USER GUIDE

Cisco Unified IP Phones 7905G/7912G, 7906G/7911G, 7940G/7960G, and 7941G/7961G for Cisco Unified Communications Manager Express 4.3

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1 Overview

This guide provides phone, soft key, and features descriptions for the following Cisco Unified IP Phone models:

• 7905G/7912G
• 7906G/7911G
• 7940G/7960G
• 7941G/7961G

Cisco Unified IP Phones 7905G/7912G and 7906G/7911G

Physical Layout

The Cisco Unified IP phones 7905/7912 and 7906/7911 phones are single-line phones. The 7906/7911 phones provide a higher resolution display than the 7905/7912 phones, and are similar in operation.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Cisco IP phone model type</td>
<td>Shows the Cisco IP phone model number.</td>
</tr>
<tr>
<td>2 LCD screen</td>
<td>Displays information such as line/call status, phone number, and soft key tabs.</td>
</tr>
<tr>
<td>3 Soft keys</td>
<td>Engages the functions displayed on the corresponding LCD tabs.</td>
</tr>
<tr>
<td>4 Navigation button</td>
<td>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.</td>
</tr>
<tr>
<td>5 Menu button</td>
<td>Provides access to phone services.</td>
</tr>
</tbody>
</table>
### Name | Description
--- | ---
6 Hold button | Places an active call on hold. Resumes a held call.
7 Keypad | Functions like a traditional telephone keypad.
8 Volume button | Increases or decreases handset volume and onhook ring volume.
9 Handset with indicator light | Functions like a traditional handset.

**Connecting Your Phone**

This section shows how to use the connectors on your Cisco IP phone.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
</table>
1 Network port (10BASE-T) | |
2 Handset port | |
3 DC adapter port (DC48V) | |
4 Cisco power supply (optional) | |
5 Power cable with wall socket plug | |
Adjusting the Handset Rest

When you connect your phone, you can adjust the handset rest so that the receiver will not slip out of the cradle. Use the following method to adjust the handset:

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.

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Cisco Unified IP Phones 7960G, 7940G, 7961G, and 7941G

The Cisco Unified IP phones 7940/7960 and 7941/7961 are multiline phones. The 7940 and 7941 have two lines; the 7960 and 7961 have 4 lines. The 7941/7961 phone provides a higher resolution display than the 7940/7960 phones, and are similar in operation.

Physical Layout
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Cisco Unified IP phone model type</td>
<td>Shows the Cisco Unified IP phone model number.</td>
</tr>
<tr>
<td>2  LCD screen</td>
<td>Displays information such as line/call status, phone number, and soft key tabs.</td>
</tr>
<tr>
<td>3  Line or speed-dial button</td>
<td>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.</td>
</tr>
<tr>
<td>4  Footstand adjustment</td>
<td>Allows you to adjust the angle of the phone base.</td>
</tr>
<tr>
<td>5  Directories button</td>
<td>Provides access to phone directories.</td>
</tr>
<tr>
<td>6  Question “?” button</td>
<td>Not in use.</td>
</tr>
<tr>
<td>7  Settings button</td>
<td>Provides access to phone settings such as display contrast and ring type.</td>
</tr>
<tr>
<td>8  Speaker button</td>
<td>Toggles the speaker on and off.</td>
</tr>
<tr>
<td>9  Mute button</td>
<td>Toggles mute on and off.</td>
</tr>
<tr>
<td>10 Headset button</td>
<td>Toggles the headset on and off.</td>
</tr>
<tr>
<td>11 Volume button</td>
<td>Increases or decreases handset, headset, ringer, or speakerphone volume.</td>
</tr>
<tr>
<td>12 Services button</td>
<td>Provides access to phone services.</td>
</tr>
<tr>
<td>13 Messages button</td>
<td>Provides access to a message system.</td>
</tr>
<tr>
<td>14 Navigation button</td>
<td>Scrolls through text and selects features that are displayed on the LCD screen.</td>
</tr>
<tr>
<td>15 Keypad</td>
<td>Functions like a traditional telephone keypad.</td>
</tr>
<tr>
<td>16 Soft keys buttons</td>
<td>Engages the functions displayed on the corresponding LCD tabs.</td>
</tr>
<tr>
<td>17 Handset with indicator light</td>
<td>Functions like a traditional handset and provides message waiting indicator light and message-waiting (stutter) tone.</td>
</tr>
</tbody>
</table>
Connecting Your Phone

This section shows how to use the connectors on your Cisco Unified IP phone.

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

When you connect your phone, you can adjust the handset rest so that the receiver will not slip out of the cradle. Use the following method to adjust the handset:

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.

![Diagram of handset rest adjustment](image_url)

**Soft Key Descriptions**

Your Cisco Unified IP phone is equipped with soft keys for call features and options. Soft keys are displayed along the bottom of the LCD screen and are engaged using the corresponding buttons. Soft keys can change according to the state of the phone.

Following is a comprehensive list of soft keys offered on these Cisco Unified IP Phones. Functions depend on your system configuration.

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;&lt; or &gt;&gt;</td>
<td>Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.</td>
</tr>
<tr>
<td>Accept</td>
<td>Accepts the current edits. For instance, adding an entry to your personal directory.</td>
</tr>
<tr>
<td>Acct</td>
<td>Consult your administrator on the use of this soft key.</td>
</tr>
<tr>
<td>Add</td>
<td>Adds an entry to the personal directory.</td>
</tr>
<tr>
<td>Alpha</td>
<td>Toggles character input mode from numeric to alphanumeric.</td>
</tr>
<tr>
<td>Answer</td>
<td>Answers an incoming call.</td>
</tr>
<tr>
<td>BlndXfr</td>
<td>Redirects the call without allowing you to speak to the transfer recipient (known as a blind transfer).</td>
</tr>
<tr>
<td>Callback</td>
<td>Notifies callers that the called line is free.</td>
</tr>
<tr>
<td>Cancel</td>
<td>Cancels the last selection.</td>
</tr>
<tr>
<td>cbarge</td>
<td>Allows callers to join a shared-line call.</td>
</tr>
<tr>
<td>CFwdrALL</td>
<td>Forwards all calls.</td>
</tr>
<tr>
<td>Clear</td>
<td>Clears directory history.</td>
</tr>
<tr>
<td>Confrn</td>
<td>Connects callers to a conference call.</td>
</tr>
<tr>
<td>DelAll</td>
<td>Deletes all entries in the personal directory.</td>
</tr>
<tr>
<td>Delchr</td>
<td>Deletes a character.</td>
</tr>
<tr>
<td>Delete</td>
<td>Deletes selected item.</td>
</tr>
<tr>
<td>Dial</td>
<td>Dials the displayed number.</td>
</tr>
<tr>
<td>Directories</td>
<td>Provides access to phone directories.</td>
</tr>
<tr>
<td>Soft Key</td>
<td>Description (continued)</td>
</tr>
<tr>
<td>----------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>DND</td>
<td>Enables and disables the Do-Not-Disturb feature.</td>
</tr>
<tr>
<td>Down</td>
<td>Decreases the LCD screen contrast.</td>
</tr>
<tr>
<td>Edit</td>
<td>Selects a number and activates the cursor for editing.</td>
</tr>
<tr>
<td>EditDial</td>
<td>Selects a number and activates the cursor for editing.</td>
</tr>
<tr>
<td>EndCall</td>
<td>Ends the current call.</td>
</tr>
<tr>
<td>Exit</td>
<td>Exits from the current selection or screen.</td>
</tr>
<tr>
<td>Flash</td>
<td>Provides hookflash functionality for three-way calling and call waiting services provided by the PSTN or Centrex service.</td>
</tr>
<tr>
<td>GPickUp</td>
<td>Selectively picks up calls to a phone number that is a member of a pickup group.</td>
</tr>
<tr>
<td>Hold</td>
<td>Places an active call on hold. Resumes a held call.</td>
</tr>
<tr>
<td>Login</td>
<td>Provides PIN-controlled access to restricted phone features. Contact your system administrator for additional instructions.</td>
</tr>
<tr>
<td>LiveRcd</td>
<td>Enables the user to record a phone conversation.</td>
</tr>
<tr>
<td>Message</td>
<td>Dials the local voice-mail system.</td>
</tr>
<tr>
<td>Monitor</td>
<td>Enables the user to switch from the handset to the speaker to listen to a call hands-free.</td>
</tr>
<tr>
<td>Monoff</td>
<td>Enables the user to switch from the speaker to the handset and continue talking on the call.</td>
</tr>
<tr>
<td>more</td>
<td>Scrolls through additional soft key options (for example, use the more soft key to locate the Number soft key).</td>
</tr>
<tr>
<td>Mute</td>
<td>Toggles muting on and off.</td>
</tr>
<tr>
<td>NewCall</td>
<td>Opens a new line on the speakerphone to place a call.</td>
</tr>
<tr>
<td>Number</td>
<td>Toggles character input mode from alphanumeric to numeric.</td>
</tr>
<tr>
<td>Ok</td>
<td>Confirms the selection.</td>
</tr>
<tr>
<td>Park</td>
<td>Forwards calls to a location from which the call can be retrieved by anyone in the system.</td>
</tr>
<tr>
<td>PickUp</td>
<td>Selectively picks up calls to another extension.</td>
</tr>
<tr>
<td>Play</td>
<td>Plays the ring sound sample.</td>
</tr>
<tr>
<td>Redial</td>
<td>Redials the last number dialed.</td>
</tr>
<tr>
<td>Reorder</td>
<td>Reorder the entries in the Personal Directory.</td>
</tr>
<tr>
<td>Restore</td>
<td>Consult your system administrator on the use of this soft key.</td>
</tr>
<tr>
<td>Resume</td>
<td>Returns to an active call.</td>
</tr>
<tr>
<td>Save</td>
<td>Saves the last change.</td>
</tr>
<tr>
<td>Search</td>
<td>Initiates a search in the local directory.</td>
</tr>
<tr>
<td>Select</td>
<td>Selects the highlighted option.</td>
</tr>
<tr>
<td>Settings</td>
<td>Provides access to phone settings such as display contrast, ring volume, and ring type.</td>
</tr>
<tr>
<td>Trnsfer</td>
<td>Transfers selected calls to an alternate number.</td>
</tr>
<tr>
<td>TrnsfVM</td>
<td>Transfers a call to voice mail.</td>
</tr>
<tr>
<td>Up</td>
<td>Increases the LCD screen contrast.</td>
</tr>
<tr>
<td>URL</td>
<td>Enter alphanumeric characters for call forwarding.</td>
</tr>
</tbody>
</table>
Operating Your Phone

Basic: 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.
- Press the line button for your extension, dial the number, and then lift the handset.
- Press any available button, dial the number, and then lift the handset.
- Press the New Call soft key, dial the number, and then lift the handset.
- Press the speed dial button and then lift the handset.
- If you have selected a number from a directory, press the Dial soft key, and then lift the handset.

Speakerphone: Place a Call
To place a call using the speakerphone, use one of the following methods:
- Press the speakerphone button and perform the steps for placing a basic call, and do not lift the handset.
- Perform the steps for placing a basic call and do not lift the handset.
To switch to handset operation, just lift the handset.

Headset: Place a Call
To place a call using a headset, press the headset button, then perform the steps for placing a basic call, and do not lift the handset.
To switch to handset operation, just lift the handset.

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 EndCall.
- If you are using a speakerphone, press Speaker button or EndCall.

Redial a Number
To redial the most recently dialed number, use one of the following methods:
- Lift the handset and press Redial.
- Press Redial to dial using a speakerphone.

Hold a Call
To place a call on hold while on the call, press Hold.
To retrieve a held call, press Resume.
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 beeps, 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.

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**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 with the speakerphone.

**Note** The Mute feature does not generate music or beeps.

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**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 **Answer** 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 **Resume** 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.

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**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, if you have the message-waiting indicator (MWI) configured, the light on your handset is lit.

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**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 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 **Login**.
2. Enter the PIN that is associated with the phone.
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 Transfer 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 BlindXfr soft key after you hear line ringing.
4. To make a consult transfer:
   - Wait for the call to be answered. Speak to the transfer recipient. Then press the Transfer button or hang up the handset.
   - If the transfer fails, press the Resume soft key to return to the original call.
5. To cancel your consult call-transfer attempt:
   - Press the EndCall soft key.
6. To reconnect to the original caller:
   - Press the Resume soft key.

Transfer to Voice Mail

To transfer a call to the voice mail of the recipient, follow these steps:

1. Press TrnsfVM.
2. Enter the recipient's extension number and press TrnsfVM again

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.

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** soft key 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 **EndCall**.

### Alternate Methods to End a Conference Call

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

- To end the conference and 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.

### MeetMe Conference Call

MeetMe conferencing allows you to start or join a conference by dialing the conference number and supports up to 32 parties. To start a MeetMe conference, use the following method:

1. Obtain a MeetMe phone number from your system administrator.
2. Distribute the number to participants.
3. Obtain a dial tone, then press the **more > MeetMe** soft keys.
4. Dial the MeetMe conference number. Participants can now join the conference by dialing in.

**Note**

You hear a busy tone if you call the conference before the initiator has joined. If this happens, try your call again.

To end a MeetMe conference, all participants must hang up. The conference does not automatically end when the conference initiator disconnects.

### Ad Hoc Conference Call

Ad hoc conferences, which support up to eight parties, are created when one party calls another, then either party decides to add another party to the call. This is the default behavior. Your system can be configured so that only the conference creator can add parties to the conference.

The default is that the conference is maintained as long as three parties remain the conference. Any party can hang up and the conference is maintained. Your system can be configured so that the conference drops when the creator hangs up. Your system can also be configured so that the conference drops when the last local party hangs up.

### Start a Conference Call

To add new participants to an existing conference, use the following method:

1. From a connected call, press **Confrn**. (You may need to press the **more** soft key to see **Confrn**.)
2. Enter the participant’s phone number.
3. Wait for the call to connect.
4. Press **Confrn** again to add the participant to your call.
5. Repeat to add additional participants.

**View a List of Participants**

To view a list of conference participants, use the following method:

1. Highlight an active conference.
2. Press **ConfList**. Participants are listed in the order in which they join the conference with the most recent additions at the top.
3. To get an updated list of participants, while viewing the conference list, press **Update**.
4. To see who started the conference, while viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name.
5. To drop the last party added to the conference, press **RmLstC**. You can remove participants only if you initiated the conference call.

**Remove Participants**

To remove any conference participant, use the following method:

1. Highlight the participant’s name.
2. Press **Remove**. You can remove participants only if you initiated the conference.
3. To end your participation in a conference, hang up or press **EndCall**.

**Live Record a Call**

Call initiators can use the **LiveRcd** soft key to record an active call, private line or conference call. To record a call, use this method:

1. Press the **LiveRcd**. This puts the other party on-hold and initiates a call to the configured live record number.
2. Press the **LiveRcd** again to stop the recording.

**Join a Shared-Line Call**

User can join a call on a shared line using the **cBarge** softkey.

To join the shared-line call, use the following method:

1. Highlight the remote-in-use call that you want to join.
2. Press the more to navigate to **cBarge** and press **cBarge**.

**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**

After 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. (Functions vary 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.

**Place a Call Using Your Extension Mobility (EM) Profile**

Cisco Extension Mobility (EM) allows the user to temporarily configure a Cisco Unified IP phone to function as user's own phone. Once the user is logged-in to EM, the phone adopts the user's profile, including the line buttons, features, and established services.

To log-in to Extension Mobility:

1. Press **Services** button and select **Extension Mobility**.
2. Enter your User ID and Password.
3. Press **Submit**. The phone will temporarily configure user profile and settings.

**Note** Your administrator must configure Extension Mobility for you.

**Place a Call from Your Personal Speed-Dial**

To place a call from your Personal Speed-Dial using My Phone Apps, use the following method:

1. Log-in to **Extension Mobility**.
2. Select **My Phone Apps** and scroll down to **Personal Speed Dial**.
3. Select **Personal Speed Dial**
4. Add a Label and Number
5. Go back to **My Phone Apps** and press **Reset Phone**. Your Personal Speed-Dial number will appear on the phone display screen.
**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.
3. Use one of the methods below to choose a call list:
   - Press the **Select** soft key.
   - 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. 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 incorrectly entered 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 Communications Manager 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 alerts the recipient to the incoming call.

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

**Activate Do Not Disturb**

For visual call alerting and information without audible ringing, use Do Not Disturb (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.
2. Press DnD. 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.

**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 Save 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 Select.
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 Select.
5. Use one of the following options:
   - Press the Ok to select your setting, which returns you to the previous menu,
   - Press Cancel to exit to the previous menu without changing the setting.
   - Press Back 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 Select.
3. Use Down or Up to change the contrast.
4. Use one of the following options:
   - Press Ok to select your contrast setting, which returns you to the main directory,
• Press **Cancel** to exit to the previous menu without changing the setting.
• Press **Back** key to return to the main phone screen.

3 **Phone Features Index**

This section provides an alphabetical list of features for your Cisco Unified IP phone. Features supported in both SIP and SCCP protocols are marked as “Supported” and features not supported in either one of the protocols are marked as “Not Supported”. However, there are differences in how the feature works based on the call protocol.

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Table 1  Features (with page number references) supported in SIP and SCCP protocols.

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