



## Preface

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## Overview

*Cisco Unified IP Phone 7975G, 7971G-GE, 7970G, 7965G, and 7945G Administration Guide for Cisco Unified Communications Manager (SCCP and SIP)* provides the information you need to understand, install, configure, manage, and troubleshoot the Cisco Unified IP Phone on a Voice-over-IP (VoIP) network.

Because of the complexity of a Unified Communications network, this guide does not provide complete and detailed information for procedures that you need to perform in Cisco Unified Communications Manager (formerly Cisco Unified CallManager) or on other network devices.

### Related Topics

[Related Documentation, on page iii](#)

## Audience

Network engineers, system administrators, and telecom engineers should review this guide to learn the steps that are required to set up Cisco Unified IP Phones. The tasks described in this document involve configuring network settings that are not intended for phone users. The tasks in this manual require a familiarity with Cisco Unified Communications Manager.

# Organization

This manual is organized as follows:

<a href="#">Cisco Unified IP Phone</a>	Provides a conceptual overview and description of the Cisco Unified IP Phone.
<a href="#">Cisco Unified IP Phones and Telephony Networks</a>	Describes how the Cisco Unified IP Phone interacts with other key IP telephony components, and provides an overview of the tasks that are required prior to installation.
<a href="#">Cisco Unified IP Phones Installation</a>	Describes how to properly and safely install and configure the Cisco Unified IP Phone on your network.
<a href="#">Cisco Unified IP Phone Settings</a>	Describes how to configure network settings, verify status, and make global changes to the Cisco Unified IP Phone.
<a href="#">Features, Templates, Services, and Users</a>	Provides an overview of procedures to configure telephony features, configure directories, configure phone button and softkey templates, set up services, and add users to Cisco Unified Communications Manager.
<a href="#">Cisco Unified IP Phone Customization</a>	Explains how to customize phone ring sounds, background images, and the phone idle display at your site.
<a href="#">Model Information, Status, and Statistics</a>	Explains how to view model information, status messages, network statistics, and firmware information from the Cisco Unified IP Phone.
<a href="#">Remote Monitoring</a>	Describes the information that you can obtain from the phone web page, and how to use this information to monitor the operation of a phone remotely and to assist with troubleshooting.
<a href="#">Troubleshooting and Maintenance</a>	Provides tips for troubleshooting the Cisco Unified IP Phone.
<a href="#">Internal Support Web Site</a>	Provides suggestions for setup of a website that provides users with important information about their Cisco Unified IP Phones.
<a href="#">Feature Support by Protocol for Cisco Unified IP Phones</a>	Provides information about feature support for the Cisco Unified IP Phone that uses the SCCP or SIP protocol.
<a href="#">International User Support</a>	Provides information about phone setup in non-English environments.
<a href="#">Technical Specifications</a>	Provides technical specifications of the Cisco Unified IP Phone.
<a href="#">Basic Phone Administration Steps</a>	Provides procedures for basic administration tasks, such as adding a user and phone to Cisco Unified Communications Manager and then associating the user to the phone.

## Related Documentation

Use the following sections to obtain related information.

### Cisco Unified IP Phone 7900 Series Documentation

See the publications that are specific to your language, phone model, and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7900-series/tsd-products-support-general-information.html>

### Cisco Unified Communications Manager Documentation

See the *Cisco Unified Communications Manager Documentation Guide* and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following documentation URL:

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html>

### Cisco Business Edition 5000 Documentation

See the *Cisco Business Edition 5000 Documentation Guide* and other publications that are specific to your Cisco Business Edition 5000 release. Navigate from the following URL:

<https://www.cisco.com/c/en/us/support/unified-communications/business-edition-5000/tsd-products-support-series-home.html>

## Documentation, Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, reviewing security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

## Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors, and users are responsible

for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at <http://www.bis.doc.gov/index.php/regulations/export-administration-regulations-ear>.

## Guide Conventions

This document uses the following conventions:

Convention	Description
<b>boldface</b> font	Commands and keywords are in <b>boldface</b> .
<i>italic</i> font	Arguments for which you supply values are in <i>italics</i> .
[ ]	Elements in square brackets are optional.
{ x   y   z }	Alternative keywords are grouped in braces and separated by vertical bars.
[ x   y   z ]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in screen font.
input font	Information you must enter is in input font.
<i>italic screen</i> font	Arguments for which you supply values are in <i>italic screen</i> font.
^	The symbol ^ represents the key labeled Control - for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters such as passwords are in angle brackets.



### Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.



### Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following convention:



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**Attention****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

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