Handset, Headset, and Speakerphone

Headset, Handset, and Speaker Overview

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

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

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

Handset

The following table describes how to use the handset.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use the handset</td>
<td>Lift it to go off-hook; replace it to go on-hook. The ringing line is automatically selected. Contact your system administrator about options to always select the primary line.</td>
</tr>
<tr>
<td>Switch to the speakerphone or a headset during a call</td>
<td>Press 📞 or ⌘⁺, then hang up the handset.</td>
</tr>
<tr>
<td>Adjust the volume level for a call</td>
<td>Press the Volume button during a call or after invoking a dial tone. Press Save to preserve the volume level for future calls.</td>
</tr>
</tbody>
</table>
Headset

Your phone supports four- or six-wire headset jacks for wired headsets. Cisco Unified IP Phones 7962G and 7942G also support wireless headsets. For information about purchasing headsets, see Wired and Wireless Headsets.

You can use a headset with all of the controls on your phone, including and . However, if you use a wireless headset, refer to the wireless headset documentation for instructions.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toggle headset mode on and off</td>
<td>Press .</td>
</tr>
<tr>
<td>Switch to a handset</td>
<td>Lift the handset.</td>
</tr>
<tr>
<td>Adjust the volume level for a call</td>
<td>Press during a call or after invoking a dial tone. Press Save to preserve the volume level for future calls.</td>
</tr>
</tbody>
</table>

If you use AutoAnswer, see AutoAnswer with Headset or Speakerphone, on page 4.

Your system administrator can set up your phone to record a conversation between you (on your headset), a supervisor (on the phone handset), and your connected party.

Important Headset Safety Information

⚠️ High Sound Pressure—Avoid listening to high volume levels for long periods to prevent possible hearing damage.

When you plug in your headset, lower the volume of the headset speaker before you put the headset on. If you remember to lower the volume before you take the headset off, the volume will start lower when you plug in your headset again.

Be aware of your surroundings. When you use your headset, it may block out important external sounds, particularly in emergencies or in noisy environments. Don’t use the headset while driving. Don’t leave your headset or headset cables in an area where people or pets can trip over them. Always supervise children who are near your headset or headset cables.

Control Wired Headset Sidetone and Headset Send Gain

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

Step 1
Press 📞.

Step 2
Use the Preferences menu and navigate to Headset Sidetone.

Step 3
Select Headset Sidetone.

Step 4
Select one of the sidetone levels:
- Off
- Lowest
- Default
- Low
- Mid
- Mid-High
- High
- Higher
- Highest

Note: The Off and Lowest levels are applicable only to Cisco Unified IP Phones 7942 and 7962.

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

Step 6
Select Headset Send Gain.

Step 7
Select one of the following levels:
- Lowest
- Lower
- Default
- High

Step 8
Press Save or press Cancel.

Wireless Headset

Cisco Unified IP Phones 7962G and 7942G support wireless headsets. Refer to the wireless headset documentation for information about using the wireless headset’s remote features. Also, check with your system administrator to be sure your phone is enabled to use a wireless headset with the wireless headset remote hookswitch control feature.
Wideband Headset

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

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

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

Speakerphone

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toggle speakerphone mode on or off</td>
<td>Press .</td>
</tr>
<tr>
<td>Switch to a handset</td>
<td>Lift the handset.</td>
</tr>
<tr>
<td>Adjust the volume level for a call</td>
<td>Press during a call or after invoking a dial tone. Press Save to preserve the volume level for future calls.</td>
</tr>
</tbody>
</table>

AutoAnswer with Headset or Speakerphone

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

When AutoAnswer is enabled, you may hear a short ring. If this is distracting, lower the ringer volume.
<table>
<thead>
<tr>
<th>If you...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Use AutoAnswer with a headset | Keep headset mode active (in other words, keep [ tutors illuminated), even when you are not on a call. 
|                           | To keep headset mode active, perform the following actions:            |
|                           | • Press **EndCall** to hang up.                                         |
|                           | • Press **New Call** or **Dial** to place new calls.                   |
|                           | If your phone is set up to use AutoAnswer in headset mode, calls are automatically answered only if [ tutors is illuminated. |
|                           | Otherwise, calls ring normally and you must manually answer them.     |
| Use AutoAnswer with the speakerphone | Keep the handset in the cradle and headset mode inactive ([ tutors unlit). |
|                           | Otherwise, calls ring normally and you must manually answer them.     |

**Tip**

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