



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

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Common Phone Tasks

View online help on the phone	Press i or ? twice quickly.
Place a call	Go off-hook before or after dialing a number.
Place a call while another call is active	Press NewCall . The original call is placed on hold automatically.
Add another participant to a call	From a connected call, press Confrn . Enter the participant's phone number and wait for the call to connect. Press Join .
Transfer a call to a new number	From an active call, press more , then Trnsfer . Enter the target number and wait for an answer. Press Trnsfer again. Or press EndCall to cancel the transfer.
Redial a number	Press Redial .
Edit an entry	Press <- to delete the entry to the left of the cursor. (To move cursor to left, press << . To move cursor to right, press >> .)



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

Softkey Definitions
Phone Screen Icons
Button Icons
Common Phone Tasks

Softkey Definitions

Answer	Answer a call
Cancel	Cancel an action and exit the screen without applying changes
CFwdAll	Setup/cancel call forwarding
Confrn	Create a conference call
DND	Turn off DND
EditDial	Edit a number in a call log
EndCall	End the current call
Exit	Return to the previous screen
Join	Join two additional calls already on a single line to create a conference
more	Display additional softkeys
NewCall	Make a new call
Redial	Redial the most recently dialed number
Remove	Remove a conference participant
Resume	Resume a call on hold
Trnsfer	Transfer a call
URL	URL dialing mode

Phone Screen Icons

Call State	
	Incoming call
	Off-hook
	On-hook
Selected Device	
	Handset in use
	Headset in use
	Speakerphone in use
Other Features	
	Speed Dial
	Message waiting
	Phone service URL assigned

Button Icons

	Messages
	Services
	Help
	Directories
	Settings
	Speaker
	Mute
	Headset

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Getting Started

Using this Guide

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

If you want to...	Then...
Explore your phone on your own	Press  or  on the phone when you need assistance.
Review safety information	See the “Safety and Performance Information” section on page 2 .
Connect your phone	See the “Connecting Your Phone” section on page 4 .
Use your phone after it is installed	Start with the “An Overview of Your Phone” section on page 7 .
Learn what the buttons mean	See the “Understanding Buttons and Hardware” section on page 7 .
Learn about the phone screen	See the “Understanding Phone Screen Features” section on page 10 .
Clean the phone screen	See the “Cleaning the Phone Screen” section on page 10 .
Make calls	See the “Placing a Call—Basic Options” section on page 13 .
Put calls on hold	See the “Using Hold and Resume” section on page 15 .
Mute calls	See the “Using Mute” section on page 15 .
Transfer calls	See the “Transferring Calls” section on page 16 .
Make conference calls	See the “Making Conference Calls” section on page 18 .
Set up speed dialing	See the “Speed Dialing” section on page 20 .
Use your phone as a speakerphone	See the “Using a Handset, Headset, and Speakerphone” section on page 24 .
Change ring volume or tone	See the “Customizing the Phone Screen” section on page 26 .
View your missed calls	See the “Using Call Logs” section on page 27 .
Listen to your voice messages	See the “Accessing Voice Messages” section on page 30 .

Finding Additional Information

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

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

You can access the Cisco website at this URL:

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

You can access International Cisco websites from this URL:

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

You can access the most current Licensing Information at this URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/all_models/openssl_license/7900_ssllic.html

Safety and Performance Information

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

Power Outage

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

Using External Devices

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

Cisco recommends the use of good quality external devices (such as headsets) that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

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

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

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

**Caution**

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

Cisco Product Security Overview

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

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

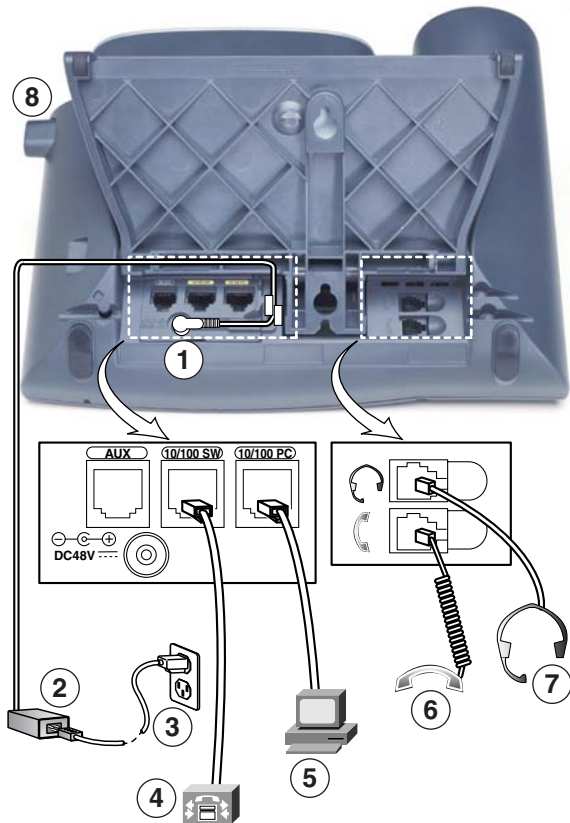
Accessibility Features

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

www.cisco.com/go/accessibility

Connecting Your Phone

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



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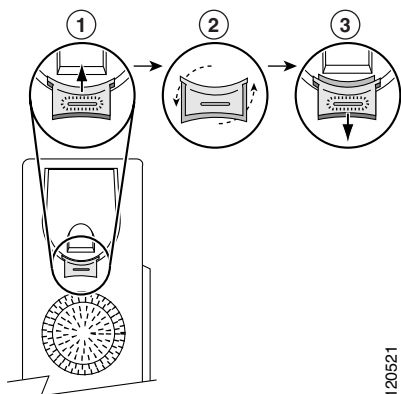
1	DC adaptor port (DC48V) for phones not provided with inline power	5	Access port (10/100 PC) for connecting your phone to your computer
2	AC-to-DC power supply	6	Handset port
3	AC power cord	7	Headset port
4	Network port (10/100 SW) for connecting to the network	8	Footstand button

Adjusting the Footstand

To change the angle that the phone base, adjust the footstand while pressing the footstand button.

Adjusting the Handset Rest

Cisco recommends adjusting the handset rest, particularly when wall-mounting the phone, as this will ensure that the receiver will not slip out of the cradle. See the table below for instructions.



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

Headset Support

Although Cisco Systems performs limited internal testing of third-party headsets for use with the Cisco Unified IP Phones, Cisco does not certify or support products from headset (or handset) vendors.

Cisco recommends the use of good quality external devices, for example, headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of these devices and their proximity to other devices such as mobile phones and two-way radios, some audio noise or echo may still occur. An audible hum or buzz may be heard by either the remote party or by both the remote party and the Cisco Unified IP Phone user. Humming or buzzing sounds can be caused by a range of outside sources: for example, electric lights, electric motors, or large PC monitors. See the [“Using External Devices”](#) section on page 2 for more information.



Note In some cases, hum may be reduced or eliminated by using a local power cube or power injector.

These environmental and hardware inconsistencies in the locations where Cisco Unified IP Phones are deployed means that there is not a single headset solution that is optimal for all environments.

Cisco recommends that customers test headsets in their intended environment to determine performance before making a purchasing decision and deploying en masse.

Audio Quality Subjective to the User

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

An Overview of Your Phone

Your Cisco Unified IP Phone 7960G or 7940G is a full-feature telephone that provides voice communication over the same data network that your computer uses, allowing you to place and receive phone calls, put calls on hold, speed dial numbers, transfer calls, make conference calls, and so on. In addition to basic call-handling features, your phone supports specialized or advanced telephony features that can extend your call-handling capabilities.

Depending on configuration, your phone supports:

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

Understanding Buttons and Hardware

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



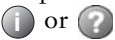
Cisco Unified IP Phone 7960G












Cisco Unified IP Phone 7940G



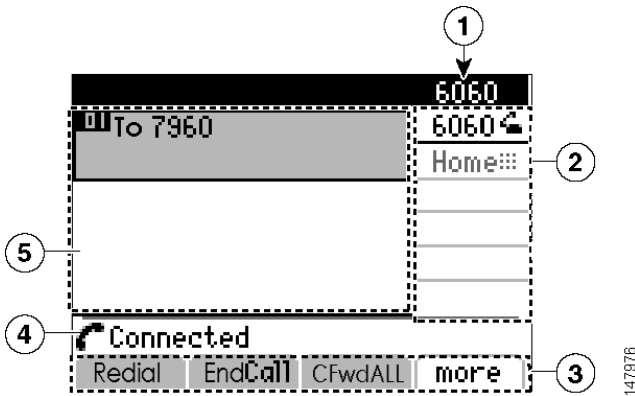
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Item	Description	For more information, see...
1 Handset light strip	Indicates an incoming call or new voice message.	Accessing Voice Messages, page 30
2 Phone screen	Shows phone screen features.	Understanding Phone Screen Features, page 10
3 Model type	Indicates your Cisco Unified IP Phone model.	
4 Programmable buttons 	Depending on configuration, programmable buttons provide access to: <ul style="list-style-type: none"> Phone lines (line buttons) Speed-dial numbers (speed-dial buttons) Phone features 	Understanding Phone Screen Features, page 10
5 Footstand button	Allows you to adjust the angle of the phone base.	
6 Directories button 	Opens/closes the Directories menu. Use it to access call logs and corporate directories.	Using Call Logs, page 27
7 Help button 	Activates the Help menu.	Entering and Editing Text, page 11

8	Settings button 	Opens/closes the Settings menu. Use it to configure features and control phone screen contrast and ring sounds.	Using Phone Settings, page 26 Advanced Call Handling, page 20
9	Speaker button 	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.	Using a Handset, Headset, and Speakerphone, page 24
10	Mute button 	Toggles the Mute feature on or off. When Mute is on, the button is lit.	Using Mute, page 15
11	Headset button 	Toggles the headset on or off.	Using a Handset, Headset, and Speakerphone, page 24
12	Volume button 	Controls the volume and other settings.	Using Phone Settings, page 26
13	Services button 	Opens/closes the Services menu. Depending on configuration, can provide access to Web-based services.	Customizing Your Phone on the Web, page 31
14	Messages button 	Typically auto-dials your voice message service (varies by service).	Accessing Voice Messages, page 30
15	Navigation button 	Allows you to scroll through menus.	Using Call Logs, page 27
16	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.	Basic Call Handling, page 13
17	Softkey buttons 	Each activates a softkey option (displayed on your phone screen).	Understanding Phone Screen Features, page 10

Understanding Phone Screen Features

This is what your main phone screen might look like with an active call:









1	Primary phone line	Displays the phone number (extension number) for your primary phone line.
2	Programmable button indicators	Programmable buttons  can serve as phone line buttons, speed-dial buttons, phone service buttons, or phone feature buttons. Icons and labels indicate how these buttons are configured. For an icon reference, see the “ Phone Screen Icons ” section in the Quick Reference Card at the front of this guide.
3	Softkey labels	Each displays a softkey function. To activate a softkey, press the softkey button.
4	Status line	Displays audio mode icons, status information, and prompts.
5	Call activity area	Displays calls per line, including caller ID, for the highlighted line. See the “ Understanding Lines vs. Calls ” section on page 12.

Cleaning the Phone Screen

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

Understanding Feature Buttons and Menus

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










If you want to...	Then...
Open or close a feature menu	Press a feature button:  Messages  Services  Directories  Settings  or  Help
Scroll through a list or menu	Press the Navigation button.
Go back one level in a feature menu	Press Exit . Pressing Exit from the top level of a menu closes the menu.

Entering and Editing Text

If you want to...	Then...
Enter text on your phone display	Press the appropriate keypad number one or more times to select a letter. When you pause, the cursor automatically advances to allow you to make the next entry.
Move your cursor	To move the cursor to the left, press <<. To move the cursor to the right, press >>.
Delete an entry	Press <-- to remove a letter or digit to the left of your cursor.

Understanding the Help System on Your Phone

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

If you want to...	Then...
Learn about a button or softkey	Press  or  , then quickly press a button or softkey.
Learn about a menu item	Press  ,  , or  to display a feature menu. Then, highlight a menu item and press  or  twice quickly.
Get help using Help	Press  or  twice quickly (without first selecting a menu item).

Understanding Lines vs. Calls

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

- Lines—Each corresponds to a directory number that others can use to call you. The Cisco Unified IP Phone 7960G and 7940G (SIP) support up to two lines per call.
- Calls —Each line can support multiple calls. By default, your phone supports four connected calls per line, but your system administrator can adjust this number according to your needs. Only one call can be active at any time; other calls are automatically placed on hold.

Understanding Feature Availability





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

Basic Call Handling

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




Placing a Call—Basic Options

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

If you want to...	Then...	For more information, see...
Place a call using the handset	Pick up the handset and enter a number.	An Overview of Your Phone, page 7
Place a call using the speakerphone	Press  and enter a number.	Using a Handset, Headset, and Speakerphone, page 24
Place a call using a headset	Press  and enter a number. Or, if  is lit, press New Call and enter a number.	Using a Handset, Headset, and Speakerphone, page 24
Redial a number	Lift the handset and press Redial to dial the last number, or press Redial to activate the speakerphone or headset.	Using Call Logs, page 27
Place a call while another call is active (using the same line)	<ol style="list-style-type: none"> 1. Press Hold. 2. Press New Call. 3. Enter a number. 	Using Hold and Resume, page 15
Dial from a call log	<ol style="list-style-type: none"> 1. Choose  > Missed Calls, Received Calls, or Placed Calls. 2. Select the listing or scroll to it and go off-hook. 	Using Call Logs, page 27







Placing a Call—Additional Options

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

If you want to...	Then...	For more information, see...
Place a call while another call is active (using a different line)	<ol style="list-style-type: none"> 1. Press  for a new line. The first call is automatically placed on hold. 2. Enter a number. 	Using Hold and Resume, page 15
Speed dial a number	Press  (a speed-dial button).	Speed Dialing, page 20
Dial from a corporate directory on your phone	<ol style="list-style-type: none"> 1. Choose  > Corporate Directory (name can vary). 2. Enter a name. 3. When the name displays, press Select. 	Using Call Logs, page 27
Dial using an alphanumeric string	Press URL to activate URL dialing mode.	Using Call Logs, page 27



Answering a Call

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

If you want to...	Then...	For more information, see...
Answer with a headset	Press  , if unlit. Or, if  is lit, press Answer or  (flashing).	Using a Handset, Headset, and Speakerphone, page 24
Answer with the speakerphone	Press  , Answer , or  (flashing).	Using a Handset, Headset, and Speakerphone, page 24
Switch from a connected call to answer a ringing call	Press Answer or, if the call is ringing on a different line, press  .	Using Hold and Resume, page 15
Auto-connect calls to your speaker	Use AutoAnswer .	Using Auto Answer (Intercom), page 23


Ending a Call

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

If you want to...	Then...
Hang up while using the handset	Return the handset to its cradle. Or press EndCall .
Hang up while using a headset	Press  . Or, to keep headset mode active, press EndCall .
Hang up while using the speakerphone	Press  or EndCall .
Hang up one call, but preserve another call on the same line	Press EndCall . If necessary, remove the call from hold first.

Using Hold and Resume

You can hold and resume calls.



If you want to...	Then...
Put a call on hold	<ol style="list-style-type: none"> 1. Make sure the call you want to put on hold is highlighted. 2. Press Hold.
Remove a call from hold on the current line	<ol style="list-style-type: none"> 1. Make sure the appropriate call is highlighted. 2. Press Resume.
Remove a call from hold on a different line	Press  (flashing) for the appropriate line. If a single call is holding on this line, the call automatically resumes. If multiple calls are holding, scroll to the appropriate call and press Resume .

Tip


Engaging the Hold feature typically generates music or a beeping tone.

Using Mute

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



If you want to...	Then...
Toggle Mute on	Press  .
Toggle Mute off	Press  .

Tip

- Once you enable mute, your phone remains muted whether you switch from speaker to handset to headset. To cancel Mute, press .

Switching Between Multiple Calls

You can switch between multiple calls on one or more lines.

If you want to...	Then...
Switch between calls on one line	<ol style="list-style-type: none">1. Make sure the call that you want to switch to is highlighted.2. Press Resume. The first call is automatically placed on hold.
Switch from a connected call to answer a ringing call	Press Answer or press  (flashing). The first call is automatically placed on hold.
Switch between calls on different lines	Press  (flashing) for the line that you are switching to. If a single call is holding on the line, the call automatically resumes. If multiple calls are holding, highlight the appropriate call and press Resume .

Transferring Calls

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

If you want to...	Then...
Transfer a call without talking to the transfer recipient	<ol style="list-style-type: none">1. From an active call, press Trnsfer.2. Enter the target number.3. Press Trnsfer again to complete the transfer or EndCall to cancel.
Talk to the transfer recipient before transferring a call (consult transfer)	<ol style="list-style-type: none">1. From an active call, press more, then Trnsfer.2. Enter the target number.3. Wait for the transfer recipient to answer.4. Perform one of the following steps:<ul style="list-style-type: none">• To complete the transfer, press Trnsfer again.• To cancel the transfer, press EndCall.• If the party refuses the call, to return to the original call, press Resume.

Tips

- You cannot use **Trnsfer** to redirect a call on hold. Press **Resume** to remove the call from hold and then press **Trnsfer**.


Forwarding Calls to Another Number

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

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

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

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

If you want to...	Then...
Set up Call Forward All on your primary line	Press CFwdALL or Forward All and enter a target phone number.
Cancel Call Forward All on your primary line	Press CFwdALL or Forward All .
Verify that Call Forward All is enabled on your primary line	Look for: <ul style="list-style-type: none"> The call forward icon above your primary phone number: . The call forwarding target number in the status line.
Set up or cancel call forwarding remotely, or for a non-primary line	<ol style="list-style-type: none"> Log in to your User Options web pages. (See the “Accessing Your User Options Web Pages” section on page 41.) Access your call forwarding settings. (See the “Controlling Line Settings on the Web” section on page 47.) <p>Note When call forwarding is enabled for any line other than the primary line, your phone does not provide you with confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options web pages.</p>

Tips

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

Making Conference Calls

Your Cisco Unified IP Phone allows you to conference two additional participants into one telephone conversation, creating a conference call.



If you want to...	Then...
<ul style="list-style-type: none">• Create a conference by calling participants• Add new participants to an existing conference	<ol style="list-style-type: none">1. From a connected call, press Confrn. (You may need to press the more softkey to see Confrn.)2. Enter the participant's phone number.3. Wait for the call to connect.4. Press Join to add the other participant to your call. <p>Check with your system administrator to see if non-initiators of a conference can add or remove participants.</p>
Participate in a conference	Answer the phone when it rings.
End your participation in a conference	Hang up or press EndCall .

Tips

- Calls must be on the same line before you can add them to a conference. If calls are on different lines, transfer them to a single line before using **Confrn**.
- Depending on how your phone is configured, if you leave a conference after creating it, the conference might end. To avoid this, transfer the conference before hanging up.

Do Not Disturb

You can use the Do Not Disturb (DND) feature to block incoming calls on your phone with a busy tone.

If you want to...	Then...
Turn on DND	<ol style="list-style-type: none"> 1. Press  > Call Preferences > Do Not Disturb. 2. Select Yes, and then press Save. <p>“Do Not Disturb” displays on the status line, and a DND softkey is added.</p>
Turn off DND	<p>Press the DND softkey or:</p> <ol style="list-style-type: none"> 1. Press  > > Call Preferences > Do Not Disturb. 2. Select No, and then press Save.

Tips




- When DND is turned on:
 - The DND blocking feature applies to all the lines on your phone.
 - Received calls are not logged to the Missed Calls directory on your phone.
- When DND and Call Forward All are both enabled on your phone, Call Forward All takes precedence on incoming calls. That is, calls will be forwarded and the caller will not hear a busy tone.

Advanced Call Handling

You can configure your phone for a variety of call preference features.



Speed Dialing

Speed dialing allows you to enter an index number, press a button, or select a phone screen item to place a call.

If you want to...	Then...
Set up Speed Dials on your phone	<ol style="list-style-type: none"><li data-bbox="319 581 951 613">1. Press  > Call Preferences > Speed Dial Lines.<li data-bbox="319 621 807 654">2. Scroll to highlight Line 2, 3, 4, 5, or 6. <hr/> <p data-bbox="319 670 366 703"></p> <p data-bbox="319 711 1157 800">Note You can configure five speed dial numbers on the Cisco Unified IP Phone 7960G and one speed-dial number on the Cisco Unified IP Phone 7940G.</p> <hr/> <ol style="list-style-type: none"><li data-bbox="319 841 481 865">3. Press Edit.<li data-bbox="319 881 1170 906">4. Enter a brief description for the selected speed dial line for New Label.<li data-bbox="319 922 749 946">5. Scroll to select New Number line.<li data-bbox="319 963 1112 987">6. Press Number and enter a number for the selected speed dial line.<li data-bbox="319 1003 1059 1027">7. Press Accept if the New Label and New Number are correct.<li data-bbox="319 1044 1184 1068">8. Repeat Step 2 through 7 to set a speed dial for another line, if available.
Use speed-dial buttons	To place a call, press  (a speed-dial button).



Using Caller ID Blocking

Use the Caller ID Blocking feature to block your phone number from displaying on phones that support caller identification.

If you want to...	Then...
Prevent your phone number from displaying when you make calls	<ol style="list-style-type: none"> 1. Press  > Call Preferences > CallerID Blocking. 2. Select Yes, and then press Save.
Allow your phone number to display when you make calls	<ol style="list-style-type: none"> 1. Press  > Call Preferences > CallerID Blocking. 2. Press No, and then press Save.



Blocking Anonymous Calls

You can block all incoming anonymous calls to your phone by setting the Anonymous Call Block feature.

If you want to...	Then...
Block all anonymous calls	<ol style="list-style-type: none"> 1. Press  > Call Preferences > Anonymous Call Block. 2. Select Yes, and then press Save.
Allow anonymous calls to ring on your phone	<ol style="list-style-type: none"> 1. Press  > Call Preferences > Anonymous Call Block. 2. Press No, and then press Save.



Using Auto-Complete Number

To configure your phone to automatically complete the phone number being dialed, use the Auto-Complete Number feature.

If you want to...	Then...
Configure Auto-Complete Number	<ol style="list-style-type: none"> 1. Press  > Call Preferences > Auto-Complete Number. 2. Select Yes, and then press Save.
Turn off Auto-Complete Number	<ol style="list-style-type: none"> 1. Press  > Call Preferences > Auto-Complete Number. 2. Press No, and then press Save.



Using Call Waiting

You can configure your phone to ring when a call is on hold while you are on another active call.

If you want to...	Then...
Configure Call Waiting	<ol style="list-style-type: none">1. Press  > Call Preferences > Call Waiting.2. Select Yes, and then press Save.
Turn off Call Waiting	<ol style="list-style-type: none">1. Press  > Call Preferences > Call Waiting.2. Press No, and then press Save.



Using Call Hold Ringback

You can configure your phone to ring when a call is on hold when you end an active call.

If you want to...	Then...
Configure Call Hold Ringback	<ol style="list-style-type: none">1. Press  > Call Preferences > Call Hold Ringback.2. Select Yes, and then press Save.
Turn off Call Hold Ringback	<ol style="list-style-type: none">1. Press  > Call Preferences > Call Hold Ringback.2. Press No, and then press Save.



Using Stutter Message Waiting

You can configure your phone to alert you when there is a message waiting. When you receive dial tone to make a call, you will hear a stutter dial tone.

If you want to...	Then...
Turn on Stutter Message Waiting	<ol style="list-style-type: none">1. Press  > Call Preferences > Stutter Msg.Waiting.2. Select Yes, and then press Save.
Turn off Stutter Message Waiting	<ol style="list-style-type: none">1. Press  > Call Preferences > Stutter Msg.Waiting.2. Press No, and then press Save.

Using Auto Answer (Intercom)

You can configure Auto Answer (Intercom) so you can automatically answer an incoming call on your speaker.


If you want to...	Then...
Turn on Auto Answer	<ol style="list-style-type: none"> 1. Press  > Call Preferences > Auto Answer (Intercom). 2. Select Yes, and then press Save.
Turn off Auto Answer	<ol style="list-style-type: none"> 1. Press  > Call Preferences > Auto Answer (Intercom). 2. Press No, and then press Save.

Using a Shared Line

You might want to use a shared line if you have multiple phones and want one extension number.




Note The maximum number of calls that a shared line supports varies by phone model.

If you want to...	Then...
Make a call using a shared line	Press the line button  assigned to the shared line, and place a call. See the “Placing a Call—Basic Options” section on page 13 for more information.

URL Dialing

Use URL dialing to place a call using alphanumeric strings containing letters, numbers, and symbols.

If you want to...	Then...
Switch to URL dialing	<ol style="list-style-type: none"> 1. Press NewCall > URL. 2. Enter an alphanumeric string. 3. To make corrections to the entry, press <<. Or, to remove the entry completely, press Clear. The  icon appears to indicate that you can begin editing characters in the URL entry. 4. Press Dial to complete the call, or press EndCall.
Return to standard dialing mode	Press Number .




Using a Handset, Headset, and Speakerphone

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

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



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



Using a Handset

If you want to...	Then...
Go off-hook	Lift the handset.
Go on-hook	Replace the handset in the cradle.
Switch to the speakerphone or headset during	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.

Using a Headset


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



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

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 [Using AutoAnswer with a Headset or Speakerphone, page 25](#).




Using a Speakerphone

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

If you want to...	Then...
Toggle speakerphone mode on or off	Press  to
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.

Using AutoAnswer with a Headset or Speakerphone

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



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, do the following:</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>

Using Phone Settings

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

Customizing Rings and Message Indicators

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


If you want to...	Then...
Change the ring tone per line	<ol style="list-style-type: none">1. Press  > Ring Type.2. Choose a phone line or the default ring setting.3. Choose a ring tone to play a sample of it.4. Press Select and OK to set the ring tone, or press Cancel.
Adjust the volume level for the phone ringer	Press  while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume is saved automatically.

Tip


Typically, the default system policy for the voice message light on your handset tells your phone to always light to indicate a new voice message.

Customizing the Phone Screen

You can adjust the contrast and the language for your phone screen.





If you want to...	Then...
Change the phone screen contrast	<ol style="list-style-type: none">1. Press  > Contrast.2. Press OK to save, or press Cancel.

Using Call Logs and Directories

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

Using Call Logs



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

If you want to...	Then...
View your call logs	Press  > Missed Calls, Placed Calls, or Received Calls . Each log can store up to 32 records.
Erase your call logs	Press  , then press Clear . Doing so erases all records in all logs.
Dial from a call log (while not on another call)	<ol style="list-style-type: none"> 1. Press  > Missed Calls, Placed Calls, or Received Calls. 2. Highlight a call record from the log. 3. To speed dial the highlighted number, press Dial. 4. Go off-hook to place the call.
Dial from a call log (while connected to another call)	<ol style="list-style-type: none"> 1. Press  > Missed Calls, Placed Calls, or Received Calls. 2. Highlight a call record from the log. 3. If you need to edit the number, press Dial followed by << or >>. 4. Press Dial. 5. Choose a menu item to handle the original call: <ul style="list-style-type: none"> • Hold—Puts the first call on hold and dials the second. • Trnsfr—Transfers the first party to the second and drops you from the call. (Press Trnsfr again after dialing to complete the action.) • Confrn—Creates a conference call with all parties, including you. (Press Confrn again after dialing to complete the action.) • End Call—Disconnects the first call and dials the second.

Using Corporate Directory




Depending on configuration, your phone can provide a corporate directory, a directory of corporate contacts that is set up and maintained by your system administrator.

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


If you want to...	Then...
Dial from a corporate directory (while not on another call)	<ol style="list-style-type: none">1. Press  > Corporate Directory (exact name can vary).2. Use your keypad to enter a full or partial name and press Search.3. To dial, press the listing, or scroll to the listing and go off-hook.
Dial from a corporate directory (while on another call)	<ol style="list-style-type: none">1. Press  > Corporate Directory (exact name can vary).2. Use your keypad to enter a full or partial name and press Search.3. Scroll to a listing and press Dial.4. Choose a menu item to handle the original call:<ul style="list-style-type: none">• Hold—Puts the first call on hold and dials the second.• Trnsfer—Transfers the first party to the second and drops you from the call. (Press Trnsfer again after dialing to complete the action.)• Confrn—Creates a conference call with all parties, including you. (Press Confrn again after dialing to complete the action.)• End Call—Disconnects the first call and dials the second.

Using Personal Directory

The Personal Directory feature (SIP version) allows you to add calls from your Call Logs to your personal calls directory.




If you want to...	Then...
Add a new entry to your personal directory	<ol style="list-style-type: none"> 1. Press  > Missed Calls, Placed Calls, or Received Calls. 2. Highlight the call that you want to add to your personal directory. 3. To edit the entry, press Edit and make your changes. 4. Press Keep to add the entry. 5. Press Save <p>The number is added to your personal directory.</p> <p>Note To cancel the operation without adding an entry, press Exit.</p>
Dial from personal directory	<ol style="list-style-type: none"> 1. Press  > Personal Directory (name may vary). 2. Press Select and highlight the entry you want to dial. 3. Press Dial. (You may need to press the more softkey to see Dial.) <p>Note To edit the entry, press Edit.</p>
Delete an entry in your personal directory	<ol style="list-style-type: none"> 1. Press  > Personal Directory (name may vary). 2. Highlight the call that you want to remove from your personal directory. 3. Press Delete, or press DelAll to remove more than one call. <p>The number(s) is removed from your personal directory.</p>

Accessing Voice Messages

To access voice messages, use the Messages button .



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

If you want to...	Then...
Set up and personalize your voice message service	Press  and follow the voice instructions. If a pop-up messages menu appears on your phone screen, choose an appropriate menu item.
See if you have a new voice message	Look at your phone for the following indicators: <ul style="list-style-type: none"><li data-bbox="352 706 1162 771">• A steady red light on your handset. (This indicator can vary. See the “Customizing Rings and Message Indicators” section on page 26.)<li data-bbox="352 777 1162 810">• A message waiting icon  and text message on your phone screen.
Listen to your voice messages or access the voice messages menu	Press  . Depending on your voice message service, doing so either auto-dials your voice message service or provides a menu on your phone screen.

Customizing Your Phone on the Web

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

Accessing Your User Options Web Pages

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

If you want to...	Then do this...
Log in to your User Options web pages	<ol style="list-style-type: none"> 1. Obtain a User Options URL, user ID, and default password from your system administrator. 2. Open a web browser on your computer, enter the URL, and log on. 3. If prompted to accept security settings, click Yes or Install Certificate. <p>The Cisco Unified CM User Options main web page displays. From this page you can choose User Options to access User Settings, Directory features, a Personal Address Book, and Fast Dials.</p> <p>Or, to access phone-specific options, select a device (see below).</p>
Select a device after logging in	<ol style="list-style-type: none"> 1. After you have logged in to your User Options web pages, choose User Options > Device. <p>The Device Configuration page displays.</p> <ol style="list-style-type: none"> 2. If you have multiple devices assigned to you, verify that the appropriate device is selected. If necessary, choose another device from the Name drop-down menu. <p>From the Device Configuration page, you can access all of the various configuration options available for your phone (other pages might not provide access to all options).</p> <ul style="list-style-type: none"> – Choose User Options to access User Settings, Directory, Personal Address Book, and Fast Dials. – Choose toolbar buttons to access phone-specific options, such as line settings, phone service settings, and speed dials. <p>To return to the Device Configuration page from another page, choose User Options > Device.</p>

Configuring Features and Services on the Web

The topics in this section describe how to configure features and services from your User Options web pages after logging in. See the [“Accessing Your User Options Web Pages”](#) section on page 31.

Using Personal Directory on the Web

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

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



Note You can also access PAB and Fast Dials from your phone. See the [“Using Personal Directory”](#) section on page 29.

Using Your Personal Address Book on the Web

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

If you want to...	Then do this after you log in...
Add a new PAB entry	<ol style="list-style-type: none">1. Choose User Options > Personal Address Book.2. Click New.3. Enter information for the entry.4. Click Save.
Search for a PAB entry	<ol style="list-style-type: none">1. Choose User Options > Personal Address Book.2. Specify search information and click Find.
Edit a PAB entry	<ol style="list-style-type: none">1. Search for a PAB entry.2. Click a name or nickname.3. Edit the entry as needed and click Save.
Delete a PAB entry	<ol style="list-style-type: none">1. Search for a PAB entry.2. Select one or more entries.3. Click Delete Selected.

Configuring Fast Dials on the Web

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

If you want to...	Then do this after you log in...
Assign a Fast Dial code to a PAB entry	<ol style="list-style-type: none"> 1. Create a PAB entry. See the “Using Your Personal Address Book on the Web” section on page 32. 2. Choose User Options > Fast Dials. 3. Click Add New. 4. Change the Fast Dial code, if desired. 5. Use the Search Options area to find the appropriate PAB entry. 6. Click a phone number in the Search Results area. 7. Click Save.
Assign a Fast Dial code to a phone number (without using a PAB entry)	<ol style="list-style-type: none"> 1. Choose User Options > Fast Dials. 2. Click Add New. 3. Change the Fast Dial code, if desired. 4. Enter a phone number. 5. Click Save.
Search for a Fast Dial entry	<ol style="list-style-type: none"> 1. Choose User Options > Fast Dials. 2. Specify search information and click Find.
Edit a Fast Dial phone number	<ol style="list-style-type: none"> 1. Choose User Options > Fast Dials. 2. Search for the Fast Dial entry that you want to edit. 3. Click on a component of the entry. 4. Change the phone number. 5. Click Save.
Delete a Fast Dial entry	<ol style="list-style-type: none"> 1. Search for a Fast Dial. 2. Select one or more entries. 3. Click Delete Selected.

Tips

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

Using the Address Book Synchronization Tool

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

Setting Up Speed Dials on the Web

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

- Speed-dial buttons
- Abbreviated Dialing
- Fast Dials



Note For help using speed-dial features, see the [“Speed Dialing”](#) section on page 20.



If you want to...	Then do this after you log in...
Set up speed-dial buttons	<ol style="list-style-type: none">1. Select a device.2. Click Speed Dials.3. Enter a number and label for a speed-dial button (programmable button) on your phone.4. Click Save. <p>Note Your phone uses the ASCII Label field if the phone does not support double-byte character sets.</p>
Set up Abbreviated Dialing	<ol style="list-style-type: none">1. Select a device.2. Click Speed Dials.3. Enter a number and label for an Abbreviated Dialing code.4. Click Save.
Set up Fast Dials	See the “Configuring Fast Dials on the Web” section on page 33. You can also set up Fast Dials on your phone. See the “Using Personal Directory” section on page 29.

Tip

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

Setting Up Phone Services on the Web

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

If you want to...	Then do this after you log in...
Subscribe to a service	<ol style="list-style-type: none"> 1. Select a device. 2. Click Phone Services. 3. Click Add New. 4. Choose a service from the drop-down list and click Next. 5. Change the service label and/or enter additional service information, if available (optional). 6. Click Save.
Search for services	<ol style="list-style-type: none"> 1. Select a device. 2. Click Phone Services. 3. Click Find.
Change or end services	<ol style="list-style-type: none"> 1. Search for services. 2. Select one or more entries. 3. Click Delete Selected.
Change a service name	<ol style="list-style-type: none"> 1. Search for services. 2. Click on the service name. 3. Change the information and click Save.
Add a service to an available programmable phone button	<ol style="list-style-type: none"> 1. Select a device. 2. Click Service URL. <p>Note If you do not see this option, ask your system administrator to configure a service URL button for your phone.</p> <ol style="list-style-type: none"> 3. Choose a service from the Button Service drop-down list. 4. If you want to rename the service, edit the label fields. <p>Note Your phone uses the ASCII Label field if the phone does not support double-byte character sets.</p> <ol style="list-style-type: none"> 5. Click Save. 6. Click Reset to reset your phone (necessary to see the new button label on your phone).
Access a service on your phone	Press  on your phone. Or, if you have added a service to a programmable button  , press the button.

Controlling Line Settings on the Web

Line settings affect a specific phone line (directory number) on your phone. Line settings can include call-forwarding and line labels.



- Note**
- You can set up call forwarding (for your primary phone line) directly on your phone. See the [“Forwarding Calls to Another Number”](#) section on page 17.
 - To learn about phone settings that you can access directly on your phone, see the [“Using Phone Settings”](#) section on page 26.

If you want to...	Then do this after you log in...
Set up call forwarding per line	<ol style="list-style-type: none">1. Select a device.2. Click Line Settings.3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one.4. In the Incoming Call Forwarding area, choose call forwarding settings for various conditions.5. Click Save.
Change or create a line text label that appears on your phone screen	<ol style="list-style-type: none">1. Select a device.2. Click Line Settings.3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one.4. In the line information area, enter a text label.5. Click Save. <p>Note Your phone uses the ASCII Label field if the phone does not support double-byte character sets.</p>


Understanding Additional Configuration Options

Your system administrator can configure your phone to use specific button services, if appropriate. This table provides some configuration options that you might want to discuss with your phone system administrator based on your calling needs or work environment.

If you...	Then...	For more information...
Need more speed-dial buttons	Make sure that you are using all of your currently available speed-dial buttons.	See the “Speed Dialing” section on page 20.
Want to use one extension for several phones	Request a shared line. This allows you to use one extension number for your desk phone and lab phone, for example.	See the “Using a Shared Line” section on page 23.

Troubleshooting Your Phone

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

Symptom	Explanation
The Settings button is unresponsive	Your system administrator might have disabled  on your phone.
Join fails	Be sure that you have selected at least one call in addition to the active call, which is selected automatically. Join also required the selected calls to be on the same line. If necessary, transfer calls to one line before joining them.

Viewing Phone Administration Data

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

If you are asked to...	Then...
Access network configuration data	Choose > Network Configuration and select the network configuration item that you want to view.
Access status data	Choose > Status and select the status item that you want to view.

Cisco One-Year Limited Hardware Warranty Terms

There are special terms applicable to your hardware warranty and various services that you can use during the warranty period. Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com at the following URL:

http://www.cisco.com/en/US/docs/general/warranty/English/1Y1DEN__.html

Replacement, Repair, or Refund Policy for Hardware

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

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

To Receive a Return Materials Authorization (RMA) Number

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

Complete the information below, and keep it for reference.

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

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