



## **Cisco Unified IP Phone 7975G, 7971G-GE, 7970G, 7965G, and 7945G User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)**

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## Preface

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- [Cisco Unified IP Phone 7900 Series eLearning Tutorials](#), page [xiv](#)
- [Safety and Performance Information](#), page [xv](#)
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## Introduction

This guide provides you with an overview of the features available on your phone. You can read it complete to understand the capabilities of your phone or refer to the following table for pointers to commonly used sections.

If you want to...	Then...
Explore your phone on your own	Press  on the phone when you need assistance.
Review safety information	See <a href="#">Safety and Performance Information</a> .
Connect your phone	See <a href="#">Phone Installation</a> , on page <a href="#">15</a> .
Use your phone after it is installed	Start with <a href="#">Phone Features</a> , on page <a href="#">1</a> .
Learn what the button lights mean	See <a href="#">Buttons and Hardware</a> , on page <a href="#">1</a> .
Learn about the phone screen	See <a href="#">Phone Screen Features</a> , on page <a href="#">7</a> .
Make calls	See <a href="#">Basic Call Options</a> , on page <a href="#">21</a> .
Put calls on hold	See <a href="#">Hold and Resume</a> , on page <a href="#">29</a> .
Mute calls	See <a href="#">Mute</a> .

If you want to...	Then...
Transfer calls	See <a href="#">Call Transfer</a> , on page 33.
Make conference calls	See <a href="#">Conference Calls</a> , on page 37.
Set up speed dialing	See <a href="#">Speed Dial</a> , on page 43.
Share a phone number	See <a href="#">Shared Lines</a> , on page 48.
Use your phone as a speakerphone	See <a href="#">Handset, Headset, and Speakerphone</a> , on page 63.
Change the ring volume or tone	See <a href="#">Phone Customization</a> , on page 69.
View your missed calls	See <a href="#">Call Logs</a> .
Listen to your voice messages	See <a href="#">Voice Messages Access</a> , on page 85.

## Additional Information

You can access the most current Cisco documentation at this URL:

[http://www.cisco.com/en/US/products/hw/phones/ps379/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html)

You can access the Cisco website at this URL:

<http://www.cisco.com/>

You can access the most current licensing information at this URL:

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cuipph/all\\_models/openssl\\_license/7900\\_ssllic.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/all_models/openssl_license/7900_ssllic.html)

## Cisco Unified IP Phone 7900 Series eLearning Tutorials

(SCCP phones only.)

The Cisco Unified IP Phone 7900 Series eLearning tutorials use audio and animation to demonstrate basic calling features. You can access eLearning tutorials online (for several phone models) from your personal computer. Look for the eLearning tutorial (English only) for your phone model in the documentation list at this URL:

[http://www.cisco.com/en/US/products/hw/phones/ps379/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html)



### Note

Although an eLearning tutorial may not be available for your specific Cisco Unified IP Phone, see the Cisco Unified IP Phone 7900 Series eLearning tutorials for an overview of the common Cisco Unified IP Phone features and functionality.

# Safety and Performance Information

The following sections provide information about the impact of power outages and external devices on your Cisco Unified IP Phone.

## Power Outage

Your access to emergency service through the phone depends on the phone being powered. If there is a power interruption, Service and Emergency Calling Service dialing will not function until power is restored. In case of a power failure or disruption, you may need to reset or reconfigure the equipment before using the Service or Emergency Calling Service dialing.

## External Devices

Cisco recommends using good quality external devices such as headsets, cables, and connectors that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

**Note**

Not all Cisco IP Telephony products support external devices, cords or cables. For more information, consult the documentation for your phone.

Depending on the quality of these devices and their proximity to other devices such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of these actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of external devices, cables, and connectors.

**Caution**

In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

## Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan

- Attacks that occur on your network, such as a Denial of Service attack

## 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>.

## Accessibility Features

The Cisco Unified IP Phone 7900 Series provides accessibility features for the vision impaired, the blind, and the hearing and mobility impaired.

For detailed information about the features on these phones, see [Accessibility Features for the Cisco Unified IP Phone 7900 Series](#).

You can also find more information about accessibility at this Cisco website:

<http://www.cisco.com/web/about/responsibility/accessibility/index.html>





## CHAPTER

# 1

## Phone Features

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- [Phone Overview, page 1](#)
- [Buttons and Hardware, page 1](#)
- [Line and Call Definitions, page 6](#)
- [Phone Screen Features, page 7](#)
- [Feature Buttons and Menus, page 10](#)
- [Feature Availability, page 11](#)
- [SIP and SCCP Signaling Protocols, page 12](#)
- [Energy Savings, page 12](#)

## Phone Overview

Cisco Unified IP Phones are full-feature telephones that provide voice communication over the data network that your computer uses, allowing you to place and receive phone calls, put calls on hold, transfer calls, make conference calls, and so on.

In addition to basic call-handling features, your Cisco Unified IP Phone can provide enhanced productivity features that extend your call-handling capabilities. Depending on the configuration, your phone supports:

- Access to network data, XML applications, and web-based services.
- Online customizing of phone features and services from your Cisco Unified Communications Manager User Options web pages.
- A comprehensive online help system that displays information on the phone screen.

## Buttons and Hardware

This section describes the phone buttons and hardware.

## Cisco Unified IP Phone 7975G Buttons and Hardware

The following figure identifies the important parts of the phone. See [Buttons and Hardware Identification, on page 3](#) for the description of the numbered items.



## Cisco Unified IP Phone 7970G and 7971G-GE Buttons and Hardware

The following figure identifies the important parts of the phone. See [Buttons and Hardware Identification, on page 3](#) for the description of the numbered items.



## Cisco Unified IP Phone 7965G Buttons and Hardware

The following figure identifies the important parts of the phone. See [Buttons and Hardware Identification](#), on page 3 for the description of the numbered items.



## Cisco Unified IP Phone 7945G Buttons and Hardware














The following figure identifies the important parts of the phone. See [Buttons and Hardware Identification](#), on page 3 for the description of the numbered items.















## Buttons and Hardware Identification

The following table describes the buttons and hardware on the phones.

Table 1: Phone Buttons and Hardware


	Item	Description
1	Programmable buttons 	<p>Depending on configuration, programmable buttons provide access to:</p> <ul style="list-style-type: none"> <li>• Phone lines (line buttons) and intercom lines</li> <li>• Speed-dial numbers (speed-dial buttons), including the Busy Lamp Field (BLF) speed-dial feature</li> <li>• Web-based services (for example, a Personal Address Book button)</li> <li>• Call features (for example, a Privacy, Hold, or Transfer button)</li> </ul> <p>Buttons illuminate to indicate status:</p> <ul style="list-style-type: none"> <li>•  Green, steady: Active call or two-way intercom call</li> <li>•  Green, flashing: Held call</li> <li>•  Amber, steady: Privacy in use, one-way intercom call, Do Not Disturb (DND) active, or logged into Hunt Group</li> <li>•  Amber, flashing: Incoming call or reverting call</li> <li>•  Red, steady: Remote line in use (shared line, BLF status or active Mobile Connect call)</li> </ul>
2	Footstand button	Enables you to adjust the angle of the phone base.
3	Display button 	<p><b>Cisco Unified IP Phones 7970G, 7971G-GE, and 7975G</b></p> <ul style="list-style-type: none"> <li>• Awakens the phone screen from sleep mode or disables the touchscreen feature for cleaning.</li> <li>•  No color: Ready for input</li> <li>•  Green flashing: Disabled</li> <li>•  Green steady: Sleep mode</li> </ul> <p><b>Cisco Unified IP Phones 7945G and 7965G</b></p> <ul style="list-style-type: none"> <li>• Awakens the phone screen from sleep mode.</li> <li>•  No color: Ready for input</li> <li>•  Green steady: Sleep mode</li> </ul>
4	Messages button 	Autodials your voice message service (varies by service).

	Item	Description
5	Directories button 	Opens/closes the Directories menu. Use the button to access call logs and directories.
6	Help button 	Activates the Help menu.
7	Settings button 	Opens/closes the Settings menu. Use the button to change phone screen and ring settings.
8	Services button 	Opens/closes the Services menu.
9	Volume button 	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).
10	Speaker button 	<p>Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green.</p> <p>The speakerphone audio path does not change until you select a new default audiopath (for example, by picking up the handset).</p> <p>If external speakers are connected, the Speakerphone button uses these speakers as the default audio path.</p>
11	Mute button 	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12	Headset button 	<p>Selects the headset as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green.</p> <p>A headset icon in the phone screen header line indicates that the headset is the default audio path. This audio path does not change until you select a new default audio path (for example, by picking up the handset).</p>
13	4-way navigation pad and Select button (center) 	<p><b>Cisco Unified IP Phone 7945G, 7965G, and 7975G</b></p> <ul style="list-style-type: none"> <li>• Enables you to scroll through menus and highlight items. Use the Select button to select an item that is highlighted on the screen.</li> <li>• Navigation button: Scroll up and down to see menus and highlight items and right and left across multicolumn displays.</li> <li>• Select button: Scroll to highlight a line by using the Navigation button and then press  to open a menu, play a ringer item, or access other features, as described on the screen.</li> </ul>
14	Navigation button 	<p><b>Cisco Unified IP Phone 7970G and 7971G-GE</b></p> <ul style="list-style-type: none"> <li>• Enables you to scroll through menus and highlight items. When the phone is on-hook, displays phone numbers from your Placed Calls log.</li> </ul>
15	Keypad	Enables you to dial phone numbers, enter letters, and choose menu items.

	Item	Description
16	Softkey buttons 	Each button activates a softkey option that displays on your phone screen.
17	Handset light strip	Indicates an incoming call or new voice message.
18	Phone screen	Shows phone features.









## Line and Call Definitions









The terms *lines* and *calls* can be easily confused.

- **Lines:** Each line corresponds to a directory number or intercom number that others can use to call you. Your phone can support up to six lines, depending on your phone and configuration. To see how many lines you have, look at the right side of your phone screen. You have as many lines as you have directory numbers and phone line icons: .
- **Calls:** Each line can support multiple calls. By default, your phone supports four connected calls per line, but your system administrator can adjust this number according to your needs. Only one call can be active at any time; other calls are automatically placed on hold.

## Line and Call Icons

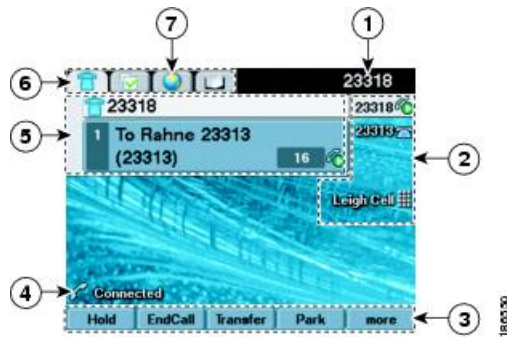
Your phone displays icons to help you determine the line and call state.

Icon	Line or call state	Description
	On-hook line	No call activity on this line.
	Off-hook line	You are dialing a number or an outgoing call is ringing.
	Connected call	You are connected to the other party.
	Ringing call	A call is ringing on one of your lines.
	Call on hold	You have put the call on hold. See <a href="#">Hold and Resume</a> , on page 29.
	Remote-in-use	Another phone that shares your line has a connected call. See <a href="#">Shared Lines</a> , on page 48.
	Reverting call	A holding call is reverting to your phone. See <a href="#">Hold and Resume</a> , on page 29.
	Authenticated call	See <a href="#">Secure Calls</a> , on page 52.

Icon	Line or call state	Description
	Encrypted call	See <a href="#">Secure Calls</a> , on page 52.
	BLF- monitored line is idle	See <a href="#">Busy Lamp Field Features</a> , on page 51.
	BLF- monitored line is in-use	See <a href="#">Busy Lamp Field Features</a> , on page 51.
	BLF- monitored line is ringing (BLF Pickup)	See <a href="#">Busy Lamp Field Features</a> , on page 51.
	Line in Do Not Disturb (BLF feature)	See <a href="#">Busy Lamp Field Features</a> , on page 51.
	Idle Intercom line	The intercom line is not in use. See <a href="#">Intercom Calls</a> .
	One-way intercom call	The intercom line is sending or receiving one-way audio. See <a href="#">Intercom Calls</a> .
	Two-way intercom call	You press the intercom line to activate two-way audio with the intercom caller. See <a href="#">Intercom Calls</a> .

## Phone Screen Features

The following figure shows how your main phone screen may look with an active call.



1	Primary phone line	Displays the phone number (directory number) for your primary phone line. When several feature tabs are open, the phone number and the time and date display alternately in this area.
---	--------------------	--

2	Programmable buttons	Serve as phone line buttons, intercom line buttons, speed-dial buttons, phone service buttons or phone feature buttons. Icons and labels indicate how these buttons are configured. See <a href="#">Line and Call Icons</a> , on page 6.
3	Softkey labels	Displays a softkey function for the corresponding softkey button.
4	Status line	Displays audio mode icons, status information, and prompts.
5	Call activity area	Displays current calls per line, including caller ID, call duration, and call state for the highlighted line (standard view). See <a href="#">Line and Call Icons</a> , on page 6 and <a href="#">Multiple Calls</a> .
6	Phone tab	Indicates call activity.
7	Feature tabs	Indicates an open feature menu. See <a href="#">Feature Buttons and Menus</a> , on page 10.

**Note**

The Messages, Directories, and Services screens on your phone may appear in Normal mode or in Wide mode depending on how your phone has been set up. A phone window in Wide mode spans the entire width of the phone screen. Neither you nor your administrator can adjust the phone screen viewing mode.

## Phone Screen Actions

There are different ways to choose items on your phone screen.

To choose a phone screen item...	Do this...
By touch (Cisco Unified IP Phone 7970G, 7971G-GE, and 7975G only)	Press (or tap) touch-sensitive items on the touchscreen with your fingertip. Use only your fingertip to press the touchscreen, because using other objects could damage the display. Be aware that pressing a phone number can cause the phone to dial the number.
By item number	Press the corresponding number on your keypad. For example, press 4 to choose the fourth item in a menu.
By scrolling	Use the Navigation button to highlight an item. Press the Select button to select the item, or a softkey to finish the action.


## Phone Screen Cleaning and Maintenance



The phones may require screen cleaning and maintenance. The phones have specific requirements, depending on the model. The following sections describe the cleaning for the phones.







## Cisco Unified IP Phone 7970G, 7971G-GE, and 7975G Cleaning and Maintenance

Use only a soft, dry cloth to wipe the touchscreen. Do not use any liquids or powders on the phone, because they can contaminate phone components and cause failures.

Use the Display button  to disable and enable the touchscreen for cleaning. The Display button illuminates to indicate changes in touchscreen status:


-  Green, steady: Touchscreen is in Power Save mode
-  Green, flashing: Touchscreen is disabled

If you want to...	Then...
Disable the touchscreen for cleaning	Press  and hold for more than 1 second.  flashes. The screen remains disabled for about a minute, unless you enable it.
Enable the touchscreen (after disabling it)	Press  (flashing) and hold for more than 1 second.
Wake the touchscreen from power save mode	Press the touchscreen or any button, or lift the handset. After a period of inactivity (determined by your system administrator), the touchscreen enters the power save mode to save power. In this mode, the touchscreen appears blank and the Display button  remains lit.

## Cisco Unified IP Phone 7945G and 7965G Cleaning and Maintenance






Use only a soft, dry cloth to wipe the phone screen. Do not use any liquids or powders on the phone, as they can contaminate phone components and cause failures.

When the phone is in Power Save mode, the touchscreen is blank and the Display button is not lit. When the phone is in this condition, you can clean the screen, as long as you know that the phone will remain asleep until after you finish cleaning. If the phone is likely to wake up during cleaning, wait until it is awake before following the preceding cleaning instructions.

If you want to...	Then...
Wake the phone screen from power save mode	Press any button or lift the handset. After a period of inactivity (determined by your system administrator), the phone screen enters the power save mode to save power. In this mode, the phone screen appears blank and the Display button  remains lit.







## Feature Buttons and Menus



Press a feature button to open or close a feature menu.

If you want to...	Then...
Open or close a feature menu	Press a feature button: <ul style="list-style-type: none"> <li>•  <b>Messages</b></li> <li>•  <b>Services</b></li> <li>•  <b>Help</b></li> <li>•  <b>Directories</b></li> <li>•  <b>Settings</b></li> </ul>
Scroll through a list or menu	Press the <b>Navigation</b> button.
Go back one level in a feature menu	Press <b>Exit</b> . Pressing <b>Exit</b> from the top level of a menu closes the menu.
Switch between open feature menus	Press a feature tab. Each feature menu has a corresponding tab. The tab is visible when the feature menu is open.

## Phone Help System

Your phone provides a comprehensive online help system. Help topics appear on the phone screen.

If you want to...	Then...
View the main menu	Press  on your phone and wait a few seconds for the menu to display. Main menu topics include: <ul style="list-style-type: none"> <li>• About Your Cisco Unified IP Phone—Details about your phone</li> <li>• How do I...?—Procedures for common phone tasks</li> <li>• Calling Features—Descriptions and procedures for calling features</li> </ul>
Learn about a button or softkey	Press  , then quickly press a button or softkey.
Learn about a menu item	Press  ,  , or  to display a feature menu. Highlight a menu item, then press  twice quickly.


If you want to...	Then...
Get help using Help	Press  . After a second or two, press  again, or choose <b>Help</b> from the main menu.








## Feature Availability

Depending on your phone system configuration, features included in this phone guide may not be available to you or may work differently on your phone. For additional information about feature operation or availability, contact your support desk or system administrator.

You can access many features by either using a softkey or pressing a line button. Although you can configure some features, your system administrator controls most of them.

Here are some details about using softkeys and line buttons to access features:


Feature	Softkey	Line button label and icon
Call Back	CallBack	CallBack 
Call Forward	CFwdALL	Forward All 
Call Park	Park	Park 
Call Pickup	PickUp	PickUp 
Conference	Confn	Conference 
Conference List	ConfList	Conference List 
Do Not Disturb	DND	Do Not Disturb  or Do Not Disturb 
End Call	EndCall	End Call 
Group Pickup	GPickUp	Group Pickup 
Hold	Hold	Hold 
Hunt Group	HLog	Hunt Group  or Hunt Group 
Malicious Call Identification	MCID	Malicious Call ID 
Meet Me Conferencing	MeetMe	MeetMe 
Mobility	Mobility	Mobility 

Feature	Softkey	Line button label and icon
New Call	New Call	New Call 
Other PickUp	OPickUp	Other PickUp 
Quality Reporting Tool	QRT	Quality Reporting Tool 
Redial	Redial	Redial 
Remove Last Conference Party	RmLstC	Remove Last Participant 
Transfer	Transfer	Transfer 
Video Support	VidMode	Video 

## SIP and SCCP Signaling Protocols

Your phone can be configured to work with one of two signaling protocols: Session Initiation Protocol (SIP) or Skinny Call Control Protocol (SCCP). Your system administrator determines the protocol your phone uses.

Phone features can vary depending on the protocol. This Phone Guide indicates protocol-specific features.

To learn which protocol your phone uses, contact your system administrator or can choose  > **Model Information** > **Call Control Protocol** on your phone.

## Energy Savings

Your phone supports the Cisco EnergyWise program. Your system administrator sets up sleep (power down) and wake (power up) times for your phone to save energy.

Ten minutes before the scheduled sleep time and if the audible alert is enabled by your system administrator, you hear your ringtone play. The ringtone plays according to the following schedule:

- At 10 minutes before power down, the ringtone plays four times
- At 7 minutes before power down, the ringtone plays four times
- At 4 minutes before power down, the ringtone plays four times
- At 30 seconds before power down, the ringtone plays 15 times or until the phone powers down

If your phone is inactive (idle) at the sleep time, you see a message to remind you that your phone is going to power down. To keep the phone active, press any key on the phone. If you do not press any key, your phone powers down.

If your phone is active (for example, on a call), your phone waits until it has been inactive for a period of time before informing you of the pending power shutdown. Before the shutdown happens, you see a message to remind you that your phone is going to power down.

At the scheduled time, your phone powers up. To wake up the phone before the schedule time, contact your administrator.

Wake and sleep times are linked to the configured days that you normally work. If your requirements change (for example, your work hours or work days change), contact your system administrator to have your phone reconfigured.

For more information about EnergyWise and your phone, contact your system administrator.





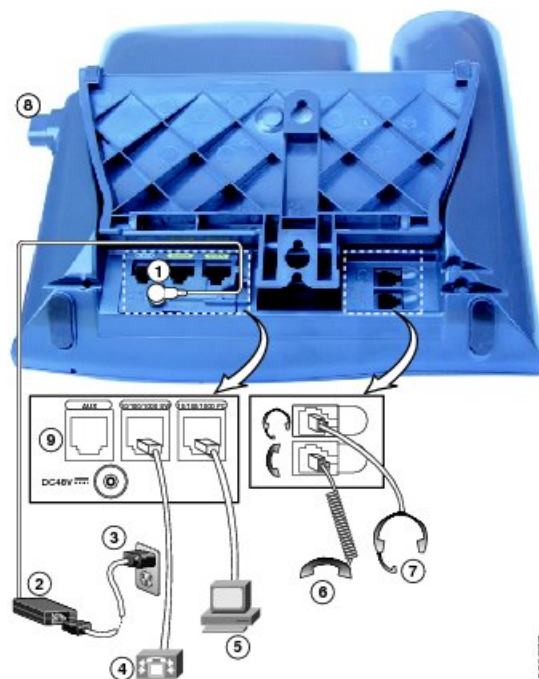
## CHAPTER 2

# Phone Installation

- [Cisco Unified IP Phone Cable Installation](#), page 15
- [TAPS Registration](#), page 17
- [Headset](#), page 17
- [Phone Cable Lock](#), page 18

## Cisco Unified IP Phone Cable Installation

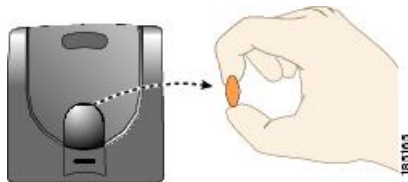
See the following figure and table to connect your phone.



1	DC adaptor port	2	AC-to-DC power supply
3	AC power cord	4	Network port
5	Access port	6	Handset port
7	Headset port	8	Footstand button
9	Auxiliary port		

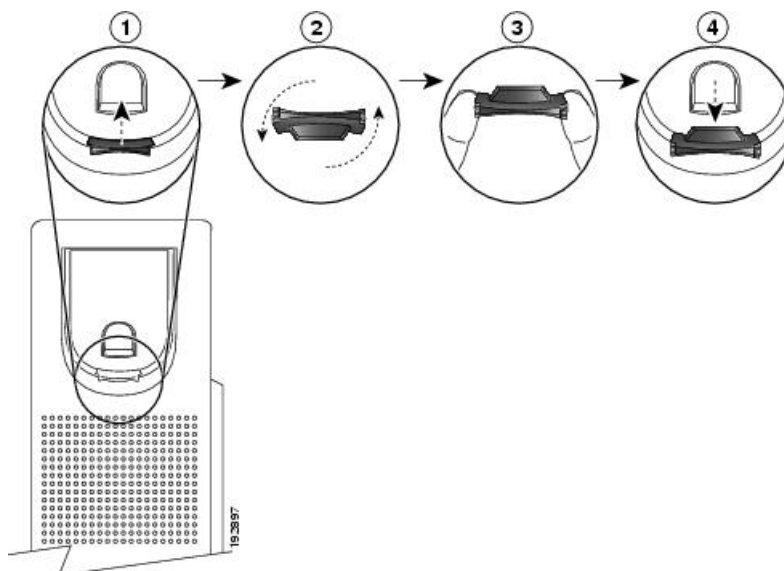
## Hookswitch Clip Removal (Required)

Some phones ship with a clip to secure the hookswitch. Before you use your phone, remove the hookswitch clip (if present) from the cradle area. With the clip removed, the hookswitch lifts slightly when you pick up the handset.



## Adjust Handset Rest

If your phone is wall-mounted, you may need to adjust the handset rest to ensure that the receiver does not slip out of the cradle.





### Procedure

---

- Step 1** Remove the handset from the cradle and pull the plastic tab from the handset rest.
  - Step 2** Rotate the tab 180 degrees.
  - Step 3** Hold the tab between two fingers, with the corner notches facing you.
  - Step 4** Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.
  - Step 5** Return the handset to the handset rest.
- 

## Footstand Adjustment

To change the angle of the phone base, adjust the footstand while pressing the footstand button.

## TAPS Registration

TAPS might be used either for a new phone or to replace an existing phone. To register with TAPS, pick up the handset, enter the TAPS extension provided by your system administrator, and follow the voice prompts. You might need to enter your entire extension, including the area code. After your phone displays a confirmation message, hang up. The phone restarts.

## Headset

You can use a wired headset with your Cisco Unified IP Phone. If you use a Cisco Unified IP Phone 7945G, 7965G, or 7975G, you can use a wireless headset with the wireless headset remote hookswitch control feature.

## Headset Support

Although Cisco Systems performs limited internal testing of third-party headsets for use with the Cisco Unified IP Phones, Cisco does not certify or support products from headset (or handset) vendors.

Cisco recommends the use of good quality headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of the headsets and their proximity to other devices such as mobile phones and two-way radios, some audio noise or echo may still occur. An audible hum or buzz may be heard by either the remote party or by both the remote party and the Cisco Unified IP Phone user. Humming or buzzing sounds can be caused by a range of outside sources: for example, electric lights, electric motors, or large PC monitors.



---

**Note** In some cases, hum may be reduced or eliminated by using a local power cube or power injector.

---

These environmental and hardware inconsistencies in the locations where Cisco Unified IP Phones are deployed means that there is not a single headset solution that is optimal for all environments.

Cisco recommends that customers test headsets in their intended environment to determine performance before making a purchasing decision and deploying on a large scale.

## Audio Quality

Beyond physical, mechanical, and technical performance, the audio portion of a headset must sound good to the user and to the party on the far end. Sound quality is subjective and Cisco cannot guarantee the performance of any headsets. However, a variety of headsets from leading headset manufacturers are reported to perform well with Cisco Unified IP Phones.

For additional information, see the [Headsets for Cisco Unified IP Phones and Desktop Clients](#) page on Cisco.com.

## Phone Cable Lock

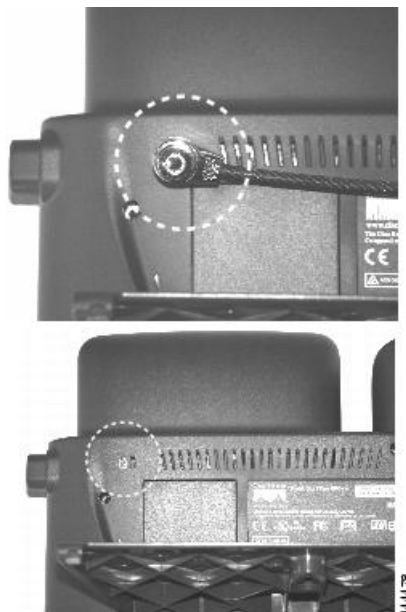
You can secure the Cisco Unified IP Phones to a desktop with a laptop cable lock. The lock connects to the security slot on the back of the phone, and the cable can be secured to a desktop.

The security slot can accommodate a lock that is up to 20 mm wide. Compatible laptop cable locks include the Kensington laptop cable lock and laptop cable locks from other manufacturers that can fit into the security slot on the back of the phone.

## Cisco Unified IP Phones 7945G, 7965G, and 7975G Cable Lock

For an illustration on how to connect a cable lock to the Cisco Unified IP Phones 7945G, 7965G, and 7947G, see the following figure.

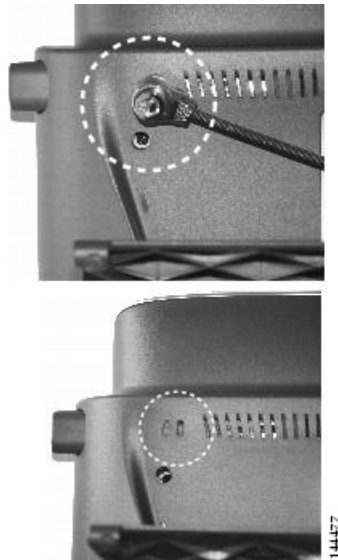
*Figure 1: Connect a Cable Lock*



## Cisco Unified IP Phones 7970G and 7971G-GE Cable Lock

For an illustration on how to connect a cable lock to the Cisco Unified IP Phones 7970G and 7971G-GE, see the following figure.

**Figure 2: Connect a Cable Lock**







## Calling Features

---

- [Calling Features Overview, page 21](#)
- [Basic Call Options, page 21](#)
- [Additional Call Options, page 24](#)
- [Call Answer, page 27](#)
- [Call Disconnect, page 28](#)
- [Hold and Resume, page 29](#)
- [Mute, page 30](#)
- [Multiple Calls, page 30](#)
- [In-Progress Call Movement, page 32](#)
- [Call Transfer, page 33](#)
- [Call Transfer to Voice Message System, page 34](#)
- [Call Forward, page 35](#)
- [Do Not Disturb, page 36](#)
- [Conference Calls, page 37](#)
- [Intercom Calls, page 42](#)
- [Advanced Call Handling, page 43](#)



### Calling Features Overview

You can perform basic call-handling tasks using a range of features and services. Feature availability can vary; contact your system administrator for more information.

### Basic Call Options

Here are some easy ways to place a call on your Cisco Unified IP Phone.

**Tips**

- You can dial on-hook, without a dial tone (predial). To predial, enter a number, then go off-hook by lifting the handset, or by pressing **Dial**, , or .
- When you predial, your phone tries to anticipate the number you are dialing by displaying matching numbers (if available) from your Placed Calls log. This is called Auto Dial. To call a number displayed with Auto Dial, press the number, or scroll to it and go off-hook.
- If you make a mistake while dialing, press << to erase digits.
- If parties on a call hear a beep tone, the call may be monitored or recorded. Contact your system administrator for more information.
- You can start or stop a recording by pressing the **Record** softkey on your phone.
- Your phone may be set up for international call logging, which is indicated by a plus (+) symbol on the call logs, redial, or call directory entries. Contact your system administrator for more information.

**Related Topics**

- [Hold and Resume, on page 29](#)
- [Phone Features, on page 1](#)
- [Handset, Headset, and Speakerphone, on page 63](#)
- [Call Logs, on page 73](#)

## Place Call

**Procedure**

Pick up the handset and dial the number.

## Place Call Using Speakerphone



**Procedure**

- 
- Step 1** Press 
- Step 2** Enter a number.
- 

## Place Call Using Headset

**Procedure**

Perform one of the following actions:

- Press  and enter a number.
- If  is lit, press **New Call** and enter a number.

## Redial Number

### Procedure

Perform one of the following actions:

- Press **Redial** to dial the last number.
- Press the **Navigation** button (with the phone idle) to see your Placed Calls.


## Place Call When Another Call Is Active (Using Same Line)

### Procedure

- 
- Step 1** Press **Hold**.
  - Step 2** Press **New Call**.
  - Step 3** Enter a number.
- 

## Dial from Call Log

### Procedure

- 
- Step 1** Choose .
  - Step 2** Select one of the following entries:
    - **Missed Calls**
    - **Received Calls**
    - **Placed Calls**
  - Step 3** Select the listing or scroll to it and go off-hook.
-

## Additional Call Options

You can place calls using special features and services that may be available on your phone. For more information about these additional options, contact your system administrator for more information about these additional options.

### Tips

- For more information on placing a call using your Cisco Extension Mobility prefix, see [Cisco Extension Mobility](#), on page 57.
- To see if a line associated with a Speed Dial, call record, or directory listing is busy before placing a call to that line, see [Busy Lamp Field Features](#), on page 51.


### Related Topics

- [Hold and Resume](#), on page 29
- [Speed Dial](#), on page 43
- [Priority Calls](#), on page 55
- [Business Calls Using Single Phone Number](#), on page 58
- [Fast Dials on Web](#), on page 90
- [Phone and Access List Set Up for Mobile Connect](#), on page 100
- [Call Logs](#), on page 73
- [Personal Directory on Web](#), on page 89
- [Personal Directory](#), on page 79

## Place Call While Another Call is Active (Using Different Line)

### Procedure


---

- Step 1** Press  for a new line. The first call is automatically placed on hold.
- Step 2** Enter a number.
- 

## Make Speed Dial Call

### Procedure

Perform one of the following actions:

- Press  (a Speed Dial button).
- Use the Abbreviated Dial feature.




- Use the Fast Dial feature.

## Dial from Corporate Directory on Phone

### Procedure

---

- Step 1** Choose  > **Corporate Directory** (name can vary).
- Step 2** Enter a name and press **Search**.
- Step 3** Highlight a listing and go off-hook.
- 

## Dial from Corporate Directory on Personal Computer Using Cisco WebDialer

### Procedure

---

- Step 1** Open a web browser and go to a WebDialer-enabled corporate directory.
- Step 2** Click the number that you want to dial.
- 

## Notify When Busy or Ringing Extension Available (CallBack)



**Note** When a call is being chaperoned, the call chaperone cannot use CallBack.

---

### Procedure

---

- Step 1** Press **CallBack** while listening to the busy tone or ring sound.
- Step 2** Hang up. Your phone alerts you when the line is free.
- Step 3** Place the call again.
- 

## Make Priority (Precedence) Call

Only SCCP phones support priority calling.

**Procedure**

Enter the Multilevel Precedence and Preemption (MLPP) access number, followed by a phone number.

## Place Call Using Billing or Tracking Code

Only SCCP phones support billing or tracking codes.

**Procedure**

- 
- Step 1** Dial a number.
  - Step 2** After the tone, enter a Client Matter Code (CMC) or a Forced Authorization Code (FAC).
- 

## Make Call from Mobile Phone Using Mobile Voice Access

**Procedure**

- 
- Step 1** Obtain your Mobile Voice Access number and PIN from your system administrator.
  - Step 2** Dial your assigned Mobile Voice access number.
  - Step 3** Enter your mobile phone number (if requested) and PIN.
  - Step 4** Press **1** to make a call to an enterprise IP Phone.
  - Step 5** Dial a desktop phone number other than your desktop phone number.
- 

## Make Fast Dial Call


Before using this option, your system administrator must configure this feature and assign a service URL to the line button. Contact your system administrator for more information.

**Procedure**

- 
- Step 1** Press the **Fast Dial line** button.
  - Step 2** To find and select an entry, scroll to or press the index number.  
The system dials the specified number.
-







## Dial Personal Address Book (PAB) Entry

### Procedure

- Step 1** Choose  > **Personal Directory** to log in.
- Step 2** Choose **Personal Address Book** and search for a listing.
- Step 3** Scroll to a contact or press the index number.  
The system dials the specified contact.

## Call Answer

You can answer a call by lifting the handset, or you can use other options if they are available on your phone.

If you want to...	Then...	For more information, see...
Answer with a headset	Press  , if unlit. Or, if  is lit, press <b>Answer</b> or  (flashing).  <b>Note</b> The phone selects the ringing line automatically. Contact your system administrator for the options to select the primary line each time.  If you are using a wireless headset, refer to the wireless headset documentation.	<a href="#">Handset, Headset, and Speakerphone, on page 63</a>
Answer with the speakerphone	Press  , <b>Answer</b> , or  (flashing).  <b>Note</b> The phone selects the ringing line automatically. Contact your system administrator for the options to select the primary line each time.	<a href="#">Handset, Headset, and Speakerphone, on page 63</a>
Switch from a connected call to answer a new call	Press <b>Answer</b> or, if the call is ringing on a different line, press  (flashing).	<a href="#">Hold and Resume, on page 29</a>
Answer using call waiting	Press <b>Answer</b> .	<a href="#">Hold and Resume, on page 29</a>
Send a call to a voice message system	Press <b>iDivert</b> .	<a href="#">Call Transfer to Voice Message System, on page 34</a>
Autoconnect calls	Use AutoAnswer.	<a href="#">AutoAnswer with Headset or Speakerphone, on page 66</a>
Retrieve a parked call on another phone	Use Call Park, Directed Call Park, or Assisted Directed Call Park.	<a href="#">Call Park, on page 46</a>



If you want to...	Then...	For more information, see...
Use your phone to answer a call ringing elsewhere	Use Call Pickup.	<a href="#">Call Pickup, on page 45</a>
Answer a priority call (SCCP phones only)	Hang up the current call and press <b>Answer</b> .	<a href="#">Priority Calls, on page 55</a>
Answer a call on your mobile phone or other remote destination	Set up Mobile Connect and answer your phone. When you enable Mobile Connect, answer the call on your mobile phone and you have up to four IP Phones or Softphones configured as shared lines, the additional phones stop flashing.	<a href="#">Business Calls Using Single Phone Number, on page 58</a>

### Tips



- If parties on a call hear a beep tone, the call may be monitored or recorded. Contact your system administrator for more information.
- If you work in a contact center or similar environment, you can create, update, and delete your own prerecorded greeting that plays automatically if Agent Greeting is configured on your phone. For more information, contact your system administrator.
- A Call Chaperone user cannot answer an incoming call while calls are being chaperoned.

## Call Disconnect



To end a call, simply hang up. The following table gives more details.

If you want to...	Then...
Hang up while using the handset	Return the handset to the cradle. Or, press <b>EndCall</b> .
Hang up while using a headset	Press  . Or, to keep headset mode active, press <b>EndCall</b> . Cisco Unified IP Phones 7945G, 7965G, and 7975G support a wireless headset. If you are using a wireless headset, refer to the wireless headset documentation for instructions.
Hang up while using the speakerphone	Press  or <b>EndCall</b> .
Hang up one call, but preserve another call on the same line	Press <b>EndCall</b> . If necessary, remove the call from hold first.

# Hold and Resume

You can hold and resume calls. When you put a call on hold, the Hold icon  appears on the right in the call information area and the corresponding line button flashes green . With a shared line, the line button flashes green when you place a call on hold, and the phone displays the hold icon. When another phone places a call on hold, the line button flashes red, and the phone displays the remote hold icon.

If the Hold Reversion feature is enabled for your phone, a call that you put on hold reverts to ringing after a certain time. The “reverting” call remains on hold until you resume it or until Hold Reversion times out. Your phone indicates the presence of a reverting call by the following actions:

- Alerting you at intervals with a single ring (or flash or beep, depending on your phone line setting).
- Briefly displaying a Hold Reversion message in the status bar at the bottom of the phone screen.
- Displaying the animated Hold Reversion icon  next to the caller ID for the held call.
- Displaying a flashing amber line button  (depending on the line state).

## Tips

- Engaging the Hold feature typically generates music (if Music on Hold is configured) or a beeping tone.
- If you receive an alert for an incoming call and a reverting call at the same time, by default your phone shifts the focus of the phone screen to display the incoming call. Your system administrator can change this focus priority setting.
- If you use a shared line, Hold Reversion rings only on the phone that put the call on hold, not on the other phones that share the line.
- Your system administrator determines the duration between Hold Reversion alerts.
- When a call is chaperoned, the call chaperone cannot use Hold.

# Put Call on Hold



## Procedure

- 
- Step 1** Make sure that the call you want to put on hold is highlighted.
  - Step 2** Press **Hold**.
-

## Remove Call from Hold on Different Line

### Procedure

---

- Step 1** Press the appropriate line button:  or  (flashing). Doing so may cause a held call to resume automatically:
- If there is a reverting call on the line, that call resumes.
  - If there is more than one reverting call on the line, the oldest reverting call resumes.
  - If a nonreverting held call is the only call on the line, the nonreverting held call resumes.
- Step 2** If necessary, scroll to the appropriate call and press **Resume**.
- 



## Mute

With Mute enabled, you can hear other parties on a call but they cannot hear you. You can use Mute with the handset, speakerphone, or headset.

## Mute or Unmute Call

### Procedure

---

- Step 1** To mute a call, press .
- Step 2** To unmute a call, press .
- 

## Multiple Calls

Understanding how multiple calls display on your phone can help you organize your call-handling efforts.

In standard viewing mode, your phone displays calls as follows for the highlighted line:

- Calls with the highest precedence and longest duration display at the top of the list.
- Calls of a similar type are grouped together. For example, calls that you have interacted with are grouped near the top, and calls on hold are grouped last.

You can switch between multiple calls on one or more lines. If the call that you want to switch to is not automatically highlighted, use the Navigation button to scroll to it.

## Switch Between Connected Calls on One Line

### Procedure


---

- Step 1** Highlight the call you want to switch to.
- Step 2** Press **Resume**.  
Any active call is placed on hold and the selected call resumes.
- 

## Switch Between Connected Calls on Different Lines

### Procedure


---

- Step 1** Press  for the line that you are switching to.  
If a single call is holding on the line, the call automatically resumes.
- Step 2** If multiple calls are holding, highlight the appropriate call and press **Resume**.
- 

## Switch from Connected Call to Answer Ringing Call

### Procedure

Perform one of the following actions:

- Press **Answer**.
- If the call is ringing on a different line, press  (flashing).

The phone places the active call on hold and the selected call resumes.

## Remove Call from Hold on Current Line

### Procedure



---

- Step 1** Highlight the appropriate call.
- Step 2** Press **Resume**.
-

## View Calls on Another Line

### Procedure



---

- Step 1** Press .
- Step 2** Immediately press the line button .
- 

## Switch to Call Overview Mode

### Procedure

---

- Step 1** Press  for the highlighted line.  
The phone switches to call overview mode, displaying only one call per line. The displayed call is either the active call or the held call with the longest duration.
- Step 2** To return to standard viewing mode, press , then immediately press the line button.
- 


## In-Progress Call Movement

You can switch in-progress calls between the desktop phone and your mobile phone or other remote destination.

## Switch In-Progress Call on Desk Phone to Mobile Phone

### Procedure

---

- Step 1** Press the **Mobility** softkey and select **Send call to mobile**.
- Step 2** Answer the in-progress call on your mobile phone.  
The desktop phone line button turns red  and the handset icons and the calling party number appear on the phone display. You cannot use the same phone line for any other calls, but if your desk phone supports multiple lines, you can use another line to make or receive calls.
-



## Switch In-Progress Call from Mobile Phone to Desk Phone

### Procedure

---

- Step 1** Hang up the call on your mobile phone to disconnect the mobile phone but not the call.
- Step 2** Press **Resume** on your desk phone within 4 seconds and start talking on the desk phone.
- 

## Switch In-Progress Call from Mobile Phone to Desk Phone Sharing Same Line (Session Handoff)

### Procedure

---

- Step 1** While on your mobile phone, enter the access code for the Session Handoff feature (for example, \*74). Contact your system administrator for a list of access codes.
- Step 2** Hang up the call on your mobile phone to disconnect the mobile phone but not the call.
- Step 3** Press **Answer** on your desk phone within 10 seconds and start talking on the desk phone. Your system administrator sets the maximum number of seconds you have to answer the call on your desk phone. The other Cisco Unified devices that share the same line display a `Remote in Use` message.
- 

## Call Transfer

Transfer redirects a connected call. The target is the number to which you want to transfer the call.

### Tips

- If on-hook transfer is enabled on your phone, you can either hang up to complete the call, or press **Transfer** and then hang up.
- If on-hook transfer is not enabled on your phone, hanging up without pressing **Transfer** again places the call on hold.
- You cannot use **Transfer** to redirect a call on hold. Press **Resume** to remove the call from hold before transferring it.
- When a call is chaperoned, the call chaperone cannot use transfer.
- To redirect a call to a voice message system, press **iDivert**. See [Call Transfer to Voice Message System, on page 34](#).

## Transfer Call Without Talking to Transfer Recipient

### Procedure

---

- Step 1** From an active call, press **Transfer**.
  - Step 2** Enter the target number.
  - Step 3** Press **Transfer** again to complete the transfer or **EndCall** to cancel.  
You need to wait until you hear ringing before you complete the transfer.
  - Step 4** If your phone has on-hook transfer enabled, complete the transfer by hanging up.
- 

## Talk to Transfer Recipient Before Transferring Call (Consult Transfer)

### Procedure

---

- Step 1** From an active call, press **Transfer**.
  - Step 2** Enter the target number.
  - Step 3** Wait for the transfer recipient to answer.
  - Step 4** Press **Transfer** again to complete the transfer or **EndCall** to cancel.
  - Step 5** If your phone has on-hook transfer enabled, complete the transfer by hanging up.
- 

## Call Transfer to Voice Message System

You can use **iDivert** to send an active, ringing, or on-hold call to your voice message system. Depending on the type of call and your phone configuration, you can also use **iDivert** to send the call to the voice message system of another party.

- If the call was originally sent to the phone of another person, **iDivert** allows you to redirect the call either to your own voice message system or to the voice message system of the *original* called party. Your system administrator makes this option available to you.
- If the call is sent to you directly (not transferred or forwarded to you), or if your phone does not support the option described above, using **iDivert** redirects the call to your voice message system.

### Tips

- If your phone displays a menu that disappears before you make your selection, you can press **iDivert** again to redisplay the menu. You can also contact your system administrator to configure a longer timeout value.

- When you switch an in-progress call from your mobile phone to Cisco Unified phones that share the same line (Session Handoff), the iDivert feature is disabled on the Cisco Unified phones. The iDivert feature returns when the call ends.

## Send Active, Ringing, or On-Hold Call to Voice Message System

### Procedure

- 
- Step 1** Press **iDivert**.  
If you have no redirect options available, the call transfers to your voice message system.
- Step 2** If you have redirect options available, your phone displays a new menu. Choose an option to redirect the call.
- 

## Call Forward

You can use the call forwarding features to redirect incoming calls from your phone to another number.


Your system administrator may allow you to choose from two types of call forwarding features:

- Unconditional call forwarding (Call Forward All): Applies to all calls that you receive.
- Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Coverage): Applies to certain calls that you receive, according to conditions.

You can access Call Forward All on your phone or from your Cisco Unified Communications Manager User Options web pages. Conditional call forwarding features are accessible only from your User Options web pages. Your system administrator determines which call forwarding features are available to you.

### Tips

- Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.
- You can forward your calls to a traditional analog phone or to another phone, although your system administrator may restrict the call forwarding feature to numbers within your company.
- Call forwarding is specific to the phone line. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.
- Your system administrator can enable a call forward override feature that allows the person receiving your forwarded calls to reach you. With override enabled, a call placed from the target phone to your phone is not forwarded, but rings through.
- Your phone may reject your attempt to set up Call Forward All directly on the phone if the target number you enter creates a call forwarding loop or exceeds the maximum number of links permitted in a call forwarding chain.

- When you switch an in-progress call from your mobile phone to Cisco Unified phones that share the same line (Session Handoff), the phone disables the Call Forward feature.. The Call Forward feature returns when the call ends.
- To verify that Call Forward All is enabled on your primary line, look for:
  - The call forward icon above your primary phone number: 
  - The call forward target number in the status line.

### Related Topics

[Line Settings on Web](#), on page 98

[User Options Web Page Actions](#), on page 87

## Set Up and Cancel Call Forward All from Phone

### Procedure

- 
- Step 1** To set Call Forward All, press **CFwdALL** or **Forward All** and enter a target phone number.
- Step 2** To cancel Call Forward All, press **CFwdALL** or **Forward All**.
- 

## Set Up or Cancel Call Forwarding

When call forwarding is enabled for any line other than the primary line, your phone does not provide you with confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options web pages.

### Procedure

- 
- Step 1** Log in to your User Options web pages.
- Step 2** Access your call forwarding settings.
- 

## Do Not Disturb

Do Not Disturb (DND) turns off all audible and visual notifications of incoming calls. Your system administrator enables DND on your phone.

When DND and Call Forward are enabled on your phone, calls forwards immediately and the caller does not hear a busy tone.




DND interaction with other types of calls includes:

- DND does not affect intercom calls or nonintercom priority calls.
- If both DND and AutoAnswer are enabled, only intercom calls autoanswer.
- When you switch an in-progress call from your mobile phone to Cisco Unified phones that share the same line (Session Handoff), the phone disables the DND feature. The DND feature returns when the call ends.

## Turn DND On and Off

### Procedure

---

- Step 1** To turn DND on, press **DND** or **Do Not Disturb** .  
Do Not Disturb displays on the phone, the **DND**  lights, and the ring tone is turned off.
- Step 2** To turn DND off again, press **DND** or **Do Not Disturb** .
- 

## Set Up DND Settings

If your system administrator configured DND settings to appear on the User Options page, perform these steps:

### Procedure

---

- Step 1** Log in to your User Options web pages.
- Step 2** From the drop-down menu, choose **User Options > Device**.
- Step 3** You can set the following options:
- Do Not Disturb: Set to enable/disable DND.
  - DND Option: Choose either Call Reject (to turn off all audible and visual notifications) or Ringer Off (to turn off only the ringer).
  - DND Incoming Call Alert (applies to either DND option set): Set the alert to beep only, flash only, disable the alert, or choose “None” (to use the “Alert” setting configured by your system administrator).
- 

## Conference Calls

Your Cisco Unified IP Phone enables you to talk simultaneously with multiple parties in a conference call. You can create a conference in various ways, depending on your needs and the features that are available on your phone.

- **Conference:** Enables you to create a standard (ad hoc) conference by calling each participant. Conference is available on most phones.
- **Join:** Enables you to create a standard (ad hoc) conference by combining existing calls.
- **cBarge:** Enables you to create a standard (ad hoc) conference by adding yourself to a call on a shared line. Press a line button or use cBarge. Only phones that use shared lines have cBarge.
- **Meet Me:** Enables you to create or join a conference by calling a conference number.

## Adhoc Conference

Adhoc conference allows you to call each participant. Conference is available on most phones.

### Create Conference by Calling Participants

#### Procedure

---

- Step 1** From a connected call, press **Confrn** or **Conference**. You may need to press the **more** softkey to see **Confrn**.
  - Step 2** Enter the phone number of the participant.
  - Step 3** Wait for the call to connect.
  - Step 4** Press **Confrn** or **Conference** again to add the participant to your call.
  - Step 5** Repeat to add additional participants.
- 

### Add New Participants to Conference

Your system administrator determines whether noninitiators of a conference can add or remove participants.

#### Procedure

---

- Step 1** From a connected call, press **Confrn** or **Conference**. You may need to press the **more** softkey to see **Confrn**.
  - Step 2** Enter the phone number of the participant.
  - Step 3** Wait for the call to connect.
  - Step 4** Press **Confrn** or **Conference** again to add the participant to your call.
  - Step 5** Repeat to add additional participants.
- 

## Join Conference

Join allows you to combine two or more existing calls to create a conference in which you are a participant.


### Tips

- If you frequently join more than two parties into a single conference, you may find it useful to first select the calls that you want to join together, and then press **Join** to complete the action.
- When Join completes, the caller ID changes to *Conference*.
- You may be able to combine multiple conference calls by using the **Join** or **DirTrfr** softkeys. Contact your system administrator to see if this feature is available to you.
- A Call Chaperone user can conference only the first caller. Subsequent callers can be conferenced by the other participants in the conference.

## Join Together Existing Calls on Single Phone Line

### Procedure


---

- Step 1** From an active call, highlight another call that you want to include in the conference and press **Select**. Selected calls display this icon .
- Step 2** Repeat this step for each call that you want to add.
- Step 3** Press **Join**. You may need to press the **more** softkey to see **Join**.
- 

## Join Together Existing Calls on Multiple Phone Lines

### Procedure

---

- Step 1** From an active call, press **Join**. You may need to press **more** to see **Join**.
- Step 2** Press the green flashing line button  for the calls that you want to include in the conference.
- Note** If your phone does not support Join for calls on multiple lines, transfer the calls to a single line before using **Join**.
- Step 3** If a window opens on your phone screen prompting you to select the calls that you want to join, highlight the calls, press **Select**, and then press **Join** to complete the action. The calls are joined.
- 

## Barge Conference

You can create a conference by using cBarge to add yourself to a call on a shared line.

### Related Topics

[Barge, cBarge, and Shared Lines, on page 49](#)

## Create Conference by Barging Call on Shared Line

### Procedure

---

- Step 1** Press the line button for the shared line.
- Step 2** In some cases, you must highlight the call and press **cBarge** to complete the action. If you see the message that you cannot be added, try again.
- 

## Meet Me Conference

Meet Me conferencing enables you to start or join a conference by calling the conference number.

### Tips

- If you call a secure Meet Me conference number from a nonsecure phone, your phone displays the message `Device Not Authorized`. For more information, see [Secure Calls](#), on page 52.
- A Meet Me conference ends when all participants hang up.
- If the conference initiator disconnects, the conference call continues until all participants hang up.

## Start Meet Me Conference

Participants cannot join the conference until the initiator starts the conference.

### Procedure

---

- Step 1** Obtain a Meet Me phone number from your system administrator.
- Step 2** Distribute the number to participants.
- Step 3** When you are ready to start the meeting, go off-hook to get a dial tone, then press **MeetMe**.
- Step 4** Dial the Meet Me conference number.  
Participants can now join the conference by dialing the Meet Me number.
-



## Join Meet Me Conference

### Procedure

---

- Step 1** Dial the Meet Me conference number provided by the conference initiator.
  - Step 2** If you hear a busy tone, the conference initiator has not joined the conference. Wait a minute and then try your call again.
- 

## Conference Participants List

During a standard (ad hoc) conference, you can view a list of participants and remove participants.

### Control Conference Using Participants List

The conference participants list, ConfList, displays a maximum of 16 participants. Though users can add as many conference participants as the conference bridge supports, ConfList displays only 16 participants. As new participants join the conference, ConfList displays only the last 16 participants who have joined.





### Procedure

---

- Step 1** Press **ConfList** or **Conference List**.  
Participants are listed in the order in which they join the conference with the most recent additions at the top.
  - Step 2** To get an updated list of conference participants, press **Update**.
  - Step 3** To see who initiated the conference, locate the participant listed at the bottom of the list with an asterisk (\*) next to the name.
  - Step 4** To remove any conference participant, highlight the participant's name and press **Remove**.
  - Step 5** To drop the last participant added to the conference, press **RMLstC** or **Remove Last Participant**.  
You can remove participants only if you initiated the conference call.
-

## Verify Conference Call Security

### Procedure

- 
- Step 1** To verify conference security, press **ConfList** or **Conference List**.
- Step 2** To verify that a conference call is secure, look for the  or  icon after **Conference** on the phone screen.
- Step 3** To verify that a participant is calling from a secure phone, look for the  or  icon beside the participant's name on the phone screen.
- 

## Intercom Calls

You can place an intercom call to a target phone that autoanswers the call in speakerphone mode with mute activated. The one-way intercom call allows you to deliver a short message to the recipient. The audio plays on the handset or headset, if one of these is in use. Any current call activity that your recipient is engaged in continues simultaneously.

When you receive an intercom-alert tone, you can choose one of these options:

- Listen to the caller with your microphone muted (you can hear the caller, but the caller cannot hear you).
- End the intercom call by pressing **EndCall** with the intercom call in focus. Do this if you do not want to hear the message.
- Talk to the caller by pressing the active intercom button and using either the handset, headset, or speaker. The intercom call becomes a two-way connection so that you can converse with the caller.

When using the intercom feature, be aware of the following:

- From an intercom line, you can only dial other intercom lines.
- You can use only one intercom line at a time.
- When your active call is being monitored or recorded, you can receive or place intercom calls.
- You cannot place an intercom call on hold.




### Note

If you log into the same phone on a daily basis using your Cisco Extension Mobility profile, ensure that your system administrator assigns the phone button template that contains intercom information to this profile and assign the phone as the default intercom device for the intercom line.

## Place Intercom Call to Preconfigured Intercom Number

### Procedure



---

- Step 1** Press  (intercom target line).
- Step 2** After you hear the intercom-alert tone, begin speaking.
- 

## Place Intercom Call to Any Intercom Number

### Procedure


---

- Step 1** Press  () .
- Step 2** Enter the intercom target number or press a speed-dial number for your target.
- Step 3** After you hear the intercom-alert tone, begin speaking.
- 

## Receive Intercom Call

### Procedure

When you hear the intercom-alert tone, handle the call in one of these ways:

- Listen to the message in one-way audio.
- Speak to the caller by pressing  (active intercom line).
- Press **EndCall** with the intercom call in focus.

## Advanced Call Handling

Advanced call-handling tasks involve special features that your system administrator might configure for your phone depending on your call-handling needs and work environment.

## Speed Dial

Speed Dial enables you to enter an index number, press a button, or select a phone screen item to place a call. Depending on configuration, your phone can support several speed-dial features:

- Speed-dial buttons
- Abbreviated Dialing
- Fast Dials

To set up speed-dial buttons and Abbreviated Dial, you must access your User Options web pages. To set up Fast Dials, you must access the Personal Directory feature. Alternately, your system administrator can configure speed-dial features for you.

#### Related Topics



- [Speed Dial Setup on Web, on page 93](#)
- [Busy Lamp Field Features, on page 51](#)
- [User Options Web Page Actions, on page 87](#)
- [Personal Directory, on page 79](#)

## Make Call Using Speed-Dial Buttons

If your phone supports the Busy Lamp Field (BLF) speed-dial feature, you can see if the speed-dial number is busy before dialing.

#### Procedure

---

- Step 1** Set up speed-dial buttons.
- Step 2** To place a call, press  (  ).
- 

## Make Call Using On-Hook Abbreviated Dial

#### Procedure

---

- Step 1** Set up Abbreviated Dialing codes.
- Step 2** To place a call, enter the Abbreviated Dialing code and press **AbbrDial**.
- 

## Make Call Using Fast Dial

#### Procedure


---

- Step 1** Create a Personal Address Book entry and assign a Fast Dial code.
- Step 2** To place a call, access the Fast Dial service on your phone.
-

## Call Pickup

Call Pickup enables you to answer a call that is ringing on a coworker's phone by redirecting the call to your phone. You might use Call Pickup if you share call-handling tasks with coworkers.

### Tips

- If multiple calls are available for pickup, your phone picks up the oldest call first (the call that has been ringing for the longest time).
- If you press **GPickUp** or **Group Pickup** and enter a line number, your phone picks up the ringing call on that particular line (if available).
- If you have multiple lines and want to pick up the call on a nonprimary line, first press  for the desired line, then press a Call Pickup softkey or button.
- Depending on how your phone is configured, you might receive an audio or visual alert about a call to your pickup group.
- If you use the BLF Pickup feature on your phone, see [Busy Lamp Field Features](#), on page 51.

## Answer Call Ringing on Another Extension Within Call Pickup Group

### Procedure

---

- Step 1** Press **PickUp**. You might have to go off-hook to display the softkey.  
If your phone supports autopickup, you are now connected to the call.
- Step 2** If the call rings, press **Answer** to connect to the call.
- 

## Answer Call Ringing on Another Extension Outside Call Pickup Group

### Procedure

---

- Step 1** Press the **GPickUp** softkey or the **Group Pickup** button. You may have to lift the handset to display the softkey.
- Step 2** Enter the group pickup number.  
If your phone supports autopickup, you are now connected to the call.
- Step 3** If the call rings, press **Answer** to connect to the call.
-

## Answer Call Ringing on Another Extension in Group or in Associated Group

### Procedure

- 
- Step 1** Press the **OPickUp** softkey or the **Other PickUp** button. You may have to lift the handset to display the softkey. If your phone supports autopickup, you are now connected to the call.
- Step 2** If the call rings, press **Answer** to connect to the call.
- 

## Answer Call Ringing on Particular Extension (Line Number)


### Procedure

- 
- Step 1** Press the **GPickUp** softkey or the **Group PickUp** button. You may have to lift the handset to display the softkey.
- Step 2** Enter the line number with the call that you want to pick up. For example, if the call that you want to pick up is ringing on line 12345, enter 12345. If your phone supports autopickup, you are now connected to the call.
- Step 3** If the call rings, press **Answer** to connect to the call.
- 

## Call Park

You park a call when you want to store the call so that you or someone else can retrieve it from another phone in the Cisco Unified Communications Manager system (for example, a phone at a coworker's desk or in a conference room).

You park a call using these methods:

- **Call Park:** Use the **Park** softkey to store the call. Your phone displays the call park number where the system stored your call. You must record this number and then use the same number to retrieve the call.
- **Directed Call Park:** Press the **Transfer** softkey during a call. To store the call, dial the Directed Call Park number and press **Transfer** again.
- **Assisted Directed Call Park:** Use the **Assisted Directed Call Park** button displaying an idle line status indicator. To retrieve the call from any other Cisco Unified IP Phone in your network, press the flashing **Assisted Direct Call Park**  button.

### Tips

- You have a limited amount of time to retrieve a parked call before it reverts to ringing at the original number. Contact your system administrator for details.

- Your system administrator can assign Directed Call Park buttons to available line buttons on your Cisco Unified IP Phone or on your Cisco Unified IP Phone Expansion Module, if available and supported by your phone.
- You can dial Directed Call Park numbers if you do not have Directed Call Park buttons. However, you cannot see the status of the directed call park number.

## Store and Retrieve Active Call Using Call Park

### Procedure

---

- Step 1** During a call, press **Park**. You may need to press **more** to see **Park**.
  - Step 2** Record the call park number displayed on your phone screen.
  - Step 3** Hang up.
  - Step 4** To pick up the parked call, enter the call park number from any Cisco Unified IP Phone in your network.
- 

## Direct and Store Active Call at Directed Call Park Number

### Procedure

---

- Step 1** During a call, press **Transfer**.
  - Step 2** Select a speed-dial number assigned to a directed call park number or dial the number.
  - Step 3** Press **Transfer** again to finish storing the call.
- 

## Retrieve Parked Call from Directed Call Park Number


### Procedure

From any Cisco Unified IP Phone in your network, enter the park retrieval prefix and dial the directed call park number.

## Direct, Store, and Retrieve Active Call at Assisted Directed Call Park Number

### Procedure

---

- Step 1** During a call, press the **Assisted Directed Call Park** button displaying an idle Line Status indicator .
- Step 2** To retrieve the call, press the flashing **Assisted Direct Call Park**  button.

If your administrator has not configured a reversion directory number, the parked call reverses to the phone that parked the call.


---

## Hunt Groups

If your organization receives a large number of incoming calls, you may be a member of a hunt group, which includes a series of directory numbers that share the incoming call load. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group and directs the call to that phone.

When you are away from your phone, you can prevent hunt group calls from ringing your phone by logging out of hunt groups.

### Tip

- Logging out of hunt groups does not prevent nonhunt group calls from ringing your phone.
- When logged in, the **Hunt Group**  button is lit.

## Log In and Out of Hunt Groups

### Procedure

---


- Step 1** Press **HLog**. You are now logged into the Hunt Group.
- Step 2** Press **HLog**. Your phone screen displays `Logged out of Hunt Group`.
- 

## Shared Lines

Your system administrator might ask you to use a shared line if you:

- Have multiple phones and want one phone number
- Share call-handling tasks with coworkers
- Handle calls on behalf of a manager

## Remote-in-Use Icon

The remote-in-use icon  appears when another phone that shares your line has a connected call. You can place and receive calls as usual on the shared line, even when the remote-in-use icon appears.



## Call Information and Barge

Phones that share a line each display information about calls that are placed and received on the shared line. This information might include caller ID and call duration. See the [Privacy, on page 49](#) section for exceptions.

When call information is visible in this way, you and the coworkers who share a line can use Barge or cBarge to join a call.

### Related Topics

[Barge, cBarge, and Shared Lines, on page 49](#)

## Privacy

If you do not want coworkers who share your line to see information about your calls, enable the Privacy feature. Doing so also prevents coworkers from barging your calls. See [Privacy and Shared Lines, on page 50](#).



### Note

---

The maximum number of calls that a shared line supports can vary by phone.

---

## Barge, cBarge, and Shared Lines

You can use barge features (cBarge or Barge) to add yourself to calls on your shared line. Calls must be nonprivate calls.

Depending on how your phone is configured, you can add yourself to a nonprivate call on a shared line using either cBarge or Barge:

- cBarge converts the call into a standard conference, allowing you to add new participants.
- Barge enables you to add yourself to the call but does not convert the call into a conference or allow you to add new participants.

### Related Topics

[Shared Lines, on page 48](#)

[Conference Calls, on page 37](#)




## Single-Button and Multitouch Barge

Your system administrator determines whether the barge feature on your phone operates as a single-button or multitouch feature.

- Single-button barge allows you to press a line button to barge a call (if only one call is on the line).
- Multitouch barge allows you to view call information before barging.

## Barge Features

The table below describes how to use barge features (cBarge or Barge) to add yourself to a call on a shared line.

If you want to...	Then...
See if the shared line is in use	Look for the remote-in-use icon  next to a red line button  .
Add yourself to a call on a shared line	Press the red line button  for the shared line. You see one of these results: <ul style="list-style-type: none"> <li>You are added to the call.</li> <li>A window opens on your phone screen prompting you to select the call that you want to barge. Press <b>Barge</b> or <b>cBarge</b> to complete the action. You may need to press the <b>more</b> softkey to display <b>Barge</b> or <b>cBarge</b>.</li> </ul>

### Tips

- When you Barge a call, other parties may hear a beep tone announcing your presence. With cBarge, other parties hear a brief audio interruption and the phone screen changes to display conference details.
- If a phone that is using the shared line has Privacy enabled, call information and barge softkeys do not appear on the other phones that share the line.
- If a phone that is using the shared line has Privacy disabled and is configured with Private Line Automated Ringdown (PLAR), the Barge and cBarge features are available.
- You will be disconnected from a call that you have joined using Barge if the call is put on hold, transferred, or turned into a conference call.

### Related Topics

[Conference Participants List](#), on page 41

## Privacy and Shared Lines







If you share a phone line, use the Privacy feature to prevent others who share the line from viewing or barging (adding themselves to) your calls.

### Tips

- If the phone that shares your line has Privacy enabled, you can place and receive calls using the shared line as usual.
- The Privacy feature applies to all shared lines on your phone. Consequently, if you have multiple shared lines and Privacy is enabled, coworkers cannot view or barge calls on any of your shared lines.














### Prevent and Allow Others to View or Barge Calls on Shared Line

#### Procedure

- 
- Step 1** To prevent others from viewing or barging a call on a shared line,
- a) Press **Private** .
  - b) To verify that Privacy is on, look for the Privacy-enabled icon  next to an amber line button .
- Step 2** To allow others to view or barge calls on a shared line,
- a) Press **Private** .
  - b) To verify that Privacy is off, look for the Privacy-disabled icon  next to an unlit line button .
- 

## Busy Lamp Field Features

Busy Lamp Field (BLF) features allow you to view the state of a phone line associated with a speed-dial button, call log, or directory listing on your phone. If you use BLF Pickup, you can answer a ringing call for the line that you are monitoring. Your system administrator determines which BLF features are set up on your phone.


If you want to...	Then...
See the state of a line listed in a call log or directory	Look for one of these BLF indicators next to the line number: <ul style="list-style-type: none"> <li>•  Line is in-use.</li> <li>•  Line is idle.</li> <li>•  Line is in Do Not Disturb state.</li> <li>•  BLF indicator unavailable for this line.</li> </ul>
See the state of a speed-dial line	Look for one of these BLF indicators next to the line number: <ul style="list-style-type: none"> <li>•  +  Line is in-use.</li> <li>•  +  Line is idle.</li> <li>•  +  Line is in Do Not Disturb state.</li> <li>•  +  (flashing) Line is ringing (BLF Pickup only).</li> <li>•  BLF indicator unavailable for this line.</li> </ul>

**Tips**

- Your phone may play an audible indicator to alert you when a call is ringing on the monitored line (BLF Pickup only).
- BLF Pickup answers the oldest ringing call first, if the line that you are monitoring has more than one ringing call.
- If you press the BLF Pickup button when the monitored line is not ringing, your phone will speed dial the line number.

## Use BLF Pickup to Answer Ringing Call

**Procedure**

- 
- Step 1** If the current line is ringing, press the BLF Pickup button . The call redirects to the next available line on your phone.
- Step 2** If you want to specify a line, first press a line button and then press the BLF button. If your phone supports autopickup, the call connects automatically.
- Step 3** If the call rings on your phone, answer it.
- 

## Secure Calls

Depending on how your system administrator configured your phone system, your phone may support making and receiving secure calls.

Your phone can support these types of calls:

**Authenticated call**

The identities of the phones participating in the call have been verified.

**Encrypted call**

The phone is receiving and transmitting encrypted audio (your conversation) within the Cisco Unified Communications Manager network. Encrypted calls are authenticated.

**Protected call**

The phone is a secure (encrypted and trusted) device on the Cisco Unified Communications Manager server and is configured as a Protected Device in Cisco Unified Communications Manager Administration.

If Play Secure Indication Tone is enabled (True) in Cisco Unified Communications Manager Administration, the protected phone plays a secure or nonsecure indication tone at the beginning of the call:

- When end-to-end secure media is established through the Secure Real-Time Transfer Protocol (SRTP) and the call status is secure, the phone plays the secure indication tone (three long beeps with brief pauses).
- When end-to-end nonsecure media is established through the Real-Time Protocol (RTP) and the call status is nonsecure, the phone plays the nonsecure indication tone (six short beeps with brief pauses).




If the Play Secure Indication Tone option is disabled (False), no tone plays.

**Nonprotected call**

The phone does not have a Protected Device status in Cisco Unified Communications Manager. No secure or nonsecure indication tone is played.

**Nonsecure call**

The phone is not protected on the Cisco Unified Communications Manager server and the call status is nonsecure.

If you want to...	Then...
Check the security level of a call or conference	Look for a security icon in the top right corner of the call activity area, next to the call duration timer: <ul style="list-style-type: none"> <li>•  Authenticating call or conference</li> <li>•  Encrypted call or conference</li> <li>•  Nonsecure call or conference</li> </ul>

If you want to...	Then...
Verify that the phone connection (call status) is secure.	Listen for a secure indication tone at the beginning of the call: <ul style="list-style-type: none"> <li>• Secure call status: If the phone is protected, the Play Secure Indication Tone is enabled, and the call status is secure, a secure indication tone plays on the protected phone at the beginning of a call (three long beeps with pauses). The lock icon is also present to indicate that the call is secure.</li> <li>• Nonsecure call status: If the phone is protected, the Play Secure Indication Tone is enabled, and the call status is nonsecure, a nonsecure indication tone plays on the protected phone at the beginning of a call (six short beeps with brief pauses). The play arrow icon is also present to indicate that the call is not secure. For more information, contact your system administrator.</li> </ul>
Determine if secure calls can be made in your company	Contact your system administrator.

There are interactions, restrictions, and limitations that affect how security features work on your phone. For more information, contact your system administrator.

**Note**

Cisco determines that a device engaged in a call is either trusted or untrusted. Lock or shield icons are not displayed on a Cisco Unified IP Phone screen when a call is to or from an untrusted device, even though the call might be secure.

## VPN Client

Your system administrator configures the Virtual Private Network (VPN) Client feature as needed. If the VPN Client feature is enabled and the VPN Client mode is enabled on the phone, you are prompted for your credentials as follows:

- If your phone is located outside the corporate network: You are prompted at logon to enter your credentials based on the authentication method that your system administrator configured on your phone.
- If your phone is located inside the corporate network:
  - If Auto Network Detection is disabled, you are prompted for credentials, and a VPN connection is possible.
  - If Auto Network Detection is enabled, you cannot connect through VPN and you are not prompted for credentials.

To access the VPN Configuration settings, press the **Settings** button and choose **Security Configuration > VPN Configuration**.

After the phone starts up and the VPN Login screen appears, enter your credentials based on the configured authentication method:

- Username and password: Enter the username and password given by your system administrator.
- Password and certificate: Enter the password. Your username is derived from the certificate.
- Certificate: If the phone uses only a certificate for authentication, you do not need to enter authentication data. The VPN Login screen displays the status of the phone attempting the VPN connection.

With the authentication methods that require a password, use the << softkey to backspace and correct the password.

When the power is lost or reset under some circumstances, the stored credentials are cleared.

To establish the VPN connection, press the **Submit** softkey.

To disable the VPN login process, press the **Cancel** softkey.

## Suspicious Call Trace

If you are receiving suspicious or malicious calls, your system administrator can add the Malicious Call Identification (MCID) feature to your phone. This feature enables you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.

### Notify System Administrator About Suspicious or Harassing Call

#### Procedure

Press **MCID** or **Malicious Call ID**.

Your phone plays a tone and displays the message `MCID successful`. Your administrator receives notification about the call with supporting information to take appropriate actions.

## Priority Calls

Only SCCP phones support this feature.

In some environments, such as military or government offices, you might need to make and receive urgent or critical calls. If you have the need for this specialized call handling, your system administrator can add Multilevel Precedence and Preemption (MLPP) to your phone.





Keep these terms in mind:

#### Precedence

Indicates the priority associated with a call.

#### Preemption

Is the process of ending an existing, lower priority call while accepting a higher priority call that is sent to your phone.

If you...	Then...
Want to choose a priority (precedence) level for an outgoing call	Contact your system administrator for a list of corresponding precedence numbers for calls.
Want to make a priority (precedence) call	Enter the MLPP access number (provided by your system administrator) followed by the phone number.
Hear a special ring (faster than usual) or special call waiting tone	You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.
Want to view priority level of a call	<p>Look for an MLPP icon on your phone screen:</p> <ul style="list-style-type: none"> <li>•  Priority call</li> <li>•  Medium priority (immediate) call</li> <li>•  High priority (flash) call</li> <li>•  Highest priority (flash override) or Executive Override call</li> </ul> <p>Higher priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal (routine).</p>
Want to accept a higher-priority call	Answer the call as usual. If necessary, end an active call first.
Hear a continuous tone interrupting your call	You or the other party are receiving a call that must preempt the current call. Hang up immediately to allow the higher priority call to ring through.

### Tips

- When you make or receive an MLPP-enabled call, you will hear special ring tones and call waiting tones that differ from the standard tones.
- If you enter an invalid MLPP access number, a verbal announcement will alert you of the error.
- An MLPP-enabled call retains its priority and preemptive status when you:
  - Put the call on hold
  - Transfer the call
  - Add the call to a three-way conference
  - Answer the call using PickUp
- MLPP overrides the Do Not Disturb (DND) feature.



## Cisco Extension Mobility

Cisco Extension Mobility (EM) allows you to configure any Cisco Unified IP Phone as your own temporarily. After you log in to EM, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your system administrator must configure EM for you.

The Extension Mobility Change PIN feature allows you to change your PIN from your Cisco Unified IP Phone.


### Tips

- EM automatically logs you out after a certain amount of time. Your system administrator establishes this time limit.
- Changes that you make to your EM profile from your Cisco Unified Communications Manager User Options web pages take effect immediately if you are logged in to EM on the phone; otherwise, changes take effect the next time you log in.
- Changes that you make to the phone from your User Options web pages take effect immediately if you are logged out of EM; otherwise, changes take effect after you log out.
- Local settings controlled by the phone are not maintained in your EM profile.

## Log In to EM

### Procedure


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- Step 1** Choose  > **EM Service** (name can vary).
- Step 2** Enter your user ID and PIN provided by your system administrator.
- Step 3** If prompted, select a device profile.
- 

## Log Out of EM

### Procedure


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- Step 1** Choose  > **EM Service** (name can vary).
- Step 2** When prompted to log out, press **Yes**.
-

## Change Your PIN Using Change Credentials Service

### Procedure


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- Step 1** Choose  > **Change Credentials**.
  - Step 2** Enter your User ID in the User ID field.
  - Step 3** Enter your PIN in the Current PIN field.
  - Step 4** Enter your new PIN in the New PIN field.
  - Step 5** Enter your new PIN again in the Confirm PIN field.
  - Step 6** Press **Change**. You see the PIN Change Successful message.
  - Step 7** Press **Exit**.
- 

## Change Your PIN Using ChangePIN Softkey

### Procedure

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- Step 1** Choose  > **EM Service**.
  - Step 2** Press **ChangePIN**.
  - Step 3** Enter your PIN in the Current PIN field.
  - Step 4** Enter your new PIN in the New PIN field.
  - Step 5** Enter your new PIN again in the Confirm PIN field.
  - Step 6** Press **Change**. You see the PIN Change Successful message.
  - Step 7** Press **Exit**.
- 

## Business Calls Using Single Phone Number

Intelligent Session Control associates your mobile phone number with your business phone number. When you receive a call to your remote destination (mobile phone), your desk phone does not ring; only your remote destination rings. When an incoming call is answered on the mobile phone, the desk phone displays a *Remote in Use* message.

During a call you can also use any of your mobile phone features. For example, if you receive a call on your mobile number, you can answer the call from either your desk phone or you can handoff the call from your mobile phone to your desk phone.

If you want to...	Then...
Transfer your incoming mobile active call to desk phone	Use the various features of your mobile phone (for example, *74). Contact your system administrator for a list of access codes.

## Mobile Connect and Mobile Voice Access

With Mobile Connect and Mobile Voice Access installed, you can use your mobile phone to handle calls associated with your desktop phone number.

Your desktop and remote destinations receive calls simultaneously.

When you answer the call on your desktop phone, the remote destinations stop ringing, are disconnected, and display a missed call message.

When you answer the call on one remote destination, the other remote destinations stop ringing, are disconnected, and a missed call message is shown on the other remote destinations.

If you want to...	Then...
Configure Mobile Connect	Use the User Options web pages to set up remote destinations and create access lists to allow or block calls from specific phone numbers from being passed to the remote destinations. See <a href="#">Phone and Access List Set Up for Mobile Connect</a> , on page 100.
Answer a call using your mobile phone	See <a href="#">Call Answer</a> , on page 27.
Switch an in-progress call between your desk phone and mobile phone	See <a href="#">In-Progress Call Movement</a> , on page 32.
Make a call from your mobile phone	See <a href="#">Additional Call Options</a> , on page 24.

### Tips

- When calling Mobile Voice Access, you must enter the number you are calling and your PIN if any of the following are true:
  - The number you are calling from is not one of your remote destinations.
  - The number is blocked by you or your carrier (shown as `Unknown Number`).
  - The number is not accurately matched in the Cisco Unified Communications Manager database; for example, if your number is 510-666-9999, but it is listed as 666-9999 in the database, or your number is 408-999-6666, but it is entered as 1-408-999-6666 in the database.

- If you incorrectly enter any requested information (such as mobile phone number or PIN) three times in a row, the Mobile Voice Access call disconnects, and you are locked out for a period of time. Contact your system administrator if you need assistance.

## Put Call Picked Up on Mobile Phone on Hold

### Procedure

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- Step 1** Press **Enterprise Hold** (name may vary).  
The other party is placed on hold.
- Step 2** On your mobile phone, press **Resume** (name may vary).
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## Connect to Mobile Voice Access

### Procedure

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- Step 1** From any phone, dial your assigned Mobile Voice Access number.
- Step 2** Enter the number you are calling from, if prompted, and your PIN.
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## Turn On Mobile Connect from Mobile Phone

### Procedure

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- Step 1** Dial your assigned Mobile Voice access number.
- Step 2** Enter your mobile phone number (if requested) and PIN.
- Step 3** Press **2** to enable Mobile Connect.
- Step 4** Choose whether to turn Mobile Connect on for all configured phones or just one:
- All phones: Enter **2**.
  - One phone: Enter **1** and enter the number you want to add as a remote destination, followed by **pound (#)**.
-

## Turn Off Mobile Connect from Mobile Phone

### Procedure

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- Step 1** Dial your assigned Mobile Voice access number.
- Step 2** Enter your mobile phone number (if requested) and PIN.
- Step 3** Press **3** to disable Mobile Connect.
- Step 4** Choose whether to turn Mobile Connect off for all configured phones or just one:
- All phones: Enter **2**.
  - One phone: Enter **1** and enter the number you want to remove as a remote destination, followed by **pound (#)**.
- 

## Turn On or Off Mobile Connect Access to All Remote Destinations from Desk Phone

### Procedure

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- Step 1** Press **Mobility** to display the current remote destination status (Enabled or Disabled).
- Step 2** Press **Select** to change the status.
- Step 3** Press **Exit**.
-





## Handset, Headset, and Speakerphone

- [Headset, Handset, and Speaker Overview, page 63](#)
- [Handset, page 63](#)
- [Headset, page 64](#)
- [Speakerphone, page 66](#)
- [AutoAnswer with Headset or Speakerphone, page 66](#)

### 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.



If you want to...	Then...
Use the handset	Lift it to go off-hook; replace it in the cradle to go on-hook. The ringing line is selected automatically. Contact your system administrator for the options to select the primary line each time.
Switch to the speakerphone or headset during a call	Press  or  , then hang up the handset.
Adjust the volume level for a call	Press  during a call or after invoking a dial tone. Press <b>Save</b> to preserve the volume level for future calls.

# Headset

Your phone supports four- or six-wire headset jacks for wired headsets. Cisco Unified IP Phones 7945G, 7965G, and 7975G also support wireless headsets. For information about purchasing headsets, see [Headset Support](#), on page 17.

You can use a headset with all the controls on your phone, including  and .

However, if you use a wireless headset, refer to the wireless headset documentation for instructions.

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

If you use AutoAnswer, see [AutoAnswer with Headset or Speakerphone](#), on page 66.

## 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.




### Note

The sidetone and send gain levels are applicable only to Cisco Unified IP Phones 7945, 7965, and 7975.



## Procedure


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- 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
- 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 7945G, 7965G, and 7975G support wireless headsets. Refer to the wireless headset documentation for information about using the wireless headset remote features. Also, check with your system administrator to be sure your phone can 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.

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

## 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.

If you...	Then...
Use AutoAnswer with a headset	<p>Keep headset mode active (in other words, keep  illuminated), even when you are not on a call.</p> <p>To keep headset mode active, perform the following actions:</p> <ul style="list-style-type: none"> <li>• Press <b>EndCall</b> to hang up.</li> <li>• Press <b>New Call</b> or <b>Dial</b> to place new calls.</li> </ul> <p>If your phone is set up to use AutoAnswer in headset mode, calls are automatically answered only if  is illuminated.</p> <p>Otherwise, calls ring normally and you must manually answer them.</p>
Use AutoAnswer with the speakerphone	<p>Keep the handset in the cradle and headset mode inactive ( unlit).</p> <p>Otherwise, calls ring normally and you must manually answer them.</p>

**Tip**

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





## Phone Customization

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- [Rings and Message Indicator Customization](#), page 69
- [Phone Screen Customization](#), page 71

### Rings and Message Indicator Customization

You can customize how your phone indicates an incoming call and a new voice mail message. You can also adjust the ringer volume for your phone.

#### Tip

You can customize your phone to have up to six distinctive ring tones. In addition, you can have a default ringtone.

#### Related Topics


[User Options Web Page Actions](#), on page 87

[Line Settings on Web](#), on page 98

### Change Ringtone Per Line

#### Procedure


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- Step 1** Choose  > **User Preferences** > **Rings**.
  - Step 2** Choose a phone line or the default ring setting.
  - Step 3** Choose a ringtone to play a sample of it.
  - Step 4** Press **Select** and **Save** to set the ringtone, or press **Cancel**.
-

## Adjust Phone Ringer Volume Level

Check with your system administrator to see if a minimum ringer volume setting was configured.

### Procedure

Press  while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume is saved automatically.

## Change Ring Pattern (Flash-Only, Ring Once, Beep-Only)

Before you can access this setting, your system administrator might need to enable it for you.

### Procedure

- 
- Step 1** Log in to your User Options web pages.
  - Step 2** Access your call ring pattern settings.
- 

## Change Audible Voice-Message Indicator

### Procedure

- 
- Step 1** Log in to your User Options web pages.
  - Step 2** Access your message indicator settings.
- 

## Change How Voice Message Light on Handset Works

### Procedure

- 
- Step 1** Log in to your User Options web pages.
  - Step 2** Choose **Change the Message Waiting Lamp** policy.
  - Step 3** Access your message indicator settings. Typically, the default system policy is to indicate a new voice message by displaying a steady light on the handset light strip.
-

# Phone Screen Customization

You can adjust the characteristics of the phone screen.

If you want to...	Then...
Enable or disable the screen	See <a href="#">Phone Screen Cleaning and Maintenance</a> , on page 8.
Turn off illumination of the phone screen	Contact your system administrator to see if this optional feature is available to you. This feature enables you to turn off phone screen illumination for a predetermined time (as set by your system administrator).



## Change Phone Screen Brightness



### Note


If you change the brightness setting on your phone, do not unplug the phone from its power source for at least one minute or the brightness setting will not get saved.

### Procedure

- 
- Step 1** Choose  > **User Preferences** > **Brightness**.
  - Step 2** To make adjustments, press **Up**, **Down**, or .
  - Step 3** Press **Save**, or press **Cancel**.
- 

## Change Background Image

### Procedure

- 
- Step 1** Choose  > **User Preferences** > **Background Images**.
  - Step 2** Scroll through available images and press **Select** to choose an image.
    - Note** If Background Images and the Select button are grayed out on your phone, this option has been disabled. For more information, contact your system administrator.
  - Step 3** Press **Preview** to see a larger view of the background image.
  - Step 4** Press **Exit** to return to the selection menu.
  - Step 5** Press **Save** to accept the image or press **Cancel**.
-

## Change Phone Screen Language

### Procedure

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- Step 1** Log in to your User Options web pages.
  - Step 2** Access your user settings.
  - Step 3** Select a language.
- 

## Change Line Text Label

### Procedure

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- Step 1** Log in to your User Options web pages.
  - Step 2** Access your line text label settings.
- 

## Adjust Phone Screen Viewing Angle

Supported only on the Cisco Unified IP Phones 7970G and 7971G-GE.

### Procedure

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- Step 1** Choose  > **User Preferences** > **Viewing Angle**.
  - Step 2** To make adjustments, press **Up**, **Down**, or .
  - Step 3** Press **Save**, or press **Cancel**.
-






## Call Logs and Directories

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- [Call Logs and Directories Overview, page 73](#)
- [Call Logs, page 73](#)
- [Directory Features, page 78](#)

### Call Logs and Directories Overview

This section describes how you can use call logs and directories. To access both features, use the Directories button .

### Call Logs

Your phone maintains call logs that contain records of your missed, placed, and received calls.

Your system administrator determines if missed calls are logged on your phone in the missed calls directory for a given line appearance on your phone.


#### Tips

- (SCCP and SIP phones) Your phone may be set up for international call logging, which is indicated by a plus (+) symbol on the call logs, redial, or call directory entries. Contact your system administrator for more information.
- (SCCP phones only) To view the complete call record of a multiparty call (for example, of a call that has been transferred to you), highlight the call record and press **Details**. The Details record shows two entries with the name and number for each missed or received multiparty call:
  - First entry—Last completed multiparty call
  - Second entry—First completed multiparty call
- To see if the line in the call log is busy before placing a call to that line, look for Busy Lamp Field indicators.

## View Call Logs

### Procedure

---

**Step 1** Press .

**Step 2** Choose one of the following entries:

- Missed Call
- Placed Calls
- Received Calls

Each log stores up to 100 records.

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## Display Single Call Record Details

### Procedure

---

**Step 1** Press .

**Step 2** Choose one of the following entries:

- Missed Calls
- Placed Calls
- Received Calls

**Step 3** Highlight a call record.

**Step 4** Press **Details** to display information such as called number, calling number, time of day, and call duration for placed and received calls only.

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## Erase All Call Records in All Logs

### Procedure

---

**Step 1** Press .


**Step 2** Press **Clear**.

---

## Erase All Call Records in Single Log

### Procedure


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- Step 1** Press .
- Step 2** Choose one of the following entries:
- **Missed Calls**
  - **Placed Calls**
  - **Received Calls**
- Step 3** Highlight a call record.
- Step 4** Press **Clear**. You may need to press the **more** softkey to display **Clear**.
- 

## Erase Single Call Record

### Procedure


---

- Step 1** Press .
- Step 2** Choose one of the following entries:
- **Missed Call**
  - **Placed Calls**
  - **Received Calls**
- Step 3** Highlight a call record.
- Step 4** Press **Delete**.
-

## Dial from Call Log (While Not on Another Call)

### Procedure


---

- Step 1** Press .
- Step 2** Choose one of the following entries:
- Missed Call
  - Placed Calls
  - Received Calls
- Step 3** Highlight a call record.
- Note** If the **Details** softkey appears, the call is the primary entry of a multiparty call.
- Step 4** To edit the displayed number, press **EditDial** followed by << or >>.
- Step 5** To delete the number, press **EditDial** followed by **Delete**. You may need to press the **more** softkey to display **Delete**.
- Step 6** Go off-hook to place the call.
- 

## Dial from Call Log (While Connected to Another Call)

### Procedure

---

- Step 1** Press .
- Step 2** Choose one of the following entries:
- Missed Call
  - Placed Calls
  - Received Calls
- Step 3** Highlight a call record.
- Note** If the **Details** softkey appears, the call is the primary entry of a multiparty call.
- Step 4** To edit the displayed number, press **EditDial** followed by << or >>.
- Step 5** To delete the number, press **EditDial** followed by **Delete**. You may need to press the **more** softkey to display **Delete**.
- Step 6** Press **Dial**.
- Step 7** Choose a menu item to handle the original call:


- **Hold**: Puts the first call on hold and dials the second.
  - **Transfer**: Transfers the first party to the second and drops you from the call. Press **Transfer** again after dialing to complete the action.
  - **Conference**: Creates a conference call with all parties, including you. Press **Confm** or **Conference** again after dialing to complete the action.
  - **EndCall**: Disconnects the first call and dials the second call.
- 

## Place Call from URL Entry in Call Log

Supported only on SIP phones.

### Procedure


---

- Step 1** Press .
- Step 2** Choose one of the following entries:
- **Missed Call**
  - **Placed Calls**
  - **Received Calls**
- Step 3** Highlight the URL entry that you want to dial.
- Step 4** If you need to edit the entry, press **EditDial**.  
The @ icon appears to indicate that you can begin editing characters in the URL entry.
- Step 5** Press **Dial**.
- 

## Redial International Call from Missed and Received Call Logs

### Procedure

---

- Step 1** Press .
- Step 2** Choose one of the following entries:
- **Missed Call**
  - **Received Calls**

- Step 3** Highlight the call record that you want to redial.
- Step 4** Press **EditDial**.
- Step 5** Press and hold the star (\*) key for at least 1 second to add a plus (+) sign as the first digit in the phone number. You can add the + sign only for the first digit of the number.
- Step 6** Press **Dial**.
- 

## Directory Features

Depending on configuration, your phone can provide corporate and personal directory features:

- **Corporate Directory:** Corporate contacts that you can access on your phone. Your system administrator sets up and maintains your Corporate Directory.
- **Personal Directory:** If available, personal contacts and associated speed-dial codes that you can configure and access from your phone and Cisco Unified Communications Manager User Options web pages. The Personal Directory comprises the Personal Address Book (PAB) and Fast Dials:
  - PAB is a directory of your personal contacts.
  - Fast Dial allows you to assign codes to PAB entries for quick dialing.

## Corporate Directory

You can use a corporate directory to place calls to coworkers.


### Tips

- Use the numbers on your keypad to enter characters on your phone screen. Use the **Navigation** button on your phone to move between input fields.
- To see if the phone line in the directory is busy, look for Busy Lamp Field (BLF) indicators.

## Dial from Corporate Directory (While Not on Another Call)

### Procedure


---

- Step 1** Choose  > **Corporate Directory** (exact name can vary).
- Step 2** Use your keypad to enter a full or partial name and press **Search**.
- Step 3** To dial, select the listing, or scroll to the listing and lift the handset.
-

## Dial from Corporate Directory (While on Another Call)

### Procedure

---

- Step 1** Choose  > **Corporate Directory** (exact name can vary).
- Step 2** Use your keypad to enter a full or partial name and press **Search**.
- Step 3** Scroll to a listing and press **Dial**.
- Step 4** Choose a menu item to handle the original call:
- **Hold**: Puts the first call on hold and dials the second.
  - **Transfer**: Transfers the first party to the second and drops you from the call. Press **Transfer** again after dialing to complete the action.
  - **Conference**: Creates a conference call with all parties, including you. Press **Confrn** or **Conference** again after dialing to complete the action.
  - **EndCall**: Disconnects the first call and dials the second.
- 

## Personal Directory

The Personal Directory feature set contains your Personal Address Book (PAB) and Fast Dials. This section describes how to set up and use Personal Directory on your phone. Alternately, see [Personal Directory on Web, on page 89](#).


### Tips

- Your system administrator provides you with the user ID and PIN that you need to log in to Personal Directory.
- Personal Directory automatically logs you out after a certain amount of time. This time limit can vary. Contact your system administrator for more information.
- Use the numbers on your keypad to enter characters on your phone screen. Use the **Navigation** button on your phone to move between input fields.
- Your phone may be set up for international call logging, which is indicated by a plus (+) symbol on the call logs, redial, or call directory entries. Contact your system administrator for more information.

## Access Personal Directory (for PAB and Fast Dial Codes)

### Procedure

---

- Step 1** Choose  > **Personal Directory** (exact name can vary).
- Step 2** Enter your Cisco Unified Communications Manager user ID and PIN, and press **Submit**.
- 

## Search for PAB Entry

### Procedure

---

- Step 1** Access Personal Directory.
- Step 2** choose **Personal Address Book**.
- Step 3** Enter search criteria and press **Submit**.
- Step 4** Move through the listings using **Previous** and **Next**.
- Step 5** Highlight the PAB listing that you want and press **Select**.
- 

## Dial from PAB Entry

### Procedure

---

- Step 1** Search for a listing.
- Step 2** Highlight the listing and press **Select**.
- Step 3** Press **Dial**. You may need to press the **more** softkey to see **Dial**.
- Step 4** Enter the participant's phone number.
- Step 5** Highlight the number that you want to dial and press **OK**.
- Step 6** Press **OK** again to dial the number.
-



## Delete PAB Entry

### Procedure

---

- Step 1** Search for a listing.
  - Step 2** Highlight the listing and press **Select**.
  - Step 3** Press **Delete**.
  - Step 4** Choose **OK** to confirm the deletion.
- 

## Edit PAB Entry

### Procedure

---

- Step 1** Search for a listing.
  - Step 2** Highlight the listing and press **Edit** to modify a name or email address.
  - Step 3** If necessary, choose **Phones** to modify a phone number.
  - Step 4** Press **Update**.
- 

## Add New PAB Entry

### Procedure

---

- Step 1** Access Personal Directory.
  - Step 2** Choose **Personal Address Book**.
  - Step 3** Press **Submit** to access the Search page. You do not need to input search information first.
  - Step 4** Press **New**.
  - Step 5** Use your phone keypad to enter a name and email information.
  - Step 6** Choose **Phones** and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as 9 or 1.
  - Step 7** Choose **Submit** to add the entry to the database.
-

## Assign Fast Dial Code to PAB Entry

### Procedure


---

- Step 1** Search for a PAB entry.
  - Step 2** Highlight the listing and press **Select**.
  - Step 3** Press **Fast Dial**.
  - Step 4** Highlight the number that you want to dial and press **Select**.
  - Step 5** Highlight an unassigned Fast Dial code that you want to assign to the number and press **Select**.
- 

## Add Fast Dial Code (Not Using PAB Entry)

### Procedure


---

- Step 1** Choose  > **Personal Directory** > **Personal Fast Dials**.
  - Step 2** Press **Fast Dial**.
  - Step 3** Highlight a Fast Dial code that is unassigned and press **Select**.
  - Step 4** Press **Assign**.
  - Step 5** Enter a phone number.
  - Step 6** Press **Update**.
- 

## Search for Fast Dial Codes

### Procedure

---

- Step 1** Choose  > **Personal Directory** > **Personal Fast Dials**.
  - Step 2** Use **Previous** or **Next** to move through listings.
  - Step 3** Highlight the listing that you want and press **Select**.
-

## Place Call Using Fast Dial Code

### Procedure

---

- Step 1** Search for a Fast Dial code.
  - Step 2** Highlight the listing you want and press **Select**.
  - Step 3** Press **Dial**.
  - Step 4** Choose **OK** to complete the action.
- 

## Delete Fast Dial Code

### Procedure

---

- Step 1** Search for a Fast Dial code.
  - Step 2** Highlight the listing you want and press **Select**.
  - Step 3** Press **Remove**.
- 

## Log Out of Personal Directory

### Procedure

---

- Step 1** Choose  > **Personal Directory** (exact name can vary).
  - Step 2** Choose **Logout**.
-






## Voice messages

---

- [Voice Messages Overview](#), page 85
- [Voice Messages Access](#), page 85


### Voice Messages Overview

To access voice messages, press the Messages  button.


Your company determines the voicemail service that your phone uses. For the most accurate and detailed information about your service, contact your system administrator.

For information about the commands that your voicemail service supports, see the voicemail service user documentation.

### Voice Messages Access

To access voice messages, press the Messages button .

Your company determines the voice message service that your phone uses. For the most accurate and detailed information about your service, refer to the documentation that came with it.

- When you have a voice message, look for:
  - A steady red light on your handset. (This indicator can vary.)
  - A flashing message waiting icon  and text message on your phone screen.



---

**Note** The red light and message waiting icon display only when you have a voice message on your primary line, even if you receive voice messages on other lines.

---

- When you have a voice message, listen for:
  - A stutter tone from your handset, headset, or speakerphone when you place a call.

The stutter tone is line-specific. You hear it only when using the line with the waiting messages.

- To send a call to a voice message system, press **iDivert**.


#### Related Topics

[Rings and Message Indicator Customization](#), on page 69

## Set Up and Personalize Voice-Message Service

### Procedure


---

- Step 1** Press  and follow the voice instructions.
- Step 2** If a menu appears on your screen, choose an appropriate menu item.
- 

## Listen to Voice Messages or Access Voice Messages Menu

### Procedure

---

- Step 1** Press  and follow the voice instructions.
- Step 2** If a menu appears on your screen, choose an appropriate menu item.  
If you are connecting to a voice message service, the line that has a voice message is selected by default. If more than one line has a voice message, the first available line is selected.
- To connect each time to the voice message service on the primary line, contact your system administrator for the options.
-



## User Options Web Pages

---

- [User Options Web Pages Overview, page 87](#)
- [User Options Web Page Actions, page 87](#)
- [Features and Services Setup on Web, page 88](#)

### User Options Web Pages Overview

Your Cisco Unified IP Phone is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to log in to your Cisco Unified Communications Manager User Options web pages, where you control features, settings, and services for your Cisco Unified IP Phone. For example, you can set up speed-dial buttons from your User Options web pages.

### User Options Web Page Actions

This section describes how to log in and select a phone device.

### Sign In and Out of User Options Web Pages

Before you can access any of your user options, such as Speed Dial or Personal Address Book, you must sign in. When you are finished using the User Options web pages, you must sign out.

In some cases, you can access your User Option web pages without having to sign in. For more information, contact your system administrator.

### Procedure

---

- Step 1** Obtain the User Options URL, user ID, and default password from your system administrator.
  - Step 2** Open a web browser on your computer and enter the URL.
  - Step 3** If prompted to accept security settings, select **Yes** or **Install Certificate**.
  - Step 4** Enter your user ID in the Username field.
  - Step 5** Enter your password in the Password field.
  - Step 6** Select **Login**.  
The Cisco Unified CM User Options home page displays. From this page you can select **User Options** to select a device, access User Settings, Directory features, your Personal Address Book, and Fast Dials.
  - Step 7** To sign out of your User Options web pages, select **Logout**.
- 

## Select Device from User Options Web Page

### Procedure

---

- Step 1** On your User Options web page, select **User Options > Device**.  
The Device Configuration window displays. Toolbar buttons located at the top of the Device Configuration window are specific to the selected device type.
  - Step 2** (Optional) If you have multiple devices assigned to you, select the appropriate device (phone model, Extension Mobility profile, or Remote Destination profile) from the Name drop-down menu.
- 

## Select Configuration Option after Logging In

### Procedure

---

- Step 1** After you have logged in to your User Options web pages, choose **User Options** to access User Settings, Directory, Personal Address Book, Fast Dials, and Mobility Settings.
  - Step 2** To return to the Device Configuration page from another page, choose **User Options > Device**.
- 

## Features and Services Setup on Web

The topics in this section describe how to configure features and services from your User Options web pages after logging in.



### Related Topics

[User Options Web Page Actions](#), on page 87

## Personal Directory on Web

The Personal Directory feature set that you can access on your computer consists of:

- Personal Address Book (PAB)
- Fast Dial
- Cisco Unified Communications Manager Address Book Synchronizer

You can also access PAB and Fast Dials from your phone. See [Personal Directory](#), on page 79.

This section describes how to use your PAB from your User Options web pages.

### Add New Personal Address Book Entry

#### Procedure

---

- Step 1** Sign in to your User Options web page.
  - Step 2** Select **User Options > Personal Address Book**.
  - Step 3** Select **Add New**.
  - Step 4** Enter information for the entry.
  - Step 5** Select **Save**.
- 

### Assign Button for Personal Address Book

#### Procedure

---

- Step 1** Sign in to your User Options web page.
- Step 2** Select **User Options > Device**.
- Step 3** Select a phone from the Name drop-down menu.
- Step 4** Select **Service URL**.  
Your system administrator sets up your phone to display services. For more information, contact your system administrator.
- Step 5** Select the **Personal Address Book** service from the Button drop-down list box.
- Step 6** Enter a phone label for the button.
- Step 7** Select **Save**.
- Step 8** Select **Reset** and then select **Restart** to refresh the phone configuration.  
You can now press the button to access PAB codes.

---

## Search for Personal Address Book Entry

### Procedure

---

- Step 1** Sign in to your User Options web page.
  - Step 2** Select **User Options > Personal Address Book**.
  - Step 3** Specify search information and select **Find**.
- 

## Edit Personal Address Book Entry

### Procedure

---

- Step 1** Sign in to your User Options web page.
  - Step 2** Search for a PAB entry.
  - Step 3** Select a nickname.
  - Step 4** Edit the entry as needed and select **Save**.
- 

## Delete Personal Address Book Entry

### Procedure

---

- Step 1** Sign in to your User Options web page.
  - Step 2** Search for a PAB entry.
  - Step 3** Select one or more entries.
  - Step 4** Select **Delete Selected**.
- 

## Fast Dials on Web

This section describes how to assign Fast Dials from your User Options web pages.



---

**Note** Before you can assign a line button for Fast Dial, your system administrator must configure the phone to display services. Contact your system administrator for more information.

---

#### Tips

- You can create up to 500 Fast Dial and Personal AddressBook (PAB) entries.
- You can create a new Fast Dial entry without using a PAB entry. These Fast Dial entries are labeled “raw” in the User Options web pages and do not display a configurable text label.

### Assign Fast Dial Code to Personal Address Book Entry

#### Procedure

---

- Step 1** Sign in to your User Options web page.
  - Step 2** Select **User Options > Fast Dials**.
  - Step 3** Select **Add New**.
  - Step 4** Use the Search Options area to find the appropriate PAB entry.
  - Step 5** Select a phone number in the Search Results area.
  - Step 6** Change the Fast Dial code, if desired.
  - Step 7** Select **Save**.
- 

### Assign Fast Dial Code to Phone Number

#### Procedure

---

- Step 1** Sign in to your User Options web page.
  - Step 2** Select **User Options > Fast Dials**.
  - Step 3** Select **Add New**.
  - Step 4** Change the Fast Dial code, if desired.
  - Step 5** Enter a phone number.
  - Step 6** Select **Save**.
-

## Assign Line Button for Fast Dial



**Note** Before you can assign a line button for Fast Dial, your system administrator must configure the phone to display services. Contact your system administrator for more information.

### Procedure

- Step 1** Choose **User Options > Device**.
- Step 2** Click **Service URL**.
- Step 3** Choose the **Fast Dial** service from the Button drop-down list box.
- Step 4** Enter a phone label for the button.
- Step 5** Click **Save**.
- Step 6** Click **Reset** and then click **Restart** to refresh the phone configuration.  
You can now press the line button to access Fast Dial codes.

## Search for Fast Dial Entry

### Procedure

- Step 1** Sign in to your User Options web page.
- Step 2** Select **User Options > Fast Dials**.
- Step 3** Specify search information and select **Find**.

## Edit Fast-Dial Phone Number

### Procedure

- Step 1** Sign in to your User Options web page.
- Step 2** Select **User Options > Fast Dials**.
- Step 3** Search for the Fast Dial entry that you want to edit.
- Step 4** Select a component of the entry.
- Step 5** Change the phone number.
- Step 6** Select **Save**.

## Delete Fast-Dial Personal Address Book Entry

### Procedure

---

- Step 1** On your User Options web page, search for a fast-dial entry.
- Step 2** Select one or more entries.
- Step 3** Select **Delete Selected**.
- 

## Address Book Synchronization Tool

You can use the Address Book Synchronization Tool (TABSynch) to synchronize your existing Microsoft Windows Address Book (if applicable) with your PAB. After synchronization, entries from your Microsoft Windows Address Book are accessible on your Cisco Unified IP Phone and User Options web pages. Your system administrator gives you access to TABSynch and provide detailed instructions.

## Speed Dial Setup on Web

Depending on configuration, your phone can support several speed-dial features:

- Speed-dial buttons
- Abbreviated Dialing
- Fast Dials

To set up Fast Dials, see [Fast Dials on Web](#), on page 90. You can also set up Fast Dials on your phone. See [Personal Directory](#), on page 79.



---

**Note** For help using Speed Dial features, see [Speed Dial](#), on page 43.

---

## Set Up Speed-Dial Buttons

### Procedure

---

- Step 1** On your User Options web page, select **User Options > Device**.
- Step 2** Select a phone from the Name drop-down menu.
- Step 3** Select **Speed Dials**.
- Step 4** In the Speed Dial Settings area, enter a number and label for a speed-dial button on your phone.
- Step 5** Select **Save**.
-

## Set Up Abbreviated Dialing Codes

### Procedure

---



- Step 1** Choose **User Options > Device**.
  - Step 2** Choose a phone from the Name drop-down menu.
  - Step 3** Click **Speed Dials**.
  - Step 4** Enter a number and label for an Abbreviated Dialing code.
  - Step 5** Click **Save**.
- 

## Phone Services Setup on Web

Phone services can include special phone features, network data, and web-based information (for example, stock quotes and movie listings). You must first subscribe to a phone service before accessing it on your phone.

After you log in, you access services on your phone by using one of these buttons:

- Programmable phone button:

-   > **Services**

- Feature buttons:

-  Messages

-  Services

-  Directories

The services available for your phone depend on the phone system configuration and the services you subscribed to. Contact your system administrator for more information.

If only one service is configured, the service opens by default.

If more than one service is configured, select an option from the menu on the screen.

## Subscribe to Service

### Procedure

---

- Step 1** On your User Options web page, select **User Options > Device**.
  - Step 2** Select a phone from the Name drop-down menu.
  - Step 3** Select **Phone Services**.
  - Step 4** Select **Add New**.
  - Step 5** Select a service from the drop-down list and select **Next**.
  - Step 6** (Optional) Change the service label or enter additional service information, if available.
  - Step 7** Select **Save**.
- 

## Search for Services

### Procedure

---

- Step 1** On your User Options web page, select a device.
  - Step 2** Select **Phone Services**.
  - Step 3** Select **Find**.
- 

## Change or End Services

### Procedure

---

- Step 1** On your User Options web page, search for services.
  - Step 2** Select one or more entries.
  - Step 3** Select **Delete Selected**.
-

## Change Service Name

### Procedure

---

- Step 1** On your User Options web page, search for services.
  - Step 2** Select a service name.
  - Step 3** Change the information and select **Save**.
- 

## Add Service to Programmable Feature Button

### Procedure

---

- Step 1** On your User Options web page, select **User Options > Device**.
  - Step 2** Select a phone from the Name drop-down menu.
  - Step 3** Select **Service URL**.  
Your system administrator sets up a service URL button for your phone.
  - Step 4** Select a service from the Button Service drop-down list .
  - Step 5** (Optional) If you want to rename the service, edit the label fields.  
If your phone does not support double-byte character sets, it uses ASCII Label fields.
  - Step 6** Select **Save**.
  - Step 7** Select **Reset** to reset your phone to see the new button label on your phone.
- 

## User Settings on Web

User settings include your password, PIN, and language (locale) settings.

Your PIN and password allow you to access different features and services. For example, use your PIN to log in to Cisco Extension Mobility or Personal Directory on your phone. Use your password to log in to your User Options web pages and Cisco WebDialer on your personal computer. For more information, contact your system administrator.



## Change Browser Password

### Procedure

---

- Step 1** Sign in to your User Options web pages.
  - Step 2** Select **User Options > User Settings**.
  - Step 3** Enter your Current Password.
  - Step 4** Enter your New Password.
  - Step 5** Reenter your new password in the Confirm Password field.
  - Step 6** Select **Save**.
- 

## Change PIN

### Procedure

---

- Step 1** Sign in to your User Options web pages.
  - Step 2** Select **User Options > User Settings**.
  - Step 3** Enter your Current PIN.
  - Step 4** Enter your New PIN.
  - Step 5** Reenter your new PIN in the Confirm PIN field.
  - Step 6** Select **Save**.
- 

## Change User Options Web Page Language Setting



- Note** You must configure your browser's Language preference to your preferred language before the User Options web page displays properly. For more information, see *CallManager 5.x/6.x/7.x: Roles and Permissions* on Cisco.com
- 

### Procedure

---

- Step 1** Sign in to your User Options web page.
  - Step 2** Select **User Options > User Settings**.
  - Step 3** In the User Locale area, select an item from the Locale drop-down list.
  - Step 4** Select **Save**.
-

## Change Phone Display Language

### Procedure

---

- Step 1** Sign in to your User Options web page.
  - Step 2** Select **User Options > Device**.
  - Step 3** Select an item from the User Locale drop-down list.
  - Step 4** Select **Save**.
- 

## Line Settings on Web

Line settings affect a specific phone line (directory number) on your phone. Line settings can include call-forwarding, voice message indicators, ring patterns, and line labels.

You can set up other line settings directly on your phone:

- Set up call forwarding for your primary phone line.
- Change rings, display, and other phone-model specific settings.

### Related Topics

- [Call Forward, on page 35](#)
- [Phone Customization, on page 69](#)

## Set Up Call Forward Per Line

### Procedure

---

- Step 1** Choose **User Options > Device**.
  - Step 2** Choose a phone from the Name drop-down menu.
  - Step 3** Click **Line Settings**.
  - Step 4** (optional) If you have more than one directory number (line) assigned to your phone, choose a line from the Line drop-down menu.
  - Step 5** In the Incoming Call Forwarding area, choose Call Forward settings for various conditions.
  - Step 6** Click **Save**.
-

## Change Voice Message Indicator Setting Per Line

### Procedure

---

- Step 1** Choose **User Options > Device**.
- Step 2** Choose a phone from the Name drop-down menu.
- Step 3** Click **Line Settings**.
- Step 4** (optional) If you have more than one directory number (line) assigned to your phone, choose a line from the Line drop-down menu.
- Step 5** In the Message Waiting Lamp area, choose from various settings.
- Note** Typically, the default message waiting setting prompts your phone to display a steady red light from the handset light strip to indicate a new voice message.
- Step 6** Click **Save**.
- 

## Change Audible Voice Message Indicator Setting Per Line

### Procedure

---

- Step 1** Choose **User Options > Device**.
- Step 2** Choose a phone from the Name drop-down menu.
- Step 3** Click **Line Settings**.
- Step 4** (optional) If you have more than one directory number (line) assigned to your phone, choose a line from the Line drop-down menu.
- Step 5** In the Audible Message Waiting Indicator area, choose from various settings.
- Note** Typically, the default message waiting setting prompts your phone to display a steady red light from the handset light strip to indicate a new voice message.
- Step 6** Click **Save**.
-

## Change or Create Line Text Label that Appears on Phone Screen

### Procedure

---

- Step 1** Choose **User Options > Device**.
- Step 2** Choose a phone from the Name drop-down menu.
- Step 3** Click **Line Settings**.
- Step 4** (optional) If you have more than one directory number (line) assigned to your phone, choose a line from the Line drop-down menu.
- Step 5** In the Line Text Label area, enter a text label.
- Step 6** Click **Save**.
- Note** Your phone uses the ASCII Label field if the phone does not support double-byte character sets.
- 

## Phone and Access List Set Up for Mobile Connect

You must add your mobile phone (and any other phones you use) to Cisco Mobile Connect, before you can place and receive calls using the same directory numbers as your desk phone. These phones are called remote destinations. You can also define access lists to restrict or allow calls from certain numbers to be sent to your mobile phone.

### Create Access List

#### Procedure

---

- Step 1** Sign in to your User Options web page.
- Step 2** Select **User Options > Mobility Settings > Access Lists**.
- Step 3** Select **Add New**.
- Step 4** Enter a name to identify the access list and a description (optional).
- Step 5** Select whether the access list will allow or block specified calls.
- Step 6** Select **Save**.
- Step 7** Select **Add Member** to add phone numbers or filters to the list.
- Step 8** Select an option from the Filter Mask drop-down list box. You can filter a directory number, calls with restricted caller ID (Not Available), or calls with anonymous caller ID (Private).
- Step 9** If you select a directory number from the Filter Mask drop-down list box, enter a phone number or filter in the DN Mask field.
- You can use the following wild cards to define a filter:
- X (upper or lower case): Matches a single digit. For example, 408555123X matches any number between 4085551230 and 4085551239.

- !: Matches any number of digits. For example, 408! matches any number starts with 408.
- #: Used as a single digit for exact match.

**Step 10** To add this member to the access list, select **Save**.

**Step 11** To save the access list, select **Save**.

---

## Add New Remote Destination

### Procedure

---

**Step 1** Sign in to your User Options web page.

**Step 2** Select **User Options > Mobility Settings > Remote Destinations**.

**Step 3** Select **Add New**.

**Step 4** Enter the following information:

- Name: Enter a name for the mobile (or other) phone.
- Destination Number: Enter your mobile phone number.

**Step 5** Select your remote destination profile from the drop-down list box. Your remote destination profile contains the settings that apply to remote destinations that you create.

**Step 6** Select the **Mobile Phone** check box to allow your remote destination to accept a call sent from your desk phone.

**Step 7** Select the **Enable Mobile Connect** check box to allow your remote destination to ring simultaneously with your desk phone.

**Step 8** Select one of the following options in the Ring Schedule area (the ring schedule drop-down list boxes include only the access lists that you have created):

- All the tim: Select this option if you do not want to impose day and time restrictions on ringing the remote destination.
- As specified below: Select this option and select from the following items to set up a ring schedule based on day and time:
  - 1 Select a check box for each day of the week you want to allow calls to ring the remote destination.
  - 2 For each day, select All Day or select the beginning and ending times from the drop-down lists.
  - 3 Select the time zone from the drop-down list box.

**Step 9** Select one of these ringing options:

- Always ring this destination.
- Ring this destination only if the caller is in the allowed access list that you select.
- Do not ring this destination if the caller is in the blocked access list that you select.

**Step 10** Select **Save**.

---

## Cisco WebDialer

Cisco WebDialer allows you to place calls on your Cisco Unified IP Phone to directory contacts by clicking on items in a web browser. Your system administrator configures this feature for you.

### Use WebDialer with User Options Directory

#### Procedure

---

- Step 1** Log in to your User Options web pages.
  - Step 2** Choose **User Options > Directory** and search for a coworker.
  - Step 3** Click the number that you want to dial.
  - Step 4** If this is your first time using WebDialer, set up preferences on the Make Call page.
  - Step 5** Click **Dial**.  
The call is now placed on your phone.
  - Step 6** To end a call, click **Hangup** or hang up from your phone.
- 

### Use WebDialer with Another Online Corporate Directory (Not User Options Directory)

#### Procedure

---

- Step 1** Log in to a WebDialer-enabled corporate directory and search for coworkers.
  - Step 2** Click the number that you want to dial.
  - Step 3** When prompted, enter your user ID and password.
  - Step 4** If this is your first time using WebDialer, set up preferences on the Make Call page.
  - Step 5** Click **Dial**.  
The call is now placed on your phone.
  - Step 6** To end a call, click **Hangup** or hang up from your phone.
-

## Log Out of WebDialer


### Procedure

Click the **Logout** icon in the Make Call or Hang Up page.

## Set Up, View, or Change WebDialer Preferences

### Procedure

---

- Step 1** Access the Make Call page.  
The Make Call page appears the first time that you use WebDialer (after you click the number that you want to dial).
- Step 2** (Optional) Make changes to your settings.  
The Make Call page contains the following options:
- Preferred language: Determines the language used for WebDialer settings and prompts.
  - Use preferred device: Identifies the Cisco Unified IP Phone (Calling device) and directory number (Calling device or line) that you use to place WebDialer calls. If you have one phone with a single line, the appropriate phone and line are automatically selected. Otherwise, choose a phone or line. If you have more than one phone, it will be specified by device type and MAC address. To display the MAC address on your phone, choose  > **Settings** > **Network Configuration** > **MAC address**.  
**Note** If you have an Extension Mobility profile, you can select your Extension Mobility logged-in device from the Calling device menu.
  - Do not display call confirmation: If selected, prompts WebDialer to suppress the Make Call page. This page appears by default after you click a phone number in a WebDialer-enabled online directory.
  - Disable Auto Close: If selected, the call window does not close automatically after 15 seconds.
-







# CHAPTER 9

## Additional Options

- [Overview of Some Configuration Options, page 105](#)

### Overview of Some Configuration Options

Your system administrator can configure your phone to use specific button and softkey templates along with special services and features, if appropriate. This table provides an overview of some configuration options that you may want to discuss with your system administrator based on your calling needs or work environment.

You can locate phone guides and other documents listed in this table on the web:

[http://www.cisco.com/en/US/products/hw/phones/ps379/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html)

If you...	Then...	For more information...
Need to handle more calls on your phone line	Contact your system administrator to configure your line to support more calls.	Contact your system administrator or phone support team.
Need more than one phone line	Contact your system administrator to configure one or more additional directory numbers for you.	Contact your system administrator or phone support team.
Need more speed-dial buttons	<p>First make sure that you are using all of your currently available speed-dial buttons.</p> <p>If you need additional speed-dial buttons, try using Abbreviated Dialing or subscribing to the Fast Dial service.</p> <p>Another option is to attach a Cisco Unified IP Phone Expansion Module to your phone.</p> <p><b>Note</b> The Cisco Unified IP Phone 7945G does not support the Cisco Unified IP Phone Expansion Module.</p>	<p>See:</p> <ul style="list-style-type: none"><li>• <a href="#">Speed Dial, on page 43</a></li><li>• <i>Cisco Unified IP Phone Expansion Module 7914 Phone Guide</i></li><li>• <i>Cisco Unified IP Phone Expansion Module 7915 Phone Guide</i></li><li>• <i>Cisco Unified IP Phone Expansion Module 7916 Phone Guide</i></li></ul>

If you...	Then...	For more information...
Work with (or work as) an administrative assistant	Consider using: <ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager Assistant</li> <li>• A shared line</li> </ul>	See: <ul style="list-style-type: none"> <li>• <a href="#">Shared Lines</a>, on page 48</li> <li>• <i>Cisco Unified Communications Manager Assistant User Guide</i></li> </ul>
Want to use one extension for several phones	Request a shared line. This enables you to use one extension for your desk phone and lab phone, for example.	See <a href="#">Shared Lines</a> , on page 48.
Share phones or office space with coworkers	Consider using: <ul style="list-style-type: none"> <li>• Call Park to store and retrieve calls without using the Transfer feature.</li> <li>• Call Pickup to answer calls ringing on another phone.</li> <li>• A shared line to view or join coworkers' calls.</li> <li>• Cisco Extension Mobility to apply your phone number and user profile to a shared Cisco Unified IP Phone.</li> </ul>	Contact your system administrator about these features and see the: <ul style="list-style-type: none"> <li>• <a href="#">Advanced Call Handling</a>, on page 43</li> <li>• <a href="#">Shared Lines</a>, on page 48</li> <li>• <a href="#">Cisco Extension Mobility</a>, on page 57</li> </ul>
Answer calls frequently or handle calls on someone's behalf	Contact your system administrator to set up the Auto Answer feature for your phone.	See <a href="#">AutoAnswer with Headset or Speakerphone</a> , on page 66.
Need to make video calls (SCCP phones only)	Consider using Cisco Unified Video Advantage, which enables you to make video calls using your Cisco Unified IP Phone, your personal computer, and an external video camera.	Contact your system administrator for additional assistance and see the <i>Cisco Unified Video Advantage Quick Start Guide and User Guide</i> .
Determine the state of a phone line associated with a speed-dial button, call log, or directory listing on your phone	Contact your administrator to set up the Busy Lamp Field (BLF) feature for your phone.	See <a href="#">Busy Lamp Field Features</a> , on page 51.
Want to temporarily apply your phone number and settings to a shared Cisco Unified IP Phone	Contact your system administrator about the Cisco Extension Mobility Service.	See <a href="#">Cisco Extension Mobility</a> , on page 57.



## Troubleshooting

---

- [Problems, page 107](#)
- [Phone Troubleshooting Data, page 110](#)
- [Quality Reporting Tool, page 111](#)

### Problems

This section provides information to help you troubleshoot general problems with your phone. For more information, contact your system administrator.

### No Dial Tone or Cannot Complete Call

#### Problem

You cannot hear a dial tone or complete a call.

#### Cause

One or more of the following factors might apply:

- You are not connected to Extension Mobility service.
- The system requires a Client Matter Code (CMC) or Forced Authorization Code (FAC) after dialing a number. (SCCP phones only.)
- Your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.

#### Solution

Try the following:

- Log into the Extension Mobility service.
- Enter a CMC or FAC after dialing a number. (SCCP phones only.)

- Change the time-of-day restrictions that prevent you from using some features during certain hours of the day. For more information, contact your system administrator.

## Missing Softkey

### Problem

The softkey that you want to use does not appear.

### Cause

One or more of the following factors might apply:

- There are additional softkeys to display.
- The state of the line determines the phone softkeys.
- Your phone is not configured to support the feature associated with that softkey.

### Solution

Use one of these options:

- Press **More** to reveal additional softkeys.
- Change the line state (for example, go off-hook or have a connected call).
- Contact your system administrator to request access to the feature.

## Cannot Barge Call and Hear Fast Busy

### Problem

Barge fails and results in a fast busy tone.

### Cause

You cannot barge an encrypted call if the phone you are using is not configured for encryption. When your barge attempt fails for this reason, your phone plays a fast busy tone.

## Call Disconnects After Barge

### Problem

You are disconnected from a call that you joined using Barge.

### Cause

You are disconnected from a call that you joined using Barge if the call is put on hold, transferred, or turned into a conference call.

**Solution**

Barge into the call again.

## Cannot Use CallBack

**Problem**

CallBack fails.

**Cause**

The other party might have Call Forward enabled.

## Call Forward All Error Message

**Problem**

The phone shows an error message when you attempt to set up Call Forward All.

**Cause**

Your phone may reject your attempt to set up Call Forward All directly on the phone if the target number that you enter would create a Call Forward All loop or would exceed the maximum number of links permitted in a Call Forward All chain (also known as a maximum hop count).

**Solution**

Contact your system administrator for details.

## Unresponsive Phone

**Problem**

The phone screen appears blank and the Display button is not lit.

**Cause**

The phone is powered down (sleeping) to save energy.

**Solution**

The phone will power up (wake) when the system sends the wake up message. You cannot wake the phone before its scheduled power up time.

## Security Error Message

**Problem**

Your phone displays `Security Error`.

**Cause**

Your phone firmware has identified an internal error.

**Solution**


If the message persists, contact your system administrator.

## Cannot Access Settings Menu

**Problem**

The Settings button is unresponsive.

**Cause**

Your system administrator may have disabled  on your phone.

**Solution**

Contact your system administrator.

## Phone Screen Not Illuminated

**Problem**

The phone screen does not illuminate under any circumstances.

**Cause**






You may have disabled phone screen illumination on your phone.

**Solution**

Contact your system administrator for assistance.

## Phone Troubleshooting Data

Your system administrator may ask you to access administration data on your phone for troubleshooting purposes.

If you are asked to...	Then...
Access network configuration data	Choose  > <b>Network Configuration</b> and select the network configuration item that you want to view.
Access status data	Choose  > <b>Status</b> and select the status item that you want to view.
Access phone model information	Choose  > <b>Model Information</b> .
Access phone call and voice quality information	Choose  > <b>Status &gt; Call Statistics</b> .
Access VPN performance information related to the data transmitted and received	Choose  > <b>Status &gt; Network Statistics</b> .

## Quality Reporting Tool

Your system administrator may configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. You can press **QRT** or **Quality Reporting Tool** to submit information to your system administrator. Depending on configuration, use the QRT to:

- Immediately report an audio problem on a current call.
- Select a general problem from a list of categories and choose reason codes.







## Warranty

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- [Cisco One-Year Limited Hardware Warranty Terms, page 113](#)

### Cisco One-Year Limited Hardware Warranty Terms

Special terms apply to your hardware warranty and services that you can use during the warranty period. Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com at the following URL:

[http://www.cisco.com/en/US/docs/general/warranty/English/1Y1DEN\\_\\_.html](http://www.cisco.com/en/US/docs/general/warranty/English/1Y1DEN__.html)





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