



CHAPTER 7

Configuring Features, Templates, Services, and Users

After you install and configure your wireless voice network, you can add wireless IP phones by using Cisco Unified Communications Manager Administration to configure telephony features, modify softkey templates, set up services, and assign users.

This chapter provides an overview of these configuration and setup procedures. Cisco Unified Communications Manager documentation provides detailed instructions for these procedures.

For suggestions about providing users with information for using the phone and features, see [Appendix A, “Providing Information to Users By Using a Website.”](#)

For information about setting up phones in non-English environments, see [Appendix B, “Supporting International Users.”](#)

This chapter includes these topics:

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Configuring Cisco Unified Wireless IP Phones in Cisco Unified Communications Manager

To provide telephony call routing and call control features for the Cisco Unified Wireless IP Phone 7921G, you must use the Cisco Unified Communications Manager Administration application. For instructions about adding these devices, refer to the “Cisco Unified IP Phone Configuration” chapter in the *Cisco Unified Communications Manager Administration Guide*.

Telephony Features Available for the Phone

[Table 7-1](#) describes supported telephony features, that you can configure using Cisco Unified Communications Manager Administration for the Cisco Unified Wireless IP Phone 7921G. The table provides references to documentation that contains configuration procedures and feature information.

For information about using the features on the phone, refer to *Cisco Unified Wireless IP Phone 7921G Guide*. For a comprehensive listing of features on the phone, refer to *Cisco Unified IP Phone Features A-Z*.



Note

Cisco Unified Communications Manager Administration also provides several service parameters that you can use to configure various telephony functions. For more information about service parameters and the functions that they control, you can use the **I or ? button** on the Cisco Unified Communications Manager configuration page.

Table 7-1 **Telephony Features for the Cisco Unified Wireless IP Phone 7921G**

Feature	Description	Configuration Reference
Abbreviated Dialing	<p>Allows users to speed dial a phone number by entering an assigned index code (1-99) on the phone keypad.</p> <p>Users assign index codes from the User Options web pages.</p>	<p>For more information, refer to:</p> <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phone” chapter.
Auto Answer	<p>Connects incoming calls automatically after a ring or two.</p> <p>Auto Answer works with either the speaker or the headset mode.</p>	<p>For more information, refer to the <i>Cisco Unified Communications Manager Administration Guide</i>:</p> <ul style="list-style-type: none"> • For Cisco Unified Communications Manager 5.0 or later, refer to the “Configuring Directory Numbers” chapter. • For Cisco Unified Communications Manager 4.x, refer to the “Phone Configuration” chapter.

Table 7-1 Telephony Features for the Cisco Unified Wireless IP Phone 7921G (continued)

Feature	Description	Configuration Reference
Auto-pickup	Allows a user to use one-touch, pickup functionality for call pickup, group call pickup, and other group call pickup.	For more information, refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager 4.x Administration Guide</i>, “Call Pickup Group Configuration” chapter. • <i>Cisco Unified Communications Manager 4.x System Guide</i>, “Call Pickup” chapter. • <i>Cisco Unified Communications Manager 5.x Features and Services Guide</i>, “Call Pickup Group” chapter.
Barge	Allows a user to join a non-private call on a shared phone line. Barge features include cBarge and Barge. <ul style="list-style-type: none"> • cBarge adds a user to a call and converts it into a conference, allowing the user and other parties to access conference features. • Barge adds a user to a call but does not convert the call into a conference. The phones support Barge in two conference modes: <ul style="list-style-type: none"> • Built-in conference bridge at the target device (the phone that is being barged). This mode uses the Barge softkey. • Shared conference bridge. This mode uses the cBarge softkey. 	For more information, refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. • <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Barge and Privacy” chapter.

Table 7-1 **Telephony Features for the Cisco Unified Wireless IP Phone 7921G (continued)**

Feature	Description	Configuration Reference
Block external to external transfer	Prevents users from transferring an external call to another external number.	For more information, refer to <i>Cisco Unified Communications Manager Features and Services Guide</i> , “External Call Transfer Restrictions” chapter.
Busy Lamp Field (BLF) speed dial	Allows a user to monitor the call state of a directory number (DN) associated with a speed-dial button.	For more information, refer to <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Presence” chapter.
Call display restrictions	Determines the information that will display for calling or connected lines, depending on the parties who are involved in the call.	For more information, refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Understanding Route Plans” chapter. • <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Call Display Restrictions” chapter.

Table 7-1 **Telephony Features for the Cisco Unified Wireless IP Phone 7921G (continued)**

Feature	Description	Configuration Reference
Call Forward	Allows users to redirect incoming calls to another number.	For more information, refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager 4.x Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. • <i>Cisco Unified Communications Manager 5.x Administration Guide</i>, “Configuring Directory Numbers” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter.
Call park	Allows users to park (temporarily store) a call and then retrieve the call by using another phone in the Cisco Unified Communications Manager Communications Manager system.	For more information, refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. • <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Call Park” chapter.

Table 7-1 Telephony Features for the Cisco Unified Wireless IP Phone 7921G (continued)

Feature	Description	Configuration Reference
Call pickup	<p>Allows users to redirect a call that is ringing on another phone within their pickup group to their phone.</p> <p>You can configure an audio and/or visual alert for the primary line on the phone. This alert notifies the users that a call is ringing in their pickup group.</p> <p> Note The audio/visual alert is only available for phones on Cisco Unified Communications Manager release 4.2 and later.</p>	<p>For more information, refer to:</p> <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager 4.x Administration Guide</i>, “Call Pickup Group Configuration” chapter. • <i>Cisco Unified Communications Manager 4.x System Guide</i>, “Call Pickup” chapter. • <i>Cisco Unified Communications Manager 5.x Features and Services Guide</i>, “Call Pickup Group” chapter.
Call waiting	<p>Indicates (and allows users to answer) an incoming call that rings while on another call.</p> <p>Displays incoming call information on the phone screen.</p>	<p>For more information, refer to:</p> <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter.

Table 7-1 Telephony Features for the Cisco Unified Wireless IP Phone 7921G (continued)

Feature	Description	Configuration Reference
Caller ID	Displays caller identification such as a phone number, name, or other descriptive text on the phone screen.	For more information, refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Configuring Cisco Unified IP Phones” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Understanding Route Plans” chapter. • <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Call Display Restrictions” chapter.
Cisco Call Back	Provides users with an audio and visual alert on the phone when a busy or unavailable party becomes available.	For more information, refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. • <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Cisco Call Back” chapter.
Client matter codes (CMC)	Enables a user to specify that a call relates to a specific client matter.	For more information, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Client Matter Codes and Forced Authorization Codes” chapter.

Table 7-1 Telephony Features for the Cisco Unified Wireless IP Phone 7921G (continued)

Feature	Description	Configuration Reference
Conference	<ul style="list-style-type: none"> Allows a user to talk simultaneously with multiple parties by calling each participant individually. Conference features include Conference, Join, cBarge, and Meet-Me. Allows a non-initiator in a standard (ad hoc) conference to add or remove participants; also allows any conference participant to join together two standard conferences on the same line. 	<ul style="list-style-type: none"> For more information, refer to <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. The Service parameter, AdvanceAdhocConference, (disabled by default in Cisco Unified Communications Manager Administration) allows you to enable these features. For more information, refer to the <i>Cisco Unified Communications Manager System Guide</i> “Conference Bridges” chapter. <p>Note Be sure to inform your users whether these features are activated.</p>

Table 7-1 Telephony Features for the Cisco Unified Wireless IP Phone 7921G (continued)

Feature	Description	Configuration Reference
Configurable call forward display	Allows you to specify information that appears on a phone when a call is forwarded. This information can include the caller name, caller number, redirected number, and original dialed number.	For more information, refer to: <ul style="list-style-type: none"> • Cisco Unified Communications Manager 5.0 or later—<i>Cisco Unified Communications Manager Administration Guide</i>, “Directory Number Configuration” chapter • Cisco Unified Communications Manager 4.x—<i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter.
Direct transfer	Allows users to connect two calls to each other (without remaining on the line).	For more information, refer to <i>Cisco Unified Communications Manager System Guide</i> , “Cisco Unified IP Phones” chapter.
Directed Call Park	Allows a user to transfer an active call to an available directed call park number that the user dials or speed dials. A Call Park BLF button indicates whether a directed call park number is occupied and provides speed-dial access to the directed call park number. Note If you implement Directed Call Park, avoid configuring the Park softkey. This prevents users from confusing the two Call Park features.	For more information refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Call Park and Directed Call Park” chapter. • Modifying Phone Button Templates, page 7-25

Table 7-1 Telephony Features for the Cisco Unified Wireless IP Phone 7921G (continued)

Feature	Description	Configuration Reference
Do Not Disturb (DND)	<p>When DND is turned on, no audible rings occur during the ringing-in state of a call.</p> <p>You can configure the phone to have a softkey template with a DND softkey.</p> <p>Note DND is available in Cisco Unified Communications Manager 6.0 or later.</p> <p>The following DND-related parameters are configurable in Cisco Unified Communications Manager Administration:</p> <ul style="list-style-type: none"> • Do Not Disturb—This checkbox allows you to enable DND on a per-phone basis. Use Cisco Unified CallManager Administration > Device > Phone > Phone Configuration. • DND Incoming Call Alert—Choose the type of alert to play on a phone for incoming calls when DND is active. This parameter is located on both the Common Phone Profile page and the Phone configuration page (Phone page value takes precedence). 	<p><i>Cisco Unified CallManager Features and Services Guide</i>, “Do Not Disturb” chapter.</p>
Extension Mobility Service	<p>Allows a user temporarily to apply a phone number and user profile settings to a Cisco Wireless Unified IP Phone by logging into the Extension Mobility service on that phone.</p> <p>Extension Mobility can be useful if users work from a variety of locations within your company or if they share a workspace with coworkers.</p>	<p>For more information, refer to:</p> <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Cisco Unified Communications Manager Extension Mobility” chapter.
Fast Dial Service	<p>Allows a user to enter a Fast Dial code to place a call. Fast Dial codes can be assigned to phone numbers or Personal Address Book entries. (See “Services” in this table.)</p>	<p>For more information, refer to <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phone Services” chapter.</p>

Table 7-1 Telephony Features for the Cisco Unified Wireless IP Phone 7921G (continued)

Feature	Description	Configuration Reference
Forced authorization codes (FAC)	Controls the types of calls that certain users can place.	For more information, refer to <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Client Matter Codes and Forced Authorization Codes” chapter.
Group call pickup	Allows a user to answer a call ringing on a phone in another group by using a group pickup code.	For more information, refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager 4.x Administration Guide</i>, “Call Pickup Group Configuration” chapter. • <i>Cisco Unified Communications Manager 4.x System Guide</i>, “Call Pickup” chapter. • <i>Cisco Unified Communications Manager 5.x Features and Services Guide</i>, “Call Pickup Group” chapter.
Hold	Allows users to move connected calls from an active state to a held state.	Requires no configuration, unless you want to use music on hold; see “ Music-on- hold ” in this table for information.

Table 7-1 **Telephony Features for the Cisco Unified Wireless IP Phone 7921G (continued)**

Feature	Description	Configuration Reference
Hold Reversion	<p>Limits the amount of time that a call can be on hold before reverting back to the phone that put the call on hold and alerting the user.</p> <p>Reverting calls are distinguished from incoming calls by a single ring (or beep, depending on the new call indicator setting for the line). This notification repeats at intervals if not resumed.</p> <p>A call that triggers Hold Reversion displays a brief message on the status line.</p> <p>You can configure call focus priority to favor incoming or reverting calls.</p>	<p>For more information about configuring this feature, refer to <i>Cisco Unified CallManager Features and Services Guide</i>, “Hold Reversion” chapter.</p>
Hunt group	<p>Provides load sharing for calls to a main directory number. A hunt group contains a series of directory numbers that can answer the incoming calls. When the first directory number in the hunt group is busy, the system hunts in a predetermined sequence for the next available directory number in the group and directs the call to that phone.</p>	<p>For more information, refer to:</p> <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Hunt Group Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Understanding Route Plans” chapter.
Immediate Divert	<p>Allows a user to transfer a ringing, connected, or held call directly to a voice-messaging system. When a call is diverted, the line becomes available to make or receive new calls.</p>	<p>For more information, refer to:</p> <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. • <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Call Park and Directed Call Park” chapter

Table 7-1 Telephony Features for the Cisco Unified Wireless IP Phone 7921G (continued)

Feature	Description	Configuration Reference
Immediate Divert—Enhanced	Allows users to transfer incoming calls directly to their voice messaging system or to the voice messaging system of the original called party.	For more information, refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. • <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Call Park and Directed Call Park” chapter
Intercom	Allows users to place and receive intercom calls from the line view. You can configure intercom lines to: <ul style="list-style-type: none"> • Directly dial a specific intercom extension. • Initiate an intercom call and then prompt the user to enter a valid intercom number. Users can view the intercom call history from the Directory menu. <p>Note If your user logs into the same phone on a daily basis using their Cisco Extension Mobility profile, assign the phone button template that contains intercom information to their profile, and assign the phone as the default intercom device for the intercom line.</p>	<i>Cisco Unified CallManager Feature and Services Guide</i> , “Intercom” chapter
Join	Allows user to join two or more calls that are on one line to create a conference call and remain on the call.	For more information, refer to <i>Cisco Unified Communications Manager System Guide</i> , “Cisco Unified IP Phones” chapter.

Table 7-1 **Telephony Features for the Cisco Unified Wireless IP Phone 7921G (continued)**

Feature	Description	Configuration Reference
Log out of hunt groups	Allows users to log out of hunt groups and temporarily block calls from ringing their phone when they are not available to take calls. Logging out of hunt groups does not prevent non-hunt group calls from ringing their phones.	For more information, refer to <i>Cisco Unified Communications Manager System Guide</i> , “Understanding Route Plans” chapter.
Malicious caller identification (MCID)	Allows users to notify the system administrator about suspicious calls that are received.	For more information refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. • <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Malicious Call Identification” chapter.
Meet-Me conference	Allows a user to host a Meet-Me conference in which other participants call a predetermined number at a scheduled time.	For more information refer to <i>Cisco Unified Communications Manager Administration Guide</i> , “Meet-Me Number/Pattern Configuration” chapter.
Message waiting indicator	A light on the handset that indicates that indicates that a user has one or more new voice messages.	For more information refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Message Waiting Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Voice Mail Connectivity to Cisco Unified Communications Manager” chapter.

Table 7-1 **Telephony Features for the Cisco Unified Wireless IP Phone 7921G (continued)**

Feature	Description	Configuration Reference
Mobile Connect	Enables users to manage business calls using a single phone number and pick up in-progress calls on the desktop phone and a remote device such as a cellular phone.	For more information, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Mobile Connect and Mobile Voice Access” chapter.
Mobile Voice Access	Extends Mobile Connect capabilities by allowing users to access an interactive voice response (IVR) system to originate a call from a remote device such as a cellular phone to enterprise IP phones.	For more information, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Mobile Connect and Mobile Voice Access” chapter.
Multilevel Precedence and Preemption (MLPP)	Provides a method of prioritizing calls within your phone system. Use this feature when users work in an environment where they need to make and receive urgent or critical calls.	For more information refer to <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Multilevel Precedence and Preemption” chapter.
Music-on- hold	Plays music while callers are on hold.	For more information refer to <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Music On Hold” chapter.
Onhook call transfer	Allows a user to press a single Transfer softkey and then go onhook to complete a call transfer.	For more information refer to <i>Cisco Unified Communications Manager System Guide</i> , “Cisco Unified IP Phones” chapter.

Table 7-1 **Telephony Features for the Cisco Unified Wireless IP Phone 7921G (continued)**

Feature	Description	Configuration Reference
Other group pickup	<p>Allows a user to answer a call ringing on a phone in another group that is associated with the user's group.</p> <p>(See also “Call pickup” and “Group call pickup” in this table.)</p>	<p>For more information refer to:</p> <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager 4.x Administration Guide</i>, “Call Pickup Group Configuration” chapter. • <i>Cisco Unified Communications Manager 4.x System Guide</i>, “Call Pickup” chapter. • <i>Cisco Unified Communications Manager 5.x Features and Services Guide</i>, “Call Pickup Group” chapter.
Presence-enabled directories	<p>Allows a user to monitor the call state of another directory number (DN) listed in call logs, speed-dials, and corporate directories. The Busy Lamp Field (BLF) for the DN displays the call state.</p>	<p>For more information, refer to <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Presence” chapter.</p>

Table 7-1 Telephony Features for the Cisco Unified Wireless IP Phone 7921G (continued)

Feature	Description	Configuration Reference
Privacy	Prevents users who share a line from adding themselves to a call and from viewing information on their phone screens about the other user's calls.	For more information refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. • <i>Cisco Unified Communications Manager Features and Services Guide</i> “Barge and Privacy” chapter.
Push to Talk	Allows users to call a target phone number or group and announce a message (similar to a two-way radio) by using a configurable applications button.	For more information, see “Setting Up Services” section on page 7-26 . Requires an XML application to provide Push to Talk service.
Quality Reporting Tool (QRT)	Allows users to use the QRT softkey on a phone to submit information about problem phone calls. QRT can be configured for either of two user modes, depending upon the amount of user interaction desired with QRT.	For more information refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. • <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Quality Report Tool” chapter.
Redial	Allows users to call the most recently dialed phone number by using a softkey option.	Requires no configuration.

Table 7-1 Telephony Features for the Cisco Unified Wireless IP Phone 7921G (continued)

Feature	Description	Configuration Reference
Ring setting	Identifies ring type used for a line when a phone has another active call.	For more information refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager 4.x Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. • <i>Cisco Unified Communications Manager 5.x Administration Guide</i>, “Configuring Directory Numbers” chapter. • <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Custom Phone Rings” chapter. • “Creating Custom Phone Rings” section on page 7-32.
Services	Allows you to use the Cisco Unified IP Phone Services Configuration menu in Cisco Unified Communications Manager Administration to define and maintain the list of phone services to which users can subscribe.	For more information refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phone Services” chapter.
Shared Line	Allows users to have multiple phones that share the same phone number or allows users to share a phone number with a coworker.	For more information refer to <i>Cisco Unified Communications Manager System Guide</i> , “Cisco Unified IP Phones” chapter.

Table 7-1 Telephony Features for the Cisco Unified Wireless IP Phone 7921G (continued)

Feature	Description	Configuration Reference
Speed-dialing	<p>Dials a specified number that has been previously stored.</p> <p>Speed dialing includes these features:</p> <ul style="list-style-type: none"> • Speed-dial hot keys configured and stored in the local Phone Book on the wireless IP phone. • Line view speed-dial numbers configured from the User Options web page. • Abbreviated Dialing (in this table). • Fast Dial Service (in this table). 	<p>For more information refer to:</p> <ul style="list-style-type: none"> • <i>Cisco Unified Wireless IP Phone 7921G Guide for Cisco Unified Communications Manager 4.3, 5.1, 6.0 and Later</i>, “Advanced Call Handling” chapter, “Speed Dialing” section. • <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter.
Time-of-Day Routing	<p>Restricts access to specified telephony features by time period.</p>	<p>For more information refer to:</p> <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Time Period Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Time-of-Day Routing” chapter.

Table 7-1 **Telephony Features for the Cisco Unified Wireless IP Phone 7921G (continued)**

Feature	Description	Configuration Reference
Transfer	Allows users to redirect connected calls from their phones to another number.	Requires no configuration.
Voice message system	Enables callers to leave messages if calls are unanswered.	For more information refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Voice-Mail Port Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Voice Mail Connectivity to Cisco Unified Communications Manager” chapter.

**Note**

For detailed information about using telephony features on the wireless IP phone, refer to the *Cisco Unified Wireless IP Phone 7921G Guide*.

Related Topics

- [Configuring Softkey Templates, page 7-23](#)
- [Setting Up Services, page 7-26](#)
- [Configuring Corporate and Personal Directories, page 7-27](#)
- [Adding Users to Cisco Unified Communications Manager, page 7-29](#)
- [Creating Custom Phone Rings, page 7-32](#)

Specific Configuration Options for the Cisco Unified Wireless IP Phone 7921G

Each Cisco Unified IP Phone has special configuration options that are available for that phone model. You can configure the specific options by using Cisco Unified Communications Manager Administration. These product specific configuration options are available for the 7921 device type:

- **Disable Speakerphone**—Turns off the speakerphone capability of the handset. Options are False or True.
- **Gratuitous ARP**—Enables or disables the ability for the phone to learn MAC addresses from Gratuitous ARP. This capability is required to monitor or record voice streams. Options are Enabled or Disabled.
- **Settings Access**—Enables, disables, or restricts access to local configuration settings in the Settings menus. With restricted access, only the Phone Settings menu is accessible. With disabled access, no options appear when you access the Settings menu on the phone. Options are Enabled, Disabled, and Restricted.
- **Web Access**—Determines the level of access to the web pages for the phone. Provides Disabled, Read only, and Full access to a phone's web pages through a web browser. Options are Read Only, Full, Disabled.
- **Profile 1-4**—Locks or unlocks the network profiles. If locked, the phone user cannot modify the network profile. Options are Unlocked and Locked.
- **Load Server**—Identifies the alternate server that the phone will use to obtain firmware loads and upgrades. Enter an IP address or host name for the server.
- **Admin Password (Cisco Unified Communications Manager 5.0 and later)**—Password to access the configuration web pages for the phone. Default password is “CiscoCisco.” Password must be 8-32 characters.

**Caution**

When setting the Administration Password in the Product Specific Configuration section in Cisco Unified Communications Manager Administration 5.0 or later, you must enable TFTP encryption. Otherwise, the password appears in readable text in the phone configuration file and can be viewed from any host that has access to TFTP server.

- **Special Numbers**—Identifies special phone numbers that do not require unlocking the keypad to call, such as 911 or an emergency number. Enter numbers up to 16 digits in length.
- **Push-to-talk URL**—Specifies the URL that the phone contacts when pressing the configurable Applications button for services such as Push to Talk or directories.

To configure product specific options, follow these steps:

Procedure

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- Step 1** Do one of the following from Cisco Unified Communications Manager Administration:
- For Cisco Unified Communications Manager 4.x or earlier, choose **Device > Phone**. Click **Add a Phone**, then choose **Phone Type > Cisco 7921**.
 - For Cisco Unified Communications Manager 5.0 and later, choose **Device > Phone**. Click **Add Phone**, then choose **Phone Type > Cisco 7921**.
- Step 2** In the Phone Configuration page, locate the **Product Specific Configuration** area.
- Step 3** Make changes to the settings as needed.
-  **Note** For detailed information about these settings, click the **I or ?** button for Product Specific Configuration Help.
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- Step 4** You must reset the phone before the changes take effect.
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Configuring Softkey Templates

Administrators can change the order of softkeys for the Cisco Unified Wireless IP Phone 7921G by using Cisco Unified Communications Manager Administration. Unlike other Cisco Unified IP Phones that have buttons for some functions, the Cisco Unified Wireless IP Phone 7921G has two non-configurable softkeys that are set for:

- Message
- Options

When you configure a softkey template for the Cisco Unified Wireless IP Phone 7921G, you can only configure the Cisco Unified Communications Manager softkeys and their sequence in the Options menu. The order of softkeys in the softkey template corresponds to the phone softkey list in the Options menu. When you set up the softkey template for users that prefer to have a particular softkey appear during a connected call, place the desired softkey in the first position for the Connected phone state.

Softkey Templates for the Cisco Unified Wireless IP Phone 7921G

The standard softkey template displays the Hold softkey when connected to a call. Some users want the Transfer softkey to appear for a connected call instead of Hold.

The administrator sets up a non-standard softkey template that places Transfer in the first position for the Connected state. The administrator assigns this non-standard softkey template to the 7921G devices assigned to users that want these softkeys.



Note

To ensure that users hear the voice-messaging greeting when they are transferred to the voice message system, you must set up a softkey template with Transfer as the first softkey for a connected call.

Changing Softkeys in a Template

Use the procedures in the online Help topic, “Adding Non-Standard Softkey Templates” to change the softkeys and their sequence. Softkey templates now support up to 16 softkeys when using applications. For more information about softkey templates, see the “Softkey Templates” Chapter in the *Cisco Unified Communications Manager System Guide*.

To configure softkey templates, select **Device > Device Settings > Softkey Template** from Cisco Unified Communications Manager Administration. You can modify a standard softkey template by making a copy of it, giving it a new name, and making updates to that copied softkey template. You can also modify a nonstandard softkey template.

To assign a softkey template to a phone, use the Softkey Template field in the Cisco Unified Communications Manager Administration Phone Configuration page. Refer to the “Softkey Template Configuration” chapter in the *Cisco Unified Communications Manager Administration Guide* and the *Cisco Unified Communications Manager System Guide* for more information.

Related Topics

- [Configuring Cisco Unified Wireless IP Phones in Cisco Unified Communications Manager, page 7-2](#)
- [Setting Up Services, page 7-26](#)
- [Configuring Corporate and Personal Directories, page 7-27](#)
- [Adding Users to Cisco Unified Communications Manager, page 7-29](#)

Modifying Phone Button Templates

Phone button templates let you assign lines and features to positions in the Line View.

Ideally, you modify templates before registering phones on the network. In this way, you can access customized phone button template options from Cisco Unified Communications Manager during registration.

To modify a phone button template, choose **Device > Device Settings > Phone Button Template** from Cisco Unified Communications Manager Administration. To assign a phone button template to a phone, use the Phone Button Template field in the Cisco Unified Communications Manager Administration Phone Configuration page. For more information about modifying phone button templates, refer to “Cisco Unified IP Phones” chapter in the *Cisco Unified Communications Manager System Guide* for your release.

The Cisco Unified Wireless IP Phone 7921G can have up to six lines and up to 24 connected calls. The default button template uses position 1 for lines and assigns position 2 through 6 as speed dial. You can assign these features to button positions:

- Service URL
- Privacy
- Speed dial

Use softkey features in the Options menu to access other phone features, such as call park, call forward, redial, hold, resume, conferencing, and so on.

Setting Up Services

The Services menu on the Cisco Unified Wireless IP Phone 7921G gives users access to Cisco Unified IP Phone Services. These services comprise XML applications that enable the display of interactive content with text and graphics on the phone. Examples of services include Push to Talk, directories, stock quotes, and weather reports. Some services, such as Push to Talk, can use the configurable Applications button located on the side of the phone.

To create customized XML applications for your site, refer to the [Cisco Unified IP Phone Service Application Development Notes](#).

Before a user can access any service, two important tasks must be completed:

- You as the system administrator must use Cisco Unified Communications Manager Administration to configure available services.
- The user must subscribe to services using the Cisco Unified IP Phone User Options application. This web-based application provides a graphical user interface (GUI) for limited, end-user configuration of IP Phone applications.

To set up IP Phone services, follow these steps:

Procedure

-
- Step 1** Before you set up services, gather the URLs for the sites you want to set up and verify that users can access those sites from your corporate IP telephony network.

- Step 2** To set up these services in Cisco Unified Communications Manager 4.x Administration, choose **Feature > Cisco IP Phone Services**
or
To set up these services in Cisco Unified Communications Manager 5.x Administration, choose **Device > Device Settings > Phone Services**
- For more information about phone services, refer to the “Cisco Unified IP Phone Services” chapter in the *Cisco Unified Communications Manager System Guide* for more information.
- Step 3** After you configure these services, verify that your users have access to the Cisco Unified Communications Manager User Options web-based application, from which they can select and subscribe to configured services. See the “[How Users Configure Phone Features and Services](#)” section on page A-6 for a summary of the information that you must provide to end users.

**Note**

For information about extension mobility services for users, refer to the “Cisco Extension Mobility” chapter in the *Cisco Unified Communications Manager Features and Services Guide*.

Related Topics

- [Configuring Cisco Unified Wireless IP Phones in Cisco Unified Communications Manager, page 7-2](#)
- [Configuring Softkey Templates, page 7-23](#)
- [Configuring Corporate and Personal Directories, page 7-27](#)
- [Adding Users to Cisco Unified Communications Manager, page 7-29](#)
- [Creating Custom Phone Rings, page 7-32](#)

Configuring Corporate and Personal Directories

The **Directory** menu on the Cisco Unified Wireless IP Phone 7921G gives users access to several directories. These directories can include:

- Corporate Directory—Allows a user to look up phone numbers for co-workers.

To support this feature, you must configure corporate directories. See the [“Configuring Corporate Directories” section on page 7-28](#) for more information.

- Personal Directory—Allows a user to store a set of personal numbers.

To support this feature, you must provide the user with software to configure the personal directory. See the [“Configuring Personal Directory” section on page 7-28](#) for more information.

Configuring Corporate Directories

Cisco Unified Communications Manager uses a Lightweight Directory Access Protocol (LDAP) directory to store authentication and authorization information about users of Cisco Unified Communications Manager applications that interface with Cisco Unified Communications Manager. Authentication establishes the users’ rights to access the system. Authorization identifies the telephony resources that a user is permitted to use, such as a specific telephone extension.

To install and set up these features, refer to the *Cisco Unified Communications Manager Administration Guide*, LDAP System Configuration, LDAP Directory Configuration, and LDAP Authentication Configuration chapters. That manual guides you through the configuration process for integrating Cisco Unified Communications Manager with Microsoft Active Directory, Sun ONE Directory, Netscape Directory, and iPlanet Directory Server.

After the LDAP directory configuration completes, users can use the Corporate Directory service on your Cisco Unified Wireless IP Phone 7921G to look up users in the corporate directory.

Configuring Personal Directory

Personal Directory consists of the following features:

- Personal Address Book (PAB)
- Personal Fast Dials (Fast Dials)
- Address Book Synchronization Tool (TABSynch)

Users can access Personal Directory features by these methods:

- From a web browser—Users can access the PAB and Fast Dials features from the Cisco Unified Communications Manager User Options web pages
- From the Cisco Unified IP Phone—Users can choose **Directories > Personal Directory** to access the PAB and Fast Dials features from their phones
- From a Microsoft Windows application—Users can use the TABSynch tool to synchronize their PABs with Microsoft Windows Address Book (WAB). Customers who want to use the Microsoft Outlook Address Book (OAB) should begin by importing the data from the OAB into the Windows Address Book (WAB). TabSync can then be used to synchronize the WAB with Personal Directory.

To configure Personal Directory from a web browsers, users must access their User Options web pages. You must provide users with a URL and login information.

To synchronize with Microsoft Windows Address Book, users must install the TABSynch utility, provided by you. To obtain the TABSynch software to distribute to users:

- From Cisco Unified Communications Manager 4.x Administration, choose **Application > Install Plugins**, then locate and click **Cisco IP Phone Address Book Synchronizer**.
- From Cisco Unified Communications Manager 5.x Administration, choose **Application > Plugins > Find**, then locate and click **Cisco IP Phone Address Book Synchronizer**.

Adding Users to Cisco Unified Communications Manager

Adding users to Cisco Unified Communications Manager allows you to display and maintain information about users and allows each user to perform the following actions:

- Access the corporate directory and other customized directories from a Cisco Unified IP Phone
- Create a personal directory

- Set up speed dial and call forwarding numbers
- Subscribe to services that are accessible from a Cisco Unified IP Phone

You can add users to Cisco Unified Communications Manager using either of these methods:

- To add users individually from Cisco Unified Communications Manager Administration for 5.0 or later, choose **User Management > End User > Add New**.

To add users individually from Cisco Unified Communications Manager Administration for 4.x, choose **User > Add a New User**.

Refer to “Adding a New User” chapter in *Cisco Unified Communications Manager Administration Guide* for more information about adding users. Refer to *Cisco Unified Communications Manager System Guide* for details about user information.

- To add users in batches, use the Bulk Administration Tool. This method also enables you to set an identical default password for all users.

For detailed information, refer to *Bulk Administration Tool User Guide* (Cisco Unified Communications Manager 4.1 or later) or *Cisco Unified Communications Manager Bulk Administration Guide* (Cisco Unified Communications Manager 5.0 or later).

Related Topics

- [Configuring Cisco Unified Wireless IP Phones in Cisco Unified Communications Manager, page 7-2](#)
- [Configuring Softkey Templates, page 7-23](#)
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Managing the User Options Web Pages

From the User Options web page, users can customize and control several phone features and settings. For detailed information about the User Options web pages, refer to *Cisco Unified Wireless IP Phone 7921G Guide*.

Giving Users Access to the User Options Web Pages

Before a user can access the User Options web pages, you must use Cisco Unified Communications Manager Administration to add the user to a standard Cisco Unified Communications Manager end user group. To do so, choose **User Management > User Group**. You must also associate appropriate phones with the user.

To perform these procedures, do one of the following:

- From Cisco Unified Communications Manager Administration for 5.0 or later, choose **User Management > End User**.
- From Cisco Unified Communications Manager Administration for 4.x, choose **User > Add a New User**.

For additional information, refer to *Cisco Unified Communications Manager Administration Guide*, “End User Configuration” section.

**Note**

You can use Cisco Unified Communications Manager Administration to control user access to the phone web pages. For information about setting Web Access for users, see [“Specific Configuration Options for the Cisco Unified Wireless IP Phone 7921G” section on page 7-22](#).

Specifying Options that Appear on the User Options Web Pages

Most options that are on the User Options web pages appear by default. However, the following options must be set by the system administrator by using Enterprise Parameters Configuration settings in Cisco Unified Communications Manager Administration:

- Show Ring Settings
- Show Line Text Label Settings
- Show Call Forwarding

**Note**

The settings apply to all User Options web pages at your site.

To specify the options that appear on the User Options web pages, follow these steps:

Procedure

Step 1 From Cisco Unified Communications Manager Administration, choose **System > Enterprise Parameters**.

The Enterprise Parameters Configuration window displays.

Step 2 In the CCMUser Parameters area, specify whether a parameter appears on the User Options web pages by choosing one of these values from the **Parameter Value** drop-down list box for the parameter:

- **True**—Option displays on the User Options web pages (default).
 - **False**—Option does not display on the User Options web pages.
 - **Show All Settings**—All call forward settings display on the User Options web pages (default).
 - **Hide All Settings**—No call forward settings display on the User Options web pages.
 - **Show Only Call Forward All**—Only call forward all calls displays on the User Options web pages.
-

Creating Custom Phone Rings

You can customize the phone ring types available at your site by using a set of phone ring sounds that are provided by Cisco Unified Communications Manager or by creating your own pulse code modulation (PCM) files and editing the RingList.xml file. Refer to the “Custom Phone Rings” chapter in the *Cisco Unified Communications Manager Features and Services Guide* for more information about customized ring tones.

Related Topics

- [Configuring Cisco Unified Wireless IP Phones in Cisco Unified Communications Manager, page 7-2](#)
- [Configuring Softkey Templates, page 7-23](#)

- [Setting Up Services, page 7-26](#)
- [Configuring Corporate and Personal Directories, page 7-27](#)
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