Cisco Unified IP Phone 7960G and 7940G Phone Guide for Cisco Unified Communications Manager 7.0 (SCCP)
Cisco Unified IP Phone
7960G and 7940G for
Cisco Unified Communications Manager 7.0 (SCCP)

Common Phone Tasks

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

Softkey Definitions

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

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OL-14584-01
<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPickUp</td>
<td>Answer a call ringing in another group that is associated with your group</td>
</tr>
<tr>
<td>Park</td>
<td>Store a call using Call Park</td>
</tr>
<tr>
<td>PickUp</td>
<td>Answer a call in your group</td>
</tr>
<tr>
<td>QRT</td>
<td>Submit call problems to the system administrator</td>
</tr>
<tr>
<td>Redial</td>
<td>Redial the most recently dialed number</td>
</tr>
<tr>
<td>Remove</td>
<td>Remove a conference participant</td>
</tr>
<tr>
<td>Resume</td>
<td>Resume a call on hold</td>
</tr>
<tr>
<td>RmLstC</td>
<td>Drop the last party added to a conference call</td>
</tr>
<tr>
<td>Save</td>
<td>Save the chosen settings</td>
</tr>
<tr>
<td>Search</td>
<td>Search for a directory listing</td>
</tr>
<tr>
<td>Select</td>
<td>Select an item on the screen</td>
</tr>
<tr>
<td>Transfer</td>
<td>Transfer a call</td>
</tr>
<tr>
<td>Update</td>
<td>Refresh content</td>
</tr>
<tr>
<td>VidMode</td>
<td>Choose a video display mode</td>
</tr>
<tr>
<td>&lt;&lt;</td>
<td>Delete characters to left of cursor</td>
</tr>
<tr>
<td>&gt;&gt;</td>
<td>Move through entered characters</td>
</tr>
</tbody>
</table>

### Phone Screen Icons

#### Call State

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞✅</td>
<td>Call Forwarding enabled</td>
</tr>
<tr>
<td>📞✔️</td>
<td>Call on hold</td>
</tr>
<tr>
<td>📞✅</td>
<td>Connected call</td>
</tr>
<tr>
<td>📞✅</td>
<td>Incoming call</td>
</tr>
<tr>
<td>📞</td>
<td>Off-hook line</td>
</tr>
<tr>
<td>📞</td>
<td>Outgoing call</td>
</tr>
<tr>
<td>📞</td>
<td>Shared line in use</td>
</tr>
</tbody>
</table>

#### Secure Calls

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🗝️</td>
<td>Authenticated call</td>
</tr>
<tr>
<td>🗝️</td>
<td>Encrypted call</td>
</tr>
</tbody>
</table>

#### Critical Calls

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🟢</td>
<td>Priority call</td>
</tr>
<tr>
<td>🟢</td>
<td>Medium priority call</td>
</tr>
<tr>
<td>🟢</td>
<td>High priority call</td>
</tr>
<tr>
<td>🟢</td>
<td>Highest priority call</td>
</tr>
</tbody>
</table>

#### Selected Device

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Handset in use</td>
</tr>
<tr>
<td>🎧</td>
<td>Headset in use</td>
</tr>
<tr>
<td>🎧</td>
<td>Speakerphone in use</td>
</tr>
</tbody>
</table>

### Other Features

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔔</td>
<td>Busy speed-dial line</td>
</tr>
<tr>
<td>✨</td>
<td>Idle in speed-dial line</td>
</tr>
<tr>
<td>🔔</td>
<td>Speed Dial (line status unknown)</td>
</tr>
<tr>
<td>📩</td>
<td>Message waiting</td>
</tr>
<tr>
<td>🎥</td>
<td>Video enabled</td>
</tr>
<tr>
<td>✔️</td>
<td>Option selected</td>
</tr>
<tr>
<td>🔔</td>
<td>Feature enabled</td>
</tr>
</tbody>
</table>

### Button Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📩</td>
<td>Messages</td>
</tr>
<tr>
<td>🗝️</td>
<td>Services</td>
</tr>
<tr>
<td>☑️</td>
<td>Help</td>
</tr>
<tr>
<td>☑️</td>
<td>Directories</td>
</tr>
<tr>
<td>🎧</td>
<td>Settings</td>
</tr>
<tr>
<td>🎧</td>
<td>Speaker</td>
</tr>
<tr>
<td>🔔</td>
<td>Mute</td>
</tr>
<tr>
<td>🎧</td>
<td>Headset</td>
</tr>
</tbody>
</table>
Contents

Softkey Definitions 3
Common Phone Tasks 3
Phone Screen Icons 4
Button Icons 4

Getting Started 1
Using this Guide 1
Finding Additional Information 2
Safety and Performance Information 2
Cisco Product Security Overview 3
Accessibility Features 3

Connecting Your Phone 4

An Overview of Your Phone 7
Understanding Buttons and Hardware 7
Understanding Phone Screen Features 10
Cleaning the Phone Screen 10
Understanding Feature Buttons and Menus 11
Understanding the Help System on Your Phone 11
Understanding Lines vs. Calls 12
Understanding Line and Call Icons 12
Understanding Feature Availability 12

Basic Call Handling 13
Placing a Call—Basic Options 13
Placing a Call—Additional Options 14
Answering a Call 15
Ending a Call 16
Using Hold and Resume 16
Using Mute 16
Switching Between Multiple Calls 17
Viewing Multiple Calls 17
Transferring Calls 18
Forwarding Calls to Another Number 19
Making Conference Calls 20
  Understanding Types of Conference Calls 20
  Starting and Joining a Standard Conference 21
  Starting or Joining a Meet-Me Conference Call 23

Advanced Call Handling 24
Speed Dialing 24
Picking Up Redirected Calls on Your Phone 25
Using a Shared Line 26
  Understanding Shared Lines 26
  Adding Yourself to a Shared-Line Call 27
  Preventing Others from Viewing or Barging a Shared-Line Call 28
Storing and Retrieving Parked Calls 28
Making and Receiving Secure Calls 29
Tracing Suspicious Calls 29
Prioritizing Critical Calls 30
Using Cisco Extension Mobility 31
Using BLF to Determine a Line State 31

Using a Handset, Headset, and Speakerphone 32
Using a Handset 32
Using a Headset 32
Using a Speakerphone 33
Using AutoAnswer with a Headset or Speakerphone 33
## Getting Started

### Using this Guide

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explore your phone on your own</td>
<td>Press or on the phone when you need assistance.</td>
</tr>
<tr>
<td>Review safety information</td>
<td>See the “Safety and Performance Information” section on page 2.</td>
</tr>
<tr>
<td>Connect your phone</td>
<td>See the “Connecting Your Phone” section on page 4.</td>
</tr>
<tr>
<td>Use your phone after it is installed</td>
<td>Start with the “An Overview of Your Phone” section on page 7.</td>
</tr>
<tr>
<td>Learn about the phone buttons</td>
<td>See the “Understanding Buttons and Hardware” section on page 7.</td>
</tr>
<tr>
<td>Learn about the phone screen</td>
<td>See the “Understanding Phone Screen Features” section on page 10.</td>
</tr>
<tr>
<td>Make calls</td>
<td>See the “Placing a Call—Basic Options” section on page 13.</td>
</tr>
<tr>
<td>Put calls on hold</td>
<td>See the “Using Hold and Resume” section on page 16.</td>
</tr>
<tr>
<td>Mute calls</td>
<td>See the “Using Mute” section on page 16.</td>
</tr>
<tr>
<td>Transfer calls</td>
<td>See the “Transferring Calls” section on page 18.</td>
</tr>
<tr>
<td>Make conference calls</td>
<td>See the “Making Conference Calls” section on page 20.</td>
</tr>
<tr>
<td>Set up speed dialing</td>
<td>See the “Speed Dialing” section on page 24.</td>
</tr>
<tr>
<td>Share a phone number</td>
<td>See the “Using a Shared Line” section on page 26.</td>
</tr>
<tr>
<td>Use your phone as a speakerphone</td>
<td>See the “Using a Handset, Headset, and Speakerphone” section on page 32.</td>
</tr>
<tr>
<td>Change the ring volume or tone</td>
<td>See the “Using Phone Settings” section on page 34.</td>
</tr>
<tr>
<td>View your missed calls</td>
<td>See the “Using Call Logs” section on page 36.</td>
</tr>
<tr>
<td>Listen to your voice messages</td>
<td>See the “Accessing Voice Messages” section on page 40.</td>
</tr>
<tr>
<td>See softkey and icon definitions</td>
<td>Refer to the Quick Reference Card in the front of this guide.</td>
</tr>
</tbody>
</table>
Finding Additional Information

You can access the most current Cisco Unified IP Phone documentation on the World Wide Web at this URL:
You can access the Cisco website at this URL:
http://www.cisco.com/
You can access International Cisco websites from this URL:
You can access the most current Licensing Information at this URL:

Safety and Performance Information

Refer to these sections for information about the impact of power outages and other devices on your Cisco Unified IP Phone.

Power Outage

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

Using External Devices

The following information applies when you use external devices with the Cisco Unified IP Phone:
Cisco recommends the use of good quality external devices (such as headsets) that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.
Depending on the quality of these devices and their proximity to other devices such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of the following actions:
• Move the external device away from the source of the RF or AF signals.
• Route the external device cables away from the source of the RF or AF signals.
• Use shielded cables for the external device, or use cables with a better shield and connector.
• Shorten the length of the external device cable.
• Apply ferrites or other such devices on the cables for the external device.
Cisco cannot guarantee the performance of the system because Cisco has no control over the quality of external devices, cables, and connectors. The system will perform adequately when suitable devices are attached using good quality cables and connectors.

⚠️ **Caution**

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

**Cisco Product Security Overview**

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: http://www.cisco.com/wwl/export/crypto/tool/stqrg.html. If you require further assistance please contact us by sending email to export@cisco.com.

**Accessibility Features**

A list of accessibility features is available upon request. You can find more information about Cisco accessibility features at this URL:

www.cisco.com/go/accessibility
Connecting Your Phone

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

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

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DC adaptor port (DC48V)</td>
</tr>
<tr>
<td>2</td>
<td>AC-to-DC power supply</td>
</tr>
<tr>
<td>3</td>
<td>AC power cord</td>
</tr>
<tr>
<td>4</td>
<td>Network port (10/100 SW)</td>
</tr>
<tr>
<td>5</td>
<td>Access port (10/100 PC)</td>
</tr>
<tr>
<td>6</td>
<td>Handset port</td>
</tr>
<tr>
<td>7</td>
<td>Headset port</td>
</tr>
<tr>
<td>8</td>
<td>Footstand button</td>
</tr>
</tbody>
</table>
Adjusting the Handset Rest
Cisco recommends adjusting the handset rest, particularly when wall-mounting the phone, as this will ensure that the receiver will not readily slip out of the cradle. See the table below for instructions.

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

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

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

Headset Support
Although Cisco Systems performs limited internal testing of third-party headsets for use with the Cisco Unified IP Phones, Cisco does not certify or support products from headset (or handset) vendors. Cisco recommends the use of good quality external devices, for example, 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 and two-way radios, some audio noise or echo may still occur. An audible hum or buzz may be heard by either the remote party or by both the remote party and the Cisco Unified IP Phone user. Humming or buzzing sounds can be caused by a range of outside sources: for example, electric lights, electric motors, or large PC monitors. See the “Using External Devices” section on page 2 for more information.
In some cases, hum may be reduced or eliminated by using a local power cube or power injector.

These environmental and hardware inconsistencies in the locations where Cisco Unified IP Phones are deployed means that there is not a single headset solution that is optimal for all environments. Cisco recommends that customers test headsets in their intended environment to determine performance before making a purchasing decision and deploying en masse.

Audio Quality Subjective to the User
Beyond the physical, mechanical and technical performance, the audio portion of a headset must sound good to you (the user) and to the party on the far end. Sound quality is subjective and Cisco cannot guarantee the performance of any headsets. However, a variety of headsets from leading headset manufacturers have been reported to perform well with Cisco Unified IP Phones. See manufacturer’s sites for details.
An Overview of Your Phone

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

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

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

Understanding Buttons and Hardware

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

**Cisco Unified IP Phone 7960G**
## Cisco Unified IP Phone 7940G

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>For more information, see...</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Handset light strip</td>
<td>Indicates an incoming call or new voice message. <a href="#">Accessing Voice Messages, page 40</a></td>
</tr>
<tr>
<td>2</td>
<td>Phone screen</td>
<td>Shows phone features. <a href="#">Understanding Phone Screen Features, page 10</a></td>
</tr>
<tr>
<td>3</td>
<td>Model type</td>
<td>Indicates your Cisco Unified IP Phone model. <a href="#">Understanding Lines vs. Calls, page 12</a></td>
</tr>
</tbody>
</table>
| 4    | Programmable buttons | Depending on configuration, programmable buttons provide access to:  
- Phone lines (line buttons)  
- Speed-dial numbers (speed-dial buttons, including the BLF speed-dial feature)  
- Web-based services (for example, a Personal Address Book button)  
- Phone features (for example, a Privacy button) [Understanding Phone Screen Features, page 10](#) |
| 5    | Footstand button | Allows you to adjust the angle of the phone base. [Adjusting the Footstand, page 4](#) |
### An Overview of Your Phone

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
<th>Page/Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Directories button</td>
<td>Opens/closes the Directories menu. Use it to access call logs and directories. Using Call Logs, page 36</td>
</tr>
<tr>
<td>7</td>
<td>Help button</td>
<td>Activates the Help menu. Understanding the Help System on Your Phone, page 11</td>
</tr>
<tr>
<td>8</td>
<td>Settings button</td>
<td>Opens/closes the Settings menu. Use it to change phone screen and ring settings. Using Phone Settings, page 34</td>
</tr>
<tr>
<td>9</td>
<td>Speaker button</td>
<td>Toggles the speakerphone on or off. When the speakerphone is on, the button is lit. Using a Handset, Headset, and Speakerphone, page 32</td>
</tr>
<tr>
<td>10</td>
<td>Mute button</td>
<td>Toggles the Mute feature on or off. When Mute is on, the button is lit. Using Mute, page 16</td>
</tr>
<tr>
<td>11</td>
<td>Headset button</td>
<td>Toggles the headset on or off. Using a Handset, Headset, and Speakerphone, page 32</td>
</tr>
<tr>
<td>12</td>
<td>Volume button</td>
<td>Controls the volume and other settings. Using Phone Settings, page 34</td>
</tr>
<tr>
<td>13</td>
<td>Services button</td>
<td>Opens/closes the Services menu. Customizing Your Phone on the Web, page 41</td>
</tr>
<tr>
<td>14</td>
<td>Messages button</td>
<td>Auto-dials your voice message service (varies by service). Accessing Voice Messages, page 40</td>
</tr>
<tr>
<td>15</td>
<td>Navigation button</td>
<td>Allows you to scroll through menus. Using Call Logs, page 36</td>
</tr>
<tr>
<td>16</td>
<td>Keypad</td>
<td>Allows you to dial phone numbers, enter letters, and choose menu items. Basic Call Handling, page 13</td>
</tr>
<tr>
<td>17</td>
<td>Softkey buttons</td>
<td>Each activates a softkey option (displayed on your phone screen). Understanding Phone Screen Features, page 10</td>
</tr>
</tbody>
</table>
Understanding Phone Screen Features

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

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Primary phone line</td>
</tr>
<tr>
<td>2</td>
<td>Programmable button indicators</td>
</tr>
<tr>
<td>3</td>
<td>Softkey labels</td>
</tr>
<tr>
<td>4</td>
<td>Status line</td>
</tr>
<tr>
<td>5</td>
<td>Call activity area</td>
</tr>
</tbody>
</table>

Cleaning the Phone Screen

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

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open or close a feature menu</td>
<td>Press a feature button: Messages</td>
</tr>
<tr>
<td>Scroll through a list or menu</td>
<td>Press the Navigation button.</td>
</tr>
<tr>
<td>Go back one level in a feature menu</td>
<td>Press Exit. Pressing Exit from the top level of a menu closes the menu.</td>
</tr>
</tbody>
</table>

## Understanding the Help System on Your Phone

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>View the main menu</td>
<td>Press or on your phone and wait a few seconds for the menu to display.</td>
</tr>
<tr>
<td>Learn about a button or softkey</td>
<td>Press or , then quickly press a button or softkey.</td>
</tr>
<tr>
<td>Learn about a menu item</td>
<td>Press or then quickly select the menu item on the phone screen. Or, press or twice quickly with the menu item highlighted.</td>
</tr>
<tr>
<td>Get help using Help</td>
<td>Press or twice quickly (without first selecting a menu item).</td>
</tr>
</tbody>
</table>
Understanding Lines vs. Calls

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

- Lines—Each corresponds to a directory number that others can use to call you. The Cisco Unified IP Phone 7960G supports up to six lines and the Cisco Unified IP Phone 7940G supports up to two lines. To see how many lines you have, look at the line area of your phone screen. You have as many lines as you have directory numbers and phone line icons.

- Calls—Each line can support multiple calls. By default, your phone supports four connected calls per line, but your system administrator can adjust this number according to your needs. Only one call can be active at any time; other calls are automatically placed on hold.

Understanding Line and Call Icons

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

<table>
<thead>
<tr>
<th>Icon</th>
<th>Call State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>On-hook line</td>
<td>No call activity on this line.</td>
</tr>
<tr>
<td>📞</td>
<td>Off-hook line</td>
<td>You are dialing a number or an outgoing call is ringing.</td>
</tr>
<tr>
<td>📞</td>
<td>Connected call</td>
<td>You are connected to the other party.</td>
</tr>
<tr>
<td>📞</td>
<td>Ringing call</td>
<td>A call is ringing on one of your lines.</td>
</tr>
<tr>
<td>📞</td>
<td>Call on hold</td>
<td>You have put this call on hold. See the “Using Hold and Resume” section.</td>
</tr>
<tr>
<td>📞</td>
<td>Remote-in-use</td>
<td>Another phone that shares your line has a connected call. See the “Using a Shared Line” section.</td>
</tr>
<tr>
<td>🗞️</td>
<td>Authenticated call</td>
<td>See the “Making and Receiving Secure Calls” section.</td>
</tr>
<tr>
<td>🗞️</td>
<td>Encrypted call</td>
<td>See the “Making and Receiving Secure Calls” section.</td>
</tr>
<tr>
<td>🛡️</td>
<td>Idle line (BLF)</td>
<td>See the “Using BLF to Determine a Line State” section.</td>
</tr>
<tr>
<td>🛡️</td>
<td>Busy line (BLF)</td>
<td>See the “Using BLF to Determine a Line State” section.</td>
</tr>
</tbody>
</table>

Understanding Feature Availability

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

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

Placing a Call—Basic Options

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
<th>For more information, see...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place a call using the handset</td>
<td>Pick up the handset and enter a number.</td>
<td>An Overview of Your Phone, page 7</td>
</tr>
<tr>
<td>Place a call using the speakerphone</td>
<td>Press [ and enter a number.</td>
<td>Using a Handset, Headset, and Speakerphone, page 32</td>
</tr>
<tr>
<td>Place a call using a headset</td>
<td>Press [ and enter a number. Or, if New Call is lit, press New Call and enter a number.</td>
<td>Using a Handset, Headset, and Speakerphone, page 32</td>
</tr>
<tr>
<td>Redial a number</td>
<td>Press Redial to dial the last number.</td>
<td>Using Call Logs, page 36</td>
</tr>
<tr>
<td>Place a call while another call is active (using the same line)</td>
<td>1. Press Hold.</td>
<td>Using Hold and Resume, page 16</td>
</tr>
<tr>
<td></td>
<td>2. Press New Call.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Enter a number.</td>
<td></td>
</tr>
<tr>
<td>Dial from a call log</td>
<td>1. Choose [ &gt; Missed Calls, Received Calls, or Placed Calls.</td>
<td>Using Call Logs, page 36</td>
</tr>
<tr>
<td></td>
<td>2. Select the listing or scroll to it and go off-hook.</td>
<td></td>
</tr>
</tbody>
</table>

Tip

If you make a mistake while dialing, press << to erase digits.
Placing a Call—Additional Options

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
<th>For more information, see...</th>
</tr>
</thead>
</table>
| Place a call while another call is active (using a different line) | 1. Press \( \) for a new line. The first call is automatically placed on hold.  
2. Enter a number. | Using Hold and Resume, page 16 |
| Speed dial a number | Do one of the following:  
- Press (a speed-dial button).  
- Use the Abbreviated Dial feature.  
- Use the Fast Dial feature. | Speed Dialing, page 24 |
| Dial from a corporate directory on your phone | 1. Choose \( \) > Corporate Directory (name can vary).  
2. Enter a name and press Search.  
3. Select the listing or scroll to it and go off-hook. | Using Call Logs, page 36 |
| Use Call Back to receive notification when a busy or ringing extension is available | 1. Press CallBack while listening to the busy tone or ring sound.  
2. Hang up. Your phone alerts you when the line is free.  
3. Place the call again. | Your system administrator |
| See if a line associated with a speed-dial is busy before placing a call to that line | Look for Busy Lamp Field indicators. | Using BLF to Determine a Line State, page 31 |
| Make a priority (precedence) call | Enter the MLPP access number, then enter a phone number. | Prioritizing Critical Calls, page 30 |
| Dial from a Personal Address Book (PAB) entry | 1. Choose \( \) > Personal Directory to log in.  
2. Choose Personal Address Book and search for a listing. | Using Personal Directory on Your Phone, page 38 |
### Answering a Call

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
<th>For more information, see...</th>
</tr>
</thead>
</table>
| Place a call using a billing or tracking code | **1.** Dial a number.  
**2.** After the tone, enter a client matter code (CMC) or a forced authorization code (FAC). | Your system administrator |
| Place a call using your Extension Mobility profile | Log in to the Extension Mobility service on a phone | Using Cisco Extension Mobility, page 31 |
| Answer with a headset | Press \[ \text{if unlit. Or, if \[ \text{is lit, press Answer or } \text{.} \] } | Using a Handset, Headset, and Speakerphone, page 32 |
| Answer with the speakerphone | Press \[ \text{, Answer, or } \text{.} \] | Using a Handset, Headset, and Speakerphone, page 32 |
| Switch from a connected call to answer a ringing call | Press Answer or, if the call is ringing on a different line, press \[ \text{ for the appropriate line.} \] | Using Hold and Resume, page 16 |
| Answer using call waiting | Press Answer. | Using Hold and Resume, page 16 |
| Auto-connect calls | Use AutoAnswer. | Using AutoAnswer with a Headset or Speakerphone, page 33 |
| Retrieve a parked call on another phone | Use Call Park. | Storing and Retrieving Parked Calls, page 28 |
| Use your phone to answer a call ringing elsewhere | Use Call Pickup. | Picking Up Redirected Calls on Your Phone, page 25 |
| Answer a priority call | Hang up the current call and press Answer. | Prioritizing Critical Calls, page 30 |
Ending a Call

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hang up while using the handset</td>
<td>Return the handset to its cradle. Or press EndCall.</td>
</tr>
<tr>
<td>Hang up while using a headset</td>
<td>Press ( \text{Hold} ). Or, to keep headset mode active, press EndCall.</td>
</tr>
<tr>
<td>Hang up while using the speakerphone</td>
<td>Press ( \text{Hold} ) or EndCall.</td>
</tr>
<tr>
<td>Hang up one call, but preserve another</td>
<td>Press EndCall. If necessary, remove the call from hold first.</td>
</tr>
</tbody>
</table>

Using Hold and Resume

You can hold and resume calls.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Put a call on hold</td>
<td>1. Make sure the call you want to put on hold is highlighted.</td>
</tr>
<tr>
<td></td>
<td>2. Press Hold.</td>
</tr>
<tr>
<td>Remove a call from hold on the current line</td>
<td>1. Make sure the appropriate call is highlighted.</td>
</tr>
<tr>
<td></td>
<td>2. Press Resume.</td>
</tr>
<tr>
<td>Remove a call from hold on a different line</td>
<td>Press ( \text{Hold} ) for the appropriate line.</td>
</tr>
<tr>
<td></td>
<td>If a single call is holding on this line, the call automatically resumes. If multiple calls are holding, scroll to the appropriate call and press Resume.</td>
</tr>
</tbody>
</table>

Tips

- Engaging the Hold feature typically generates music or a beeping tone.
- A held call is indicated by the call-on-hold icon: \( \text{Hold} \)

Using Mute

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toggle Mute on</td>
<td>Press ( \text{Mute} ).</td>
</tr>
<tr>
<td>Toggle Mute off</td>
<td>Press ( \text{Mute} ).</td>
</tr>
</tbody>
</table>
Switching Between Multiple Calls

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Switch between connected calls on one line | 1. Make sure the call that you want to switch to is highlighted.  
2. Press Resume.  
Any active call is placed on hold and the selected call is resumed. |
| Switch between connected calls on different lines | Press for the line that you are switching to.  
If a single call is holding on the line, the call automatically resumes. If multiple calls are holding, highlight the appropriate call and press Resume. |
| Switch from a connected call to answer a ringing call | Press Answer or, if the call is ringing on a different line, press for the line that you want to switch to.  
Any active call is placed on hold and the selected call is resumed. |

Viewing Multiple Calls

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

In standard viewing mode, your phone displays calls as follows for the highlighted line:
- Calls with the highest precedence and longest duration display at the top of the list.
- Calls of a similar type are grouped together. For example, calls that you have interacted with are grouped near the top, and calls on hold grouped last.

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

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

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Transfer a call without talking to the transfer recipient | 1. From an active call, press **Transfer**.  
2. Enter the target number.  
3. Press **Transfer** again to complete the transfer or **EndCall** to cancel.  
**Note** If your phone supports on-hook transfer, you can alternately complete the transfer by hanging up. |
| Talk to the transfer recipient before transferring a call (consult transfer) | 1. From an active call, press **Transfer**.  
2. Enter the target number.  
3. Wait for the transfer recipient to answer.  
4. Press **Transfer** again to complete the transfer or **EndCall** to cancel.  
**Note** If your phone supports on-hook transfer, you can alternately complete the transfer by hanging up. |
| Transfer two current calls to each other (direct transfer) without staying on the line | 1. Scroll to highlight any call on the line.  
2. Press **Select**.  
3. Repeat this process for the second call.  
4. With one of the selected calls highlighted, press **DirTrfr**. (To display **DirTrfr**, you might need to press **more**.) The two calls connect to each other and drop you from the call.  
**Note** If you want to stay on the line with the callers, use **Join** instead. |
| Redirect a call to your voice messaging system | Press **iDivert**. The call is automatically transferred to your voice message greeting. You can use **iDivert** with a call that is active, ringing, or on hold. |

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

You can use the call forwarding features to redirect incoming calls from your phone to another number.

Your system administrator might allow you to choose from two types of call forwarding features:

- Unconditional call forwarding (Call Forward All)—Applies to all calls that you receive.
- Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Coverage)—Applies to certain calls that you receive, according to conditions.

You can access Call Forward All on your phone or from your User Options web pages; conditional call forwarding features are accessible only from your User Options web pages. Your system administrator determines which call forwarding features are available to you.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set up Call Forward All on your primary line</td>
<td>Press CFwdALL or Forward All and enter a target phone number.</td>
</tr>
<tr>
<td>Cancel Call Forward All on your primary line</td>
<td>Press CFwdALL or Forward All.</td>
</tr>
</tbody>
</table>
| Verify that Call Forward All is enabled on your primary line | Look for:  
  - The call forward icon above your primary phone number: 📞  
  - The call forwarding target number in the status line. |
| Set up or cancel call forwarding remotely, or for a non-primary line | 1. Log in to your User Options web pages. (See the “Accessing Your User Options Web Pages” section on page 41.)  
  2. Access your call forwarding settings. (See the “Controlling Line Settings on the Web” section on page 47.)  
**Note** When call forwarding is enabled for any line other than the primary line, your phone does not provide you with confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options web pages. |

**Tips**

- Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.
- You can forward your calls to a traditional analog phone or to another IP phone, although your system administrator might restrict the call forwarding feature to numbers within your company.
- Call forwarding is phone line specific. If a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.
Your system administrator can enable a call forward override feature that allows the person receiving your forwarded calls to reach you. With override enabled, a call placed from the target phone to your phone is not forwarded, but rings through.

Your phone may reject your attempt to set up Call Forward All directly on the phone if the target number that you enter would create a call forwarding loop or would exceed the maximum number of links permitted in a call forwarding chain.

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

Understanding Types of Conference Calls
There are two types of conference calls: Standard and Meet-Me.

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

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

See the “Starting and Joining a Standard Conference” section on page 21 for additional instructions.

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

See the “Starting or Joining a Meet-Me Conference Call” section on page 23 for additional instructions.
## Starting and Joining a Standard Conference

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create a conference by calling participants</td>
<td>1. From a connected call, press Confrn. (You may need to press the more softkey to see Confrn.)&lt;br&gt;2. Enter the participant’s phone number.&lt;br&gt;3. Wait for the call to connect.&lt;br&gt;4. Press Confrn again to add the participant to your call.&lt;br&gt;5. Repeat to add additional participants. Check with your system administrator to see if non-initiators of a conference can add or remove participants.</td>
</tr>
<tr>
<td>Add new participants to an existing conference</td>
<td></td>
</tr>
<tr>
<td>Create a conference by joining two or more existing calls</td>
<td>1. Make sure that you have two or more calls on a single line.&lt;br&gt;2. Highlight a call that you want to add to the conference.&lt;br&gt;3. Press Select. The selected call displays this icon [✅].&lt;br&gt;4. Repeat this process for each call that you want to add.&lt;br&gt;5. From one of the selected calls, press Join. (You may need to press the more softkey to see Join.)&lt;br&gt;Note: The active call is automatically selected.</td>
</tr>
<tr>
<td>Participate in a conference</td>
<td>Answer the phone when it rings.</td>
</tr>
<tr>
<td>Create a conference by barging a call on shared line</td>
<td>Highlight a call on a shared line and press cBarge. (You may need to press the more softkey to display cBarge.) See the “Using a Shared Line” section on page 26.</td>
</tr>
<tr>
<td>View a list of conference participants</td>
<td>1. Highlight an active conference.&lt;br&gt;2. Press ConfList. Participants are listed in the order in which they join the conference with the most recent additions at the top.</td>
</tr>
<tr>
<td>Get an updated list of participants</td>
<td>While viewing the conference list, press Update.</td>
</tr>
<tr>
<td>See who started the conference</td>
<td>While viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name.</td>
</tr>
<tr>
<td>Drop the last party added to the conference</td>
<td>Press RmLstC. You can remove participants only if you initiated the conference call.</td>
</tr>
</tbody>
</table>
To start a secure conference, you must use a phone configured with security. Non-secure conferences and participants display an icon.

Calls must be on the same line before you can add them to a conference. If calls are on different lines, transfer them to a single line before using **Conf** or **Join**.

Depending on how your phone is configured, if you leave a conference after creating it, the conference might end. To avoid this, transfer the conference before hanging up.

---

### Tips

- To start a secure conference, you must use a phone configured with security.
- Non-secure conferences and participants display an icon.
- Calls must be on the same line before you can add them to a conference. If calls are on different lines, transfer them to a single line before using **Conf** or **Join**.
- Depending on how your phone is configured, if you leave a conference after creating it, the conference might end. To avoid this, transfer the conference before hanging up.

---

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Remove any conference participant | 1. Highlight the participant’s name.  
2. Press Remove.  
You can remove participants only if you initiated the conference. |
| End your participation in a conference | Hang up or press **EndCall**. |
| Join together two standard conferences on the same line | On SCCP phones, use the **Join** or **DirTrfr** softkeys.  
On SIP phones, use the **Conf** or **Transfer** softkeys.  
Check with your system administrator to see if this feature is available to you. |
| Verify that a conference call is secure | Look for the or icon after “Conference” on the phone screen. |
| Remove a non-secure participant from a conference | While viewing the Conference List, locate the participant without the or icon, and press **Remove**.  
Check with your system administrator to see if non-initiators of a conference can remove participants. |
Starting or Joining a Meet-Me Conference Call

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Start a Meet-Me conference | 1. Obtain a Meet-Me phone number from your system administrator.  
2. Distribute the number to participants.  
3. When you are ready to start the meeting, go off-hook to invoke a dial tone, then press MeetMe.  
4. Dial the Meet-Me conference number.  
   Participants can now join the conference by dialing in.  
   **Note** Participants hear a busy tone if they call the conference before the initiator has joined. In this case, participants must call back. |
| Join a Meet-Me conference | Dial the Meet-Me conference number (provided by the conference initiator).  
   **Note** You will hear a busy tone if you call the conference before the initiator has joined. In this case, try your call again. |
| End a Meet-Me conference | All participants must hang up.  
   The conference does not automatically end when the conference initiator disconnects. |
Advanced Call Handling

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

Speed Dialing

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

- Speed-dial buttons
- Abbreviated Dialing
- Fast Dials

**Note**

- To set up speed-dial buttons and Abbreviated Dial, you must access your User Options web pages. See the “Accessing Your User Options Web Pages” section on page 41.
- To set up Fast Dials, you must have access to the Personal Directory feature. See “Using Personal Directory on the Web” section on page 42.
- Alternately, your system administrator can configure speed-dial features for you.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Use speed-dial buttons         | 1. Set up speed-dial buttons. See the “Setting Up Speed Dials on the Web” section on page 44.
|                                | 2. To place a call, press (a speed-dial button).
| **Note**                      | If your phone supports the Busy Lamp Field (BLF) feature, you can see if the speed-dial number is busy before dialing. See the Using BLF to Determine a Line State, page 31. |
| Use Abbreviated Dial           | 1. Set up Abbreviated Dialing codes. See the “Setting Up Speed Dials on the Web” section on page 44.
|                                | 2. To place a call, enter the Abbreviated Dialing code and press AbbrDial. |
| Use Fast Dial                  | 1. Create a Personal Address Book entry and assign a Fast Dials code. See the “Using Personal Directory on the Web” section on page 42.
|                                | 2. To place a call, access the Fast Dial service on your phone. See the “Using Personal Directory on the Web” section on page 42.
Picking Up Redirected Calls on Your Phone

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Answer a call that is ringing on another extension within your call pickup group | 1. Do one of the following:  
   - If the **PickUp** softkey is available, press it.  
   - If the **PickUp** softkey is not available, go off-hook to display it, then press **PickUp**.  
   
   If you phone supports auto-pickup, you are now connected to the call.  
   2. If the call rings, press **Answer** to connect to the call. |
| Answer a call that is ringing on another extension outside of your group | 1. Do one of the following:  
   - If the **GPickUp** softkey is available, press it.  
   - If the **GPickUp** softkey is not available, go off-hook to display it, then press **GPickUp**.  
   - Enter the group pickup code.  
   
   If you phone supports auto-pickup, you are now connected to the call.  
   2. If the call rings, press **Answer** to connect to the call. |
| Answer a call that is ringing on another extension in your group or in an associated group | 1. Do one of the following:  
   - If the **OPickUp** softkey is available, press it.  
   - If the **OPickUp** softkey is not available, go off-hook to display it, then press **OPickUp**.  
   
   If you phone supports auto-pickup, you are now connected to the call.  
   2. If the call rings, press **Answer** to connect to the call. |

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

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

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

Understanding Shared Lines

Remote-in-Use Icon

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

Sharing Call Information and Barging

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

When call information is visible in this way, you and coworkers who share a line can add yourselves to calls using either Barge or cBarge. See the “Adding Yourself to a Shared-Line Call” section on page 27.

Privacy

If you do not want coworkers who share your line to see information about your calls, enable the Privacy feature. Doing so also prevents co-workers from barging your calls. See the “Preventing Others from Viewing or Barging a Shared-Line Call” section on page 28.

Note

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

Adding Yourself to a Shared-Line Call

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>See if the shared line is in use</td>
<td>Look for the remote-in-use icon.</td>
</tr>
</tbody>
</table>
| Add yourself to a call on a shared line using the Barge softkey | 1. Highlight a remote-in-use call.  
2. Press Barge. (You may need to press the more softkey to display Barge.) Other parties hear a beep tone announcing your presence. |
| Add yourself to a call on a shared line using the cBarge softkey | 1. Highlight a remote-in-use call.  
2. Press cBarge. (You may need to press the more softkey to display cBarge.) Other parties hear a tone and brief audio interruption, and call information changes on the phone screen. |
| Add new conference participants to a call that you have barged | Barge the call using cBarge, if available. Unlike Barge, cBarge converts the call into a standard conference call, allowing you to add new participants. See the “Making Conference Calls” section on page 20. |
| Leave a barged call               | Hang up.  
If you hang up after using Barge, the remaining parties hear a disconnect tone and the original call continues.  
If you hang up after using cBarge, the call remains a conference call (provided at least three participants remain on the line). |

Tips

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

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Prevent others from viewing or barging calls on a shared line | 1. Press **Private**.  
2. To verify that Privacy is on, look for the feature-enabled icon next to the line button. |
| Allow others to view or barge calls on a shared line       | 1. Press **Private**.  
2. To verify that Privacy is off, look for the feature-disabled icon next to the line button. |

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

Storing and Retrieving Parked Calls

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Store an active call using Call Park  | 1. During a call, press **Park**. (You may need to press the more softkey to see **Park**.)  
2. Note the call park number displayed on your phone screen.  
3. Hang up. |
| Retrieve a parked call                 | Enter the call park number from any Cisco Unified IP Phone in your network to connect to the call. |

**Note** You have a limited amount of time to retrieve a parked call before it reverts to ringing at the original number. See your system administrator for details.
Making and Receiving Secure Calls

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

Your phone is capable of supporting these types of calls:

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

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

**Note**

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

Tracing Suspicious Calls

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notify your system administrator about a suspicious or harassing call</td>
<td>Press MCID.</td>
</tr>
<tr>
<td></td>
<td>Your phone plays a tone and displays the message, “MCID successful.”</td>
</tr>
</tbody>
</table>
**Prioritizing Critical Calls**

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

Keep these terms in mind:

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

<table>
<thead>
<tr>
<th>If you...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Want to choose a priority (precedence) level for an outgoing call</td>
<td>Contact your system administrator for a list of corresponding precedence numbers for calls.</td>
</tr>
<tr>
<td>Want to make a priority (precedence) call</td>
<td>Enter the MLPP access number (provided by your system administrator) followed by the phone number.</td>
</tr>
<tr>
<td>Hear a special ring (faster than usual) or special call waiting tone</td>
<td>You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.</td>
</tr>
</tbody>
</table>
| Want to view priority level of a call           | Look for an MLPP icon on your phone screen:

- Priority call
- Medium priority (immediate) call
- High priority (flash) call
- Highest priority (flash override) or Executive Override call

Higher priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal (routine). |

| Want to accept a higher-priority call | Answer the call as usual. If necessary, end an active call first. |
| Hear a continuous tone interrupting your call | You or the other party are receiving a call that must preempt the current call. Hang up immediately to allow the higher priority call to ring through. |

**Tips**

- When you make or receive an MLPP-enabled call, you will hear special ring tones and call waiting tones that differ from the standard tones.
- If you enter an invalid MLPP access number, a verbal announcement will alert you of the error.
- Multilevel Precedence and Preemption (MLPP) overrides the Do Not Disturb (DND) feature.
Using Cisco Extension Mobility

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Log in to EM      | 1. Choose > EM Service (name can vary).  
|                   | 2. Enter your user ID and PIN (provided by your system administrator).  
|                   | 3. If prompted, select a device profile. |
| Log out of EM     | 1. Choose > EM Service (name can vary).  
|                   | 2. When prompted to log out, press Yes. |

Tips

- EM automatically logs you out after a certain amount of time. Your system administrators establishes this time limit.
- Changes that you make to your EM profile from your User Options web pages take effect immediately if you are logged in to EM on the phone; otherwise, changes take effect the next time you log in.
- Changes that you make to the phone from your User Options web pages take effect immediately if you are logged out of EM; otherwise, changes take effect after you log out.
- Local settings controlled by the phone are not maintained in your EM profile.

Using BLF to Determine a Line State

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| See the state of a speed-dial line | Look for one of these indicators next to the line number:  
|                   | Line is in-use. |
|                   | Line is idle.  
|                   | BLF indicator unavailable for this line. |
Using a Handset, Headset, and Speakerphone

You can use your phone with these audio devices: a handset, headset, or speakerphone.
The phone is off-hook when the handset is lifted or another audio device is in use.
The phone is on-hook when the handset is in its cradle and other audio devices are not in use.

Using a Handset

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Go off-hook</td>
<td>Lift the handset.</td>
</tr>
<tr>
<td>Go on-hook</td>
<td>Replace the handset in the cradle.</td>
</tr>
<tr>
<td>Switch to the speakerphone</td>
<td>Press ( \text{or } ) , then hang up the handset.</td>
</tr>
<tr>
<td>or headset during</td>
<td></td>
</tr>
<tr>
<td>Adjust the volume level for</td>
<td>Press ( \text{or } ) during a call or after invoking a dial tone.</td>
</tr>
<tr>
<td>a call</td>
<td>Press \text{Save} to preserve the volume level for future calls.</td>
</tr>
</tbody>
</table>

Using a Headset

Your phone supports four- or six-wire headset jacks for wired headsets. For information about purchasing headsets, see Headset Support, page 5.

You can use a headset in conjunction with all of the controls on your phone, including and .

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toggle headset mode on and</td>
<td>Press ( ) .</td>
</tr>
<tr>
<td>off</td>
<td></td>
</tr>
<tr>
<td>Switch to a handset</td>
<td>Lift the handset.</td>
</tr>
<tr>
<td>Adjust the volume level for</td>
<td>Press ( \text{during a call or after invoking a dial tone.}</td>
</tr>
<tr>
<td>a call</td>
<td>Press \text{Save} to preserve the volume level for future calls.</td>
</tr>
</tbody>
</table>

If you use AutoAnswer, see Using AutoAnswer with a Headset or Speakerphone, page 33.
Using a Speakerphone

Many of the actions you can take to dial a number or answer a call will automatically trigger speakerphone mode, assuming that the handset is in its cradle and is not lit.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toggle speakerphone mode on</td>
<td>Press to</td>
</tr>
<tr>
<td>or off</td>
<td></td>
</tr>
<tr>
<td>Switch to a handset</td>
<td>Lift the handset.</td>
</tr>
<tr>
<td>Adjust the volume level for a</td>
<td>Press during a call or after invoking a dial tone.</td>
</tr>
<tr>
<td>call</td>
<td>Press to preserve the volume level for future calls.</td>
</tr>
</tbody>
</table>

Using AutoAnswer with a Headset or Speakerphone

When AutoAnswer is enabled, your phone answers incoming calls automatically after a few rings. Your system administrator configures AutoAnswer to use either the speakerphone or a headset. You might use AutoAnswer if you receive a high volume of incoming calls.

<table>
<thead>
<tr>
<th>If you...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use AutoAnswer with a headset</td>
<td>Keep headset mode active (in other words, keep illuminated), even</td>
</tr>
<tr>
<td></td>
<td>when you are not on a call.</td>
</tr>
<tr>
<td></td>
<td>To keep headset mode active, do the following:</td>
</tr>
<tr>
<td></td>
<td>• Press EndCall to hang up.</td>
</tr>
<tr>
<td></td>
<td>• Press New Call or Dial to place new calls.</td>
</tr>
<tr>
<td></td>
<td>If your phone is set up to use AutoAnswer in headset mode, calls are</td>
</tr>
<tr>
<td></td>
<td>automatically answered only if is illuminated.</td>
</tr>
<tr>
<td></td>
<td>Otherwise, calls ring normally and you must manually answer them.</td>
</tr>
<tr>
<td>Use AutoAnswer with the</td>
<td>Keep the handset in the cradle and headset mode inactive (unlit).</td>
</tr>
<tr>
<td>speakerphone</td>
<td>Otherwise, calls ring normally and you must manually answer them.</td>
</tr>
</tbody>
</table>
Using Phone Settings

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

Customizing Rings and Message Indicators

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Change the ring tone per line | 1. Choose > Ring Type.  
2. Choose a phone line or the default ring setting.  
3. Choose a ring tone to play a sample of it.  
4. Press Select and OK to set the ring tone, or press Cancel. |
| Change the ring pattern per line (flash-only, ring once, beep-only, etc.) | 1. Log in to your User Options web pages. (See the “Accessing Your User Options Web Pages” section on page 41.)  
2. Access your call ring pattern settings. (See the “Controlling Line Settings on the Web” section on page 47.)  

**Note** Before you can access this setting, your system administrator might need to enable it for you. |
| Adjust the volume level for the phone ringer | Press while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume is saved automatically. |
| Change the way that the voice message light on your handset works | 1. Log in to your User Options web pages. (See the “Accessing Your User Options Web Pages” section on page 41.)  
2. Access your message indicator settings. (See the “Controlling Line Settings on the Web” section on page 47.)  

**Note** Typically, the default system policy is to indicate a new voice message by displaying a steady light on the handset light strip. |
# Customizing the Phone Screen

You can adjust the characteristics of your phone screen.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change the phone screen brightness</td>
<td>1. Choose &gt; Brightness.</td>
</tr>
<tr>
<td></td>
<td>2. To make adjustments, press Up, Down or .</td>
</tr>
<tr>
<td></td>
<td>3. Press Save, or press Cancel.</td>
</tr>
<tr>
<td>Adjust the phone screen to accommodate your viewing angle</td>
<td>1. Choose &gt; Viewing Angle.</td>
</tr>
<tr>
<td></td>
<td>2. To make adjustments, press Up, Down or .</td>
</tr>
<tr>
<td></td>
<td>3. Press Save, or press Cancel.</td>
</tr>
<tr>
<td>Change the background image</td>
<td>1. Choose &gt; Background Images.</td>
</tr>
<tr>
<td></td>
<td>2. Scroll through available images and press Select to choose an image.</td>
</tr>
<tr>
<td></td>
<td>3. Press Preview to see a larger view of the background image.</td>
</tr>
<tr>
<td></td>
<td>4. Press Exit to return to the selection menu.</td>
</tr>
<tr>
<td></td>
<td>5. To make adjustments, press Up, Down or .</td>
</tr>
<tr>
<td></td>
<td>6. Press Save to accept the new image, or press Cancel.</td>
</tr>
<tr>
<td>Change the language on your phone screen</td>
<td>1. Log in to your User Options web pages. (See the “Accessing Your User Options Web Pages” section on page 41.)</td>
</tr>
<tr>
<td></td>
<td>2. Access your user settings. (See the “Controlling Line Settings on the Web” section on page 47.)</td>
</tr>
<tr>
<td>Change the line text label</td>
<td>1. Log in to your User Options web pages. (See the “Accessing Your User Options Web Pages” section on page 41.)</td>
</tr>
<tr>
<td></td>
<td>2. Access your line label settings. (See the “Controlling Line Settings on the Web” section on page 47.)</td>
</tr>
<tr>
<td>Adjust contrast for your Cisco Unified IP Phone Expansion Module 7914 (if applicable)</td>
<td>1. Choose &gt; Contrast.</td>
</tr>
<tr>
<td></td>
<td>2. To make adjustments, press Up, Down or .</td>
</tr>
<tr>
<td></td>
<td>3. Press Save, or press Cancel.</td>
</tr>
</tbody>
</table>
Using Call Logs and Directories

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

Using Call Logs

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>View your call logs</td>
<td>Choose &gt; Missed Calls, Placed Calls, or Received Calls. Each stores up to 32 records. To view a truncated listing, highlight it and press EditDial.</td>
</tr>
<tr>
<td>Erase your call logs</td>
<td>Press , then press Clear. Doing so erases all records in all logs.</td>
</tr>
</tbody>
</table>
| Dial from a call log (while not on another call) | 1. Choose > Missed Calls, Placed Calls, or Received Calls.  
2. Select the listing or scroll to it.  
3. If you need to edit the number, press EditDial followed by << or >>. To delete the number, press EditDial followed by Delete. (You may need to press the more softkey to display Delete.)  
4. Go off-hook to place the call. |
| Dial from a call log (while connected to another call) | 1. Choose > Missed Calls, Placed Calls, or Received Calls.  
2. Select the listing or scroll to it.  
3. If you need to edit the number, press EditDial followed by << or >>. To delete the number, press EditDial followed by Delete. (You may need to press the more softkey to display Delete.)  
4. Press Dial.  
5. Choose a menu item to handle the original call:  
  - Hold—Puts the first call on hold and dials the second.  
  - Transfer—Transfers the first party to the second and drops you from the call. (Press Transfer again after dialing to complete the action.)  
  - Conference—Creates a conference call with all parties, including you. (Press Confrn again after dialing to complete the action.)  
  - End Call—Disconnects the first call and dials the second. |
Directory Dialing

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

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

Using Corporate Directory on Your Phone

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Dial from a corporate directory (while not on another call) | 1. Choose > Corporate Directory (exact name can vary).  
2. User your keypad to enter a full or partial name and press Search.  
3. To dial, press the listing, or scroll to the listing and go off-hook. |
| Dial from a corporate directory (while on another call) | 1. Choose > Corporate Directory (exact name can vary).  
2. User your keypad to enter a full or partial name and press Search.  
3. Scroll to a listing and press Dial.  
4. Choose a menu item to handle the original call:  
  - Hold—Puts the first call on hold and dials the second.  
  - Transfer—Transfers the first party to the second and drops you from the call. (Press Transfer again after dialing to complete the action.)  
  - Confrn—Creates a conference call with all parties, including you. (Press Confrn again after dialing to complete the action.)  
  - End Call—Disconnects the first call and dials the second. |

Tip

Use the numbers on your keypad to enter characters on your phone screen. Use the Navigation button on your phone to move between input fields.
**Using Personal Directory on Your Phone**

The Personal Directory feature set contains your Personal Address Book (PAB) and Fast Dials. This section describes how to set up and use Personal Directory on your phone. Alternately, see the “Using Personal Directory on the Web” section on page 42.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| **Access Personal Directory (for PAB and Fast Dial codes)** | 1. Choose > Personal Directory (exact name can vary).  
2. Enter your Cisco Unified Communications Manager user ID and PIN, then press Submit. |
| **Search for a PAB entry** | 1. Access Personal Directory, then choose Personal Address Book.  
2. Enter search criteria and press Submit.  
3. You can choose Previous or Next to move through listings.  
4. Highlight the PAB listing that you want and press Select. |
| **Dial from PAB entry** | 1. Search for a listing.  
2. Highlight the listing and press Select.  
3. Press Dial. (You may need to press the more softkey to see Dial.)  
4. Enter the participant’s phone number  
5. Highlight the number that you want to dial and press OK.  
6. Press OK again to dial the number. |
| **Delete a PAB entry** | 1. Search for a listing.  
2. Highlight the listing and press Select.  
3. Press Delete.  
4. Choose OK to confirm the deletion. |
| **Edit a PAB entry** | 1. Search for a listing.  
2. Highlight the listing and press Edit to modify a name or mail address.  
3. If necessary, choose Phones to modify a phone number.  
4. Press Update. |
| **Add a new PAB entry** | 1. Access Personal Directory, then choose Personal Address Book.  
2. Access the Search page by choosing Submit. (you do not need to input search information first.)  
4. Use your phone keypad to enter a name and email information.  
5. Choose Phones and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as a 9 or 1.  
6. Choose Submit to add the entry to the database. |
### Using Call Logs and Directories

#### If you want to... | Then...
---|---
Assign a Fast Dial code to a PAB entry | 1. Search for a PAB entry.  
2. Highlight the listing and press Select.  
4. Highlight the number that you want to dial and press Select.  
5. Highlight the Fast Dial code that you want to assign to the number and press Select.

Add a new Fast Dial code (not using a PAB entry) | 1. Choose \[ diabetic \] > Personal Directory > Personal Fast Dials.  
3. Highlight a Fast Dial code that is unassigned and press Select.  
4. Press Assign.  
5. Enter a phone number.  
6. Press Update.

2. You can choose Previous or Next to move through listings.  
3. Highlight the listing that you want and press Select.

Place a call using a Fast Dial code | 1. Search for a Fast Dial code.  
2. Highlight the listing you want and press Select.  
3. Press Dial.  
4. Choose OK to complete the action.

Delete a Fast Dial code | 1. Search for a Fast Dial code.  
2. Highlight the listing you want and press Select.  
3. Press Remove.

Log out of Personal Directory | 1. Choose \[ diabetic \] > Personal Directory (exact name may vary).  
2. Choose Logout.

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

To access voice messages, use the Messages button.

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set up and personalize your</td>
<td>Press 📩 and follow the voice instructions. If a pop-up messages menu</td>
</tr>
<tr>
<td>voice message service</td>
<td>appears on your phone screen, choose an appropriate menu item.</td>
</tr>
<tr>
<td>See if you have a new</td>
<td>Look for:</td>
</tr>
<tr>
<td>voice message</td>
<td>• A steady red light on your handset. (This indicator can vary. See the</td>
</tr>
<tr>
<td></td>
<td>“Customizing Rings and Message Indicators” section on page 34.)</td>
</tr>
<tr>
<td></td>
<td>• A message waiting icon 📲 and text message on your phone screen.</td>
</tr>
<tr>
<td>Listen to your voice</td>
<td>Press 📩.</td>
</tr>
<tr>
<td>messages or access the voice</td>
<td>Depending on your voice message service, doing so either auto-dials your</td>
</tr>
<tr>
<td>messages menu</td>
<td>voice message service or provides a menu on your phone screen.</td>
</tr>
</tbody>
</table>
Customizing Your Phone on the Web

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

Accessing Your User Options Web Pages

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then do this...</th>
</tr>
</thead>
</table>
| Log in to your User Options web pages | 1. Obtain a User Options URL, user ID, and default password from your system administrator.  
2. Open a web browser on your computer, enter the URL, and log on.  
3. If prompted to accept security settings, click Yes or Install Certificate.  
The Cisco Unified CM User Options main web page displays. From this page you can choose User Options to access User Settings, Directory features, a Personal Address Book, and Fast Dials.  
Or, to access phone-specific options, select a device (see below). |
| Select a device after logging in | 1. After you have logged in to your User Options web pages, choose User Options > Device.  
The Device Configuration page displays.  
2. If you have multiple devices assigned to you, verify that the appropriate device (phone model or Extension Mobility profile) is selected. If necessary, choose another device from the Name drop-down menu.  
From the Device Configuration page, you can access all of the various configuration options available for your phone (other pages might not provide access to all options).  
– Choose User Options to access User Settings, Directory, Personal Address Book, and Fast Dials.  
– Choose toolbar buttons to access phone-specific options, such as line settings, phone service settings, and speed dials.  
To return to the Device Configuration page from another page, choose User Options > Device. |
Configuring Features and Services on the Web

The topics in this section describe how to configure features and services from your User Options web pages after logging in. See the “Accessing Your User Options Web Pages” section on page 41.

Using Personal Directory on the Web

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

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

Note
You can also access PAB and Fast Dials from your phone. See the “Using Personal Directory on Your Phone” section on page 38.

Using Your Personal Address Book on the Web

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then do this after you log in...</th>
</tr>
</thead>
</table>
| Add a new PAB entry | 1. Choose User Options > Personal Address Book.  
2. Click New.  
3. Enter information for the entry.  
4. Click Save. |
| Search for a PAB entry | 1. Choose User Options > Personal Address Book.  
2. Specify search information and click Find. |
| Edit a PAB entry | 1. Search for a PAB entry.  
2. Click a name or nickname.  
3. Edit the entry as needed and click Save. |
| Delete a PAB entry | 1. Search for a PAB entry.  
2. Select one or more entries.  
3. Click Delete Selected. |
Configuring Fast Dials on the Web

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then do this after you log in...</th>
</tr>
</thead>
</table>
| Assign a Fast Dial code to a PAB entry | 1. Create a PAB entry. See the “Using Your Personal Address Book on the Web” section on page 42.  
2. Choose User Options > Fast Dials.  
3. Click Add New.  
4. Change the Fast Dial code, if desired.  
5. Use the Search Options area to find the appropriate PAB entry.  
6. Click a phone number in the Search Results area.  
7. Click Save. |
| Assign a Fast Dial code to a phone number (without using a PAB entry) | 1. Choose User Options > Fast Dials.  
2. Click Add New.  
3. Change the Fast Dial code, if desired.  
4. Enter a phone number.  
5. Click Save. |
2. Specify search information and click Find. |
2. Search for the Fast Dial entry that you want to edit.  
3. Click on a component of the entry.  
4. Change the phone number.  
5. Click Save. |
| Delete a Fast Dial entry | 1. Search for a Fast Dial.  
2. Select one or more entries.  
3. Click Delete Selected. |

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

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

Setting Up Speed Dials on the Web

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

- Speed-dial buttons
- Abbreviated Dialing
- Fast Dials

**Note**  For help using speed-dial features, see the “Speed Dialing” section on page 24.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then do this after you log in...</th>
</tr>
</thead>
</table>
| Set up speed-dial buttons | 1. Select a device.  
2. Click Speed Dials.  
3. Enter a number and label for a speed-dial button (programmable button) on your phone.  
4. Click Save.  
**Note**  Your phone uses the ASCII Label field if the phone does not support double-byte character sets. |
| Set up Abbreviated Dialing | 1. Select a device.  
2. Click Speed Dials.  
3. Enter a number and label for an Abbreviated Dialing code.  
4. Click Save. |
| Set up Fast Dials | See the “Configuring Fast Dials on the Web” section on page 43.  
You can also set up Fast Dials on your phone. See the “Using Personal Directory on Your Phone” section on page 38. |

**Tip**

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

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then do this after you log in...</th>
</tr>
</thead>
</table>
| **Subscribe to a service** | 1. Select a device.  
  2. Click Phone Services.  
  3. Click Add New.  
  4. Choose a service from the drop-down list and click Next.  
  5. Change the service label and/or enter additional service information, if available (optional).  
  6. Click Save.                                                                  |
| **Search for services**    | 1. Select a device.  
  2. Click Phone Services.  
  3. Click Find.                                                                 |
| **Change or end services** | 1. Search for services.  
  2. Select one or more entries.  
  3. Click Delete Selected.                                                   |
| **Change a service name**  | 1. Search for services.  
  2. Click on the service name.  
  3. Change the information and click Save.                                   |
| **Add a service to an available programmable phone button** | 1. Select a device.  
  2. Click Service URL.  
  **Note** If you do not see this option, ask your system administrator to configure a service URL button for your phone.  
  3. Choose a service from the Button Service drop-down list.  
  4. If you want to rename the service, edit the label fields.  
  **Note** Your phone uses the ASCII Label field if the phone does not support double-byte character sets.  
  5. Click Save.  
  6. Click Reset to reset your phone (necessary to see the new button label on your phone). |
| **Access a service on your phone** | Press \[ 📞 \] on your phone. Or, if you have added a service to a programmable button \[ 📞 \], press the button. |
Controlling User Settings on the Web

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then do this after you log in...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change your password</td>
<td>1. Choose User Options &gt; User Settings.</td>
</tr>
<tr>
<td></td>
<td>2. In the Browser Password area, enter information.</td>
</tr>
<tr>
<td></td>
<td>3. Click Save.</td>
</tr>
<tr>
<td>Change your PIN</td>
<td>1. Choose User Options &gt; User Settings.</td>
</tr>
<tr>
<td></td>
<td>2. In the Phone PIN area, enter information.</td>
</tr>
<tr>
<td></td>
<td>3. Click Save.</td>
</tr>
<tr>
<td>Change the language (locale) for your User Options web pages</td>
<td>1. Choose User Options &gt; User Settings.</td>
</tr>
<tr>
<td></td>
<td>2. In the User Locale area, choose an item from the Locale drop-down list.</td>
</tr>
<tr>
<td></td>
<td>3. Click Save.</td>
</tr>
<tr>
<td>Change the language (locale) for your phone screen</td>
<td>1. Go to the Device Configuration page by choosing User Options &gt; Device.</td>
</tr>
<tr>
<td></td>
<td>2. Choose an item from the User Locale drop-down list.</td>
</tr>
<tr>
<td></td>
<td>3. Click Save.</td>
</tr>
</tbody>
</table>

Tip

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

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

**Note**

- You can set up call forwarding (for your primary phone line) directly on your phone. See the “Forwarding Calls to Another Number” section on page 19.
- To learn about phone settings that you can access directly on your phone, see the “Using Phone Settings” section on page 34.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then do this after you log in...</th>
</tr>
</thead>
</table>
| Set up call forwarding per line | 1. Select a device.  
2. Click Line Settings.  
3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one.  
4. In the Incoming Call Forwarding area, choose call forwarding settings for various conditions.  
5. Click Save. |
| Change the voice message indicator setting per line | 1. Select a device.  
2. Click Line Settings.  
3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one.  
4. In the Message Waiting Lamp area, choose from various settings.  
**Note** Typically, the default message waiting setting prompts your phone to display a steady red light from the handset light strip to indicate a new voice message.  
5. Click Save. |
<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then do this after you log in...</th>
</tr>
</thead>
</table>
| Change the ring pattern per line      | 1. Select a device.  
2. Click Line Settings.  
3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one.  
4. In the Ring Settings area, choose a setting to tell your phone how to indicate an incoming call on the selected line.  
5. Click Save.  
**Note** The “idle” ring setting pertains if you receive an incoming call when the phone is idle. The “consecutive” ring setting pertains if you receive an incoming call when the phone is active. |
| Change or create a line text label that appears on your phone screen | 1. Select a device.  
2. Click Line Settings.  
3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one.  
4. In the Line Text Label area, enter a text label.  
5. Click Save.  
**Note** Your phone uses the ASCII Label field if the phone does not support double-byte character sets. |
Using Cisco WebDialer

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Use WebDialer with your User Options directory | 1. Log into your User Options web pages. See the “Accessing Your User Options Web Pages” section on page 41.  
2. Choose User Options > Directory and search for a coworker.  
3. Click the number that you want to dial.  
4. If this is your first time using WebDialer, set up preferences and click Submit. (See the last row in this table for details.)  
5. If the Make Call page appears, click Dial. (See the last row in this table to learn how to suppress this page in the future, if desired.)  
   The call is now placed on your phone.  
6. To end a call, click Hangup or hang up from your phone. |
| Use WebDialer with another online corporate directory (not your User Options directory) | 1. Log into a WebDialer-enabled corporate directory and search for coworkers.  
2. Click the number that you want to dial.  
3. When prompted, enter your user ID and password.  
4. If this is your first time using WebDialer, set up preferences and click Submit. (See the last row in this table for details.)  
5. If the Make Call page appears, click Dial. (See the last row in this table to learn how to suppress this page in the future, if desired.)  
   The call is now placed on your phone.  
6. To end a call, click Hangup or hang up from your phone. |
Log out of WebDialer
Click the logout icon in the Make Call or Hang Up page.

Set up, view, or change WebDialer preferences
Access the Preferences page.

The Preferences page appears the first time that you use WebDialer (after you click the number that you want to dial.)

To return to Preferences in the future, click the preferences icon from the Make Call or Hang Up page.

The Preferences page contains the following options:

- Preferred language—Determines the language used for WebDialer settings and prompts.

- Use permanent device—Identifies the Cisco Unified IP Phone and directory number (line) that you will use to place WebDialer calls. If you have one phone with a single line, the appropriate phone and line are automatically selected. Otherwise, choose a phone and/or line. Phones are specified by host name (To display the host name on your phone, choose > Network Configuration > Host Name.)

- Use Extension Mobility—if selected, prompts WebDialer to use the Cisco Unified IP Phone that is associated with your Extension Mobility profile (if available).

- Do not display call confirmation—if selected, prompts WebDialer to suppress the Make Call page. This page appears by default after you click a phone number in a WebDialer-enabled online directory.
Understanding Additional Configuration Options

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

<table>
<thead>
<tr>
<th>If you...</th>
<th>Then...</th>
<th>For more information...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need to handle more calls on your phone line</td>
<td>Ask your system administrator to configure your line to support more calls.</td>
<td>Talk to your system administrator or phone support team.</td>
</tr>
<tr>
<td>Need more than one phone line</td>
<td>Ask your system administrator to configure one or more additional directory numbers for you.</td>
<td>Talk to your system administrator or phone support team.</td>
</tr>
</tbody>
</table>
| Need more speed dial buttons | First make sure that you are using all of your currently available speed dial buttons. If you need additional speed dial buttons, try using Abbreviated Dialing or subscribing to the Fast Dial service. Another option is to attach the Cisco Unified IP Phone 7914 Expansion Module to your phone. | See the:  
  - “Speed Dialing” section on page 24  
  - Cisco Unified IP Phone Expansion Module 7914 Phone Guide |
| Work with (or work as) an administrative assistant | Consider using:  
  - The Cisco Unified Communications Manager Assistant service  
  - A shared line | See the:  
  - “Using a Shared Line” section on page 26  
  - Cisco Unified Communications Manager Assistant User Guide |
<table>
<thead>
<tr>
<th>If you...</th>
<th>Then...</th>
<th>For more information...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Want to use one extension for several phones</td>
<td>Request a shared line. This allows you to use one extension number for your desk phone and lab phone, for example.</td>
<td>See the “Using a Shared Line” section on page 26.</td>
</tr>
</tbody>
</table>
| Share phones or office space with co-workers | Consider using:  
- Call Park to store and retrieve calls without using the transfer feature.  
- Call Pickup to answer calls ringing on another phone.  
- A shared line to view or join coworkers' calls.  
- Cisco Extension Mobility to apply your phone number and user profile to a shared Cisco Unified IP Phone | Ask your system administrator about these features and see the:  
- “Advanced Call Handling” section on page 24  
- “Using a Shared Line” section on page 26  
- “Using Cisco Extension Mobility” section on page 31 |
| Answer calls frequently or handle calls on someone's behalf | Ask your system administrator to set up the AutoAnswer feature for your phone. | See the Using AutoAnswer with a Headset or Speakerphone, page 33. |
| Need to make video calls | Consider using Cisco Unified Video Advantage, which enables you to make video calls using your Cisco Unified IP Phone, your personal computer, and an external video camera. | Contact your system administrator for assistance and see the Cisco Unified Video Advantage User Guide and Cisco Unified Video Advantage Quick Start Guide. |
| Determine the state of a phone line associated with a speed-dial button on your phone | Ask your administrator to set up the Busy Lamp Field (BLF) feature for your phone. | See the “Using BLF to Determine a Line State” section on page 31. |
| Want to temporarily apply your phone number and settings to a shared Cisco Unified IP Phone | Ask your system administrator about the Cisco Extension Mobility service. | See the “Using Cisco Extension Mobility” section on page 31. |
This section provides troubleshooting information for your Cisco Unified IP Phone

### General Troubleshooting

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

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>You cannot hear a dial tone or complete a call</td>
<td>One or more of the following factors might apply:</td>
</tr>
<tr>
<td></td>
<td>• You must log into the Extension Mobility service.</td>
</tr>
<tr>
<td></td>
<td>• You must enter a client matter code or forced authorization code after dialing a number.</td>
</tr>
<tr>
<td></td>
<td>• Your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.</td>
</tr>
<tr>
<td>The Settings button is unresponsive</td>
<td>Your system administrator might have disabled <a href="#">Settings button</a> on your phone.</td>
</tr>
<tr>
<td>The softkey that you want to use does not appear</td>
<td>One or more of the following factors might apply:</td>
</tr>
<tr>
<td></td>
<td>• You must press more to reveal additional softkeys.</td>
</tr>
<tr>
<td></td>
<td>• You must change the line state (for example, go off-hook or have a connected call).</td>
</tr>
<tr>
<td></td>
<td>• Your phone is not configured to support the feature associated with that softkey.</td>
</tr>
<tr>
<td>Join fails</td>
<td>Join requires multiple selected calls. Be sure that you have selected at least one call in addition to the active call, which is selected automatically. Join also requires the selected calls to be on the same line. If necessary, transfer calls to one line before joining them.</td>
</tr>
<tr>
<td>Barge fails and results in a fast busy tone</td>
<td>You cannot barge an encrypted call if the phone you are using is not configured for encryption. When your barge attempt fails for this reason, your phone plays a fast busy tone.</td>
</tr>
<tr>
<td>You are disconnected from a call that you joined using Barge</td>
<td>You will be disconnected from a call that you have joined using Barge if the call is put on hold, transferred, or turned into a conference call.</td>
</tr>
<tr>
<td>Call Back fails</td>
<td>The other party might have call forwarding enabled.</td>
</tr>
</tbody>
</table>
### Viewing Phone Administration Data

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

<table>
<thead>
<tr>
<th>If you are asked to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access network configuration data</td>
<td>Choose &gt; Network Configuration and select the network configuration item that you want to view.</td>
</tr>
<tr>
<td>Access status data</td>
<td>Choose &gt; Status and select the status item that you want to view.</td>
</tr>
<tr>
<td>Access phone model information</td>
<td>Choose &gt; Model Information.</td>
</tr>
<tr>
<td>Access phone call and voice quality information</td>
<td>Choose &gt; Status &gt; Call Statistics.</td>
</tr>
</tbody>
</table>

### Using the Quality Reporting Tool

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

- Immediately report an audio problem on a current call.
- Select a general problem from a list of categories and choose reason codes.
Cisco One-Year Limited Hardware Warranty Terms

There are special terms applicable to your hardware warranty and various services that you can use during the warranty period. Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com at the following URL:
http://www.cisco.com/en/US/docs/general/warranty/English/1Y1DEN__.html

Replacement, Repair, or Refund Policy for Hardware
Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of a Return Materials Authorization (RMA) request. Actual delivery times can vary, depending on the customer location.
Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

To Receive a Return Materials Authorization (RMA) Number
Contact the company from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.
Complete the information below, and keep it for reference.

<table>
<thead>
<tr>
<th>Company product purchased from</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company telephone number</td>
</tr>
<tr>
<td>Product model number</td>
</tr>
<tr>
<td>Product serial number</td>
</tr>
<tr>
<td>Maintenance contract number</td>
</tr>
</tbody>
</table>
**Index**

**A**

Abbreviated Dialing 44
answering calls 15
ASCII label field support 44
audio, quality of 6
authenticated calls 29
AutoAnswer 33

**B**

barge
   and privacy 28
   and shared lines 26
   using 27
BLF 31
Busy Lamp Field 31

**C**
call activity area, viewing 10
Call Back 14
call forwarding
   configuring from web page 47
   configuring on phone 19
call logs
   erasing 36
   viewing and dialing from 36
   call overview mode 17
call park 28
call waiting 15
caller ID 10
call-handling, advanced 24
call-handling, basic 13
calls
   answering 15
   barging 26
   compared to lines 12
   conference features for 20
   ending 16
   forwarding 19, 47
   handling multiple 17
   holding and resuming 16
   icons for 12
   multiple parties on 20
   multiple, switching between 17
   muting 16
   parking 28
   placing 13, 14
   prevent barging of 28
   prioritizing 30
   reporting problems with 54
   secure 29
   selecting 12
   storing and retrieving 28
transferring 18
  using Join with 21
viewing 10, 17
cBarge
  See also barge
  using 27
Cisco Extension Mobility 31
Cisco Unified Communications Manager
  Address Book Synchronizer 44
Cisco Unified IP Phone
  adjusting height of 4
  connecting 4
  description of 7
  documentation for 2
  feature configuration for 11, 12, 51
  illustration of 7
  online help for 11
  registering 5
  securing handset rest 5
  web-based services for 41
Cisco Unified IP Phone Expansion Module
  7914 35, 51
Cisco Unified Video Advantage 52
Cisco WebDialer 49
conference
  joining 22
  secure 22
conference calls
  Meet-Me 20, 23
  standard 20, 21
  corporate directory
  using from web page 49
  using on phone 37

D
device configuration page 41
dialing, options for 13, 14
directories button, description of 9
directory
  corporate 37
  personal 37, 38
  using from web page 49
  using on phone 36, 37
documentation, accessing 2

E
EM 31
encrypted calls 29
ending a call, options for 16
Extension Mobility 31
  log in 31
  log out 31
extension numbers, viewing 10

F
Fast Dials
  configuring from web page 43
  using on phone 38
  feature buttons
    directories 9
    help 9, 17
    messages 9
    services 9
    settings 9
  features, availability of 11, 12
footstand
  adjusting 4
  button, identifying 8
forwarding calls, options for 19

H
handset
  light strip 8
  securing in cradle 5
  using 32
  volume 34
hanging up, options for 16
headset
  answering calls with 15
  button, identifying 9
  hanging up with 16
  mode, using 32
  placing calls with 13
  volume 34
headset performance, general 5
help button 17
help button, description of 9, 17
help, using 11
hold
  and switching calls 17
  and transferring 18
  using 16

I
icons
  for call states 12
for lines 12
installing, Cisco Unified IP Phone 4
IP 35

J
Join, using 21

K
keypad
  description of 9

L
language (locale) settings 46
line buttons, identifying 8
lines
  and call forwarding 19, 47
  and call states 12
  and using BLF 31
  description of 12
  icons for 12
  number of calls supported on 12
  ring patterns for 47
  switching between 17
  text label for 47
  viewing 10
  voice message indicator setting for 47

M
Malicious Call Identification (MCID) 29
Meet-Me conferences 20, 23
messages
  indicator for 40
  listening to 40
messages button, description of 9
missed calls, records of 36
MLPP, using 30
multiple calls, handling 17
mute button, description of 9
mute, using 16

N
navigation button, description of 9
network configuration data, locating 53

O
online help, using 11

P
PAB
  using from web page 42
  using on phone 38
password, changing 46
Personal Address Book, see PAB
Personal Directory
  using from web page 42
  using on phone 38
phone lines
  buttons for 8
  description of 12
viewing 10
  phone screen
    adjusting contrast of 35
    changing language of 35
    cleaning 10
    features of 10
  phone services, configuring 42
PIN, changing 46
placed calls, records of 36
placing calls, options for 13, 14
prioritizing calls 30
privacy
  and shared lines 26
  using 28
programmable buttons
  description of 8
  labels for 10

Q
QRT, using 54

R
received calls, records of 36
redial 13
remote-in-use icon for shared lines 26
resume, using 16
ring patterns, changing 47
ringer
  indicator for 8
  volume 34
S

safety, warnings 2
secure calls 29
secure conference
  verifying 22
selecting calls 12
services button, description of 9
services, subscribing to 45
settings
  using 34
settings button, description of 9
shared lines
  and remote-in-use icon 26
  description of 26
  with barge 27
  with privacy 28
softkey buttons
  description of 9, 10
  labels for 10
speakerphone
  answering calls with 15
  button, identifying 9
  hanging up with 16
  mode, using 32
  placing calls with 13
  volume 34
speed dial
  buttons, configuring 24
  buttons, identifying 8
  configuring 44
  labels 10, 44
  using 14
status data, locating 53
status line, viewing 10
subscriptions, for phone services 45
suspicious calls, tracing 29
switching calls 17
T

TAPS, using 5
text, entering on phone 11
Tool for Auto-Registered Phones Support 5
transferring, options for 18
troubleshooting, data for 53
U

User Options web pages
  accessing 41
  configuring features and services with 42
  subscribing to phone services with 45
V

voice message indicator
  changing setting for 47
voice message indicator, identifying 40
voice message service, using 40
volume
  adjusting 34
  volume button, description of 9
W

warnings, safety 2
warranty information 55
WebDialer 49
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