Cisco Technical Support IP Phone FAQ

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Introduction

This document answers some of the most frequently asked questions (FAQ) about Cisco IP Phones.

IP Phone Registration

Q. What does it take to get my Cisco 7960, 7940, or 7910 IP Phone to register with Cisco CallManager?

> **A.** The registration of a Cisco IP Phone with Cisco CallManager is a four−step process.

> 1. The phone requests an IP address from the DHCP service.
>   The DHCP Settings i7e Tf 0s−thesalNa9.an2 Tdone wi.cnf file.F9 rrelea:3.3.1,79 anconfigu Td(I file

A. In order to use the 7985G IP Phone, you need Cisco Unified CallManager Version **4.1(3)sr2** or later.

Q. Why does my IP phone fail to auto−register with Cisco CallManager?

A. Cisco CallManager disables auto−registration by default in order to prevent unauthorized

1. From the Cisco CallManager Administration web pages, choose **Service > Service Parameters**.
2. Select **Cisco CallManager** from the list, and then choose the CallManager service from the list on the left.

Change the parameter that has the title Forward No Answer Timeout. By default, this

Q. How do I make the Messages button work?

A. The Messages button on the Cisco IP Phone is simply a speed–dial button that you can program with the directory number of a route pattern or Cisco voice mail port that points to your company voice mail system. Complete these steps in order to configure this button for

CallManager (for releases 3.x and 4.0).

Q. How do I configure speed dial on my Cisco IP Phone?

A. You can configure speed–dial buttons in one of two ways. The person who can administer Cisco CallManager can add the buttons from the Phone Configuration screen. But the ideal method is tone?

Q. How do I find the codec currently used in the Cisco IP Phone 7940/7960/7970 during an active call?

A. The Cisco IP Phone7940/7960/7970 display can be utilized for troubleshooting purposes through the **Information/Help** (**i** or **?**) button on the phone in order to display information on a call in progress. Press this button twice during an active call in order to activate this feature.

Q. How do I configure Cisco IP SoftPhone as a standalone IP phone?

A. In order to configure Cisco IP SoftPhone as a standalone IP phone with its own lines, complete these steps:

1. Create a user in Cisco CallManager.
2. Create a computer telephony integration (CTI) port, add the unique directory number that you want, and assign that CTI port to the user.
3. Install Cisco IP SoftPhone with the user name and password that you created in Cisco CallManager. Refer to Configuring Cisco IP SoftPhone in Different Ways and Installing and Configuring Cisco IP SoftPhone for more information.

Q. How can I remotely check phone information?

A. If you go to http://<IPaddress of the phone>, you can check device, network, and port information for a phone. You cannot change any settings from here.

Q. How can I tell what application load my phone uses?

A. Press the **Setting** button, press **5**, and press **3**.

Q. How do I get Distinctive Ringing for external versus internal calls on my Cisco IP Phone?

A. Distinctive Ringing is a feature that is available on Cisco CallManager 3.0 and later when you use Skinny Gateways such as the DT24+ or the 6608 T−1 blade. However, this

the phone automatically chooses a line as the active line based on the line status.

Q. Is it a normal behavior for the IP Phones to display the `Intercom History` option when you press the Directories button, even if IPMA is not configured or no intercom is available?

A. Yes, this is a normal behavior for the IP Phones with phone load 8.3.1 or later. It is independent of how the IPMA is configured or whether there is an intercom on the IP Phones.

Q. Do Cisco 7911 IP Phones have a mute button?

A. The Cisco 7911 IP Phones do not have a mute button. However, they have a **Monitor** softkey which functions as a mute button as well.

Q. How do I change the Caller ID on my IP phone?

A.

and click **Update** and restart your IP Phone.

Q. How do I verify a firmware upgrade for multiple IP Phones that is

♦ **User Search Limit** Sets up a limit on the maximum number of users that are displayed for each search

Note: If you use values greater than the default value (64), it can negatively impact Cisco

dial tone. The dot in the route pattern has nothing to do with when the dial tone is played out to the caller. Look for overlap in these places:

- Other route patterns
- MeetMe patterns
- Call park
- Call pickup
- Voice mail Directory Numbers (DNs)

Q. Why does my Cisco IP Phone display "From 9" when I receive a call

these special characters are (& " ' < >). Avoid use of these characters in the naming convention for your users.

Q. What is the difference between a restart and reset of a phone?

A. A restart only reregisters the phone with Cisco CallManager, whereas a reset does a complete reinitialization of the phone. In the case of a reset, the phone fetches its configuration file again from the TFTP path, which does not happen if you restart the phone. Use of the sequence ****#**** also makes the phone fetch its configuration file from the TFTP path.

For Cisco 7960 and 7940 IP Phones with a firmware release of 7.1(2) or later, complete these steps:

      1. Press either the **Services** button or the **Settings** button.
      2. Use the keypad to enter ****#****.

This new behavior allows you to begin a dialing sequence with * or # while the phone is on–hook at the home screen.

Q. Why am I unable to find all the users that I have configured when I use the Corporate Directory?

A. When you search with the Corporate Directory button, Cisco CallManager does a lookup

Restart the Cisco TFTP service. Complete these steps:

    a. Choose **Start > Programs > Administrative Tools > Services**.
    Restart the Cisco TFTP service.

Note:

Q. Why does the LED of a Cisco IP Phone 7914 Extension Module that is attached to a Cisco IP Phone 7960 not go red when the remote phone answers the call?

A. Extension modules that are attached to 7960 IP Phones with a firmware release of 7.2(3) display the sidecar LEDs, which depend on the Privacy setting that is configured for the remote phone.

Consider this scenario. A 7940 IP Phone (phone A) that has the Directory Number (DN) 2001 shares the DN with the 7914 extension module (phone B) that is attached to a 7960 IP Phone. When a call comes to the DN 2001, the LED of the 7914 flashes amber. Now, phone A answers the call.

If the Privacy is enabled on phone A, the icon on the 7914 shows double handset (remote in use). But the LED on the 7914 is OFF, which indicates that the line is available for use on the 7914. You can get a new call if you press the line button on the 7914, and you do not have the

Q. How do I erase the Configuration (Network, Device, Security etc) on Cisco IP phones 79xx?

A. Complete these steps:

1. On the Cisco IP Phone, press the **Settings** button.
2. Press ****#**.
3. When the window displays `Settings Unlocked`, click the **More** softkey.
4. You now see the **Erase** softkey, which can be used in order to erase the configuration on the Cisco IP Phone.

Q. The Cisco IP phone is unable to register to a Cisco CallManager subscriber server and registers with the publisher server, even though the option 150 on the DHCP server has the subscriber server as the first

Q. How do I resolve a memory leak in the 79xx phones running 9.0(2) and 9.0(3) firmware for SIP and SCCP?

A. This condition occurs when ICMP redirects in the network contact the phone repeatedly. In order to resolve this issue, **Disable ICMP redirects in the network**. This is documented in Cisco bug ID CSCtj79853 (registered customers only) .

Q. When I press the IP phone 7941G settings button, the screen displays "That key is not active here" and the VOLUME button does not work. How can I resolve this issue?

A. Complete these steps in order to resolve the issue:

1. From the Cisco Unified Communications Manager Administration page, choose **Device > Phone**.
2. Select the aff.4 /F9wors phone and open the **Phone Configuration** page.
3. Find the **Settings Access** option and set it as **Enabled**.
4. Reset the phone.

Q. When using shared lines and making certain call flows, the phone should display both 'Resume' and 'New Call'. However, it only displays 'New Call'. How do I resolve this issue?

A. This condition occurs when multiple shared line calls are active and some are on hold. In order to resolve this, Resume the held call using the line button instead of the 'Resume' softkey. This is documented in Cisco bug ID CSCty30720 (registered customers only) .

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**