Cisco Unified IP Conference Station 7936

License and Warranty

1 Getting Started

This guide helps you quickly set up and use the Cisco Unified IP Conference Station 7936 (Cisco model number CP-7936). The IP Conference Station requires Cisco Unified CallManager, and your system administrator must prepare the network for the IP Conference Station. Verify with your system administrator that the network is ready for the IP Conference Station. Be sure to read *Release Notes for Cisco Unified IP Conference Station 7936* and both the "Package Contents" section on page 2 and the "Safety Notices" section on page 3 before you begin to set up and use the IP Conference Station.

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Note   If your IP Conference Station is already set up, skip to the "Features and Functions" section on page 17.

Introduction

The Cisco Unified IP Conference Station 7936 is an IP-based, hands-free conference room station that uses Voice over IP (VoIP) technology. The IP Conference Station replaces a traditional analog conferencing unit by providing business conferencing features—such as Call Hold, Call Resume, Call Transfer, Call Release, Call Pickup, Group Pickup, Redial, Mute, and Conference—over an IP network.

The Cisco Unified IP Conference Station 7936 features two outboard microphone jacks to enable the use of optional, external microphones. Along with its enhanced speaker design, the IP Conference Station is ideal for use in larger-sized conference rooms to facilitate conference calling. The Cisco Unified IP Conference Station 7936 can also be ordered without external microphones for use in smaller offices and conference rooms.

Package Contents

Review the following list to be sure that you have received all of the necessary items to install the Cisco Unified IP Conference Station 7936.

- One Cisco Unified IP Conference Station 7936
- One 6-foot CAT 5 Cable
- One 25-foot CAT 5 Cable
- One Power Interface Module (PIM)
- One Power Supply Unit (a country-specific power cord must be ordered separately)
- Optional External Microphone Kit (with two external microphones), ordered separately
- One Regulatory Compliance and Safety Information Guide

Safety Notices

These are the safety considerations for using the IP Conference Station. Read these notices before you install or use the IP Conference Station.

Statement 1071—Warning Definition

Warning | **IMPORTANT SAFETY INSTRUCTIONS**

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device. Statement 1071

SAVE THESE INSTRUCTIONS

Waarschuwing | **BELANGRIJKE VEILIGHEIDSINSTRUCTIES**

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

BEWAAR DEZE INSTRUCTIES

Varoitus | **TÄRKEITÄ TURVALLISUUSOHJEITA**

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

SÄILYTÄ NÄMÄ OHJEET

Attention   **IMPORTANTES INFORMATIONS DE SÉCURITÉ**

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

CONSERVEZ CES INFORMATIONS

Warnung   **WICHTIGE SICHERHEITSHINWEISE**

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

BEWAHREN SIE DIESE HINWEISE GUT AUF.

Avvertenza   **IMPORTANTI ISTRUZIONI SULLA SICUREZZA**

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

CONSERVARE QUESTE ISTRUZIONI

Advarsel   **VIKTIGE SIKKERHETSINSTRUKSJONER**

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

TA VARE PÅ DISSE INSTRUKSJONENE

Aviso **INSTRUÇÕES IMPORTANTES DE SEGURANÇA**

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

GUARDE ESTAS INSTRUÇÕES

¡Advertencia! **INSTRUCCIONES IMPORTANTES DE SEGURIDAD**

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

GUARDE ESTAS INSTRUCCIONES

Varning! **VIKTIGA SÄKERHETSANVISNINGAR**

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

SPARA DESSA ANVISNINGAR

Figyelem

FONTOS BIZTONSÁGI ELOÍRÁSOK

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

ORIZZE MEG EZEKET AZ UTASÍTÁSOKAT!

Предупреждение

ВАЖНЫЕ ИНСТРУКЦИИ ПО СОБЛЮДЕНИЮ ТЕХНИКИ БЕЗОПАСНОСТИ

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

СОХРАНИТЕ ЭТИ ИНСТРУКЦИИ

警告　重要的安全性说明

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

请保存这些安全性说明

警告　安全上の重要な注意事項

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

これらの注意事項を保管しておいてください。

Statement 1007—TN and IT Power Systems

Warning　**This equipment has been designed for connection to TN and IT power systems.** Statement 1007

Waarschuwing　**Deze apparatuur is ontworpen voor verbindingen met TN en IT energiesystemen.**

Varoitus　**Tämä laitteisto on suunniteltu yhdistettäväksi TN- ja IT-sähkövoimajärjestelmiin.**

Attention　**Ce matériel a été conçu pour être connecté à des systèmes d'alimentation TN et IT.**

Warnung　**Dieses Gerät ist so konstruiert, daß es an TN- und IT-Stromsysteme angeschlossen werden kann.**

Avvertenza	**Questa apparecchiatura è stata progettata per collegamenti a sistemi di alimentazione TN e IT.**
Advarsel	**Dette utstyret er utformet for å kunne kobles til TN- og IT-strømsystemer.**
Aviso	**Este equipamento foi criado para ligações a sistemas de corrente TN e IT.**
¡Advertencia!	**Este equipo se ha diseñado para ser conectado a sistemas de alimentación tipo TN o IT.**
Varning!	**Denna utrustning har konstruerats för anslutning till elkraftssystem av TN- och IT-typ.**
Figyelem	**Ez a berendezés TN és IT rendszerű elektromos hálózatokhoz csatlakoztatható.**
Предупреждение	Это оборудование может быть подключено к системам электропитания без непосредственного заземления (TN-система) и системам с глухозаземленной нейтралью (IT-система).
警告	此设备用于连接到 TN 和 IT 电源系统。
警告	この装置は、TNおよびIT電源システムに接続することを前提に設計されています。

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

Warning	**Only trained and qualified personnel should be allowed to install, replace, or service this equipment.**

8

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

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

Warning   **To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to telephone network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.**

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

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

Caution   The Cisco Unified IP Conference Station 7936 is inoperable during a power outage if it is not supported by a UPS (uninterruptible power supply) when using a local power supply unit. This affects your ability to reach 911.

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

> ✎
> **Note** To see additional safety warnings and translations of the safety warnings that appear in this publication, refer to the *Regulatory Compliance and Safety Information for the Cisco Unified IP Phone 7900 Series* that is shipped with your *Cisco Unified IP Conference Station 7936*.

Using External Devices with Your Cisco Unified IP Phone

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

- Depending on the quality of these devices and their proximity to other devices such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of the following actions:

    - Move the external device away from the source of the RF or AF signals.
    - Route the external device cables away from the source of the RF or AF signals.
    - Use screened cables for the external device, or use cables with a better screen and connector.
    - Shorten the length of the external device cable.
    - Apply ferrites or other such devices on the cables for the external device.

- Cisco cannot guarantee the performance of the system because Cisco has no control over the quality of external devices, cables, and connectors. The system will perform adequately when suitable devices are attached using good quality cables and connectors.

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

For more information on regulatory compliance and safety information, refer to the *Regulatory Compliance and Safety Information for the Cisco Unified IP Phone 7900 Series*.

Accessibility Features

A list of accessibility features is available upon request.

2 Installation

This section provides basic installation instructions and information about obtaining optimal performance with the Cisco Unified IP Conference Station 7936.

> ✎
> **Note** Be sure to review the "Package Contents" section on page 2 and the "Safety Notices" section on page 3. Also read the *Regulatory Compliance and Safety Information for the Cisco Unified IP Phone 7900 Series*, along with the *Release Notes for Cisco Unified IP Conference Station 7936*. See the "Related Documentation" section on page 17 for a list of relevant documentation.

Before You Begin

To ensure a successful installation, verify with your system administrator that the network is ready for the IP Conference Station and that Cisco Unified CallManager is installed and configured for the IP Conference Station.

Installing and Connecting the IP Conference Station to the Network
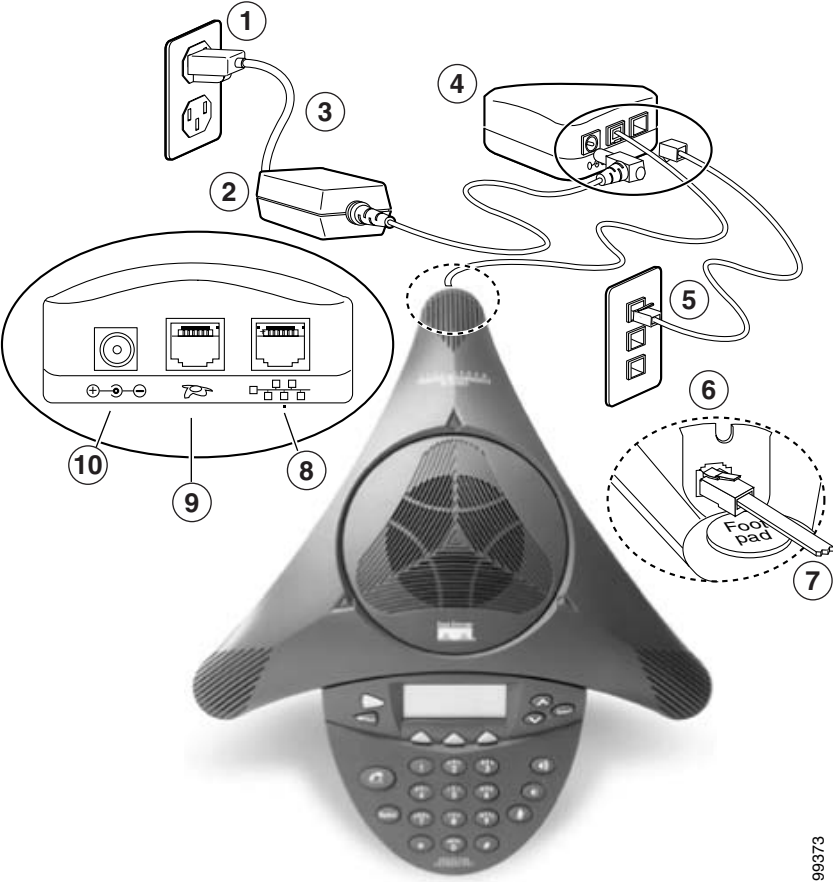
Refer to Figure 1 on page 12 and Figure 2 on page 13 when you are installing the IP Conference Station.

- Figure 1 shows the various components and power and cable connections used on the Cisco Unified IP Conference Station 7936.
- Figure 2 shows the optional, external microphones and their connection to the external microphone jacks on the bottom of the Cisco Unified IP Conference Station 7936.
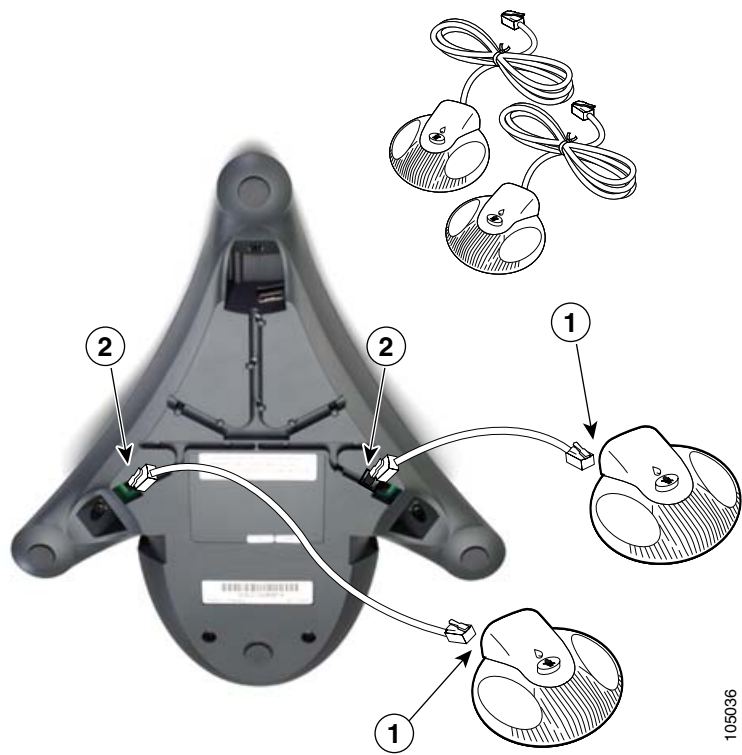
> ✎
> **Note** Daisy-chaining Cisco Unified IP Conference Stations to other Cisco Unified IP Phones is not a supported configuration and will not work.

Figure 1   Cisco Unified IP Conference Station 7936—Components and Connections

1	Power outlet in the wall	6	RJ-45 port on the bottom of the IP Conference Station
2	Power supply power cord	7	Free end of the 25-foot CAT 5 cable
3	Power supply unit power cord	8	LAN connection on PIM
4	PIM	9	25-foot CAT 5 cable connection on PIM
5	LAN connection	10	DC adapter port on PIM for power supply unit

Figure 2   External Microphone Connections on the Cisco Unified IP Conference Station 7936

1	Connect one end of the external microphone cable to the jack on the underside of the external microphone.	2	Connect the other end of the external microphone cable to the external microphone jack on the underside of the IP Conference Station 7936.

Perform these steps to install and connect the IP Conference Station to the network.

Step 1   Place the IP Conference Station on a flat surface, for example, a conference room table or desktop.

Step 2   Connect one end of the 6-foot CAT 5 cable to your data network port and connect the other end to the *network* (LAN) port on the PIM.

Step 3   Connect the free end of the 25-foot CAT 5 cable to the *RJ-45* port on the bottom of the IP Conference Station. (The cable is preplugged into the PIM.)

Step 4   Connect the power supply unit to the *AC adapter port* on the PIM, and plug the other end into a standard electrical power outlet in the wall.

Step 5   If you are using the External Microphone Kit, connect each of the microphone extensions to the microphone jacks installed on the bottom of the Cisco Unified IP Conference Station 7936. See Figure 2 for an illustration of this connection.

⌕

Tip   If you do not correctly connect the cables, PIM, power supply, and the microphone extensions, the IP Conference Station will not work.

Use of non-Cisco-certified components may not work and may void the IP Conference Station product warranty.

Startup Sequence

During the startup sequence, the LCD screen display shows the following messages.

Sequence Step	LCD Screen Message Display
Startup—The startup process occurs about 15 seconds after power up.	Cisco Systems, Inc. Polycom Technology Copyright 2003
Configuring IP address—These messages appear when the protocol is configuring the IP address.	Configuring IP Press Menu to Reconfigure
TFTP configuration—This message appears when connectivity is established with the TFTP server.	Station IP: IP address Contacting: TFTP Server
Cisco Unified CallManager configuration—This message appears when connectivity is established with the Cisco Unified CallManager.	Opening: Cisco CallManager IP address
Cisco Unified CallManager registration—This message appears while the device is registering with the Cisco Unified CallManager.	Registering
Initialization complete.	Press the Phone Key to get a dial tone

✎

Note The startup process may take several minutes, and some of these messages may not appear because of the access speed of your network.

After the IP Conference Station has successfully registered with the Cisco Unified CallManager, the following information appears in the LCD screen display:

- Date and time
- IP address
- Local phone number
- The message "Press the Phone Key to get a dial tone"
- Corp Dir and Ph Book softkeys

If the IP Conference Station successfully passes through these steps, it has started properly.

Guidelines for Best Performance
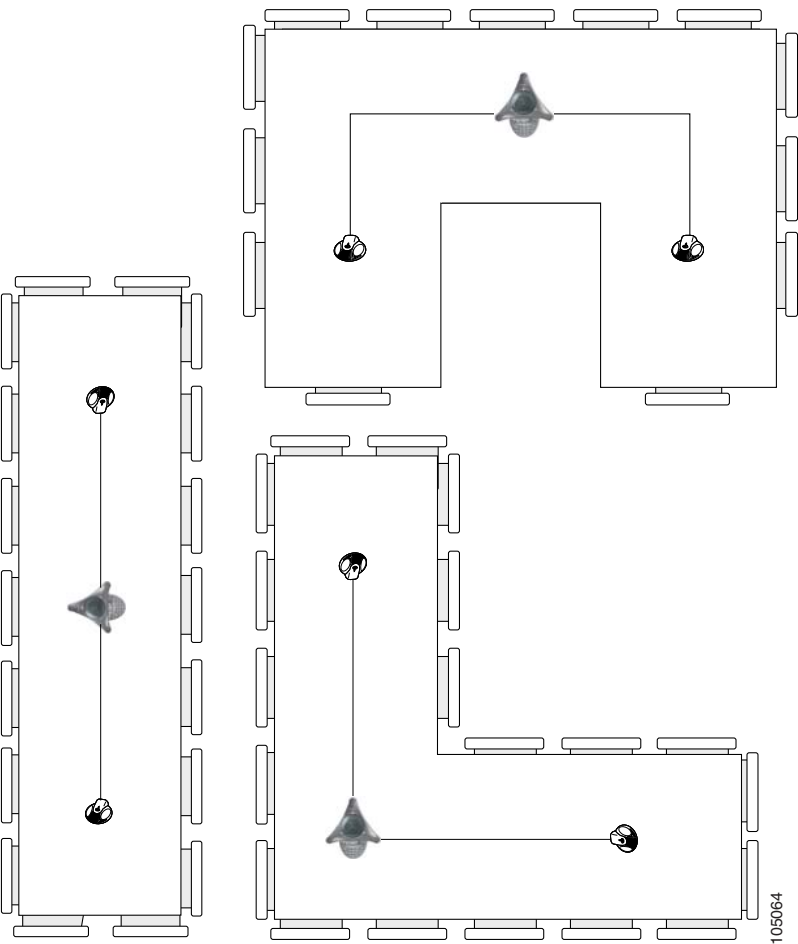
Follow these guidelines to ensure optimum performance with the IP Conference Station 7936 and the external microphones. See the "Conference Room Setup Examples" section on page 16 for an illustration of proper equipment placement for different conference room configurations.

- The recommended room conditions include closed offices and conference rooms up to 20 feet x 20 feet (without external microphones) and 20 feet x 30 feet (with external microphones) without major glass and/or ceramic surface.
- Place the IP Conference Station 7936 base on a flat surface and make sure that it is clear from any reflective surfaces.
- Maintain a minimum distance of 4 feet between each external microphone and the IP Conference Station 7936 base and other objects.
- Make sure that all microphones are acoustically unobstructed.
- Position the external microphones toward the areas that need to be covered, and so that the main pickup direction is pointed away from the IP Conference Station 7936 base.
- Seat all conference participants the same distance from the IP Conference Station 7936.
- Speak at normal conversation levels and direct your voice toward the IP Conference Station 7936.
- Do not move or handle the IP Conference Station 7936 base or the external microphones while on a call.
- Minimize background noise from air conditioning units, fans, or other equipment in the office or conference room.
- Do not shuffle papers near the IP Conference Station 7936.

Conference Room Setup Examples

See Figure 3 on page 16 for examples of proper placement of the IP Conference Station 7936 base and external microphones in different conference room configurations.

Figure 3   Cisco Unified IP Conference Station 7936 Base and External Microphone Placement

Where to Go for Help

If you require additional information or assistance with the IP Conference Station, contact your system administrator. For technical assistance information, see the "Obtaining Technical Assistance" section on page 42.

Related Documentation

In addition to this *Cisco Unified IP Conference Station 7936 Phone Guide,* you can reference the following publications, which are available online at the URL listed below:

- *Cisco Unified IP Conference Station 7936 Administration Guide*
- *Guidelines for Using External Microphones with the Cisco Unified IP Conference Station 7936*
- *Release Notes for Cisco Unified IP Conference Station 7936*
- *Regulatory Compliance and Safety Information for the Cisco Unified IP Phone 7900 Series* (included with your IP Conference Station, and available online)

These publications are available on the web at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7936/index.htm

For more documentation information, see the "Obtaining Documentation" section on page 40.

3   Features and Functions
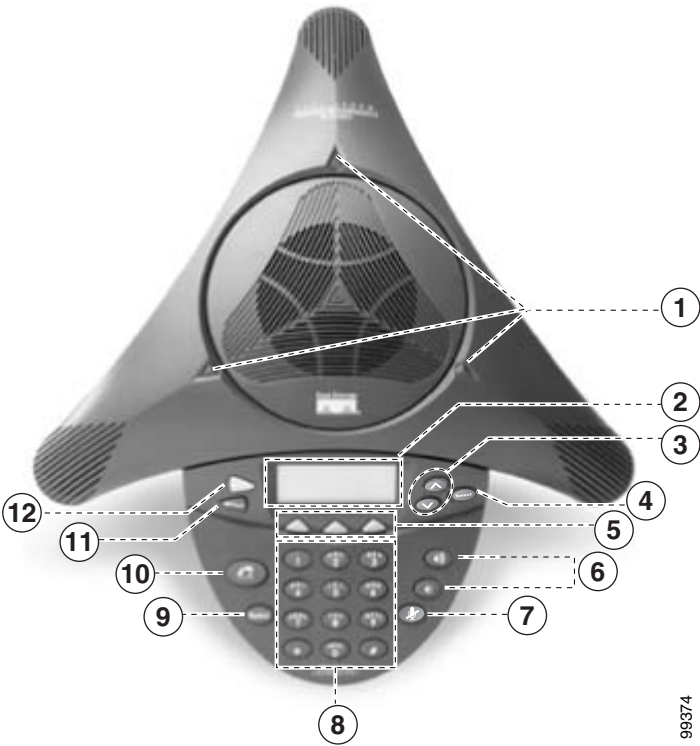
This section describes the features and functions of the Cisco Unified IP Conference Station 7936.

Features of the Cisco Unified IP Conference Station 7936

The IP Conference Station provides business audio conferencing features and functions, as described in the "Introduction" section on page 2.

See Figure 4 on page 18 and its supporting table for an illustration and an explanation of the features and functions of the Cisco Unified IP Conference Station 7936.

Figure 4   *Cisco Unified IP Conference Station 7936—Features and Functions*

1	LEDs	Provide call status indicators.
		Call State Off—All LEDs off.
		Powering On—Red LEDs on.
		Ready—All LEDs off.
		Dial Tone On—Green LEDs on.
		Dialing—Green LEDs blinking.
		Connected—Green LEDs on.
		Mute—Red LEDs blinking.
		Hold—Red LEDs on.
		Incoming Call—Green LEDs blink with ring.
		Ringing/Connecting—Green LEDs blinking.
2	LCD screen	Provides a status indicator that reads "Press the Phone Key to get a dial tone" when the IP Conference Station is online and fully operational. In the resting display, the LCD screen shows the date and time, IP address, and local phone number assigned to the IP Conference Station. It also displays the IP Conference Station system status, including configuration and all administrative settings. The LCD screen is backlit.
3	Scroll buttons	Allow you to scroll through the menus or through an open list in the LCD screen.
4	Select button	Selects a menu option or list item that is highlighted.

5	Softkeys	**Answer**—Picks up the current call.
		CFwdAll—Redirects all of your incoming calls to another number.
		Confrn—Adds a party to a conference call.
		Corp Dir—Lets you search a corporate directory for a number to call.
		EndCall—Ends a call and returns to the resting display or to the active call list.
		GPickUp—Lets you pick up a call within your group or another group.
		Hold—Puts the active call on hold.
		PickUp—Lets you pick up a call within your group.
		Ph Book—Opens the phone book.
		NewCall—Lets you dial a new number.
		Resume—Returns to the selected call on hold.
		Transfer—Transfers the current call.
6	Volume buttons	Increase or decrease the volume of the call, speaker, ringer, or dial tone, depending on which sound is currently active.
7	Mute button	Turns call muting on or off.
8	Keypad	Allows you to dial phone numbers, add or edit phone book entries, and enter other input depending on the menu selected.
9	Redial button	Automatically redials the last dialed number.

10	Phone button	Allows you to get dial tone, answer an incoming call, and hang up a call.
11	Exit button	Returns to the resting LCD screen from a menu, a list, or the phone book.
12	Menu button	Opens and closes the main menu on the IP Conference Station. The main menu includes the following selections: **Call Functions**—Opens the call function options, including Meet-me, Park, Pick-up, Group Pick-up, Transfer, Remove Last Participant and Join. **Phone Book**—Opens the phone book. **Settings**—Opens the Settings options, including Contrast, Language, Ringer, Time Format, and Date Format. **Admin Setup**—Opens Admin Setup (requires administrator password).

4 Cisco Unified IP Conference Station 7936 Web Interface

This section describes the web interface for the Cisco Unified IP Conference Station 7936.

Description of the Web Interface

Some of the features and functions of the IP Conference Station can be configured through the Cisco Unified IP Conference Station 7936 web interface.

The IP Conference Station web interface appears in your web browser as a tri-pane window. The browser menu and toolbar appear at the top of the window, the Table of Contents links appear in the left navigation pane, and the linked information and configuration fields appear in the right pane. A banner also appears in the top right corner of the right pane and remains persistent through all the pages in the web interface. The banner information includes software version, protocol type, boot load ID, application load ID, IP address, MAC address, and local number.

The content of the web interface is different for administrators and end users. Both the administrator and end-user views require login passwords. If you are an administrator, refer to the *Cisco Unified IP Conference Station 7936 Administration Guide* for information on administrator settings available in the web interface.

Using the Web Interface

Perform these steps to access the IP Conference Station web interface.

Step 1 Open your web browser.

Step 2 In the address field, enter the IP address of the specific IP Conference Station that you want to configure.

    http://<IP address of the IP Conference Station>:<HTTP Port Number>

where HTTP Port Number is the number assigned by your system administrator. If this number is not assigned, you do not need to enter it. Contact your system administrator if you have difficulty opening the web interface.

The initial Login page on the web interface appears.

Step 3 In the password field, enter the end-user password and click **Login**.

> **Note** The default end-user password is 7936. If you do not know the password, contact your system administrator.

Step 4 To log off, click **User Logout**.

End-User Settings

The end-user settings include the following web pages:

- Phone Book
- Sounds
- Time & Date
- Diagnostics
- Password Change

All the web pages include online help information through the "i" icon. Each page is described in the sections that follow.

Phone Book

The Phone Book web page lets you quickly add, delete, and edit entries. You can view entries by alphabetical sequence or by phone number. You can also dial numbers from the phone book.

Using the Phone Book Web Page

- Click **Phone Book** in the navigation pane.
- To view the entries by alphabetic sequence, click one of the letter combinations. For example to view entries beginning with the letter "D," click **DEF**.
- To view the entries by phone number, click **Dial Numbers only**.
- To place a call, select an entry and click **Dial**.

Adding an Entry

Step 1   Click the **Add** button.

Step 2   Enter the phone number, last name and first name, and company name.

The phone number and last name are required entries.

Step 3   Click **Add New Entry**.

Repeat these steps to add other entries to the phone book.

Deleting an Entry

Step 1   Select an entry.

Step 2   Click the **Delete** button.

Step 3   Confirm the deletion by clicking the **Delete** button again.

Editing an Entry

Step 1   Select an entry.

Step 2   Click the **Edit** button.

Make changes to the entry.

Step 3   Click the **Update** button to save your changes.

Sounds

The Sounds web page lets you select the ringer sound and the dial tone.

Opening the Sounds Web Page

- Click **Sounds** in the navigation pane.

Changing the Ringer Sound

Step 1   Select a ringer sound from the list box.

There are five ringer sounds—Pro, Biz, Euro, Chirp, and Bell.

If you select Ringer Off, the ringer sound on the IP Conference Station is turned off.

Step 2   Click **Set Ringer**.

Step 3   Click **Test Ringer** to hear the sound that you selected.

Time & Date

The Time & Date web page lets you change the time and date formats that display in the LCD screen.

Opening the Time & Date Web Page

- Click **Time & Date** in the navigation pane.

Changing the Time Format

- Select the 12-hour clock option button for 12-hour time format.
- Select the 24-hour clock option button for 24-hour time format.
- Click **Change** to save your changes.

Changing the Date Format

- Select the MM/DD/YY option button for a month/date/year format.
- Select the DD/MM/YY option button for a date/month/year format.
- Select the YY/MM/DD option button for a year/month/date format.
- Click **Change** to save your changes.

Diagnostics

The Diagnostics web page lets you test network connectivity to another device.

Opening the Diagnostics Web Page

- Click **Diagnostics** in the navigation pane.

Pinging Another Device

Step 1   Enter the IP address or name of the device that you want to ping.

Step 2   Click **Ping**.

       You should receive a response from the device.

Password Change

The Password Change page lets you change your user password.

Opening the Password Change

- Click **Password Change** in the navigation pane.

Changing Your Password

Step 1   In the Old User Password box, enter the current user password.

Step 2   In the New User Password box, enter the new user password.

Step 3   In the Confirm User Password box, enter the new user password again.

Step 4   Click **Change**.

5 Using the Cisco Unified IP Conference Station 7936

The IP Conference Station 7936 supports a maximum of two calls on a single line. The phone's control panel includes 25 keys; an LCD screen provides for information display.

When you press the Phone key on the IP Conference Station 7936, the phone goes off-hook and a dial tone is heard. The dial sequence begins, and three LEDs are turned on (green) to indicate an active state. If a call is received while you are on an active call, a call waiting tone is played.

A backlight illuminates the LCD screen on the IP Conference Station 7936. This backlight is turned on whenever a key is pressed. The backlight is turned off when the IP Conference Station 7936 is not used or when a call exceeds one minute. If a second call is received when a call is in progress and the backlight is turned off, the light will be turned back on.

The IP Conference Station 7936 includes three context-sensitive keys, a menu access and exit key, and scroll and select keys. The following functions are accessible via these keys:

- Call interface
- Configuration interface
- Additional call functions (functions that are not accessible through the softkeys)
- Phone book access (a local phone book is available to store up to 20 numbers)

User Options

The following user options are available by using the LCD menu.

LCD Menu Item	Description
Call Functions—Access these features as follows: **1.** Press the **Menu** button. **2.** Press the **Up** or **Down** scroll button to select Call Functions. **3.** Press the **Select** button.	Call Functions provides access to calling features that are not available from the softkeys, such as Meet-me, Park, Pick-up, Group Pick-up, Transfer, Remove Last Participant and Join.
Phone Book—Access the phone book by following the procedure above and selecting Phone Book, or press the **Ph Book** softkey from the phone's resting display menu.	Access to the phone book enables you to enter new phone book entries and to place calls from phone book entries that you have made. The phone book holds up to 20 entries.
Settings—Access the user-modifiable settings by following the procedure above and selecting Settings.	The user-modifiable settings include LCD contrast, ringer, time format, and date format.

Configuration options are also accessible through the Cisco Unified IP Conference Station 7936 web interface. See the "Cisco Unified IP Conference Station 7936 Web Interface" section on page 21.

The following section provides step-by step instructions for using the features and functions of the Cisco Unified IP Conference Station 7936.

Basic Features

Placing a Call

Step 1 Press the **Phone** button.

Step 2 Dial the number.

Answering a Call

- Press the **Phone** button or the **Answer** softkey.

  The active call appears in the active call list in the LCD screen.

Ending a Call

- Press the **Phone** button or the **End Call** softkey.

Placing a Call on Hold

Step 1 While on a call, press the **Hold** softkey.

  The held call appears in the active call list in the LCD screen.

  To place another call, press the **New Call** softkey and then dial the number.

Step 2 To return to the call-on-hold, press the **Resume** softkey.

Step 3 If multiple calls on are on hold, press the **Up** or **Down** scroll button to select a call in the active call list and then press the **Resume** softkey.

Redialing a Call

- Press the **Redial** button to dial the last number called.

Muting a Call

Step 1 While on a call, press the **Mute** button.

The LEDs blink red, and a Mute **icon appears in the LCD screen display.**

Step 2 **To turn off Mute, press the Mute** button again.

🔎

Tip You can also mute a call by pressing the **Mute** button on one of the external microphones, if installed.

Conference Calls

Placing a Conference call

Step 1 Press the **Phone** button.

Step 2 Dial the number of the first party that you want to add to the conference call.

Step 3 After the party answers, press the **Confrn** softkey to obtain a new line.

The other party is automatically placed on hold.

Step 4 Dial the number of the next party that you want to add to the conference call.

Step 5 When the party answers, press the **Confrn** softkey again to add the party to the conference call.

Repeat Steps 3 through 5 to keep adding parties to a conference call.

🔎

Tip You can also add parties to a conference call by using the phone book.

Ending a Conference Call

- Press the **Phone** button.

Meet-me

The IP Conference Station supports Meet-me conferences. A Meet-me conference allows other callers to dial into the conference call by using a special conference number that is configured by the system administrator. Contact your system administrator to obtain the number for a Meet-me conference.

Establishing a Meet-me Conference

Step 1   Press the **Phone** button.

Step 2   Press the **Menu** button.

Step 3   Select **Call Functions** and then select **Meet-me**.

Step 4   Dial the Meet-me conference number.

Step 5   Follow the voice instructions to establish the Meet-me conference.

Joining a Meet-me Conference

- Dial the Meet-me conference number provided by the Meet-me conference coordinator.

  You are connected to the conference after the conference initiator has established the conference.

Call Transfer

Transferring a Call

Step 1   While on a call, press the **Transfer** softkey.

This places the call on hold.

Step 2   Dial the number to which you want to transfer the call.

Step 3   When you hear ringing, press the **Transfer** softkey again, or when the party answers, announce the call and then press the **Transfer** softkey.

Note   If the call fails to transfer, press the **Resume** softkey to return to the original call.

Remove Last Participant

Removing the Last Participant from a conference

The IP Conference Station allows you to remove the last conference participant to join a conference call.

Step 1   During a conference call, press the **Menu** button.

Step 2   Select Call Functions, press the **Select** button.

Step 3   Select Remove Last Participant, press the **Select** button.

Join

Joining two participants into a conference

The IP Conference Station supports Join. This feature allows you to join two calls into a conference call.

Step 1   When there are two calls on the phone, Press the **Menu** button.

Step 2   Select Call Functions, press the **Select** button.

Step 3   Select Join, press the **Select** button.

Call Forwarding

Setting Up Call Forwarding on Your Phone

Step 1   Press the **CFwdAll** softkey.

You should hear two beeps.

Step 2   Enter the number to which you want to forward all of your calls.

Enter the number exactly as you would if you were placing a call to that number. Make sure to enter an access code, such as 9 or an area code, if necessary.

The LCD screen displays a message confirming the number or extension to which your calls are being forwarded.

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

Setting Up Call Forwarding from the Web Interface

Step 1   Log in to the web interface.

See the "Using the Web Interface" section on page 22.

Step 2   From the web interface options page, click **Forward all calls to a different number**.

The Forward Your Calls page appears.

Step 3   Check the check box next to the line to which you want your incoming calls forwarded.

Step 4   Choose where to send your calls:

- To send calls directly to your voice messaging system and not ring your phone, choose Voice Mail.

- To send calls to a specific number, choose the number and enter the phone number or extension in the box provided. Be sure to enter the number exactly as you would if you were to call that number, including an area code or an access code, if necessary.

Step 5   Click **Update**.

Call Waiting

Using Call Waiting

Step 1   While on a call, a call waiting tone is played when a second call is received.

Step 2   Press the **Hold** softkey to place the connected call on hold.

The held call appears in the active call list in the LCD screen.

Step 3   Press the **New Call** softkey to pick up the call that is waiting.

Step 4   To return to the call-on-hold, press the **Resume** softkey.

Step 5   If multiple calls on are on hold, press the **Up** or **Down** scroll button to select a call in the active call list, and then press the **Resume** softkey.

A maximum of two calls are supported.

Call Park

The IP Conference Station allows you to store or "park" a call at a specified number and then use another phone in the Cisco Unified CallManager system (for example, a phone in another office or in a conference room) to retrieve the call. Call park numbers are configured by the system administrator.

Parking a Call

Step 1   During an active call, press the **Menu** button.

Step 2   Select **Call Functions** and press the **Select** button.

Step 3   Select **Park**, and then press the **Select** button.

The display shows the number to which the call is parked.

Step 4   Make a note of the call park number.

The call is now parked at that number, allowing you to retrieve it from another phone. You have a limited amount of time to retrieve the parked call before it reverts to ringing at its original destination. Contact your system administrator for the time limit information.

Step 5   To retrieve the parked call from another phone in the Cisco Unified CallManager system, dial the call park number at which the call was parked.

Call Pickup

The IP Conference Station allows you to answer a call that comes in on a telephone extension other than on your IP Conference Station. When you hear an incoming call ringing on another phone, you can redirect the call to your IP Conference Station by using the call pickup feature.

There are two types of call pickup features available on the IP Conference Station:

- Call Pickup—Picks up incoming calls within your own group. The appropriate call pickup group number is dialed automatically when you choose this feature.
- Group Pickup—Picks up incoming calls within your own group or within other groups. You must dial the appropriate call pickup group number when using this feature.

These features are available only if your system administrator configured your IP Conference Station to support them. The IP Conference Station does not support these features by default.

Picking Up Calls Within Your Group

Call pickup allows you to pick up incoming calls within your own group. When you activate call pickup, it automatically dials the call pickup group number associated with the IP Conference Station. If there is a call that is coming in on another telephone number in that same group, the call immediately begins ringing on the IP Conference Station. If there is more than one incoming call in the pickup group, you receive the first unanswered call. If there is no unanswered call in the group when you activate call pickup, then the IP Conference Station is available to receive the next call.

Step 1 Press the **Phone** button.

Step 2 Press the **PickUp** softkey.

Step 3 Answer the incoming call that is redirected to the IP Conference Station.

Picking Up Calls Outside Your Group

Group call pickup allows you to pick up incoming calls within your own group or within other groups. You must dial the appropriate call pickup group number when using this feature.

If there is a that is call coming in on another telephone number in the call pickup group that you dialed, that call immediately begins ringing on the IP Conference Station. If there is more than one incoming call in the pickup group, then you receive the first unanswered call. If there is no unanswered call in the group, or if you dial an invalid call pickup group number, you receive a fast busy tone.

Step 1 Press the **Phone** button.

Step 2 Press the **GPickUp** softkey.

Step 3 Dial the desired group call pickup number.

Step 4 Answer the incoming call that is redirected to the IP Conference Station.

Step 5 To dial a different group call pickup number, hang up and begin again at Step 1.

Volume Controls

Adjusting the Speakerphone or the Ringer Volume

- Press the **Up** or **Down** volume button to increase or decrease the volume.

Adjusting the Dial Tone Volume

Step 1   Press the **Phone** button. You will hear a dial tone.

Step 2   Press the **Up** or **Down** volume button to increase or decrease the volume.

Corporate Directory

You can access a directory of employee names and phone numbers on the IP Conference Station. You can search the corporate directory by name and by phone number.

Searching the Corporate Directory by Name

Step 1   Press the **Corp Dir** softkey.

The search screen displays. You can search by First Name or Last Name, or both.

Step 2   Using the keypad, enter the search criteria, namely First Name and Last Name. Press the **Up** or **Down** scroll button to select a field.

When searching by name, you can enter one or more characters to broaden or narrow your search.

When entering letters, select the appropriate number key for the letter that you want, and press that key the equivalent number of times for the correct letter. For example, to enter a B, press the **2** key two times, and to enter a C, press the **2** key three times.

Use the **<** softkey to go backward while entering search data.

To cancel a search, press the **Cancel** softkey.

Step 3   Press the **Search** softkey to start the search.

The message "Searching..." flashes on the LCD screen until the search results display.

Step 4 After the search results display, use the **Up** or **Down** scroll button to select an entry.

If the search results include more than 32 entries, you can press the **more >>** softkey followed by the **Next** softkey to display the next group of entries.

To go back to the previous group of entries, press the **more >>** softkey, then the **Back** softkey.

To return to the Search screen, press the **more >>** softkey, then the **NewSearch** softkey.

Step 5 Press the **Dial** softkey to call the number. Press the **EditDial** softkey to edit the number.

Step 6 To exit the directory, press the **Exit** softkey or the **Exit** button.

Searching the Corporate Directory by Phone Number

Step 1 Press the **Corp Dir** softkey.

The search screen displays.

Step 2 Press the **Up** or **Down** scroll button to select the Number field.

Using the keypad, enter the number. When searching by number, you can enter one or more digits to broaden or narrow your search.

Use the **<** softkey to go backward while entering search data. To cancel a search, press the **Cancel** softkey.

Step 3 Press the **Search** softkey to start the search.

The message "Searching..." flashes on the LCD screen until the search results display.

Step 4 After the search results display, use the **Up** or **Down** scroll button to select an entry.

If the search results include more than 32 entries, you can press the **more >>** softkey followed by the **Next** softkey to display the next group of entries.

To go back to the previous group of entries, press the **more >>** softkey, then the **Back** softkey.

To return to the Search screen, press the **more >>** softkey, then the **NewSearch** softkey.

Step 5 Press the **Dial** softkey to call the number. Press the **EditDial** softkey to edit the number.

Step 6 To exit the directory, press the **Exit** softkey or the **Exit** button.

Phone Book

The phone book is a convenient way to store frequently dialed conference call numbers. The phone book feature allows you to add a maximum of 20 entries to the phone book.

Tip   You can also use the Cisco Unified IP Conference Station 7936 web interface to access the phone book.

Opening the Phone Book

- Press the **Ph Book** softkey.

Calling a Number in the Phone Book

Step 1   Press the **Up** or **Down** scroll button to select the entry that you want.

Step 2   Press the **Call** softkey.

Adding an Entry to the Phone Book

Step 1   Press the **New Entry** softkey.

Step 2   Using the keypad, enter the last name, first name, and phone number for the new entry. Press the **Up** or **Down** scroll button to select the Last, First, or Number fields.

When entering letters, select the appropriate number key for the letter that you want, and press that key the equivalent number of times for the correct letter. For example, to enter a B, press the **2** key two times, and to enter a C, press the **2** key three times.

Use the **<** softkey to go backward while entering data.

Step 3   Press the **Save** softkey to save the new entry, or to exit without saving, press the **Exit** softkey.

You can add a maximum of 20 entries to the phone book.

Editing an Entry in the Phone Book

Step 1 Press the **Up** or **Down** scroll button to select an entry. Press the **View/Edit** softkey.

You can change or clear the selected entry using the **Change** or **Clr Entry** softkeys. Press the **<** softkey to go backward when changing an entry.

To exit without saving, press the **Exit** softkey.

Step 2 Press the **Save** softkey to save your changes.

Step 3 Press the **Menu** button to return to the main menu, or press the **Exit** button to return to the resting display.

Settings

You can adjust some of the settings on the IP Conference Station, or you can use the Cisco Unified IP Conference Station 7936 web interface to adjust settings.

Time and Date

Step 1 Press the **Menu** button.

Step 2 Press the **Up** or **Down** scroll button to select Settings. Press the **Select** button.

Step 3 Press the **Up** or **Down** scroll button to select Time Format.

Step 4 Press the **12 Hr** or **24 Hr** softkey to select 12-hour or 24-hour format, respectively.

Step 5 Press the **Up** or **Down** scroll button to select Date Format.

Step 6 Press the **MM/DD/YY, DD/MM/YY or YY/MM/DD** softkey to select a month/date/year, date/month/year or year/month/date format, respectively.

Step 7 Press the **Menu** button to return to the main menu, or press the **Exit** button to return to the resting display.

LCD Screen Contrast

Step 1 Press the **Menu** button.

Step 2 Press the **Up** or **Down** scroll button to select **Settings**. Press the **Select** button.

Step 3 Press the **Up** or **Down** scroll button to select Contrast.

Step 4 Press the **–** or **+** softkey to set the desired contrast of the LCD screen.

Step 5 Press the **Menu** button to return to the main menu, or press the **Exit** button to return to the resting display.

Ringer

Step 1 Press the **Menu** button.

Step 2 Press the **Up** or **Down** scroll button to select Settings. Press the **Select** button.

Step 3 Press the **Up** or **Down** scroll button to select Ringer.

Step 4 Press the **Change** softkey to display the ringer list.

You can select from five different ring sounds.

Step 5 Press the **Up** or **Down** scroll button to select a ringer sound (Pro, Biz, Euro, Chirp, and Bell.

Selecting Ringer Off shuts off the ringer sound on the IP Conference Station.

Step 6 Press the **Listen** softkey to hear the ring sound.

Repeat Steps 5 and 6 until you have selected the ringer sound that you want.

Step 7 Press the **Save** softkey.

Step 8 Press the **Menu** button to return to the main menu, or press the **Exit** button to return to the resting display.

Language

Step 1 Press the **Menu** button.

Step 2 Press the **Up** or **Down** scroll button to select **Settings**. Press the **Select** button.

Step 3 Press the **Up** or **Down** scroll button to view the Language entry.

Note The only available language is English.

Step 4 Press the **Menu** button to return to the main menu, or press the **Exit** button to return to the resting display.

6 General Troubleshooting Information

This section provides general troubleshooting information for the Cisco Unified
IP Conference Station 7936.

Refer to the following table for assistance if you are encountering difficulties.

Problem	Resolution
No dial tone	• Check that all connections are tight and in place. • Make sure that all connections are correct. • See the "Installing and Connecting the IP Conference Station to the Network" section on page 11.
IP Conference Station does not ring	• Check that the ringer setting is not "Ringer Off." • Check the volume level. • Make sure that the IP Conference Station is communicating with the Cisco Unified CallManager.
No display on the LCD screen	• Check to make sure that there is power. • Make sure that the power supply is plugged in.
LCD screen display issues	• If you see beat frequencies (scan lines) in the LCD screen when you are using certain types of older fluorescent lights in your building, move the IP Conference Station away from the lights, or replace the lights. This should resolve the problem.

Problem	Resolution
DTMF delay	• Press the keys slowly. If you press keys too quickly while you are on a call that requires keypad input, some of the keys might not be recognized.
IP Conference Station resetting	• The IP Conference Station resets when it loses contact with the Cisco Unified CallManager software. The following status message appears in the LCD screen if the IP Conference Station loses contact with Cisco Unified CallManager: *Registering* • The IP Conference Station resets when it loses contact with the network. The following status message appears in the LCD screen if the IP Conference Station loses contact with the network: *Configuring IP* These lost connections can be due to any network connectivity disruption, including cable breaks, switch outages, and switch reboots. **Note** You can manually restart the IP Conference Station by pressing **#** on the phone's keypad while the phone is in resting mode and two levels of menu screens. For example, you could use this keypad command from the Main menu (first level) or from the Admin Setup menu (second level).

If you are experiencing other difficulties, contact your system administrator for assistance.

7 Obtaining Documentation

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

Cisco.com

You can access the most current Cisco documentation at this URL:

http://www.cisco.com/univercd/home/home.htm

You can access the Cisco website at this URL:

http://www.cisco.com

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation DVD

Cisco documentation and additional literature are available in a Documentation DVD package, which may have shipped with your product. The Documentation DVD is updated regularly and may be more current than printed documentation. The Documentation DVD package is available as a single unit.

Registered Cisco.com users (Cisco direct customers) can order a Cisco Documentation DVD (product number DOC-DOCDVD=) from the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

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

Cisco Marketplace:

http://www.cisco.com/go/marketplace/

Ordering Documentation

You can find instructions for ordering documentation at this URL:

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

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

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

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 1 800 553-NETS (6387).

8 Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

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

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

We appreciate your comments.

9 Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

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

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

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

Opening a TAC Case

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

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

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

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
EMEA: +32 2 704 55 55
USA: 1 800 553-2447

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

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

TAC Case Priority Definitions

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

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

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

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

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

10 Obtaining Additional Publications and Information

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

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

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

- Cisco Press publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

  http://www.ciscopress.com

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

  http://www.cisco.com/packet

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

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

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

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

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

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

11 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 warranty applicable to Cisco software, is included on the Cisco Documentation CD and on Cisco.com. Follow these steps to access and download the *Cisco Information Packet* and your warranty document from the CD or Cisco.com.

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

   http://www.cisco.com/univercd/cc/td/doc/es_inpck/cetrans.htm

   The Warranties and License Agreements page appears.

2. To read the *Cisco Information Packet*, follow these steps:

   a. Click the **Information Packet Number** field, and make sure that the part number 78-5235-02F0 is highlighted.

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

   c. Click **Go**.

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

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

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

3. To read translated and localized warranty information about your product, follow these steps:

   a. Enter this part number in the Warranty Document Number field:

   78-10747-01C0

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

   c. Click **Go**.

   The Cisco warranty page appears.

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

You can also contact the Cisco service and support website for assistance:

http://www.cisco.com/public/Support_root.shtml.

Duration of Hardware Warranty

One (1) Year

Replacement, Repair, or Refund Policy for Hardware

Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of a Return Materials Authorization (RMA) request. Actual delivery times can vary, depending on the customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

To Receive a Return Materials Authorization (RMA) Number

Contact the company from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Complete the information below, and keep it for reference.

Company product purchased from	
Company telephone number	
Product model number	
Product serial number	
Maintenance contract number	

The following information is for FCC compliance of Class B devices: The equipment described in this manual generates and may radiate radio-frequency energy. If it is not installed in accordance with Cisco's installation instructions, it may cause interference with radio and television reception. This equipment has been tested and found to comply with the limits for a Class B digital device in accordance with the specifications in part 15 of the FCC rules. These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

Modifying the equipment without Cisco's written authorization may result in the equipment no longer complying with FCC requirements for Class A or Class B digital devices. In that event, your right to use the equipment may be limited by FCC regulations, and you may be required to correct any interference to radio or television communications at your own expense.

You can determine whether your equipment is causing interference by turning it off. If the interference stops, it was probably caused by the Cisco equipment or one of its peripheral devices. If the equipment causes interference to radio or television reception, try to correct the interference by using one or more of the following measures:

- Turn the television or radio antenna until the interference stops.
- Move the equipment to one side or the other of the television or radio.
- Move the equipment farther away from the television or radio.
- Plug the equipment into an outlet that is on a different circuit from the television or radio. (That is, make certain the equipment and the television or radio are on circuits controlled by different circuit breakers or fuses.)

Modifications to this product not authorized by Cisco Systems, Inc. could void the FCC approval and negate your authority to operate the product.

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