Phone Guide

Cisco Unified Wireless IP Phone 7920 for Cisco CallManger Express 3.2 and Later

INCLUDING LICENSE AND WARRANTY

Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

Customer Order Number:

Contents

Preface 1
About This Guide 1
Audience and Scope 1
Related Documentation 1
Cisco Unified 7920 Documentation 2
Cisco Unified IP Phone Documentation 2
Obtaining Documentation 2
Cisco.com 2
Documentation CD-ROM 3
Ordering Documentation 4
Documentation Feedback 4
Obtaining Technical Assistance 4
Cisco.com 5
Technical Assistance Center 5
Cisco TAC Website 6
Cisco TAC Escalation Center 6
Obtaining Additional Publications and Information 7

Getting Started 8
Checking Shipment Completeness 8
How to Use this Guide 8
Safety Warnings 9
Warning Definition 9
Installation Warning 10
Product Disposal Warning 10
Lightning Activity Warning 10
Battery Handling Warning 10
Emergency Services Warning 10

Explosive Gas Warning **11**
Battery Disposal Warning **11**
Battery Safety Notices **11**
Installing and Removing the Battery **12**
Charging the Phone and the Battery **13**

Overview of the Cisco Unified Wireless IP Phone 7920 15
Powering the Phone On and Off **17**
Main Screen and Display Indicators **18**
Shortcut Keys for Phone Functions **19**
Document Conventions **19**
Using the Phone Menus **20**
Setting Passwords **20**
Setting the LEAP Username and Password **21**
Entering and Editing Text **21**
Entering Symbols into Text **22**
Accessories **22**

Basic Call Handling 23
Placing Calls **23**
Answering and Ending Calls **24**
Muting Calls **24**
Adjusting the Speaker Volume **25**
Placing Calls on Hold **25**
Transferring Calls **26**
Making Conference Calls **26**
Forwarding Your Calls to Another Number **27**

Using Advanced Call Features 28
Parking and Retrieving Parked Calls **28**
Redirecting a Ringing Call to Your Phone By Using Call PickUp **28**
Understanding Shared Lines **29**
Using the Phone Book and Speed Dial Features **30**

Using the Phone Book **30**
Adding or Changing Entries in the Phone Book **31**
Configuring Speed Dial Hot Keys **32**
Using Voice Messaging and Call History Logs **34**
Playing Voice Messages **34**
Viewing and Placing Calls from the Call History Menu **35**

Using and Changing Profiles 36
User Profiles **36**
Options for User Profile Settings **37**
Configuring User Profiles **37**
Network Profiles **39**
Choosing a Network Profile **39**

Using Cisco Unified IP Phone Services 41
Logging In to the User Options Web Pages **41**
Subscribing to IP Phone Services **41**
Accessing IP Phone Services **42**

Customizing Phone Settings and Viewing Phone Status 43
Change Phone Settings **43**
Changing Ring Tone Settings **43**
Changing Phone Display Settings **44**
Changing Phone Access Settings **44**
Viewing Phone Status **45**
Viewing the Network Configuration **46**

Menu Diagrams and Display Messages 48
Menu Diagrams **48**
Display Messages **52**
Informational Messages **53**
Error Messages **54**
Warning Messages **55**

Index 57

Preface

This section covers the following topics:

- About This Guide, page 1
- Audience and Scope, page 1
- Related Documentation, page 1
- Obtaining Documentation, page 2
- Obtaining Technical Assistance, page 4
- Obtaining Additional Publications and Information, page 7

About This Guide

This guide is designed to help you learn about basic and advanced features of, and phone and network configurations for, the Cisco Unified Wireless IP Phone 7920.

Audience and Scope

This guide is intended for the wireless phone user who may or may not have had any technical training in IP telephony or networking, and who is planning to use the Cisco Unified Wireless IP Phone 7920 in an enterprise environment.

Related Documentation

This section describes other publications in the Cisco Unified 7920 Wireless IP Phone documentation set in addition to related Cisco publications.

Cisco Unified 7920 Documentation

The following publications are companion documents to the *Cisco Unified Wireless IP Phone 7920 for Cisco CallManger Express 3.2 and Later*:

- For IP phone configuration, software installation, and operation instructions, refer to the *Cisco CallManager Express System Administrator Guide* for the appropriate version of Cisco Unified CallManager Express.
- For Cisco Unified Wireless IP Phone 7920 accessories, refer to the *Cisco Unified Wireless IP Phone 7920 Accessory Guide*.
- For regulatory compliance and safety information, refer to the *Regulatory Compliance and Safety Information for the Cisco Unified Wireless IP Phone 7920*.
- For the latest information about the *Cisco CallManager Express and Cisco IOS Telephony*, refer to the Cisco CallManager Express and Cisco IOS Telephony index at the following location:

  http://www.cisco.com/univercd/cc/td/doc/product/access/ip_ph/ip_ks/index.htm

Cisco Unified IP Phone Documentation

Cisco Unified IP Phone 7900 Series product documentation for the Cisco Unified IP Phones including: 7902G, 7905G, 7910G+SW, 7912G, 7914 Expansion Module, Wireless IP Phone 7920, Conference Station 7935, 7940G, 7960G, 7970G, IP Manager Assistant, and CallManager Extended ServicesSoftPhone, see the the following URL.

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

Obtaining Documentation

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

Cisco.com

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

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

You can access the Cisco website at this URL:

http://www.cisco.com

International Cisco websites can be accessed from this URL:

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

Documentation CD-ROM

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

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

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

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

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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_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 Networking Products MarketPlace:

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

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

Documentation Feedback

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

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

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

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

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

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

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The type of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration. There is little or no impact to your business operations.
- Priority level 3 (P3)—Operational performance of the network is impaired, but most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- Priority level 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.
- Priority level 1 (P1)—An existing 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.

Cisco TAC Website

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. To access the Cisco TAC website, go to this URL:

http://www.cisco.com/tac

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

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

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

http://www.cisco.com/tac/caseopen

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

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

Before calling, please check with your network operations center to determine the Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

Obtaining Additional Publications and Information

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

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

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

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

  http://www.ciscopress.com

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

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

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

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

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

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

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

  http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html

Getting Started

Before using your Cisco Unified Wireless IP Phone 7920, you need to do the following:

- Checking Shipment Completeness, page 8
- How to Use this Guide, page 8
- Safety Warnings, page 9
- Battery Safety Notices, page 11
- Installing and Removing the Battery, page 12
- Charging the Phone and the Battery, page 13

Checking Shipment Completeness

Check to make sure that all items are present in the Cisco Unified Wireless IP Phone 7920 box.

The package should contain the following:

- Cisco Unified Wireless IP Phone 7920
- Standard battery (Cisco part number: CP-BATT-7920-STD)
- Power supply (Cisco part number: CP-PWR-7920SE-NA)
- Regulatory Compliance and Safety Information for the Cisco Unified Wireless IP Phone 7920

Inform your system manager or supplier if any items are missing.

How to Use this Guide

This guide provides you with an overview of the features that are available on your phone. For information about common tasks, refer to the following table. Contact your system administrator if you have problems or need more information about your phone.

If you want to...	Then...
Review safety information	See the "Safety Warnings" section on page 9.
Install the battery	See the "Installing and Removing the Battery" section on page 12.
Charge the battery	See the "Charging the Phone and the Battery" section on page 13.
Use your phone	Start with the "Overview of the Cisco Unified Wireless IP Phone 7920" section on page 15.

If you want to...	Then...
Set LEAP password	See the "Setting the LEAP Username and Password" section on page 21.
Understand the phone screen	See the "Main Screen and Display Indicators" section on page 18.
Make calls	See the "Placing Calls" section on page 23.
Change the speaker volume	See the "Adjusting the Speaker Volume" section on page 25.
Put calls on hold	See the "Placing Calls on Hold" section on page 25.
Transfer calls	See the "Transferring Calls" section on page 26.
Mute calls	See the "Muting Calls" section on page 24.
Make conference calls	See the "Making Conference Calls" section on page 26.
Listen to voice messages	See the "Playing Voice Messages" section on page 34.
Set up speed dial	See the "Configuring Speed Dial Hot Keys" section on page 32.
Lock and unlock the phone	See the "Change Phone Settings" section on page 43
Choose rings for different conditions	See the "Configuring User Profiles" section on page 37.
Set up a personal phone book	See the "Using the Phone Book" section on page 30.
Change ring tones	See the "Changing Ring Tone Settings" section on page 43.
Subscribe to phone applications and services	See the "Subscribing to IP Phone Services" section on page 41.
Get information about phone accessories	See the "Accessories" section on page 22.

Safety Warnings

These safety notices apply to the Cisco Unified Wireless IP Phone 7920. Please read the following sections before installing or using your Cisco Unified Wireless IP Phone 7920.

Warning Definition

Warning **This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. To see translations of the warnings that appear in this publication, refer to the translated safety warnings that accompanied this device.**

Installation Warning

Warning **Read the installation instructions before connecting the system to the power source.**

Product Disposal Warning

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

Lightning Activity Warning

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

Battery Handling Warning

Warning **There is the danger of explosion if the battery is replaced incorrectly. Replace the battery only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.**

Emergency Services Warning

Warning **This equipment will not be able to access emergency services during a power outage because of reliance on utility power for normal operation. Alternative arrangements should be made for access to emergency services. Access to emergency services can be affected by any call-barring function of this equipment.**

Explosive Gas Warning

Warning **The use of the Cisco Unified Wireless IP Phone 7920 in hazardous environments such as areas where high levels of explosive gas may be present is not recommended. Check with the site safety engineer before using any type of wireless device in such an environment.**

Battery Disposal Warning

Warning **Do not dispose of the battery pack in fire or water. The battery may explode if placed in the fire.**

Battery Safety Notices

These battery safety notices apply to the batteries that are approved by the Cisco Unified Wireless IP Phone 7920 manufacturer.

Caution This symbol means *reader be careful*. In this situation, you might do something that could result in equipment damage. Refer to the product documentation for instructions.

Caution The battery pack is intended for use only with this device.

Caution Do not disassemble, crush, puncture, or incinerate the battery pack.

Caution To avoid risk of fire, burns, or damage to your battery pack, do not allow a metal object to touch the battery contacts.

Caution Handle a damaged or leaking battery with extreme care. If you come in contact with the electrolyte, wash the exposed area with soap and water. If the electrolyte has come in contact the eye, flush the eye with water for 15 minutes and seek medical attention.

Caution Do not charge the battery pack if the ambient temperature exceeds 104 degrees Fahrenheit (40 degrees Celsius).

Caution Do not expose the battery pack to high storage temperatures (above 140 degrees Fahrenheit, 60 degrees Celsius).

Caution When discarding a battery pack, contact your local waste disposal provider regarding local restrictions on the disposal or recycling of batteries.

Caution To obtain a replacement battery, contact your local dealer. Use only the batteries that have one of the following Cisco part numbers: CP-BATT-7920-STD (standard battery) or CP-BATT-7920-EXT (extended use battery).

Caution Use only the power supply that is provided by Cisco. The Cisco part numbers are: CP-PWR-7920-NA (for North America), CP-PWR-7920-CE (for Central Europe), CP-PWR-7920-UK (for United Kingdom), CP-PWR-7920-AU (for Australia), and CP-PWR-7920-JP (for Japan).

To see translations of the warnings that appear in this publication, refer to the *Regulatory Compliance and Safety Information for the Cisco Unified Wireless IP Phone 7920* document that accompanied this product.

Installing and Removing the Battery

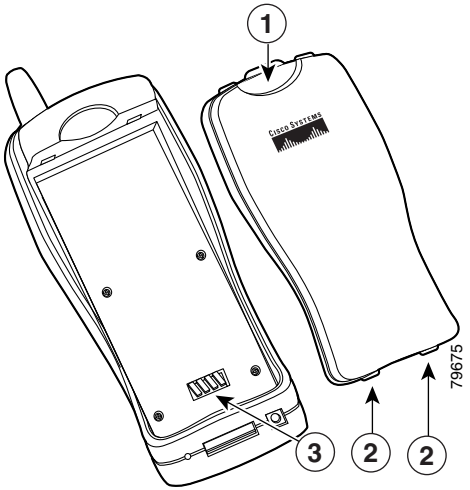
You must install and charge the battery before you can use the Cisco Unified Wireless IP Phone 7920. To install or remove the battery, follow these steps.

Step 1 To install the battery, insert the two catches of the battery (as shown in Figure 1) in the corresponding slots near the bottom of the Cisco Unified Wireless IP Phone 7920. Make sure that the metal contacts on the battery and the phone are facing each other.

Step 2 Press the battery to the body of the phone until it locks into place.

Step 3 To remove the battery, press down on the locking catch of the battery. Then lift and remove the battery.

Figure 1 Installing and Removing the Battery



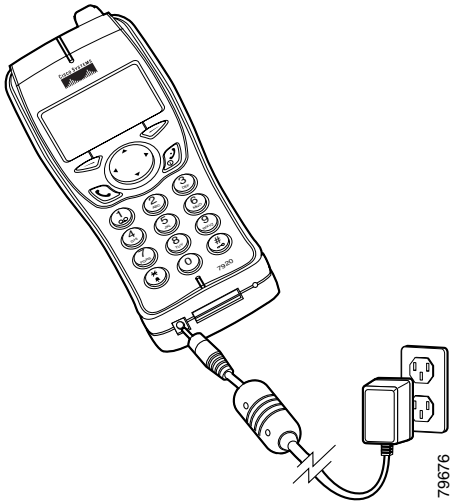
1	Locking catch—Press to release the battery.
2	Catches—Insert these into the slots near the bottom of the phone at battery installation.
3	Metal contact—Match the contact on the battery to the contact on the phone.

Charging the Phone and the Battery

The Cisco Unified Wireless IP Phone 7920 is powered by a rechargeable battery. To charge the battery when it is installed in the phone, follow these steps:

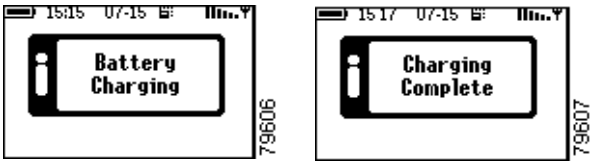
1. Connect the cable from the power supply to the base of the phone.
2. Connect the power supply to an AC wall outlet as shown in Figure 2.

Figure 2 Charging the Phone and the Battery



If the phone is turned off, the screen displays the message "Battery Charging." When the battery is fully charged, the "Charging Complete" message is displayed, as shown in Figure 3.

Figure 3 Charging Battery Messages



If the phone is turned on, the battery indicator bar blinks, displaying the current power level. When the battery is fully charged, the battery indicator bar stops blinking.

3. When the battery is fully charged, disconnect the charger from the phone, and unplug the power cord from the AC wall outlet.
    - The standard battery requires about 3.5 hours to become fully charged and provides up to 3.5 hours of talk time or 21 hours of standby time.
    - The extended battery provides up to 4.25 hours of talk time or 30 hours of standby time. The battery becomes fully charged in about 4.5 hours. For more information about charging the battery, refer to the "Desktop Charger" section in the *Cisco Unified Wireless IP Phone 7920 Accessory Guide*.

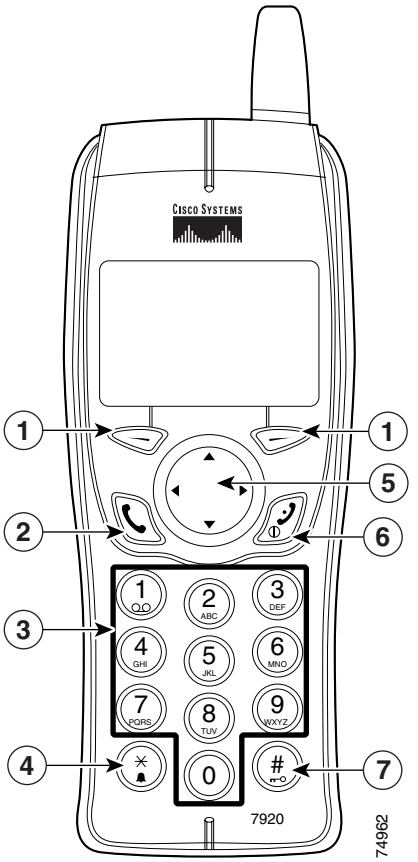
Overview of the Cisco Unified Wireless IP Phone 7920

The Cisco Unified Wireless IP Phone 7920 provides the following features:

- Wireless access to your corporate phone extension and phone services
- Multiline appearances
- Up to eight speed dial hot keys
- Caller ID for incoming calls
- Call handling features such as forward, transfer, hold, call park, conference, call pickup, and group pickup
- Softkey access to menus and your personal phone book
- Choice of profiles for personal use

The Cisco Unified Wireless IP Phone 7920 is depicted in Figure 4 on page 16. The callout table describes the functions of the keys.

Figure 4 Cisco Unified Wireless IP Phone 7920



1		Left and right softkeys—Activates the item in the label above the softkey.
2		Answer/Send key—Answers a call or dials a number.
3		Number keys (0-9)—Use these to enter numbers and characters. Number keys (2-9)—Use these to activate Speed Dial hot keys.
4		Asterisk (*) key—Toggles between ring and vibrate mode. Toggles between upper and lower case. See the "Entering and Editing Text" section on page 21.

5		Arrow key—Moves from one function to another. This guide uses these directional arrows ▲ , ▼ , ◀ , or ▶ .
6		Power/End key—Turns the phone on or off, silences a ringing call, or ends a connected call. See the "Answering and Ending Calls" section on page 24.
7		Pound (#) key—Toggles between locking and unlocking the key pad. Allows you to access special characters when you are entering text.

Powering the Phone On and Off

To turn the phone on, press and hold the key until the phone powers on. The phone connects to a wireless access point and begins authentication. In a Cisco Light Extensible Authentication Protocol (LEAP) environment, you might have to set the LEAP password. See the "Setting Passwords" section on page 20.

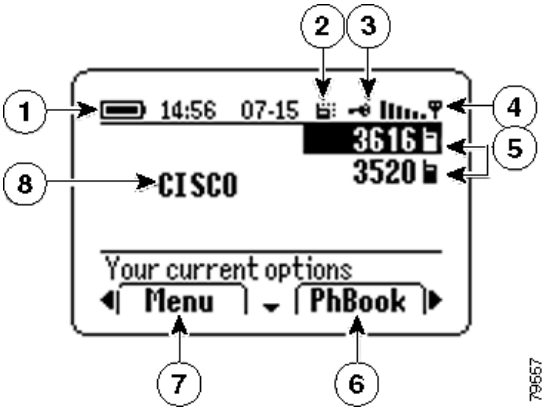
After completing authentication, the phone displays the main screen, as shown in Figure 5. The phone is in standby mode and is ready to place or receive calls. The signal icon in the upper right corner shows the strength of the signal between the wireless access point and your phone. Your phone must have an adequate signal before you can place or receive calls. The icon displays six vertical bars for a strong signal. If the icon displays fewer than three bars, the signal is weak.

Tip When the phone receives a weak signal, the phone displays this warning message, "Weak signal detected" and sends a warning tone or vibration as specified in your active profile. See the "Configuring User Profiles" section on page 37 for more information.

Main Screen and Display Indicators

Figure 5 shows the icons displayed in the Main screen, which is the screen that you see after you turn on the Cisco Unified 7920 Wireless IP Phone.

Figure 5 Main Screen/Standby Mode



1	Battery icon—Shows level of charge in battery
2	Vibration icon—Indicates vibration mode
3	Key lock icon—Indicates keypad is locked
4	Signal icon—Shows degree of signal strength
5	Extension numbers—Identify each phone line
6	Right softkey label—Displays the idle softkey (*PhBook* or *Svcs*) or a feature during a call
7	Left softkey label—Displays *Menu* or a feature option during a call
8	Welcome message—Shows modifiable message

Note The LEAP password screen appears when the phone is switched on in a LEAP and Prompt mode activated environment. Contact your administrator to obtain the LEAP password. Or see the "Setting the LEAP Password" section on page 88.

Shortcut Keys for Phone Functions

The phone keypad provides the following shortcuts to frequently used functions.

Shortcut Key	Function	Notes
#	Locks or unlocks the phone keypad	Press and hold the # key. The icon displays at the top of the Main screen. Press and hold the # key to toggle key lock off. The icon disappears.
*	Toggles between ringing and vibrating mode	Press and hold the * key. The screen displays "Vibration On" and the icon appears at the top. To switch back to the ring mode, press and hold the * key. The screen displays "Vibration Off," and the icon disappears. The default setting is "ring mode."
1	Accesses voice messaging	Press and release the 1 key. The phone connects to your voice messaging system.
▲	Accesses the speaker volume adjustment	During a call, press the ▲ arrow on the navigation key to access the volume adjustment screen. Increase the volume by pressing ▶ or decrease the volume by pressing ◀ on the navigation key.
2 2–9	Activates the speed dial number	Press and hold one of the numeric keys (2–9) for the speed dial number that you want to use.

Document Conventions

To simplify the instructions for using phone features and for changing phone settings, this guide uses the following conventions and terms.

Action Keys	Navigation Instructions in This Guide
Using or softkeys with labels	When you must press the softkey for a menu, feature, or action label, this guide states: Press (softkey label). Example: Press **PhBook**
Using the ◀ or ▶ arrows	To move left or right between menu tabs or softkey labels, this guide states: Use ◀ or ▶ to switch to (item name). Example: Use ◀ or ▶ to switch to the **Directory**

Action Keys	Navigation Instructions in This Guide
Using the ▲ or ▼ arrows	To move up or down between menu options or list items, this guide states: Scroll to (item name). Example: Scroll to **Speed Dial**
Using the "Select" softkey	When you must press the "Select" softkey to use a menu option or item that you have highlighted, this guide states: Select (item name). Example: Select **Speed Dial**
Using menus and options	To advance through several menu options, the guide states: Choose Menu > (menu option) > (menu option) Example: Choose **Menu > Directory > Phone Book > Speed Dial**

Using the Phone Menus

The phone menus provide access to phone features and settings. When you press **Menu**, the name of the first menu displays on your phone screen with a set of overlapping tabs for the other phone menus.

To access a specific menu, press ◀ or ▶ until you see the desired menu name, such as Directory. Press **Select** (by using). Use ▲ or ▼ to scroll between the menu options.

To choose a menu option, such as Speed Dial in the Directory menu, scroll to **Speed Dial** and press **Select.**

This table lists reference information for the phone menus.

Menu	Section in Phone Guide
Directory	Using the Phone Book and Speed Dial Features, page 30.
Messages	Playing Voice Messages, page 34.
Call History	Viewing and Placing Calls from the Call History Menu, page 35.
Profiles	Using and Changing Profiles, page 36.
Services	Using Cisco Unified IP Phone Services, page 41.
Phone Settings	Customizing Phone Settings and Viewing Phone Status, page 43.
Network Config	Viewing the Network Configuration, page 46

Setting Passwords

When powering on your phone for the first time, you might need to set your LEAP username and password. Your system administrator can provide LEAP information.

You must access the Profiles menu, select Network Profile and navigate to the 802.11b Configuration options. Use the following steps to set your username and password.

Setting the LEAP Username and Password

1. Press **Menu**, then press ◀ or ▶ until you see the **Profiles** menu, and press **Select**.
2. Scroll to **Network Profile** and press **Select**.
3. Scroll to the current profile name (with check mark) and press **Select**.
4. Scroll to **802.11b Configuration** and press **Select**.
5. Scroll to **LEAP** and press **Select**.
6. Scroll to **Username** or **Password** and press **Select**.

Note Consult your system administrator for the username format and password information for your system.

7. Press **Edit** and enter your username or password. For assistance, see the "Entering and Editing Text" section on page 21.

Note The LEAP password entry can be up to 32 characters.

8. Press **OK** to confirm the changes, then press **Back** several times to return to the main screen.

Entering and Editing Text

You can enter characters, numbers, and special characters for passwords and phone book entries. When you press a numeric key on the keypad, a text bubble shows all the characters that this key controls. Each press moves to another character choice.

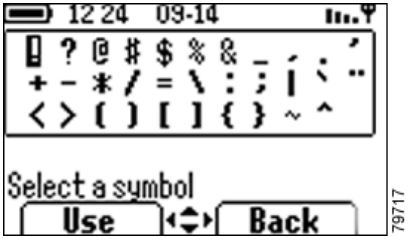
If you want to...	Then...
Enter characters	Press the numeric key once to enter the first character. Press it twice to enter the second character or press it three times to enter the third character.
Enter numbers	Press the numeric key four times to enter the number.
Delete the last character	Press **Clear** once to delete the last character or number in the string.
Delete the entire string	Press and hold **Clear** to delete the entire text or number string.
Use upper case characters	Press ⓪ to switch between uppercase and lowercase. ABC or abc appears on the right corner of the screen to indicate the case.
Enter a space	Press ▶ or ▼ to enter a space between characters.

If you want to...	Then...
Enter special characters and symbols	Press #. Doing so displays the symbol table, as shown in Figure 6. Use ▲, ▼, ◀, or ▶ to select the desired symbol . Press **Use** to insert the symbol into your text.
Cancel editing mode	Press **Back** as needed to return to the menu option or main screen.

Entering Symbols into Text

Step 1 Press # to display the Symbol table, as shown in Figure 6.

Figure 6 Symbol Table



a. Use ▲, ▼, ◀, or ▶ to select the desired symbol.

b. Press the soft key to insert the symbol into your text.

Accessories

See the *Cisco Unified Wireless IP Phone 7920 Accessory Guide* for information about phone accessories.

Basic Call Handling

Basic call-handling tasks such as placing, answering, transferring, and conferencing calls are available to most phone users.

Placing Calls

If you want to...	Then...
Dial a phone number	Enter the phone number using the numerical keys.
Delete the last digit dialed	Press **Clear** to delete the last dialed digit. To delete the entire dialed number, press and hold **Clear**.
Place the call	After dialing, press (green key) to place your call.
Place the call on a secondary line	Before or after dialing the number, press ▼ to change to another line and press to make the call.
Redial the last dialed number	Press ▶ to switch to **Redial,** then press **Redial** to make the call.
Redial a number from the list of previously placed calls	Press to display the list. Scroll to the desired phone number and press to make the call. The previously placed calls list contains 10 records.
Dial a phone number from your local phone book	Press **PhBook** and scroll to the desired entry. Press to dial the number. See the "Using the Phone Book" section on page 30 for more information.
Speed dial a phone number using a Speed Dial hot key	Press and hold (2-9) for the Speed Dial number that you want to use. The phone displays and dials the number stored for that hot key. See the "Configuring Speed Dial Hot Keys" section on page 32.
Dial from a corporate directory listing	Choose **Menu > Directory > Corporate Directory** (exact name can vary). Search for a listing by using your keypad to enter letters and press **Search**. Scroll to the desired entry and choose **Dial** or .

If you want to...	Then...
Place a call when another call is active	Press **Hold** to hold the active call, then press ◀ or ▶ to switch to **New Call** and press it. Dial, redial, or speed dial a number.
Dial from a Personal Address Book (PAB) entry or a Fast Dial code	Choose **Menu > Services > PAB** service or **Fast Dial** service (exact names might vary). Search for a listing by using your keypad to enter letters and press **Submit**. To dial from a listing, scroll to it and press . For help with subscribing to the PAB or Fast Dial service, see the "Subscribing to IP Phone Services" section on page 41.

Tip

- If you make a mistake while entering a phone number, press **Clear** to erase one or more digits.
- To redial the last number, you can also press two times.

Answering and Ending Calls

If you want to...	Then...
Answer a call	Press and release (green key) to connect to the incoming call.
Silence the ring for an incoming call	Press (red key) to silence the ringing. The call continues silently, then forwards to the no answer target, such as voice messaging or another phone.
End the call	Choose **EndCall** or (red key) to hang up.

Muting Calls

To turn off the microphone on your phone, you can use the Mute feature.

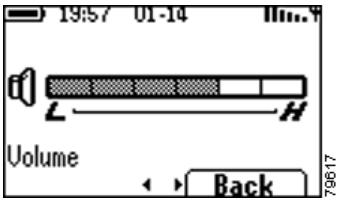
If you want to...	Then...
Mute the call	During a call, press **MuteOn**. The label changes to MuteOff.
Cancel the mute	Press **MuteOff**. The label changes to MuteOn.

Adjusting the Speaker Volume

If you want to...	Then...
Change the volume during a call	Press ▲ to adjust the speaker volume for a call on line 1. Press ▲ twice for a call on line 2.
Change the volume for your calls	Press ◀ or ▶ until you see **Volume** and press it to start adjusting the speaker volume.
Adjust the volume	Increase the volume by pressing ▶ or decrease the volume by pressing ◀ as shown in Figure 0-1. Volume setting remains until you power off the phone.

Tip To maintain the speaker volume adjustment after powering off the phone, see the "Adjusting the Speaker Volume" section on page 25.

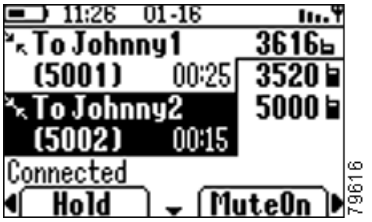
Figure 0-1 Adjusting the Speaker Volume



Placing Calls on Hold

You can have only one active call at a time, so you must place calls on hold while you answer another call.

If you want to...	Then...
Place a call on hold	During a connected call, press **Hold**. The label changes to Resume.
Resume a held call	Press **Resume** to reconnect to a holding call.
Choose between two connected calls	Scroll between different calls that are displayed on the screen. See Figure 0-1.



Tip Avoid putting a conference call on Hold because activating Hold usually generates music.

Transferring Calls

You can transfer a connected caller to another party by using the Transfer feature. The *target* is the number that receives the transferred call.

If you want to...	Then...
Transfer a call without talking to the transfer recipient	During a call, press ◀ or ▶ to switch to **Transf** and press it. Enter the target phone number. When you hear the call ringing, press ◀ or ▶, then press **Transf** again to complete the transfer operation.
Talk to the transfer recipient before transferring the call	During a call, press ◀ or ▶ to switch to **Transf** and press it. Enter the target phone number and wait for the call recipient to answer. If the recipient accepts the call, press ◀ or ▶ then press **Transf** again. If the recipient refuses the call, press **Resume** to return to the original call.

Making Conference Calls

Conference calling allows from three to sixteen parties to participate simultaneously in a call. Your Cisco Unified IP Phone supports several types of conference calls depending on your configuration. The softkeys identify which methods are available on your phone:

- **Confrn**—To establish standard conferences by calling each participant. Standard conference calling is available on most phones.

If you want to...	Then...
Set up a standard conference call by calling participants	During a call, press ◀ or ▶ to switch to Confrn. To add another party to the call, press **Confrn** (press ◀ or ▶ to find softkey) and enter the participant's phone number. After the call connects and you have spoken to the participant, press **Confrn** again to add the party to your conference call. Follow this procedure to add each participant to the conference call.
End a standard conference call	Choose **EndCall** or to end the conference call.

Tip The number of parties that you can add to a conference call is set by your system administrator.

Forwarding Your Calls to Another Number

You can use the Call Forward All feature to redirect your calls to any phone number, although your system administrator might restrict call forwarding to phone numbers within your company.

If you want to...	Then...
Set up call forwarding on your primary line	Press ◀ or ▶ o switch to CFwdAll. Press **CFwdAll** and enter a target extension or phone number. The screen displays "Forwarded to (target number)."
Cancel call forwarding on your primary line	Press **CFwdAll**. The "Forwarded to" message disappears.

Tip

- Enter the Call Forward All target number exactly as you would dial it, including any access codes or area codes.
- You must configure call forwarding for each line on your phone.

Using Advanced Call Features

Advanced call handling tasks require access to special features. Your system administrator might configure these features for your phone depending on your call-handling needs and work environment.

Parking and Retrieving Parked Calls

You can use the Call Park feature to store a connected call in the Cisco Unified CallManager system, then you or a co-worker can retrieve the parked call from another phone in a conference room or in a co-worker's office.

If you want to...	Then...
Store an active call by using Call Park	During a call, press ◀ or ▶ to switch to **Park** and press the softkey. The system stores the call and displays the call park number. Note the call park number that you must use to retrieve the parked call.
Retrieve a parked call	If your phone receives a call park notification: • Press the PickUp soft key followed by the asterisk (*). • Press the PickUp soft key followed by the call part slot number.

Tip

- If the screen does not display a call park number, then the Call Park feature is not available for your phone.
- You have a limited amount of time to retrieve the parked call before it reverts to ringing at its original destination. See your system administrator for this time limit.

Redirecting a Ringing Call to Your Phone By Using Call PickUp

Call PickUp allows you to redirect a call that is ringing on a co-worker's phone to your own phone so you can answer it. Your system administrator can set up a Call Pickup group for extensions that share call handling responsibilities.

When you want to answer calls to phones that do not belong to your Call Pickup group, you need to have the call group pickup code. Your system administrator defines Call Pickup groups and group pickup codes.

If you want to...	Then...
Answer a call that is ringing on another phone within your Call Pickup group	Choose any available line on your phone and press ◀ or ▶ to switch to **PickUp** and press the softkey. Press the asterisk (*) to transfer control of the call to your phone.
Answer a call that is ringing on an extension outside your Pickup group	Choose any available line on your phone and press ◀ or ▶ to switch to GPickup. Dial the pickup group number where the phone is ringing to transfer control of the call to your phone. **Note** Obtain the call group pickup code from the system administrator.

Tip If several calls come in when you activate Pickup or Group Pickup, the first unanswered call rings at your phone.

Understanding Shared Lines

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

- One person applies a shared line to multiple phones—For example, your shared line, 23456, applies to your wireless IP phone and to your office desktop phone. An incoming call to 23456 rings on your desk and on your wireless IP phone, and you can use either phone to answer the call.
- Multiple people share a line—For example, you are a manager who shares a line and extension number with your assistant. An incoming call to the extension rings on both of the phones.

If you want to...	Then...
Move a call to another shared line	Place the shared-line call on hold. Press **Resume** on another phone with the shared line.

Using the Phone Book and Speed Dial Features

The Directory menu provides access to these features:

- Personal Phone Book
- Speed Dial
- Corporate Directory

To help you set up and use these features, this chapter includes the following sections:

- Using the Phone Book, page 30
- Configuring Speed Dial Hot Keys, page 32

Your Cisco Unified Wireless IP Phone 7920 comes with a local phone book feature. Use the Phone Book option to view phone book entries, to add or edit phone book entries, and to set up speed-dial numbers. You can access entries in your phone book by pressing the PhBook softkey.

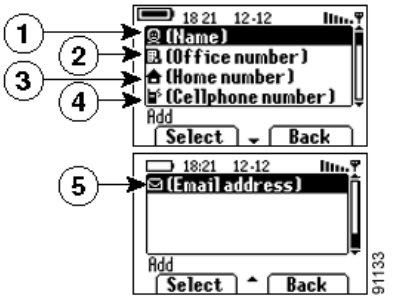
Using the Phone Book

If you want to...	Then...
Browse the phone book to see a list of entries	Press **PhBook**. The phone displays entry names. If there are no phone book entries, "Empty" displays.
View an entry in the Phone Book	Scroll to the desired phone book entry and press **Detail**. The phone book entry item displays the name with the list of associated phone numbers.
Dial a number from the Phone Book	Press **PhBook** and scroll to an entry. Press to dial the number. The phone dials the first number in the phone book entry.
Dial a specific number from the Phone Book	Press **PhBook** and scroll to an entry. Press **Detail** and scroll to the desired phone number. Press to dial the number.
Edit an existing phone book entry	Press **PhBook** and scroll to an entry. Press **Detail** and scroll to the item in the entry to edit. See Figure 7. Press **Edit** and follow the instructions in the "Entering and Editing Text" section on page 21. When you have edited the entry, press **OK**, then press **Save**.

Adding or Changing Entries in the Phone Book

You can add a new phone book entry or change an existing entry by using the Directory menu. You must enter the phone number for each phone book entry exactly as you would dial the number. You can add the information as shown in Figure 7.

Figure 7 Phone Book Entry



1	Contact person's name
2	Office phone number entry
3	Home phone number entry
4	Cellular phone number entry
5	E-mail address entry

If you want to...	Then...
Browse the phone book entries	Press **Menu** and select **Directory > Phone Book** then select **Names** to see the entries.
View the information in a phone book entry	Scroll to a phone book entry and press **Detail**.
Add a new phone book entry	Choose **Menu > Directory > Phone Book > Add**. The screen displays as shown in Figure 7. Scroll to the entry item and press **Select**. Enter the name or phone number by following instructions in the "Entering and Editing Text" section on page 21. When you have finished the entry, press **OK**, then press **Save**. Press **Back** to return to the Directory menu.

If you want to...	Then...
Edit an existing phone book entry	Choose **Menu** > **Directory >Phone Book** > **Names,** then scroll to an entry. Press **Detail** and scroll to the item to edit, such as Home number. Edit the item by following instructions in "Entering and Editing Text" section on page 21. When you have finished, press **OK**, then press **Save**. Press **Back** to return to the Directory menu.
Erase a phone book entry	Choose **Menu** > **Directory** > **Phone Book** > **Names**, then scroll to an entry. Press ◀ or ▶ to switch to **Erase**. Press **Erase** and press **OK** to confirm that you want to erase the phone record. Press ▶ to switch to **Back** then press the softkey to return to the Directory menu.

Tip

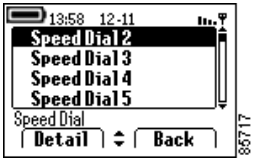
- When adding external phone numbers, enter your external access number, such as 9, and the entire telephone number, including 1 and the area code.
- To use the corporate directory, see the "Using the Phone Book and Speed Dial Features" section on page 30.

Configuring Speed Dial Hot Keys

On the Cisco Unified Wireless IP Phone 7920 keypad, the numeric keys (2-9) are hot keys that access speed-dial numbers.You can assign phone numbers to eight Speed Dial hot keys. The number 1 key is reserved for accessing the voice messaging system.

If you want to...	Then...
Access the Speed Dial menu	Press **Menu** and select **Directory** > **Phone Book**. Scroll to and select **Speed Dial**. The Speed Dial hot keys display as shown in Figure 8. Check marks appear when the Speed Dial number hot keys already have assigned phone numbers.
View the phone number assigned to the Speed Dial hot key	Scroll to the Speed Dial number hot key and press **Detail**. See Figure 8.

Figure 8 Speed Dial Menu



If you want to...	Then...
Assign a phone number to a Speed Dial hot key.	Scroll to an available Speed Dial number hot key and press **Detail**. Press **Edit** to enter the information. See the "Entering and Editing Text" section on page 21. Press **OK** to save the speed-dial number, then **Back** to exit the menu.
Change the phone number on a Speed Dial hot key	Scroll to a configured Speed Dial number and press **Detail**. Press **Edit** to change or clear an existing phone number. To confirm the change, press **OK**, then **Back** to exit the menu.
Speed dial a phone number using a Speed Dial hot key	Press and hold 2 ABC (2-9) for the Speed Dial number that you want to use. The phone displays and dials the number stored for that hot key. See the "Using the Phone Book and Speed Dial Features" section on page 30.
Add or change Speed Dial numbers on your screen	Log in to your IP Phone User Options web page and choose your Cisco Unified 7920 device. Choose **Add/Update Your Speed Dials...** from the main menu. You can set up or change speed-dial numbers by entering the phone number and name on this web page. Refer to *Customizing Your Cisco Unified IP Phone on the Web* for more information.

Tip

- Your screen displays the first few names for speed-dial numbers set up on the User Options web page.To make a call from your speed dial list, scroll to the name and press .
- You must enter the external phone number exactly as you would dial it, including an access code, such as 9, and the area code, if required.
- To make a call using Speed Dial, see the "Using the Phone Book and Speed Dial Features" section on page 30.

Using Voice Messaging and Call History Logs

The Cisco Unified Wireless IP Phone 7920 main menu provides access to the voice messaging service and to call history logs.

Playing Voice Messages

When the phone displays, "You have voice mail," you can access your messages by using the Messages menu or the shortcut key 1.

If you want to...	Then...
Set up and personalize your voice message service	Press **Menu**, then press ▶ to select **Messages**. Select **Voice Mail Box** and follow the voice instructions. Your system administrator will provide a default password for your voice messaging service.
Access and play your voice messages	Press **Menu**, then press ▶ to select **Messages**. Select **Voice Mail Box**. Enter your password and follow the voice instructions to listen to your messages.
Access your voice messages using the shortcut key.	While in standby mode, press and release 1, for immediate access. Enter your voice messaging password and follow the voice instructions to listen to your messages.

Tip

- For accurate and detailed information about using your voice message service, refer to the documentation for your voice messaging system.
- For security reasons, you should change your default password as soon as possible.

Viewing and Placing Calls from the Call History Menu

You can view a list of missed calls, received calls, and placed calls in the Call History logs. You can dial a number directly from one of the lists.

If you want to...	Then...
View a call that you missed, received, or placed	Press **Menu**, then press ◀ or ▶ to select **Call History**. Scroll to and select **Missed Calls, Received Calls, or Placed Calls**. Scroll to the appropriate number, then press **Detail** to see information about the call.
Dial a number from the Missed Calls, Received Calls, or Placed Calls list	Scroll to the number that you want to dial and press **Detail**. If you need to edit the number in the log (to add or to remove a prefix), press **EditDial** followed by ◀ or ▶ to reposition the cursor or erase digits. Use the keypad to enter digits. Press ✎ to dial the number.
Erase the Call History	Press **Menu** > **Call History**. Scroll to and select **Erase Call History**. Press **OK** to erase the entire call history. Or press **Cancel** to return to the Call History menu. After pressing OK, all call history logs are empty.

Using and Changing Profiles

The Cisco Unified Wireless IP Phone 7920 comes with the following types of profiles:

- User Profiles, page 36
- Network Profiles, page 39

When you access the Profiles menu, you might see "Not Available" on the screen depending on how the system administrator configured your phone.

User Profiles

Predefined user profiles allow you to quickly change rings and tones on your phone. You can choose between the following profiles for different work environments.

- Normal
- Silent
- Meeting
- Outdoors

For example, when you are working outside, choosing the Outdoors profile automatically increases the ring volume and speaker volume. When you choose the Meeting profile, the ring volume is decreased to the lowest level or you can choose the Silent profile and turn off the ringer.

The following table lists the default settings for the user profiles.

	Profiles			
Type of Settings	**Normal**	**Silent**	**Meeting**	**Outdoors**
Speaker Volume	3	3	3	5
Ring Volume	4	0	1	6
Incoming Call Alert	On	Off	On	On
Vibrating Call Alert	Off	Off	Off	On
Keypad Tones	Off	Off	Off	On
Warning Style	Tone	Off	Off	Tone

Options for User Profile Settings

You can choose a profile from the Profiles menu and use the default settings, or you can adjust the settings to meet your needs.

For example, you can choose the Normal profile and change the Warning Tone from Tone to Vibrate.

Table 0-1 shows the profile settings and the options that are available in the Profiles menu.

Table 0-1 Options for Changing Profile Settings

Profile Settings	Setting Options		
Activate	Select	Deselect	
Speaker Volume	Up	Down	
Ring Volume	Up	Down	
Incoming Call Alert	On	Off	
Vibration Call Alert	On	Off	
Keypad Tones	On	Off	
Warning Style	Off	Tone	Vibration

Configuring User Profiles

You can activate a profile, then you can adjust the settings for the profile.

If you want to...	Then...
View the active User Profile	Press **Menu,** then press ▶ or ◀ to switch to **Profiles** and press **Select**. Scroll to **User Profiles** and press **Select**. The activated profile has a check mark next to it.
Choose a different profile	Scroll to a different profile and press **Select** to access the settings for that profile. Select **Activate** to change the profile. The check mark appears next to the new profile. Press **Back** to return to the menu.
Change the speaker volume for the active profile	Choose **Menu > Profiles > User Profile,** then select the active profile. Scroll to **Speaker Volume** and select it. Press ▶ to increase the volume or ◀ to decrease the volume. Press **Back** to make the change.

If you want to...	Then...
Change the ring volume for the active profile	Choose **Menu** > **Profiles** > **User Profile,** then select the active profile. Scroll to and select **Ring Volume**. Press ▶ to increase the volume or ◀ to decrease the volume. Press **Back** to confirm the change.
Change the incoming call alert for the active profile	Choose **Menu** > **Profiles** > **User Profile,** then select the active profile. Scroll to and select **Incoming Call Alert**. Scroll to and select **Off** or **On** to control the incoming call alert function.
Change the vibrating call alert for the active profile	Choose **Menu** > **Profiles** > **User Profile,** then select the active profile. Scroll to and select **Vibration Call Alert**. Scroll to and select **Off** or **On** to control the vibrating call alert function.
Change the keypad tone for the active profile	Choose **Menu** > **Profiles** > **User Profile,** then select the active profile. Scroll to **Keypad Tone** and select it. Scroll to and select **Off** or **On** to control the keypad tone function.
Change the warning style for the active profile	Press **Menu** > **Profiles** > **User Profile,** then select the active profile. Scroll to **Warning Style** and select it. Scroll to one of the following: Off—Sends no warning messages. Tone—Makes a sound with warning messages. Vibration—Vibrates with warning messages. Press **Select** to change the warning style.

Tip

- If the phone detects a weak signal or a low battery, it displays warning messages and sends the warning tone or vibration.
- A check mark displays next to the active profile setting.
- To maintain the speaker volume setting after powering off the phone, change the volume in the active profile.

Network Profiles

Network profiles provide predefined settings for access to the wireless network and for authentication and encryption for your system. Your system administrator defines network profiles for you. You might have more than one network profile available to you. Predefined network profiles allow you to quickly change network configurations for different locations.

For example, when you are working in your local office, you can choose the network profile for that location so you can access the wireless network and authenticate with the security services. When you travel to another office, the wireless network might require a different SSID and authentication settings. You can quickly select the network profile for that location without having to manually change the 802.11b configuration settings.

Choosing a Network Profile

You can choose between up to four network profiles for using your Cisco Unified Wireless IP Phone 7920 in different locations. You can set your phone to automatically scan the profiles and select the network profile with the correct SSID for a specific wireless LAN (WLAN) location.

Your system administrator sets up and maintains the network profiles. Consult with your system administrator if you need to change settings in a profile.

If you want to...	Then...
View the active Network Profile	Press **Menu,** then press ◀ or ▶ to switch to **Profiles** and press **Select**. Scroll to **Network Profile** and press **Select**. The activated profile has a check mark next to it.
Automatically connect to the WLAN by scanning all profiles.	Choose **Menu > Profiles > Network Profile,** then scroll to **Auto** and press **Select.** Select **Activate** to change the profile. The check mark appears next to Auto. Press **Back** to return to the menu.
Choose a different profile	Scroll to a different profile and press **Select** to access the settings for that profile. Select **Apply Change** to select the new profile. The check mark appears next to the new profile.

Tip

- You can enter or change your LEAP username and password by choosing **Network Profiles > "your active profile" > 802.11b Configuration> LEAP**. See the "Setting Passwords" section on page 20.
- Do not make changes to settings in to your network profiles without consulting your system administrator first.

- Your system administrator has detailed information about the menu options and settings in the Network Profiles menu.
- To view the current network configuration on your phone, see the "Viewing the Network Configuration" section on page 46.

Using Cisco Unified IP Phone Services

Because your Cisco Unified Wireless IP Phone 7920 is a network device, it can share information with other network devices in your company, including your computer.

You can establish, customize, and enable phone services, and control settings and features from your computer using the Cisco Unified CallManager User Options web pages. After you subscribe to IP Phone services, you can access them from your phone.

If you need additional assistance with the User Options web pages, refer to the *Customizing Your Cisco Unified IP Phone on the Web* guide, which is available on www.cisco.com.

Logging In to the User Options Web Pages

Step 1 Obtain a User Options URL, user ID, and default password from your system administrator.

Step 2 Open a web browser on your computer and enter the URL (provided by your system administrator) and log on.

Step 3 From the general menu, choose IP Phone 7920 in the "Select a device" drop-down list.

After you make your selection, a menu appears with options appropriate for your device type.

Tip

- Select IP Phone 7920 from the menu page to see all of your options.
- Click **Update** to apply and save your changes.
- Click **Return to the Menu** to get back to the context-sensitive menu.
- Click **Log Off** to exit the User pages.

Subscribing to IP Phone Services

Before you can access IP Phone services on your phone, you need to subscribe to them by using your computer to access the User Options web pages. Contact your system administrator for your User Options URL.

Services can include:

- Web-based information, such as stock quotes, movie listings, and weather reports
- Network data, such as corporate calendars and searchable directories

- Phone features, such as a Personal Address Book (PAB) and Fast Dial service from your PAB.

If you want to...	Then do this after you log in...
Subscribe to a service	Choose **Configure your Cisco IP Phone Services**. Select a service from the "Available Services" drop-down list and click **Continue**. Enter more information upon request (such as a zip code or PIN), then click **Subscribe**.
Change or end subscriptions	Choose **Configure your Cisco IP Phone Services**. Click a service in the "Your Subscribed Services" panel. Click **Update** after making changes, or click **Unsubscribe**.

Accessing IP Phone Services

After subscribing to phone services, you can access those services from your phone menu.

If you want to...	Then...
View available information services	Choose **Menu**, then press ▶ to switch to **Services**. Press **Select** to see your subscribed services.
Access an information service	Choose **Menu > Services**. Scroll to the service that you want, then press **Select** to see service information details.
Dial a number from your Personal Address Book (PAB)	Choose **Menu > Services**. Scroll to and select **PAB service**. Search for a listing by entering letters and press **Submit**. If you get more than one result, scroll to the desired number. Press **EditDial** to add predial digits or change the number. To dial from a listing, scroll to it and press .
Exit from Services	Press **Exit** and **Back** to return to the main screen or press .

Tip

- The Service menu can appear as "**Svcs**" softkey on the main menu. Your system administrator sets up this option.
- You must subscribe to the Personal Address Book before you can access this service on your Cisco Unified Wireless IP Phone 7920.

Customizing Phone Settings and Viewing Phone Status

You can personalize your phone by adjusting settings such as ring tones and screen messages.

You can secure access to your phone by enabling the phone lock feature. After powering on the phone, you must enter a password before the phone can authenticate with the wireless network.

When you access the Phone Settings menu, you might see only Phone Status on the screen depending on how the system administrator configured your phone.

For troubleshooting phone problems with your system administrator, you might need to view information about the phone software or the network configuration. See the following sections for this information:

- Viewing Phone Status, page 45
- Viewing the Network Configuration, page 46

Change Phone Settings

You can choose between several phone setting options for your Cisco Unified Wireless IP Phone 7920 by using the Phone Settings menu. If the Phone Settings menu options do not appear, your system administrator has restricted local configuration for the phone.

Changing Ring Tone Settings

To access phone settings, press **Menu,** then press ◀ or ▶ to switch to the Phone Settings menu. Select **Phone Settings** and the list of phone setting options appear.

If you want to...	Then...
Change ring tones for each extension	Scroll to and select **Ring Tones**, then scroll to and select **Select Ring Tone**. Choose the extension to assign with a ring tone, then scroll to and select the desired ring tone. The chosen ring tone plays and a check appears next to it. You can choose among two default ring tones and one user downloaded ring tone.

If you want to...	Then...
Download ring tones from Cisco CallManager	Choose **Ring Tones** > **Download Ring Tone**. Scroll to and select the desired ring tone from list. Press ◀ or ▶ until you see **Play** and press it to hear the selected ring tone. Switch to **Select** and press it. A check mark appears next to the downloaded ring tone. Press **Back**. The downloaded ring tone appears in the list of ring tones for your phone.

Changing Phone Display Settings

Choose **Menu** > **Phone Settings** to change settings that control the phone screen and displayed information.

If you want to...	Then...
Choose the language that displays on the phone screen.	Scroll to and select **Language**, then scroll to and select the desired language. A check mark displays next to the selected language. The screen immediately changes to the selected language.
Change the start up message on the phone screen	Scroll to and select **Greeting Message,** then press **Edit.** Enter a message up to 15 characters in length. See the "Entering and Editing Text" section on page 21. Press **OK** to save the change, then **Back** to return to the Phone Settings.
Change the main phone screen message	Scroll to and select **Welcome Message,** then press **Edit**. Enter a message up to 10 characters in length. See the "Entering and Editing Text" section on page 21. Press **OK** to save the change, then **Back** to return to Phone Settings.
Change the back light for the phone display	Scroll to and select **Backlight.** Scroll to **Off** or to **On** and press **Select**.

Changing Phone Access Settings

Choose **Menu** > **Phone Settings** menu to change these settings that control access to the phone and phone records.

If you want to...	Then...
Require the use of a password to unlock the phone when powering it on	Scroll to and select **Phone Lock**, then scroll to and select **On/Off**. Scroll to **Off** to disable the phone lock or **On** to require a phone lock password and press **Select**.
Change the phone lock password	Scroll to and select **Phone Lock**, then scroll to and select **Password**. Press **Edit** to enter the phone lock password (up to 10 numbers including * or #). Press **OK** to confirm the change and **Back** to return to Phone Settings. The default password is set to 12345.

Tip

- If you enable the Phone Lock feature and have not changed the password, enter **12345** (default password) to unlock the phone.
- If you change the Phone Lock password and forget it, you must contact the system administrator to have the phone unlocked and reset. You will lose all your personal settings including your Phone Book entries.

Viewing Phone Status

For troubleshooting purposes, you might need to view the software, firmware, and hardware releases on your phone that are described in the table below.

If you want to...	Then...
View the Phone Status Options	Press **Menu** and press ◀ or ▶ to switch to the Phone Settings menu. Select **Phone Settings,** then select **Phone Status**.
View the current configuration filename	Scroll to and select **Current Config File** to see the number.
View network statistics	Scroll to and select **Network Statistics** to see your network connection time and other statistics.
View the firmware version number	Scroll to and select **Firmware Info**. Then scroll to and select **Firmware Version**.
View the board support package (Bsp) load ID	Scroll to and select **Firmware Info**. Scroll to and select **Bsp Load ID.**

If you want to...	Then...
View the boot load ID	Scroll to and select **Firmware Info**. Scroll to and select **Boot Load ID**.
View the hardware information	Scroll to and select **Hardware Info** to see the current Hardware release.

Viewing the Network Configuration

For troubleshooting purposes, you might need to view the current network settings for your phone that are described in the table below.

When you access the Network Config menu, you might see "Not Available" on the screen depending on how the system administrator configured your phone.

If you want to...	Then...
View the current network configuration	Choose **Menu > Network Config > Current Config** to see the following settings: • DHCP enable • DHCP server • IP address for phone • Subnet mask • Hostname for phone • Primary gateway • Primary TFTP server • Cisco CallManager servers (1-5)
View the MAC address for the phone	Choose **Menu > Network Config > MAC Address.**
View the wireless network settings for phone	Choose **Menu > Network Config > 802.11b Configuration** to see the following settings: • Associated access point (AP) MAC address • Associated AP SSID • Network type • Current user profile • Current network profile • Key management used • Cipher used

Tip

- The system administrator can disable access to configurable menus on the Cisco Unified Wireless IP Phone 7920.
- The system administrator has information about the network configuration settings that might display in this menu.
- The Site Survey option is a utility for checking access point associations.

Menu Diagrams and Display Messages

Menu Diagrams

The following provides a list of menu diagrams for the Cisco Unified Wireless IP Phone 7920, and contains the following sections:

- Cisco Unified Wireless IP Phone 7920 Menu
- Directory Menu
- Messages Menu
- Call History Menu
- Profiles Menu
- Phone Settings Menu
- Network Config Menu
- Network Config Menu>TFTP Option Submenu
- Network Config Menu>DHCP Enable/Disable Submenu
- 802.11b Menu

Figure 9 Cisco Unified Wireless IP Phone 7920 Menu

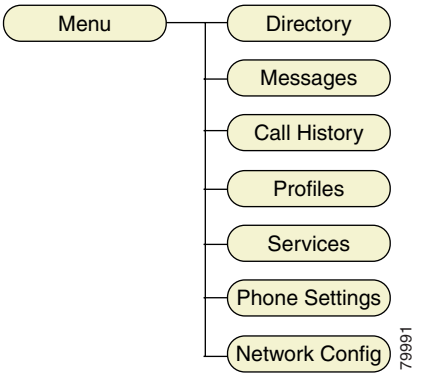


Figure 10 Directory Menu

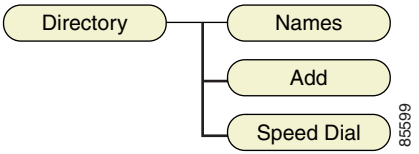


Figure 11 Messages Menu

Figure 12 Call History Menu

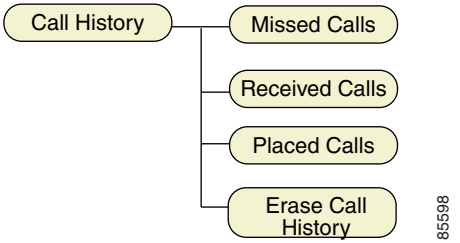


Figure 13 Profiles Menu

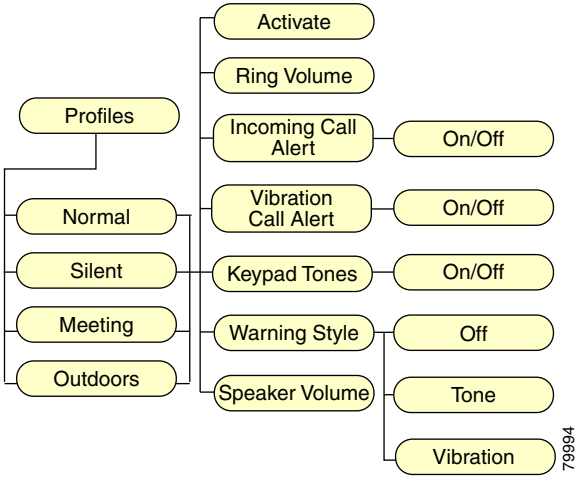


Figure 14 Phone Settings Menu

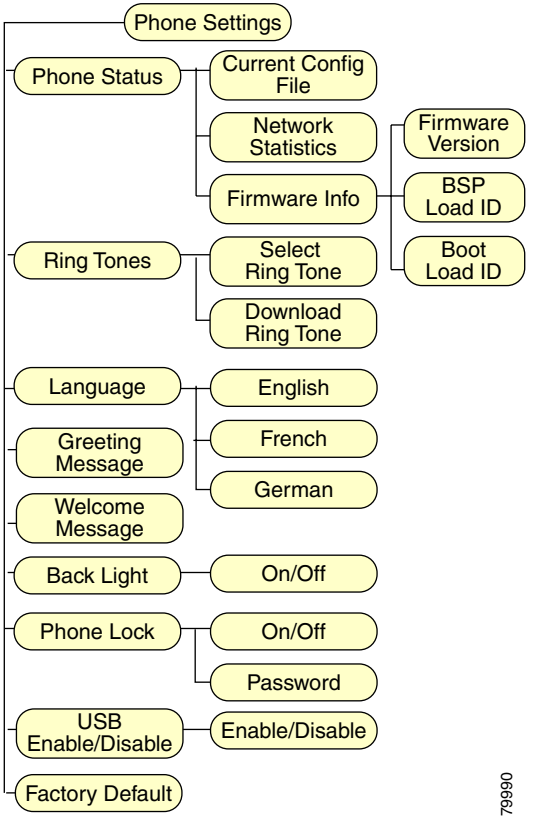


Figure 15 Network Config Menu

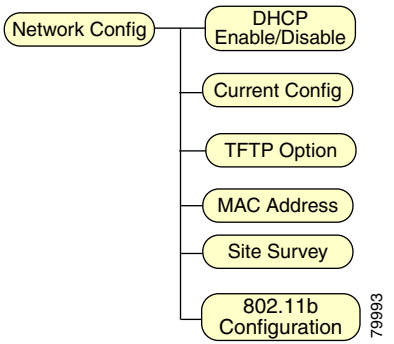


Figure 16 Network Config Menu>TFTP Option Submenu

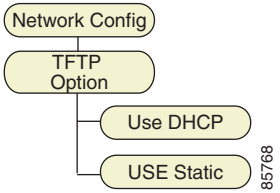


Figure 17 Network Config Menu>DHCP Enable/Disable Submenu

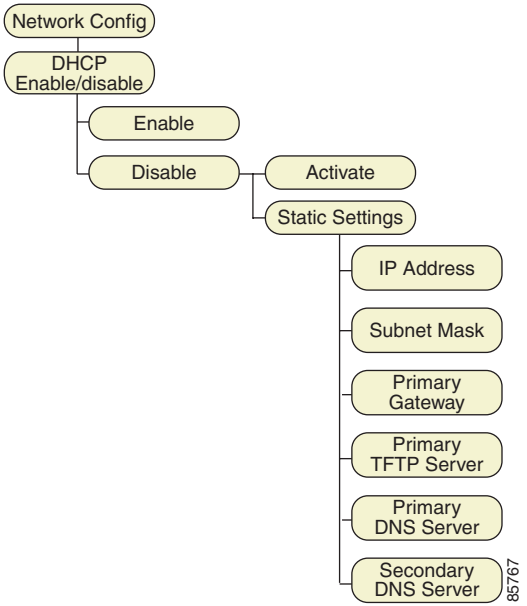
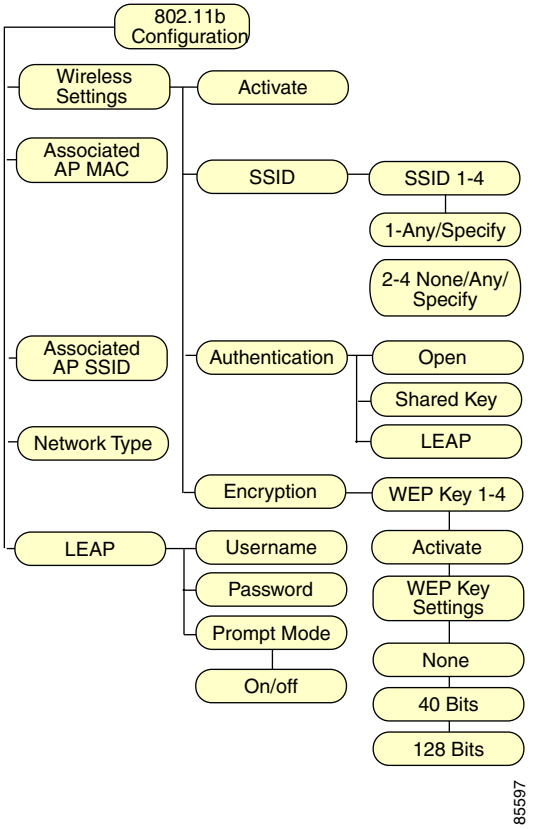


Figure 18 802.11b Menu



Display Messages

The following provides a list of messages that are displayed on the user interface of the Cisco Unified Wireless IP Phone 7920, and contains the following sections:

- Informational Messages
- Error Messages
- Warning Messages

Informational Messages

Informational messages are displayed to inform you of an activity or process that is taking place on your phone, or of the status of the phone.

Authenticating with AP

The phone is authenticating with the access point (AP).

Authentication OK

The phone successfully authenticate with the AP.

Associating with AP

The phone finished the authentication and is associating with the AP.

Association OK

The phone has successfully associated with the AP.

Authenticating LEAP

If LEAP is activated, the phone will perform LEAP authentication after associated with the AP.

LEAP authentication OK

The phone has successfully performed the LEAP authentication on the AP.

Configuring IP network

The phone is obtaining the IP address from the DHCP server.

Downloading load ID

The phone is downloading the load ID from the TFTP server.

Downloading config file

The phone is downloading the configuration file from the TFTP server.

Updating firmware

The phone is downloading the firmware and updating the firmware on the phone. Do not turn off the phone until you see the “Phone Reset (Update OK)” message.

Connecting to CallManager

The phone is connecting to the Cisco Unified CallManager.

Registering to CallManager

The phone is registering to the Cisco Unified CallManager.

You have voice mail

You have a voice mail in your mailbox.

Error Messages

Error messages are displayed to let you know that an error has occurred. This error may prevent you from connecting to the network or from using the phone. You may need to contact the system administrator to resolve the problem.

Authentication failed

The phone failed to authenticate with the AP.

Association failed

The phone failed to associate with the AP.

LEAP authentication failed

The LEAP authentication on the phone has failed. Contact your system administrator.

Duplicate IP address

The current IP address on the phone is duplicated in the network. Contact your system administrator.

No service-IP config. failed

The phone failed to obtain the IP address from DHCP server.

No service-No TFTP server

The phone failed to find the TFTP server. Contact your system administrator.

No service-TFTP not responding

The TFTP server is not responding. Contact your system administrator.

No service-TFTP connection failed

The phone failed to connect to the TFTP server. Contact your system administrator.

CallManager Down

The Cisco Unified CallManager is not functioning at this time. Contact your system administrator.

No CallManager found

The phone is not able to detect the Cisco Unified CallManager in the network.

No AP found

The SSIDs set on the phone do not match any of the Service Set Identifiers (SSIDs) of the APs in the network.

No Network

The phone is not able to connect to the network. Contact your system administrator.

Warning Messages

Warning messages are displayed when the phone detects a condition that may disrupt your phone service.

Weak signal detected

The signal quality is low.

Battery Low

The battery energy level is low.

Index

B

basic phone tasks **23**
battery
  battery charging message **13**
  charging complete message **14**
  disposal warning **11**
  handling warning **10**
  indicator bar **14**
  installing and removing **12**
  safety notices **11**
  standard **8**

D

dialing a number from the Directory **36**, **41**, **43**
display indicators **18**

E

emergency services warning **10**
entering and editing text **21**
explosive gas warning **11**

I

installation warning **10**

L

lightning activity warning **10**

M

menus
  802.11b **52**
  Call History **49**
  Directory **49**
  Messages **49**
  Network Config **50**
  Phone Settings **50**
  Profiles **49**

N

notices
  for battery safety **11**

P

phone package contents **8**
phone records **36**, **41**, **43**
power supply, connecting **13**
product disposal warning **10**

S

safety warnings **9**
switching the phone on and off **14**
Symbol table **22**

W

warnings
  definition **9**
  for battery disposal **11**
  for battery handling **10**
  for emergency services **10**
  for explosive gas **11**
  for installation **10**
  for lightning activity **10**
  for product disposal **10**

Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

European Headquarters
Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: 31 0 20 357 1000
Fax: 31 0 20 357 1100

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-7660
Fax: 408 527-0883

Asia Pacific Headquarters
Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

Cisco Systems has more than 200 offices in the following countries. Addresses, phone numbers, and fax numbers are listed on the Cisco Web site at www.cisco.com/go/offices

Argentina • Australia • Austria • Belgium • Brazil • Bulgaria • Canada • Chile • China PRC • Colombia • Costa Rica • Croatia • Cyprus • Czech Republic • Denmark • Dubai, UAE Finland • France • Germany • Greece • Hong Kong SAR • Hungary • India • Indonesia • Ireland • Israel • Italy • Japan • Korea • Luxembourg • Malaysia • Mexico The Netherlands • New Zealand • Norway • Peru • Philippines • Poland • Portugal • Puerto Rico • Romania • Russia • Saudi Arabia • Scotland • Singapore Slovakia • Slovenia • South Africa • Spain • Sweden • Switzerland • Taiwan • Thailand • Turkey • Ukraine • United Kingdom • United States • Venezuela • Vietnam • Zimbabwe

Printed in the USA on recycled paper containing 10% postconsumer waste.

78-16631-01
DOC-7816631