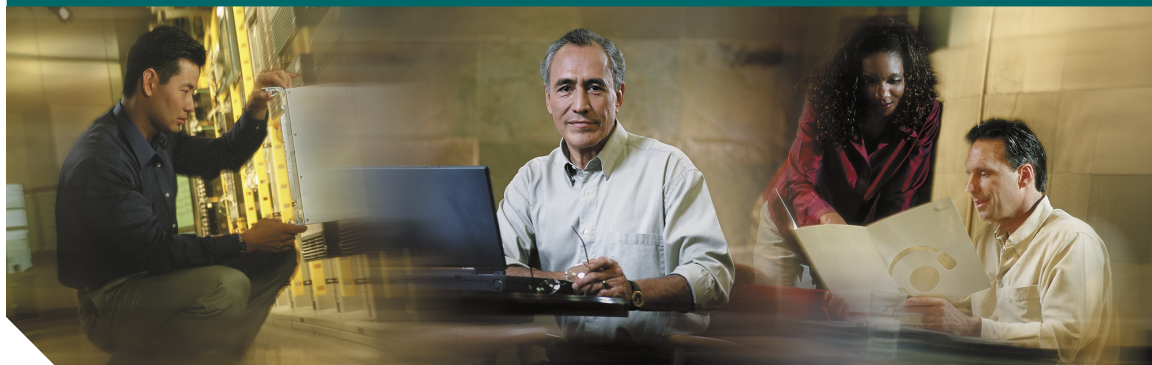




Cisco Unified SIP Phone 3951 for Cisco Unified CallManager 5.1

INCLUDING LICENSE AND WARRANTY

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Common Phone Tasks

Place a call	Go off-hook before dialing a number.
Redial a number	Press  or press the Navigation button while on-hook to see your Placed Calls log.
Switch to the handset during a call	Pick up the handset.
Switch to the speakerphone during a call	Press  .
Mute your phone	Press  .
Hold/resume a call	Highlight a call and press  .
Transfer a call to a new number	Press  and enter the number. Press  again when the call rings.
Start a standard (ad hoc) three-way conference call	Press  and dial the participant. Press  again.



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Cisco Unified SIP Phone 3951 for Cisco Unified CallManager 5.1

- Button Icons
- Phone Screen Icons
- Phone LEDs
- Call Logs and Speed Dials
- Name and Number Entries
- Common Phone Tasks

Button Icons

	Volume
	Speaker
	Mute
	Navigation
	Cancel
	OK
	Line 1 and 2
	Redial
	Conference
	Transfer
	Hold/Resume
	Messages

Phone Screen Icons

Line and Call States	
	Call forwarding enabled
	Call on hold
	Connected call
	Incoming call
	Conference call active
	Conference call on hold
	Conference call disabled
	Outgoing call
	Outgoing call not completed
	Transferring a call
	Line 1 (idle)
	Line 2 (idle)
	Line disabled
Selected Device	
	Handset in use
	Speakerphone in use

Other Features	
	Message waiting
	Missed call

Phone LEDs

Message waiting indicator	Indicator above phone screen: - On (steady)—New voice message - Blinking—Incoming call
 	For each line: - On (steady)—Active call - Slow blink—Held call - Fast blink—Incoming call
	On—Speaker in use
	On—Phone is muted
	On—Conference call active
	On—New voice message

Call Logs and Speed Dials

Use your call logs	Do one of the following: - Press , choose Missed - Press , choose Directories > Missed Calls, Received Calls, or Placed Calls, and select an entry to dial.
Speed dial a number	Do one of the following: - Press , choose Speed Dials, and select an entry to dial. - Press , choose Directories > Speed Dials, and select an entry to dial.

Name and Number Entries

Erase a digit	Press  .
Switch from numbers to letters	Press #.
Switch from uppercase to lowercase letters	Press #.



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Getting Started

Using this Guide

Your Cisco Unified SIP Phone 3951 belongs to the family of Cisco Unified IP Phones. 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...
Review safety information	See Safety and Performance Information , page 2.
Connect your phone	See Connecting Your Phone , page 4.
Use your phone after it is installed	Start with An Overview of Your Phone , page 6.
Learn about the phone buttons	See Understanding Buttons and Hardware , page 6.
Make calls	See Placing a Call—Basic Options , page 11.
Put calls on hold	See Using Hold and Resume , page 13.
Transfer calls	See Transferring Calls , page 15.
Make conference calls	See Making Conference Calls , page 16.
Use speed dials	See Speed Dialing , page 17.
Share a phone number	See Using a Shared Line , page 17.
Use your phone as a speakerphone	See Using the Handset and Speakerphone , page 18.
Change the ring volume	See Using Phone Settings , page 19.
View your missed calls	See Using Call Logs , page 20.
Listen to your voice messages	See Accessing Voice Messages , page 21.
See button and icon definitions	Refer to the Quick Reference Card in the front of this guide.

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/univercd/cc/td/doc/product/voice/c_ipphon/index.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

Safety and Performance Information

Read the following safety notices before installing or using your Cisco Unified IP Phone:



Warning

IMPORTANT SAFETY INSTRUCTIONS

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

SAVE THESE INSTRUCTIONS



Warning

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



Warning

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



Warning

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



Warning

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



Warning

Installation of the equipment must comply with local and national electrical codes.

**Caution**

Inline power circuits provide current through the communication cable. Use the Cisco provided cable or a minimum 24 AWG communication cable.

Using an External Power Supply

The following warnings apply when you use the external power supply with the Cisco Unified IP Phone:

**Warning**

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

**Warning**

The device is designed to work with TN power systems.

**Warning**

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

**Warning**

The power supply must be placed indoors.

**Caution**

Use only a Cisco specified power supply with this product.

Power Outage

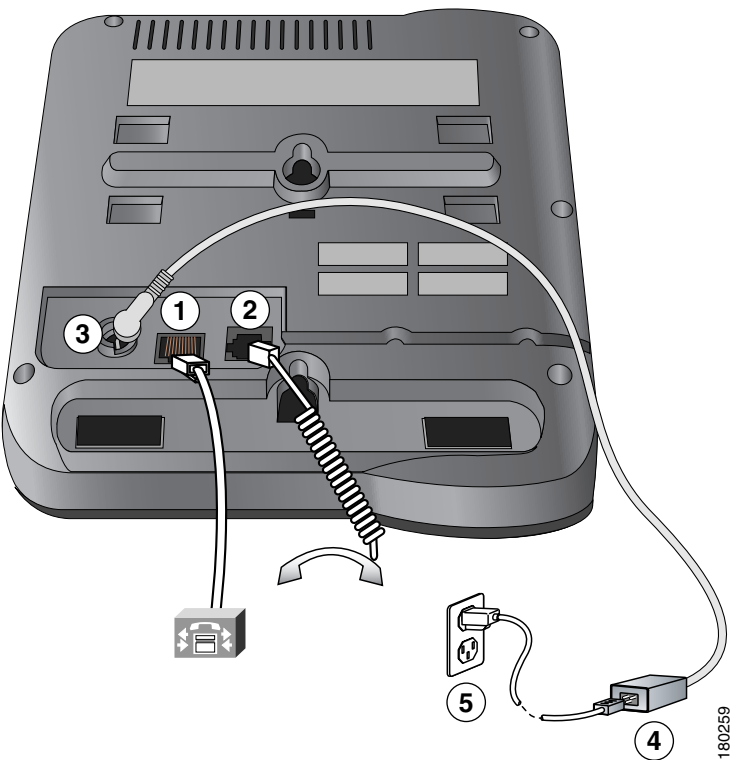
Your accessibility to emergency service through the phone is dependent on the phone being powered. If there is an interruption in the power supply, Service and Emergency Calling Service dialing will not function until power is restored. In the case of a power failure or disruption, you may need to reset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

Accessibility Features

A list of accessibility features is available upon request.

Connecting Your Phone

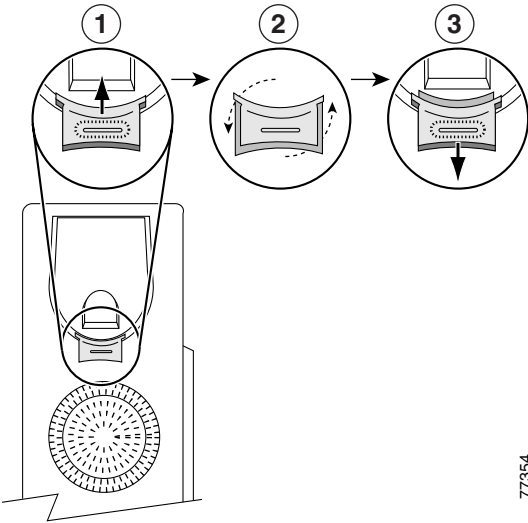
Your system administrator will likely connect your new Cisco Unified IP Phone to the corporate IP telephony network. If that is not the case, refer to the graphics below to connect your phone.



1	Network port (10/100 SW)	4	AC-to-DC power supply (optional)
2	Handset port	5	AC power cord (optional)
3	DC adapter port (DC48V)		

Adjusting the Handset Rest

When you connect your phone, you might want to adjust the handset rest to ensure that the receiver will not slip out of the cradle. See the table below for instructions.



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

Registering with TAPS

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

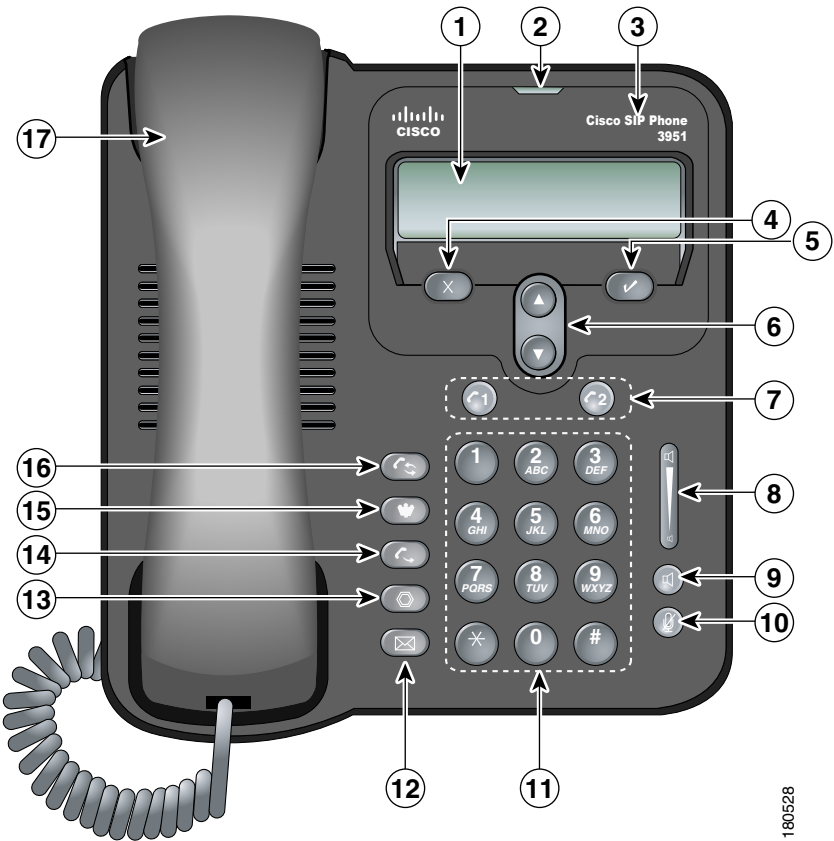
To register with TAPS, pick up the handset, enter the TAPS extension provided by your system administrator, and follow the voice prompts. You might need to enter your entire extension, including the area code. After your phone displays a confirmation message, hang up. The phone will restart.

An Overview of Your Phone

Your Cisco Unified SIP Phone 3951 belongs to the family of Cisco Unified IP Phones. It provides voice communication over the same data network that your computer uses, allowing you to place and receive calls, put calls on hold, transfer calls, make conference calls, and so on.

Understanding Buttons and Hardware

You can use this figure below to identify the buttons and hardware on your phone.



	Item	Description	For more information, see...
1	Phone screen	Displays phone menus and call activity including caller ID (phone number), call duration, and call state.	Understanding Line and Call Icons, page 10.
2	Message waiting indicator	Indicates new voice message (steady red) or an incoming call (blinking).	Accessing Voice Messages, page 21.
3	Phone model	The Cisco Unified IP Phone model.	—
4	Cancel button 	Cancels an action, exits a menu, or hangs up a call.	Call Handling, page 11.
5	OK button 	Displays menus, selects or confirms a menu option, answers a call, or resumes a call.	Call Handling, page 11.
6	Navigation button 	Allows you to scroll through menu items and highlight items. When the phone is on-hook, displays the call logs (Missed Calls, Received Calls, Placed Calls) and your Speed Dials.	Using Call Logs, page 20, and Speed Dialing, page 17.
7	Line buttons 	Allows you to select a line for making a call or to answer a call on the line. - A fast blink indicates an incoming call. - A slow blink indicates a held call.	Call Handling, page 11.
8	Volume button 	Controls the handset, headset, speakerphone, and ringer volume.	Using Phone Settings, page 19.
9	Speaker button 	Selects the speakerphone. When the speakerphone is on, the button is lit.	Using the Handset and Speakerphone, page 18.
10	Mute button 	Mutes the speakerphone and handset. If the button is lit, the speaker and handset are muted.	Using the Handset and Speakerphone, page 18.

11	Keypad	Allows you to dial phone numbers, and enter numbers or letters.	Call Handling, page 11.
12	Messages button 	Connects to your voice mail box. If the button is lit, you have a message waiting.	Accessing Voice Messages, page 21.
13	Hold button 	Places the current call on hold, resumes a call that was held, and switches between an active call and a call on hold. If the button is lit, you have a call on hold.	Using Hold and Resume, page 13.
14	Transfer button 	Transfers a call to another number.	Call Handling, page 11.
15	Conference button 	Starts a standard (ad hoc) three-way conference call. If the button is lit, a conference call is taking place.	Call Handling, page 11.
16	Redial button 	Redials the last called number.	Call Handling, page 11.
17	Handset	Phone handset.	Call Handling, page 11.

Understanding Feature Buttons and Menus

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

If you want to...	Then...
Select a feature	Press a feature button:  Redial  Conference  Transfer  Hold/Resume  Messages  Speaker  Mute
Select a menu or menu item	Press  .
Scroll through a list or menu	Press  .
Go back one level in a menu	Press  . Pressing  from the top level of a menu closes the menu.

Understanding Lines vs. Calls

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

- Lines—Each line corresponds to a phone number (or extension) that others can use to call you. Your phone can support up to two lines.
- Calls—Each line can support multiple calls.
 - Your phone supports up to two connected calls per line. Only one call can be active at any time; other calls are automatically placed on hold.
 - Your phone supports up to one standard (ad hoc) three-way conference on either line. If one line has an active conference, the next incoming call will receive a busy signal.

Understanding Line and Call Icons

Your phone displays icons to help you determine the call and line state (on-hook, on hold, ringing, connected, and so on).

Icon	Line or call state	Description
	On-hook line	No call activity on this line.
	Off-hook line	You are dialing a number.
	Connected call	You are connected to the other party.
	Ringing call	A call is ringing on your line.
	Missed call	You have a missed call on your line.
	Outgoing call	Your outgoing call is ringing.
	Call on hold	You have put the call on hold. See Using Hold and Resume, page 13 .
	Call Forward enabled	Incoming calls are being forwarded to another phone number.
	Conference call	There is an active standard (ad hoc) three-way conference call on the line.
	Conference call hold	The conference call is 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.

Call Handling

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

Placing a Call—Basic Options

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

If you want to...	Then...	For more information, see...
Select a phone line	Press  or  .	Understanding Lines vs. Calls, page 9.
Place a call using the handset	Pick up the handset, then dial the number.	An Overview of Your Phone, page 6.
Place a call using the speakerphone	Press  , then dial the number.	An Overview of Your Phone, page 6
Redial a number	Press  .	—
Place a call when another call is active	Press the other line button and dial the number. The other call is placed on hold.	Using Hold and Resume, page 13.
Dial from a call log	- Do one of the following: - Press  and choose Missed Calls, Received Calls, or Placed Calls. - Press  and choose Directories > Missed Calls, Received Calls, or Placed Calls. - Select a number, then select Dial.	Using Call Logs, page 20.

Tip

If you make a mistake while dialing, press  to erase digits.

Placing a Call—Additional Options

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

If you want to...	Then...	For more information, see...
Speed dial a number	1. Do one of the following: • Press  and choose Speed Dials. • Press  and choose Directories > Speed Dials. 2. Select a number, then select Dial.	Speed Dialing, page 17.
Place a call using a billing or tracking code	1. Dial a number. 2. After the tone, enter a client matter code (CMC) or a forced authorization code (FAC).	Your system administrator.

Answering a Call

You can answer a call by simply selecting the line with the incoming call and lifting the handset, or you can use other options that are available on your phone.

If you want to...	Then...	For more information, see...
Answer with the speakerphone	Select a line, if not already selected, and press  .	Using the Handset and Speakerphone, page 18.
Switch from a connected call to answer a new call on the same line	Press  or the line button.	Using Hold and Resume, page 13.
Switch from a connected call to answer a new call on the other line	Select the other line.	Using Hold and Resume, page 13.

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.
Hang up while using the speakerphone	Press  .
Hang up one call, but preserve another call on the same line	If the call is on hold, press  to remove it from hold. Press  to end the call.

Using Hold and Resume

You can hold and resume calls. Only one call can be active at any given time; all other connected calls must be placed on hold.

If you want to...	Then...
Put a call on hold	1. Make sure the call you want to put on hold is highlighted. 2. Press .
Remove a call from hold	1. Make sure the appropriate call is highlighted. 2. Press .

Tips

- Engaging the Hold feature typically generates music or a beeping tone.
- The call-on-hold icon  in the call view indicates a held call.
- The line button with a held call will blink slowly.

Using Mute

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

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

Switching Between Multiple Calls

You can switch between multiple calls on your phone.

If you want to...	Then...
Switch between connected calls on one line	1. Make sure the call that you want to switch to is highlighted. 2. Press . Any active call is placed on hold and the selected call is resumed.
Switch between connected calls on different lines	1. Select the other line. Any active call is placed on hold. 2. Make sure the call that you want to switch to is highlighted and press .
Switch from a connected call to answer a ringing call on the same line	Press  or the line button.
Switch from a connected call to answer a ringing call on the other line	Press the line button with the incoming call..

Viewing Multiple Calls

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

- Your phone displays calls only for the line you selected.
- Calls with the longest duration display at the top of the list.

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	1. From an active call, press . 2. Enter the target number. 3. When the call rings, press  again to complete the transfer, or press  to cancel. Note If the transfer is cancelled, press  to resume the call.
Talk to the transfer recipient before transferring a call (consult transfer)	1. From an active call, press . 2. Enter the target number. 3. Wait for the transfer recipient to answer. 4. Press  again to complete the transfer, or press  to cancel. Note If the transfer is cancelled, press  to resume the call.

Tip

You cannot transfer a call on hold. Press  again to remove the call from hold before transferring it.

Forwarding All Calls to Another Number

You can use Call Forward All to redirect incoming calls from your phone to another number.

If you want to...	Then...
Set up call forwarding on your line	1. Press  and choose Settings > User Preferences > CFwdALL. 2. Enter the call forward target number.
Cancel call forwarding on your line	Press  and choose Settings > User Preferences > CFwdALL .
Verify that call forwarding is enabled on your line	On the phone screen, look for: • Call forwarding icon . • Call forward target number next to the call forwarding icon.

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 change call forwarding conditions for your phone line.

Making Conference Calls

Your Cisco Unified IP Phone allows you to join three people into one telephone conversation, creating a standard (ad hoc) three-way conference call.

If you want to...	Then...
Create a conference by adding a participant	1. From a connected call, press . 2. Enter the participant's phone number. 3. Wait for the call to connect. 4. Press  again to add the participant to your call.
Participate in a conference	Answer the phone when it rings.
End your participation in a conference	Hang up.

Tip

- Only one standard (ad hoc) three-way conference can be active at any time on your phone.
- If you leave a conference after creating it, the conference will end. To avoid this, transfer the conference before hanging up.

Speed Dialing

Speed dialing allows you to select a phone screen item to place a call.

If you want to...	Then...
Set up Speed Dials	1. Press  and choose Directories > Speed Dials. 2. Select an empty speed dial (shown as None). 3. Select Edit and enter a speed dial number. 4. Enter a name for the speed dial.
Use Speed Dials	To place a call, press  and choose Speed Dials. Or press  and choose Directories > Speed Dials.
Change Speed Dial information	1. Press  and choose Directories > Speed Dials. 2. Select a speed dial, then select Edit.

Tips

- If you make a mistake entering a number or name, press  to erase digits or letters.
- When you are entering numbers and letters, press # to switch from numbers to uppercase letters, from uppercase to lowercase letters, and from lowercase letters back to numbers.

Using a Shared Line

If your phone has a shared line with another phone, incoming calls will ring on both phones. The call then goes to whichever phone picks up the call.

Using the Handset and Speakerphone

You can use your phone with a handset or speakerphone.

If you want to...	Then...
Use the handset	Lift it to go off-hook; replace it to go on-hook.
Use the speakerphone	Press  to toggle speakerphone mode on or off.
Switch to the speakerphone (from the handset) during a call	Press  .
Switch to the handset (from a speakerphone) during a call	Lift the handset without pushing any buttons.
Adjust the volume level for a call	Press  up or down during a call or after invoking a dial tone. This action adjusts the volume for the handset or speakerphone, depending on which device is in use.

Using Phone Settings

You can personalize your Cisco Unified IP Phone by adjusting the settings.

Customizing the Phone

You can can adjust the ringer volume for your phone and customize the contrast on your phone screen.

If you want to...	Then...
Adjust the volume level for the phone ringer	Press  while the handset is in the cradle. The new ringer volume is saved automatically.
Change the contrast on the phone screen	1. Press  and choose Settings > User Preferences > Contrast. 2. Press  to set the contrast.

Using Call Logs

This section describes how you can access and use call logs.

Using Call Logs

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

If you want to...	Then...
Access call logs	Press  and choose Directories .
View your call logs	Press  and choose Directories > Missed Calls, Placed Calls, or Received Calls .
Erase a call from the call log	1. Press  and choose Directories > Missed Calls, Placed Calls, or Received Calls. 2. Select a call record, then select Delete.
Dial from a call log (while not on another call)	1. Press  and choose Directories > Missed Calls, Placed Calls, or Received Calls. 2. Select a call record from the log, press , and choose Dial.
Dial from a call log (while connected to another call)	1. Press  and choose Directories > Missed Calls, Placed Calls, or Received Calls. 2. Select a call record from the log. 3. Select Dial. The other call is placed on hold.

Accessing Voice Messages

To access voice messages, select the line and press  .



Note

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

If you want to...	Then...
Set up and personalize your voice message service	For each line, press  and follow the voice instructions.
See if you have a new voice message	Look for: • A steady red light on your message waiting indicator (above your phone screen) • A steady green light on the Messages () button. • A message waiting icon  on your phone screen for the line selected.
Listen to your voice messages or access the voice messages menu	Press  , and follow the voice instructions.

Tips

- If there is a message on the active line, pressing  connects you to your voice mail box on this line.
- If there are no messages on the active line but you have a message on the other (inactive) line, pressing  connects you to the voicemail box on the inactive line.
- If there are no messages on either line, pressing  connects you to the voicemail box of the active line.
- While the Messages button  lights up if there is a message on either line, only the line with a message displays the message waiting icon  . You have access only to the voice mail box of the line with a message.

Troubleshooting Your Phone

This section provides troubleshooting information for your Cisco Unified IP Phone. For more information, see your system administrator.

Symptom	Explanation
Speed dial not working	You might need to add: • An outside line access code • Area code • Country code
You cannot hear a dial tone or complete a call	One or more of the following factors might apply: • You must enter a client matter code (CMC) or forced authorization code (FAC) after dialing a number. • Your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.

Tip

To see which call features are enabled on your phone, press  and choose **Settings > User Preferences**. Select a feature to view whether it is enabled (Yes) or disabled (No).

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	Press  and choose Settings > Network Configuration . Select the network configuration item that you want to view.
Access status data	Press  and choose Status . Select the status item that you want to view.

Cisco 90-Day 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. Follow these steps to access and download the *Cisco Information Packet* and your warranty and license agreements from Cisco.com.

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

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

The Warranties and License Agreements page appears.

2. To read the *Cisco Information Packet*, follow these steps:
 - a. Click the **Information Packet Number** field, and make sure that the part number 78-5235-03B0 is highlighted.
 - b. Select the language in which you would like to read the document.
 - c. Click **Go**.
 - d. The Cisco Limited Warranty and Software License page from the Information Packet appears.
 - e. Read the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).

**Note**

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

3. To read translated and localized warranty information about your product, follow these steps:
 - a. Enter this part number in the Warranty Document Number field:
 - b. 78-5236-01C0
 - c. Select the language in which you would like to read the document.
 - d. Click **Go**.
 - e. The Cisco warranty page appears.
 - f. Review the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).

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

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

Duration of Hardware Warranty

Ninety (90) days.

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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