



Cisco Unified SIP IP Phone User Guide for Cisco CallManager Express 3.4

- 1** Cisco Unified SIP IP Phone 7905G and Cisco Unified SIP IP Phone 7912 for Cisco CallManager Express 3.4
- 2** Cisco Unified SIP IP Phone 7960G and Cisco Unified SIP IP Phone 7940G for Cisco CallManager Express 3.4
- 3** Cisco Unified IP Phone Features and Functions







1 Cisco Unified SIP IP Phone 7905G and Cisco Unified SIP IP Phone 7912 for Cisco CallManager Express 3.4

Button Legend



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Feature	Function
1 Cisco Unified IP phone model type	Shows the Cisco Unified IP phone model number.
2 LCD screen	Displays information such as line/call status, phone number, and soft key tabs.
3 Soft keys	Engages the functions displayed on the corresponding LCD tabs.
4 Navigation button 	Scrolls through text and selects features that are displayed on the LCD screen. Provides shortcut access to the Speed Dial menu when the phone is idle.
5 Menu button 	Provides access to phone services.
6 Hold button 	Places an active call on hold. Resumes a held call.
7 Keypad	Functions like a traditional telephone keypad.

	Feature	Function
8	Volume button 	Increases or decreases handset volume and on-hook ring volume.
9	Handset with indicator light	Functions like a traditional handset.

Soft Key Legend

Your Cisco Unified IP phone is equipped with soft keys that point to feature options displayed along the bottom of the LCD screen. Soft keys change according to the state of the phone. Use the soft keys to engage any of the functions displayed on the corresponding LCD tabs.

The following is a comprehensive list of soft keys offered on the Cisco Unified SIP IP Phone 7905G and the Cisco Unified SIP IP Phone 7912G. Functionality varies according to your system configuration.

Soft Key	Description
<< or >>	Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.
Accept	Accepts the current edits. For instance, adding an entry to your personal directory.
Add	Adds an entry to the personal directory.
Alpha	Toggles character input mode from numeric to alphanumeric.
Answer	Answers an incoming call.
BlndXfr	Redirects the call without allowing you to speak to the transfer recipient (known as a blind transfer).
Cancel	Cancel the last selection.
CFwdALL	Forwards all calls.
Confrn	Connects callers to a conference call.
DelAll	Deletes all entries in the personal directory.
Delete	Deletes the selected entry in the personal directory.
Dial	Dials the displayed number.
DND	Enables the Do-Not-Disturb feature.
Down	Decreases the LCD screen contrast.
Edit	Selects a number and activates the cursor for editing.
EndCall	Ends the current call.
Exit	Exits from current selection.
Hold	Places an active call on hold. Resumes a held call.
more	Scrolls through additional soft key options (for example, use the more soft key to locate the Number soft key).
NewCall	Opens a new line on the speakerphone to place a call.
Number	Toggles character input mode from alphanumeric to numeric.
Ok	Confirms the selection.
Play	Plays the ring sound sample.
Redial	Redials the last number dialed.

Soft Key	Description
Reorder	Reorder the entries in the Personal Directory.
Select	Selects the highlighted option.

Operating Your Cisco Unified IP Phone

Place a Call

To place a call, use one of the following methods:

- Lift the handset and dial the number.
- Dial the number, and then lift the handset.
- Dial the number, and then press the **Dial** soft key.
- Press the line button for your extension, and then dial the number.
- Press the **New Call** soft key, and then dial the number.
- If you have established speed-dial numbers, press a speed-dial button.
- If you have selected a number from a directory, press the **Dial** soft key.



Note Use the backspace (<<) soft key to erase digits that were entered incorrectly.

Answer a Call

To answer a call, lift the handset.

End a Call

To end a call, use one of the following methods:

- Hang up the handset.
- Press the **EndCall** soft key.

Redial a Number

To redial the most recently dialed number, use the following method:

1. Lift the handset.
2. Press the **Redial** soft key.

Hold a Call

To place a call on hold press the **Hold** button.

To retrieve a held call press the **Hold** button again.



Note Because the hold feature can generate music or a beeping tone, avoid using hold when dialed into a remote conference system. Simple three-party conferences that are created locally on your phone can safely be placed on hold without introducing music or beeps into the conference.

Mute a Call

To mute an active call so that the other parties cannot hear you speak:

- Press the **Mute** soft key. The **Mute** soft key automatically lights, indicating that the other party cannot hear you.

To disengage mute and rejoin the call:

- Press the **Mute** soft key again, or lift the handset if you are using mute along with the monitor function.



Note The mute feature does not generate music or a beeping tone.

Manage Call Waiting

If you are on a call when a second call comes in, you hear a call-waiting tone or see a flashing indicator light on the handset rest, depending on the configuration of your phone.

To answer the new call:

- Press the **Hold** button. The original call is placed on hold.

To return to the original call:

- Press the **Hold** button again.

You can use the **Hold** button to switch between the calls.

Retrieve Voice-Mail Messages

To retrieve voice-mail messages, press the **Message** soft key and follow the voice instructions.

Alternate Method to Retrieve Voice-Mail Messages

To retrieve voice-mail messages, use the following method:

1. Lift the handset and listen for the dial tone.
2. Press the **Menu** button.
3. Press **1** on the keypad, or use the **Navigation** button to locate Messages in the list of options.
4. Press the **Select** soft key.
5. Follow the voice instructions, or press the **Exit** soft key to return to the previous directory menu.



Note The message-waiting indicator (MWI) on the handset blinks when the phone rings and remains lit to announce the arrival of a new voice-mail message. (Functionality varies depending on your message system.)

Transfer a Call

Transfer a selected call to another number in one of two ways:

- **Blind transfer**—Immediately redirects the call without allowing you to speak to the transfer recipient (the person to whom you are transferring the call).
- **Consult transfer**—Redirects the call after first allowing you to speak to the transfer recipient.

To transfer a call, perform the following steps:

1. During a call, press the **Trnsfer** soft key. The call is placed on hold.
2. Dial the number to which you want to transfer the call.
3. To make a blind transfer:
 - Hang up the handset once you hear the line ringing.

To make a consult transfer:

- Wait for the call to be answered. Speak to the transfer recipient. Then press the **Trnsfer** button or hang up the handset.

To cancel your consult call-transfer attempt:

- Press the **EndCall** soft key.

To reconnect to the original caller:

- Press the **Hold** button.

Forward All Calls

To forward all incoming calls to another number, use the following method:

1. Press the **CFwdALL** soft key. You will hear a confirmation beep.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as you would if you were placing a call to that number. Remember to include locally required prefix numbers.
3. Press the pound key (#). The phone display is updated to show that calls are to be forwarded.



Note To forward calls to voice mail, manually enter the voice-mail number, or use the soft key and button sequence of the **CFwdALL** soft key plus the **Messages** button, followed by the **EndCall** soft key.

To cancel call forwarding, press the **CFwdALL** soft key.

Place a Conference Call

To initiate a three-party conference call, perform the following steps:

1. During a call, press the **more > Confrn** soft keys to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press the **Confrn** soft key again to add the new party to the existing call with the first party.

To establish a conference call between two calls, one active and the other on hold, press the **Confrn** soft key.

End a Conference Call

To end the conference call, hang up the handset or press the **EndCall** soft key.



Note Once the conference call initiator disconnects, the conference call is terminated.

Alternate Methods to End a Conference Call

Call initiators may use one of the following methods (Functionality varies according to your system configuration.):

- To end the conference but remain connected to the most recent call, press the **Confrn** soft key. The older call is placed on hold.
- To disconnect from the conference, hang up the handset. The other parties remain on the conference call.

Place a Call from Your Local Directory

To search your directory by name or phone number, perform the following steps:

1. Press the **Menu** button.
2. Press **2** on the keypad for Directories, or use the **Navigation** button to scroll through the menu. Press the **Select** soft key to make your selection.
3. Press **5** on the keypad for Directory Services, or use the **Navigation** button to scroll through the menu. Press the **Select** soft key to make your selection.
4. Press **1** on the keypad for Local Directory or use the **Navigation** button to scroll through the menu. Press the **Select** soft key to make your selection.
5. Press the **Up** or **Down** scroll button to select a field. Use the keypad to enter the search data, namely, the first name, last name, or number to be searched.
6. Press the **Search** soft key. The search results are displayed.
7. Use the **Up** or **Down** scroll button to select an entry.

8. Press the **Dial** soft key to dial the number.
9. To exit the directory, press the **Exit** button.

Program Personal Speed-Dial Buttons

Once an administrator has defined one or more speed-dial instances for a Cisco Unified IP phone, you can reprogram numbers that are not locked or program numbers into an instance that has an empty dial string by following these steps:

1. Select an available phone line by lifting the handset, by pressing the **NewCall** soft key, or by pressing a line button. Listen for the dial tone.
2. Press the pound key (#).
3. Press the **Menu** button, press **4** on the keypad for Speed Dial, and use the **Navigation** button to select the speed-dial button that you want to program. A short beep confirms that you are starting to program this button.
4. Enter the speed-dial number. The digits appear on the phone display. Use the backspace (<<) soft key to erase digits that were entered incorrectly.

To remove a speed-dial number without replacing it with a new one, press the pound key (#).

5. Hang up the handset, or press a new speed-dial button and repeat the process.

View Call History

To access Cisco Unified CallManager Express phone services, including missed, received, or placed calls, perform the following steps:

1. Press the **Menu** button.
2. Press **2** on the keypad, or use the **Navigation** button to locate Directory, and press the **Select** soft key.
3. Use the **Navigation** button to scroll through the menu. Press the **Select** soft key to make your selection, or
 - Press **1** on the keypad for Missed Calls.
 - Press **2** on the keypad for Received Calls.
 - Press **3** on the keypad for Placed Calls.
4. Use the **Navigation** button to scroll through the call list.
5. Use the **Select** soft key to select a phone number.
6. Press the **Dial** soft key to place a call, or press the **Exit** soft key to return to the previous directory menu.

Place a Call from Call History

To place a call to a number in the call history list, perform the following steps:

1. Use the **Navigation** button to scroll through the call history list.
2. Use the **Select** soft key to select a phone number. The digits appear on the phone display.
3. To dial the number as it appears on the phone display:
 - Press the **Dial** soft key.

To edit the number on the phone display before dialing, use one of the following options:

- Press the **EditDial** soft key to place the cursor at the beginning of the number on the phone display.
- Use the keypad to edit the digits as needed. Use the backspace (<<) soft key to erase digits that were entered incorrectly.
- Press the **Dial** soft key to place the call.

Clear Call History

To clear all call history lists, perform the following steps:

1. Press the **Menu** button.
2. Press **2** on the keypad, or use the **Navigation** button to locate the Directory, and then press the **Select** soft key.
3. Press the **Clear** soft key.



Note Selective clearing of call history lists is not supported. For example, you cannot clear only the Missed Calls list.

Place a Call from Your System Speed-Dial Directory

To search your directory by name or phone number, perform the following steps:

1. Press the **Menu** button.
2. Press **2** on the keypad for Directories, or use the **Navigation** button to scroll through the menu. Press the **Select** soft key to make your selection.
3. Press **5** on the keypad for Directory services, or use the **Navigation** button to scroll through the menu. Press the **Select** soft key to make your selection.
4. Use the **Navigation** button to scroll through the menu. Press the **Select** soft key to make your selection, or
 - Press **2** on the keypad for local speed-dial.
 - Press **3** on the keypad for personal speed-dial. (Consult your administrator on the use of this soft key.)
5. Use the **Navigation** button to select a field. Use the keypad to enter the search data, namely, the first name, last name, or number to be searched.
6. Press the **Search** soft key. The search results are displayed.
7. Use the **Up** or **Down** scroll button to select an entry.
8. Press the **Dial** soft key to dial the number.
9. To exit the directory, press the **Exit** button.

Use Audio Paging

Audio paging provides a one-way voice path to the phones that have been designated to receive paging. It does not have a press-to-answer option.

To use the paging function for paging a group, perform the following steps:

1. Select an available phone line by lifting the handset, by pressing the **NewCall** soft key, or by pressing a line button. Listen for the dial tone.
2. Dial the designated paging group number.
Each idle IP phone that has been configured with the paging number automatically answers in speakerphone mode, and the phone displays the caller ID.
3. When you finish speaking your message and hang up, the phones return to their idle states.

Activate Do Not Disturb (DND)

For visual call alerting and information without audible ringing, use DND. Calls receive normal call-forward-busy and no-answer treatment.

To activate the Do-Not-Disturb feature, perform the following steps:

1. Press the **more** soft key to locate the **DND** soft key.
2. Press the **DND** soft key. A display text message indicates that the phone is in Do-Not-Disturb mode.



Note Pressing the DND soft key immediately forwards the call to the call-forward destination you set on the phone (see Forward All Calls, page 6). If the call-forward destination is not set, pressing the DND soft key disables the ringer.

To deactivate the Do-Not-Disturb feature, repeat Steps 1 and 2.

Setting and Adjusting Your Cisco Unified IP Phone

Adjust the Volume for the Current Call

Press the **Up** or **Down Volume** button while the handset is in use.

Adjust the Ring Volume

Press the **Up** or **Down Volume** button while the handset is in its cradle.

Select the Ring Type

To change the ring type, perform the following steps:

1. Press the **Menu** button.
2. Press **3** on the keypad, or use the **Navigation** button to locate Settings and then press the **Select** soft key.
3. Use the **Navigation** button to scroll through the options. Use the **Select** soft key to select ring type.
 - Use the **Navigation** button to scroll through the ring types.
 - Use the **Play** soft key to play the ring sound sample.
4. When you find the ring you want, press the **Select** soft key.
5. Press the **Ok** soft key to save your ring selection, or press the **Cancel** soft key to exit to the previous menu without changing the setting.
6. Press the **Exit** soft key to return to the previous directory menu.

Adjust the Display Contrast

To adjust the display contrast, perform the following steps:

1. Press the **Menu** button.
2. Press **3** on the keypad, or use the **Navigation** button to locate Settings and then press the **Select** soft key.
3. Use the **Navigation** button to scroll through the available settings. Locate Contrast and press the **Select** soft key.
4. Press the **Up** or **Down** soft key to increase or decrease the screen contrast.
5. Press the **Ok** soft key to select your contrast setting.
6. Press the **Save** soft key to save the setting, or press **Cancel** to exit to the previous menu without changing the setting.
7. Press the **Exit** soft key to return to the main directory menu.





2 Cisco Unified SIP IP Phone 7960G and Cisco Unified SIP IP Phone 7940G for Cisco CallManager Express 3.4

Button Legend

The Cisco Unified SIP IP Phone 7960G and the Cisco Unified SIP IP Phone 7940G differ only in the number of available line or speed-dial buttons. The Cisco Unified SIP IP Phone 7940G has two lines, and the Cisco Unified SIP IP Phone 7960G has six lines.



	Feature	Function
1	Cisco Unified IP phone model type	Shows the Cisco Unified IP phone model number.
2	LCD screen	Displays information such as line/call status, phone number, and soft key tabs.
3	Line or speed-dial button	Opens a new line, speed-dials a phone number, or ends a call. The Cisco Unified SIP IP Phone 7940G has two lines, and the Cisco Unified SIP IP Phone 7960G has six lines.
4	Footstand adjustment	Allows you to adjust the angle of the phone base.
5	Directories button	Provides access to phone directories.
6	Question “?” button	Not in use.
7	Settings button	Provides access to phone settings such as display contrast and ring type.
8	Speaker button	Toggles the speaker on and off.
9	Mute button	Toggles mute on and off.
10	Headset button	Toggles the headset on and off.

	Feature	Function
11	Volume button 	Increases or decreases handset, headset, ringer, or speakerphone volume.
12	Services button 	Provides access to phone services.
13	Messages button 	Provides access to a message system.
14	Navigation button 	Scrolls through text and selects features that are displayed on the LCD screen.
15	Keypad	Functions like a traditional telephone keypad.
16	Soft keys	Engages the functions displayed on the corresponding LCD tabs.
17	Handset with indicator light	Functions like a traditional handset and provides message waiting indicator light and message-waiting (stutter) tone.

Soft Key Legend

Your CiscoUnified SIP IP phone is equipped with soft keys that point to feature options displayed along the bottom of the LCD screen. Soft keys change according to the state of the phone.

The following is a comprehensive list of soft keys offered on the CiscoUnified SIP IP Phone 7940G and the CiscoUnified SIP IP Phone 7960G. Functionality varies according to your system configuration.

Soft Key	Function
<< or >>	Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.
Accept	Accepts the current edits. For instance, adding an entry to your personal directory.
Add	Adds an entry to the personal directory.
Alpha	Toggles character input mode from numeric to alphanumeric.
Answer	Answers an incoming call.
BlndXfr	Redirects the call without allowing you to speak to the transfer recipient (known as a blind transfer).
Cancel	Cancels the last selection.
CFwdALL	Forwards all calls.
Confrn	Connects callers to a conference call.
DelAll	Deletes all entries in the personal directory.
Delete	Deletes the selected entry in the personal directory.
Dial	Dials the displayed number.
DND	Enables and disables the Do-Not-Disturb feature.
Down	Decreases the LCD screen contrast.
Edit	Selects a number and activates the cursor for editing.
EndCall	Ends the current call.

Soft Key	Function
Exit	Exits from current selection.
Hold	Places an active call on hold. Resumes a held call.
more	Scrolls through additional soft key options (for example, use the more soft key to locate the Number soft key).
NewCall	Opens a new line on the speakerphone to place a call.
Number	Toggles character input mode from alphanumeric to numeric.
Ok	Confirms the selection.
Play	Plays the ring sound sample.
Redial	Redials the last number dialed.
Reorder	Reorder the entries in the Personal Directory.
Select	Selects the highlighted option.
Trnsfer	Transfers active calls to another extension.
Up	Increases the LCD screen contrast.
URL	Enter alphanumeric characters for call forwarding.

Operating Your Cisco Unified IP Phone

Place a Call

To place a call, use one of the following methods:

- Lift the handset and dial the number.
- Dial the number, and then lift the handset.
- Dial the number, and then press the **Dial** soft key.
- Press the line button for your extension, and then dial the number.
- Press the **Speaker** button, and then dial the number.
- Press the **New Call** soft key, and then dial the number.
- If you are using a headset, press the **Headset** button, and then dial the number.
- Dial the number, and then press the **Headset** button.
- If you have established speed-dial numbers, press a speed-dial button.
- If you have selected a number from a directory, press the **Dial** soft key.



Note Use the backspace (<<) soft key to erase digits that were entered incorrectly.

Answer a Call

To answer a call, use one of the following methods:

- Lift the handset.
- If you are using a headset, press the **Headset** button. If necessary, press the line button to select between incoming calls.
- To use the speakerphone, press the **Answer** soft key or the **Speaker** button.

End a Call

To end a call, use one of the following methods:

- Hang up the handset.

- If you are using a headset, press the **Headset** button or the **EndCall** soft key.
- If you are using the speakerphone, press the **Speaker** button or the **EndCall** soft key.

Redial a Number

To redial the most recently dialed number, use one of the following methods:

- Lift the handset and press the **Redial** soft key.
- Press the **Redial** soft key to dial using the speakerphone.

Hold a Call

To place a call on hold while on the call, press the **Hold** soft key.

To retrieve a held call, press the **Resume** soft key.

If multiple calls are on hold, use the **Navigation** button to select the desired call before you press **Resume**.

If multiple calls on multiple lines are on hold, press the line button for the line that you want to pick up. The active call on the other line is automatically put on hold.



Note Because the hold feature can generate music or a beeping tone, avoid using hold when dialed into a remote conference system. Simple three-party conferences that are created locally on your phone can safely be placed on hold without introducing music or beeps into the conference.

Mute a Call

To mute a call, press the **Mute** button. The **Mute** button lights, indicating that the other party cannot hear you.

To deactivate the mute function, use one of the following methods:

- Press the **Mute** button again.
- Lift the handset if you are using mute along with speakerphone.



Note The Mute feature does not generate music or a beeping tone.

Manage Call Waiting

If you are on a call when a second call comes in, you hear a call-waiting tone or see a flashing indicator light on the handset rest, depending on the configuration of your phone.

To answer the new call on the same line, use the following method:

1. Use the **Navigation** button to select the call.
2. Press the **Answer** soft key to answer the call. The call on the other line is automatically put on hold.

To return to the original call, use the following method:

1. Use the **Navigation** button to reselect the call.
2. Press the **Resume** soft key to reconnect to the call.

For calls on a separate line, press the **Line** button for the incoming call. The call on the other line is automatically put on hold.

To return to the original call, press the **Line** button associated with the original call.

Retrieve Voice-Mail Messages

To access voice messages, use the following method:

1. Select an available Cisco Unified IP phone line by lifting the handset, by pressing the speakerphone button, or by pressing a line button. Listen for the dial tone.
2. Press the **Messages** button, and follow the voice instructions.



Note When you have one or more new messages, the message-waiting indicator (MWI) light on your handset is lit if you have MWI configured.

Call-Blocking (Toll Bar) Override

Call blocking prevents unauthorized use of phones. It is implemented by matching a pattern of specified digits during a specified time of day and day of week or date. The call-blocking override feature allows individual phone users to override the call blocking that has been defined.

To place calls when call-blocking is enabled, use the following method:

1. Press the **Login** soft key on the Cisco Unified IP phone.
2. Enter the PIN that is associated with the phone.



Note Contact your local system administrator for your personal identification number (PIN).

Transfer a Call

to transfer a selected call to another number, use one of the following methods:

- **Blind transfer**—Immediately redirects the call without allowing you to speak to the transfer recipient (the person to whom you are transferring the call).
- **Consult transfer**—Redirects the call after first allowing you to speak to the transfer recipient.

To transfer a call, use the following method:

1. During a call, press the **Trnsfer** soft key. The call is placed on hold.
2. Dial the number to which you want to transfer the call.
3. To make a blind transfer:
 - Hang up the handset or press the **BlndXfr** soft key once you hear the line ringing.

To make a consult transfer:

- Wait for the call to be answered. Speak to the transfer recipient. Then press the **Trnsfer** button or hang up the handset.
- If the transfer fails, press the **Resume** soft key to return to the original call.

To cancel your consult call-transfer attempt:

- Press the **EndCall** soft key.

To reconnect to the original caller:

- Press the **Resume** soft key.

Forward All Calls

To forward all incoming calls to another number, use the following method:

1. Press the **CFwdALL** soft key.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as you would if you were placing a call to that number. Remember to include locally required prefix numbers. The phone display is updated to show that calls are to be forwarded.
3. Press the **Accept** soft key.



Note To forward calls to voice mail, manually enter the voice-mail number, or use the soft key and button sequence of **CFwdALL** soft key plus the **Messages** button, followed by the **EndCall** soft key.

To forward calls to a speed-dial number, use the soft key and button sequence of the **CFwdALL** soft key plus a **speed-dial** button, followed by the **EndCall** soft key.

To cancel call forwarding, press the **Cancel** soft key.

Place a Conference Call

To place a three-party conference call, use the following method:

1. During a call, press the **more** soft key and then the **Confrn** soft key to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press the **Confrn** softkey again to add the new party to the existing call with the first party.

To establish a conference call between two callers to a Cisco Unified IP phone, one active and the other on hold, press the **Confrn** soft key on the Cisco Unified IP phone.

To establish a conference call between two callers already present on a Cisco Unified IP phone, using separate line buttons, one active and the other on hold, use the following method:

1. Press the **Confrn** soft key on the Cisco Unified IP phone.
2. Press the **Line** button of the call you want to add to the three-party conference.

End a Conference Call

To end the conference call, use one of the following methods:

- Hang up the handset.
- Press the **EndCall** soft key.

Alternate Methods to End a Conference Call

Call initiators may use one of the following methods (functionality varies according to your system configuration):

- To end the conference but remain connected to the most recent call, press the **Confrn** soft key. The older call is placed on hold.
- To disconnect from the conference, hang up the handset. The other parties remain on the conference call.

Place a Call from Your Local Directory

To access the local phone directory established by the system administrator, use the following method:

1. Press the **Directories** button.
2. Press the **Navigation Up** or **Down** button or press **4** to select the Local Directory.
3. Press the **Navigation Up** or **Down** button to select the Last, First, or Number field search option.
4. Using the keypad, enter the last name or first name for the entry.

When entering letters, select the appropriate number key of the letter you want, and press that key a number of times that equals the position of the target letter. For example, to enter a B, press the 2 key two times, and to enter a C, press the 2 key three times. Use the backspace (<<) soft key to make corrections while entering data.

5. Press the **Search** soft key to find your selection.
6. If your search results in multiple listings, use the **Navigation Up** or **Down** button to select the correct number.
7. Press the **Dial** soft key to dial the selected number.

Program Personal Speed-Dial Buttons

Once an administrator has defined one or more speed-dial instances for a Cisco Unified IP phone, you can reprogram numbers that are not locked or program numbers into an instance that has an empty dial string.

To program personal speed-dial buttons, use the following method:

1. Select an available phone line by lifting the handset, by pressing the **NewCall** soft key, or by pressing a line button. Listen for the dial tone.
2. Press the pound key (#).

3. Press the speed-dial button that you want to program. A short beep confirms that you are starting to program this button.
4. Enter the speed-dial number. The digits appear on the phone display. When you are entering speed-dial numbers, use the backspace (<<) soft key to erase digits that were entered incorrectly.
To remove a speed-dial number without replacing it with a new one, press the pound key (#).
5. Press the same speed-dial button a second time to indicate that you have finished entering the speed-dial digits and to store the new speed-dial number.
6. Hang up the handset, or press a new speed-dial button and repeat the process.

Place a Call from Your System Speed-Dial Directory

To place a call from your system speed-dial directory, use the following method:

1. Select an available IP phone line (off hook or **NewCall**) and get a dial tone.
2. Press the **Directories** button, or use the **Navigation** button to locate Directory and then press the **Select** soft key.
3. Use the **Navigation** button to scroll through the options. Use the **Select** soft key to select speed-dial options.
 - Press **5** for the Local Speed Dial.
 - Press **6** for the Personal Speed Dial. (Functionality varies depending on your system configuration.)
4. Use the **Navigation** button to scroll through the speed-dial phone list.
5. To dial the selected phone number, press the **Select** soft key, or enter the entry number on the keypad.
6. Press the **Exit** soft key to return to the previous directory menu.

View Call History

To view recent missed, received, or placed calls, use the following method:

1. Press the **Directories** button.
2. Use the **Navigation** button to scroll and select the desired call list. Press the **Select** soft key, or
 - Press **1** on the keypad for Missed Calls.
 - Press **2** on the keypad for Received Calls.
 - Press **3** on the keypad for Placed Calls.
3. Press the **Exit** soft key to return to the previous directory menu.

Place a Call from Call History

To place a call to a number in the call history list, use the following method:

1. Use the **Navigation** button to scroll through the call history list.
2. Use the **Select** soft key to select a phone number. The digits appear on the phone display.
3. To dial the number as it appears on the phone display:
 - Press the **Dial** soft key.

To edit the number on the phone display before dialing, use the following method:

1. Press the **Edit** soft key to place the cursor at the beginning of the number on the phone display.
2. Use the keypad to edit the digits as needed. Use the backspace (<<) soft key to erase entered incorrectly digits.
3. Press the **Dial** soft key to place the call.

Clear Call History

To clear all numbers in the directory histories, press the **Clear** soft key.



Note

The **Clear** soft key clears all call history lists. Selective clearing of call history lists is not supported.

Use Audio Paging

Audio paging provides a one-way voice path to the phones that have been designated to receive paging. It does not have a press-to-answer option like the intercom feature.

To use the paging function for paging a group, use the following method:

1. Select an available phone line by lifting the handset. Listen for the dial tone.
2. Dial the designated paging group number.
Each idle IP phone that has been configured with the paging number answers automatically in speakerphone mode, and the phone displays the caller ID.
3. When you finish speaking your message and hang up, the phones are returned to their idle states.

Use the Intercom Feature

Cisco Unified CallManager Express supports intercom functionality for one-way and press-to-answer voice connections using a dedicated pair of intercoms on two phones that speed-dial each other.

To use the intercom feature, use the following method:

1. Press the **Menu** button.
2. Use the **Navigation** button to select Directories.
3. Use the **Navigation** button to select Speed Dial.
4. Select intercom Speed Dial.
The called IP phone automatically answers the call in speakerphone mode with mute activated. A beep sounds to alert the recipient to the incoming call.

To respond to an intercom call, press the **Mute** button, or lift the handset.

Activate Do Not Disturb (DND)

For visual call alerting and information without audible ringing, use DND. Calls receive normal call-forward-busy and no-answer treatment.

To activate the Do-Not-Disturb feature, use the following method:

1. Press the **more** soft key to locate the DND soft key.
2. Press the **DND** soft key. A display text message indicates that the phone is in Do-Not-Disturb mode.



Note Pressing the DND soft key immediately forwards the call to the call-forward destination set on the phone. If the call-forward destination is not set, pressing the DND soft key disables the ringer.

To deactivate the Do-Not-Disturb feature, repeat Steps 1 and 2.

Setting and Adjusting Your Cisco Unified IP Phone

Adjust the Volume for the Current Call

To adjust the handset, speakerphone, or headset volume for the current call, use the following method:

1. During a call, press the **Up** or **Down Volume** button.
2. Press the **Save** soft key to apply the new volume level to future calls.

Adjust the Ring Volume

To adjust the ring volume, press the **Up** or **Down Volume** button while the handset is in its cradle.

Select the Ring Type

To change the ring type, use the following method:

1. Press the **Settings** button.
2. Press **2** for Ring Type, or use the **Navigation** button to select Ring Type and press the **Select** soft key.
3. Use the **Navigation** button to select the ring type. Press the **Play** soft key to hear samples.
4. Highlight the ring you want, and then press the **Select** soft key.
5. Press the **Ok** soft key to select your setting, which returns you to the previous menu,
 - or press **Cancel** to exit to the previous menu without changing the setting.
 - or press the **Back** soft key to return to the main phone screen.

Adjust the Display Contrast

To adjust the contrast in your LCD Display, use the following method:

1. Press the **Settings** button.
2. Press **1** for Contrast, or use the **Select** soft key.
3. Use the **Down** or **Up** soft key to change the contrast.
4. Press the **Ok** soft key to select your contrast setting, which returns you to the main directory,
 - or press **Cancel** to exit to the previous menu without changing the setting.
 - or press the **Back** soft key to return to the main phone screen.

3 Cisco Unified IP Phone Features and Functions

The following provides a quick reference to the features and functions for the Cisco Unified IP phones. The numbers in the columns are page numbers.

Section	7905/7912	7940/7960
Activate Do Not Disturb (DND)	8	17
Add an Entry to the Personal Phone Book	—	—
Adjust the Call Volume	—	—
Adjust the Display Contrast	9	18
Adjust the Ring Volume	9	17
Adjust the Speaker Volume	—	—
Adjust the Volume for the Current Call	9	17
Answer a Call	2	12
Call-Blocking (Toll Bar) Override	2	14
Clear Call History	7	7
End a Call	2	12
End a Conference Call	6	15
Forward All Calls	6	14
Hold a Call	2	13
Manage Call Waiting	2	13
Mute a Call	2	13
Place a Call	4	12
Place a Call from Call History	7	16
Place a Call from Your Local Directory	7	15
Place a Call from Your System Speed-Dial Directory	7	16
Place a Conference Call	6	15
Program Personal Speed-Dial Buttons	7	15
Redial a Number	2	13
Retrieve Voice-Mail Messages	5	13
Select the Ring Type	9	18
Transfer a Call	5	14
Use Audio Paging	8	17
View Call History	7	16

