want to view and press the **Select** softkey.

From here, you can view Status Messages, Network Statistics, Firmware Versions, and Expansion Module Statistics for your phone.

Troubleshooting Cisco CallManager Extension Mobility

Use [Table 10-2 on page 10-6](#) to troubleshoot error codes and messages displayed on your Cisco IP Phone.

Table 10-2 Troubleshooting Error Messages

Error Code or Message	Recommended Action for Users
0, 2, 3, 6, 9, 12, 100, 101 HTTP error Invalid host No services configured Requesting... Device does not allow logon Device profile unavailable	When you try to log in to Cisco CallManager Extension Mobility, the phone displays one of these error codes or error messages. Provide your system administrator with the information displayed on the phone.
Authentication error	After you enter your UserID and PIN, the phone displays “Authentication error.” The system does not recognize your User ID or your PIN. Perform these steps: <ol style="list-style-type: none"> 1. Try to log in again to confirm that you did not make a mistake when you entered your UserID and PIN. 2. If you receive the error message again, contact your system administrator to check that you have the correct UserID and PIN.
System not enabled for login	After you enter your UserID and PIN, the phone displays “System not enabled for login.” Ask your system administrator to enable the Cisco CallManager Extension Mobility service.
User logged in elsewhere	After you enter your UserID and PIN, the phone displays “User Logged in elsewhere.” You are still logged in to the last phone you used with Cisco CallManager Extension Mobility. You can be logged in to only one phone at a time. Log yourself out of the phone where you are still logged in. (Or, contact your system administrator to log you out.) Then, you can log in at the phone that you want to use.

Using the Quality Reporting Tool

Your administrator might 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:

- To quickly report an audio problem with a current call, press the **QRT** softkey.

Your phone will display: “Audio quality data will be collected and logged.”

- After you press the **QRT** softkey, you might be presented with a list of phone menu options to provide more details about the problem. Follow the instructions on the phone to submit the quality report information.

Your phone will display: “Your feedback has been logged.”

In either scenario, press the **Exit** softkey to return to the previous screen.

The system routes the data or information you submitted to your system administrator to troubleshoot problems with your phone calls.



FAQ

This Frequently Asked Questions section contains the following information:

- [How do I access my voice messages?, page A-2](#)
- [How do I set up speed-dial numbers?, page A-2](#)
- [How do I set up softkeys for speed dialing?, page A-2](#)
- [How do I access the User Options web page?, page A-3](#)
- [How do I see a list of my missed calls?, page A-3](#)
- [How do I put a call on hold without a hold button?, page A-3](#)
- [How do I change the contrast on the phone's LCD screen?, page A-3](#)
- [How do I change the settings for my Cisco CallManager Extension Mobility line?, page A-3](#)
- [How do I forward calls?, page A-4](#)
- [How do I directly transfer calls?, page A-4](#)
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How do I access my voice messages?

You can access your voice messages using the **Messages** button on your phone.

For information about setting up and accessing your voice messages, see [Table 7-1 on page 7-1](#) in Chapter 7, “Using Your Voice Messaging System.”

How do I set up speed-dial numbers?

You add, modify, and delete speed-dial numbers on the User Options web page. For information about setting up your speed-dial numbers, refer to [Customizing Your Cisco IP Phone on the Web](#).

How do I set up softkeys for speed dialing?

You can enhance your speed dial functionality by configuring and using abbreviated dialing entry numbers. See the usage instructions in the “[Extending Speed Dial Functionality](#)” section on [page 2-10](#), and refer to [Customizing Your Cisco IP Phone on the Web](#) for additional configuration details.

How do I access the User Options web page?

The User Options web page allows you to configure and/or modify certain settings for your phone (such as speed-dial numbers). For instructions on how to access this web page, see the [“Logging on to the User Options Web Pages”](#) section on page 6-1.

How do I see a list of my missed calls?

You can list the missed calls, placed calls, and received calls on your phone. For more information, see the [“Viewing and Dialing from the Phone Logs”](#) section on page 2-8.

How do I put a call on hold without a hold button?

Some of the features and functions on your phone are accessed through softkeys. To put a call on hold, see the [“Using Mute and Hold”](#) section on page 2-9.

How do I change the contrast on the phone’s LCD screen?

You can make it easier to read the text on your phone’s LCD screen by adjusting the contrast. See the [“Changing the LCD Screen Contrast”](#) section on page 5-4.

How do I change the settings for my Cisco CallManager Extension Mobility line?

You change the settings for your Cisco CallManager Extension Mobility line the same way that you change them for a regular line. When you want to change any settings that are in the User Options web page, make sure to select the device

profile for your extension mobility extension. The Cisco CallManager Extension Mobility device profile usually has identifying text in the name, such as “EM”.

How do I forward calls?

You can forward calls to another extension, or to your voice messaging system, either from your phone or from the User Options web page.

For more information, see the [“Forwarding Calls to Another Extension” section on page 3-6](#).

How do I directly transfer calls?

You can directly transfer two established calls into one call (without a consultation transfer) by pressing the DirTrfr softkey. For more information, see the [“Directly Transferring Your Calls” section on page 3-2](#).

How do I join multiple parties into one call?

You can join all parties of connected calls into one call by pressing the Join softkey. For more information, see the [“Selecting Participants to Join a Conference Call” section on page 4-3](#).

How can I see a list of participants in an ad hoc conference call?

You can see a list of the names and directory numbers for participants in an ad hoc conference call by pressing the ConfList softkey. For more information, see the [“Viewing Participants in a Conference Call” section on page 4-2](#).

How do I add my line to a shared line call?

You can add your line to a call-in-progress on a shared line by pressing the Barge or cBarge softkey. For more information, see the [“Adding Your Line to a Shared Line Call” section on page 4-4](#).

How do I keep my call information private?

You can keep your call information private on shared lines by using the Privacy feature. This feature must be enabled by your system administrator.

For more information, see the [“Keeping Your Call Information Private” section on page 4-7](#).

How do I store frequently-called numbers?

You can store frequently-called numbers easily, using either the phone or the User Options web page.

If you have the Personal Directory service available on your phone, you can enter numbers using that service (see the [“Searching Personal Address Book Entries on Your Phone” section on page 8-2](#).)

You can also enter numbers into the Personal Address Book on the User Options web page (refer to [Customizing Your Cisco IP Phone on the Web](#).)

To dial these numbers quickly, you can set them up in the following ways:

- Speed-dial numbers, which appear directly on your phone (see the [“Customizing Your Cisco IP Phone on the Web” section on page 6-3](#) and refer to [Customizing Your Cisco IP Phone on the Web](#) for additional details.)
- Abbreviated dialing, which uses dial entry index numbers comprising one or two digits (used with the AbbrDial softkey). See the [“Extending Speed Dial Functionality” section on page 2-10](#) and refer to [Customizing Your Cisco IP Phone on the Web](#) for additional details.
- Fast Dial service, if the phone service is available to you. See the [“Customizing Your Cisco IP Phone on the Web” section on page 6-3](#) and refer to [Customizing Your Cisco IP Phone on the Web](#) for additional details.

I've used up all my speed-dial buttons, can I add more?

If you assigned numbers to all of the speed-dial buttons on your phone, there are additional ways to store numbers for fast retrieval:

- Add a Cisco IP Phone 7914 Expansion Module to your phone, and get an additional 14 speed-dial buttons. Refer to the [Cisco IP Phone 7914 Expansion Module Phone Guide](#).
- Use the Fast Dial service to store the remainder of your phone numbers. See the “[Using the Fast Dial Service](#)” section on page 8-4, and refer to [Customizing Your Cisco IP Phone on the Web](#) for additional details.
- Use Abbreviated Dialing to quickly dial a number that you have configured. See the “[Extending Speed Dial Functionality](#)” section on page 2-10 and refer to [Customizing Your Cisco IP Phone on the Web](#) for additional details.

What is the maximum number of speed-dial numbers that I can configure on my phone?

You can configure up to 99 speed dial and/or abbreviated dial entries from the Cisco CallManager User Options web page. See the “[Customizing Your Cisco IP Phone on the Web](#)” section on page 6-3 and refer to [Customizing Your Cisco IP Phone on the Web](#) for additional details.

How do I assign a phone service to a button on my Cisco IP Phone?

Your system administrator configures the Service URL button for your phone to allow one-touch access to phone services, such as weather, stock quotes and other services available to your company. Once configured, you can use the Cisco CallManager User Options web page to modify your setting for the available service(s) that you want to add to the phone. Refer to [Customizing Your Cisco IP Phone on the Web](#) for additional details.

If I cannot answer a call that I have forwarded to another number, will the call get rerouted to my voice messaging system?

Yes—as long as the forwarded call is not picked up by a person or an answering machine. Although call forwarding sends an incoming call intended for your Cisco IP Phone to another number, your Cisco IP Phone does not relinquish the forwarded call unless the call is answered (in other words, picked up by a person or an answering machine). Your Cisco IP Phone considers a forwarded call “unanswered” after a certain number of rings. Unanswered, forwarded calls are redirected to your voice messaging system (if one is available).

How do I set priority levels for my calls?

You can set and see the priority levels for your calls by using the Multilevel Precedence and Preemption feature. With this feature, authorized parties can place priority calls and preempt lower priority calls. This feature must be enabled by your system administrator.

For more information, see the [“Setting Up and Receiving Priority Calls” section on page 2-11](#).

How can I send calls directly to a voice messaging system?

You can use call forwarding from your phone or from the User Options web page to send calls directly to a voice messaging system without ringing your desk top phone. Follow the procedure in the [“Forwarding Calls to Another Extension” section on page 3-6](#) and choose the **Voice Messaging** option.

You can also immediately redirect an incoming call to your voice messaging system, or an outgoing call to the voice messaging system of the called party, by using the Immediate Divert feature from your phone. See the [“Sending Calls to a Voice Messaging System” section on page 3-8](#).

Why don't I get a dial tone after dialing an access code?

If you use an access code, such as 9, to make external calls, you might not hear a dial tone after you have dialed the access code. Continue dialing your call.

How do I trace a suspicious call?

You can use the Malicious Call Identification feature to trace a suspicious call that you have received. This feature must be enabled by your system administrator.

For more information, see the [“Tracing Suspicious Calls”](#) section on page 2-10.

Where can I find tips about cleaning my Cisco IP Phone?

You can find tips about how to care for your IP phone in the [“Tips for Cleaning Your Cisco IP Phone”](#) section on page 10-1.

Where can I find general troubleshooting tips for my Cisco IP Phone?

You can find general troubleshooting tips for your IP phone in the [“Tips for General Troubleshooting on Your Cisco IP Phone”](#) section on page 10-1.



Safety Notices

This appendix contains important safety information. Read the following safety notices before installing or using your Cisco IP Phone.

These safety notices apply to phones in the Cisco IP Phone 7960G and 7940G series.



Warning

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.



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

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

**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.

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

**Warning**

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

**Warning**

The device is designed to work with TN power systems.

Using External Devices with Your Cisco IP Phone

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

- Cisco recommends the use of good quality external devices (speakers, microphones, and 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 using good quality cables and connectors.

The following warning applies for countries of the European Union when using external devices attached to a Cisco IP Phone.



Caution

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



Caution

Using a cell, mobile, or GSM phone, or two-way radio in close proximity to a Cisco IP Phone might cause interference. For more information, refer to the manufacturer's documentation of the interfering device.



Caution

Use only a Cisco-approved power supply to power your Cisco IP Phone.





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