



Handset, Headset, and Speakerphone

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Headset, Handset, and Speaker Overview




You can use your phone with these audio devices: a handset, headset, or speakerphone.

The phone is *off-hook* when the handset is lifted or another audio device is in use.

The phone is *on-hook* when the handset is in its cradle and other audio devices are not in use.



Handset

The following table describes how to use the handset.



If you want to...	Then...
Use the handset	Lift it to go off-hook; replace it in the cradle to go on-hook. The ringing line is selected automatically. Contact your system administrator for the options to select the primary line each time.
Switch to the speakerphone or headset during a call	Press  or  , then hang up the handset.
Adjust the volume level for a call	Press  during a call or after invoking a dial tone. Press Save to preserve the volume level for future calls.

Headset

Your phone supports four- or six-wire headset jacks for wired headsets. Cisco Unified IP Phones 7945G, 7965G, and 7975G also support wireless headsets. For information about purchasing headsets, see [Headset Support](#).

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

However, if you use a wireless headset, refer to the wireless headset documentation for instructions.

If you want to...	Then...
Toggle headset mode on and off	Press  .
Switch to a handset	Lift the handset.
Adjust the volume level for a call	Press  during a call or after invoking a dial tone. Press Save to preserve the volume level for future calls.

If you use AutoAnswer, see [AutoAnswer with Headset or Speakerphone](#), on page 4.

Control Wired Headset Sidetone and Headset Send Gain


When you speak on a telephone using a headset, the sound picked up by the headset microphone can be sent back through the headset speaker. This creates a low-level feedback, known as sidetone. The wired headsets can result in sidetone and headset send gain. Different wired headsets require different sidetone and send gain settings. You need to select the best sidetone and send gain level for the wired headset you use.



Note

The sidetone and send gain levels are applicable only to Cisco Unified IP Phones 7945, 7965, and 7975.

Procedure

- Step 1** Press .
- Step 2** Use the Preferences menu and navigate to Headset Sidetone.
- Step 3** Select **Headset Sidetone**.
- Step 4** Select one of the sidetone levels:
 - Off
 - Lowest
 - Default
 - Low
 - Mid

- Mid-High
- High
- Higher
- Highest

Step 5 Use the Preferences menu and navigate to Headset Send Gain.

Step 6 Select **Headset Send Gain**.

Step 7 Select one of the following levels:


- Lowest
- Lower
- Default
- High

Step 8 Press **Save** or press **Cancel**.

Wireless Headset

Cisco Unified IP Phones 7945G, 7965G, and 7975G support wireless headsets. Refer to the wireless headset documentation for information about using the wireless headset remote features. Also, check with your system administrator to be sure your phone can use a wireless headset with the wireless headset remote hookswitch control feature.


Wideband Headset



If you use a headset that supports wideband, you may experience improved audio sensitivity if you enable the wideband setting on your phone (this setting is disabled by default). To access the setting, choose  > **User Preferences** > **Audio Preferences** > **Wideband Headset**.

If the Wideband Headset setting is dimmed, then you cannot control this setting.

Check with your system administrator to be sure your phone system is configured to use wideband. If the system is not configured for wideband, you may not detect any additional audio sensitivity even when using a wideband headset. To learn more about your headset, refer to the headset documentation or contact your system administrator for assistance.




Speakerphone

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

If you want to...	Then...
Toggle speakerphone mode on or off	Press  .
Switch to a handset	Lift the handset.
Adjust the volume level for a call	Press  during a call or after invoking a dial tone. Press Save to preserve the volume level for future calls.

AutoAnswer with Headset or Speakerphone

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

If you...	Then...
Use AutoAnswer with a headset	<p>Keep headset mode active (in other words, keep  illuminated), even when you are not on a call.</p> <p>To keep headset mode active, perform the following actions:</p> <ul style="list-style-type: none"> • Press EndCall to hang up. • Press New Call or Dial to place new calls. <p>If your phone is set up to use AutoAnswer in headset mode, calls are automatically answered only if  is illuminated.</p> <p>Otherwise, calls ring normally and you must manually answer them.</p>
Use AutoAnswer with the speakerphone	<p>Keep the handset in the cradle and headset mode inactive ( unlit).</p> <p>Otherwise, calls ring normally and you must manually answer them.</p>

Tip

AutoAnswer is disabled when the Do Not Disturb feature is active.