



Cisco Unified IP Phones 7906G and 7911G User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)

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- [Cisco Product Security Overview](#), page xiv
- [Accessibility Features](#), page xiv

Introduction

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

If you want to...	Then...
Review safety information	See Safety and Performance Information , on page xii.
Connect your phone	See Phone Installation , on page 7.
Use your phone after it is installed	Start with Features of Your Cisco Unified IP Phone , on page 1.
Learn about the phone buttons	See Buttons and Hardware , on page 1.
Make calls	See Basic Call Options , on page 13.
Put calls on hold	See Hold and Resume , on page 20.
Transfer calls	See Call Transfer , on page 22.
Make conference calls	See Conference Calls , on page 27.

If you want to...	Then...
Set up speed dialing	See Speed Dial , on page 31.
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Change the ring volume or tone	See Phone Customization , on page 51.
View your missed calls	See Call Logs and Directories , on page 55.
Listen to your voice messages	See Voice Messages , on page 67.

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

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

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



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 Cisco IP 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

Features of Your Cisco Unified IP Phone

- [Phone Overview, page 1](#)
- [Buttons and Hardware, page 1](#)
- [Line and Call Definitions, page 3](#)
- [Applications Menu Navigation, page 4](#)
- [Phone Help System, page 4](#)
- [Feature Availability, page 5](#)
- [SIP and SCCP Signaling Protocols, page 5](#)
- [Energy Savings, page 5](#)

Phone Overview

Cisco Unified IP Phone 7906G and 7911G are full-feature telephones that provide voice communication over the same data network that your computer uses, allowing you to place and receive 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 7906G and 7911G can provide specialized or advanced telephony 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.

Buttons and Hardware

You can use the following figures and table to identify the buttons and hardware on your phone.



81031

	Item	Description
1	Phone screen	Displays phone menus and call activity including caller ID, call duration, and call state.
2	Cisco Unified IP Phone series	Indicates your Cisco Unified IP Phone model series.
3	Softkey buttons	Each activates a softkey option displayed on your phone screen.
4	Navigation button 	Allows you to scroll through menu items and highlight items. When the phone is on hook, displays your Speed Dials.
5	Applications Menu button 	Displays the Applications menu that provides access to a voice message system, phone logs and directories, settings, services, and help.
6	Hold button 	Places the active call on hold, resumes a call on hold, and switches between an active call and a call on hold.
7	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
8	Volume button 	Controls the handset, headset, speaker, and ringer volume.

	Item	Description
9	Handset with light strip	The light strip on the handset indicates an incoming call or new voice message.
10	Footstand	Allows the phone to stand at a convenient angle on a desk or table.










Line and Call Definitions


The terms *lines* and *calls* can be easily confused, refer to these descriptions:

- Lines—Each line corresponds to a phone number (or extension) that others can use to call you. Your phone can support one line.
- Calls—Each line can support multiple calls. By default, your phone supports up to six connected calls, 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 call and line state (on-hook, on hold, ringing, connected, and so on).

Icon	Call or line 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 your line.
	Call on hold	You have put this call on hold. See Hold and Resume , on page 20.
	Remote call on hold	Another phone that shares your line has put a call on hold. See Hold and Resume , on page 20.
	Remote-in-use	Another phone that shares your line has a connected call. See Shared Lines , on page 36.
	Reverting call	A holding call is reverting to your phone. See Hold and Resume , on page 20.
	Authenticated call	See Secure Calls , on page 38.





Icon	Call or line state	Description
	Encrypted call	See Secure Calls , on page 38.

Applications Menu Navigation


Use the Applications menus to access phone features.

If you want to...	Then...
Access the Applications menus	Press  to display a list of Applications: Messages, Directory, Settings, Services, and Help.
Scroll through a list or menu	Press  .
Select a menu item	Press  to highlight a menu item, then press Select . You can also press the number on the keypad that corresponds to the number for the menu item.
Go back one level in a menu	Press Exit . (Note that if you press Exit from the top-level of a menu, the menu will close.)
Close a menu (and return to the Applications menu)	Press Exit one or more times until the menu closes, or press  .
Exit the Applications menu	Press  or Exit .

Tip

After you press , the LED turns green and stays lit while you are using the Applications menus. If you depart from an application without pressing  or **Exit** (for example, to answer a new call), the phone screen display may change but the  button stays green. If you press  again, the application resumes at the point when it was interrupted.

Phone Help System


The Cisco Unified IP Phone 7906G and 7911G provides a comprehensive online help system. To view the phone help, press  and choose **Help**.

Feature Availability

Depending on your phone system configuration, features included in this Phone Guide might not be available to you or might work differently on your phone. Contact your support desk or system administrator for information about feature operation or availability.

SIP and SCCP Signaling Protocols

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

Phone features can vary depending on the protocol. This Phone Guide indicates which features are protocol-specific. To learn which protocol your phone is using, you can contact your system administrator or you 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, if 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 off

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 also linked to the configured days that you normally work. If your requirements change (for example, your work hours or work days change), see your system administrator to have your phone reconfigured.

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



Phone Installation

- [Phone Installation Overview, page 7](#)
- [Cisco Unified IP Phone 7906G Installation, page 7](#)
- [Cisco Unified IP Phone 7911G Installation, page 8](#)
- [Adjust the Handset Rest, page 9](#)
- [TAPS Registration, page 10](#)
- [Headset Support, page 10](#)

Phone Installation Overview

Your system administrator will likely connect your new Cisco Unified IP Phone to the corporate IP telephony network. If that is not the case, refer to one of the following sections to connect your phone.

Cisco Unified IP Phone 7906G Installation

The following graphic and table show how to connect the Cisco Unified IP Phone 7906G.



1	Network port (10/100 SW)	4	AC-to-DC power supply
2	Handset port	5	AC power cord
3	DC adapter port (DC48V)		

Cisco Unified IP Phone 7911G Installation

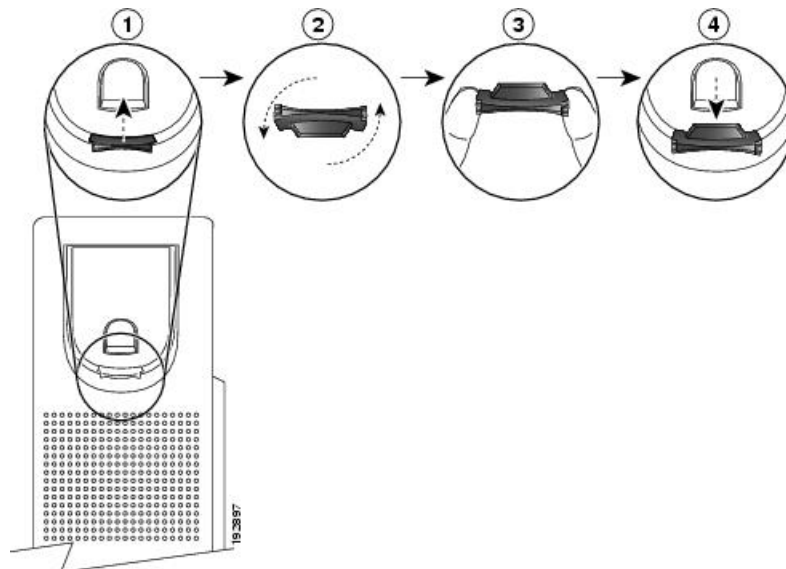
The following graphic and table show how to connect the Cisco Unified IP Phone 7911G:



1	Network port (10/100 SW)	4	DC adapter port (DC48V)
2	Access port (10/100 PC)	5	AC-to-DC power supply
3	Handset port	6	AC power cord

Adjust the Handset Rest

If your phone is wall-mounted or if the handset slips out of the cradle too easily, 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.
-

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 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.



Calling Features

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- [Call Forward, page 24](#)
- [Do Not Disturb, page 25](#)
- [Conference Calls, page 27](#)
- [Advanced Call Handling, page 31](#)

Calling Features Overview

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

Basic Call Options

Use the procedures that follow to make basic calls.

Tips

- You can dial on-hook without a dial tone (predial). To predial, enter a number, then go off-hook by lifting the handset and press **Dial**.
- When you pre-dial, 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, scroll to it, press **Dial**, 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 might 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 might be set up for international call logging, which is indicated by a “+” symbol on the call logs, redial, or call directory entries. See your system administrator for more information.

Related Topics

[Hold and Resume, on page 20](#)

[Call Logs, on page 55](#)

Place Call

Procedure

Pick up the handset and dial the number.

Dial On-hook (With Dial Tone)

Procedure

Press **New Call** and dial the number.


Redial Number

Procedure

Press **Redial**.


Place Call When Another Call is Active

Procedure

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

Dial from Call Log

Procedure

- Step 1** Press  and select **Directories**.
- Step 2** Select one of the following options:
- Missed Calls
 - Received Calls
 - Placed Calls
- Step 3** Scroll to the number and press **Dial**.
-

Additional Call Options

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

Tips

For information on placing a call using your Cisco Extension Mobility profile, see [Cisco Extension Mobility, on page 41](#).

Related Topics

- [Business Calls Using Single Phone Number, on page 43](#)
- [Cisco WebDialer, on page 82](#)
- [Fast Dial on Web, on page 72](#)
- [Personal Directory, on page 61](#)
- [Personal Directory on Web, on page 70](#)
- [Priority Calls, on page 40](#)

[User Options Web Pages](#), on page 69

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.

Dial Personal Address Book (PAB) Entry

Procedure

- Step 1** Press  and select **Directories > Personal Directory** to log in.
- Step 2** Choose **Personal Address Book** and search for a listing.
-

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.
-

Place 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** Scroll to or press the index number to find and select an entry.
The system dials the specified number.
-

Place Call Using PAB

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

Procedure

-
- Step 1** Press the PAB line button.
- Step 2** Access the contact and select the number.
The system dials the specified number.
-

Call Answer

You can answer a call by simply 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...
Switch from a connected call to answer a new call	Press Answer .	Hold and Resume , on page 20.
Answer a call using call waiting	Press Answer .	Hold and Resume , on page 20.
Send a call to a voice message system	Press iDivert .	Call Transfer to Voice Message System , on page 23.
Automatically connect incoming calls	Use AutoAnswer.	AutoAnswer , on page 49.
Retrieve a parked call on another phone	Use Call Park or Directed Call Park.	Call Park , on page 34.
Use your phone to answer a call ringing elsewhere	Use Call Pickup.	Call Pickup , on page 33.
Answer a priority call (SCCP phones only)	Hang up the current call and press Answer .	Priority Calls , on page 40.

If you want to...	Then...	For more information, see...
Answer a call on your mobile phone or other remote destination	Set up Mobile Connect and answer your phone. When you enable Mobile Connect: <ul style="list-style-type: none"> • 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. 	Business Calls Using Single Phone Number , on page 43.

Tips




- If parties on a call hear a beep tone, the call might 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 for 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. Here are some more details.


If you want to...	Then...
Hang up while using the handset	Return the handset to its cradle. Or press EndCall .
Hang up while monitoring a call (using the speaker)	Press EndCall .
Hang up one call, but preserve another call on the same line	Press EndCall . 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 next to the call timer and in the line area. When using a shared line and another phone user puts the call on hold, the Remote Hold icon  appears next to the call timer and in the line area. In both cases, the hold LED is solid red .

If the Hold Reversion feature is enabled for your phone, a call that you put on hold reverts back to ringing after a certain period of 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:


- 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.

Tips

- Engaging the Hold feature typically generates music (if Music on Hold is configured) or a beeping tone.
- When a held call is highlighted, the Hold button  becomes lit (red). When a call that is not held is highlighted, and there are other held calls on the line, the Hold button changes to blinking (red).
- 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.
- The duration between Hold Reversion alerts is determined by your system administrator.
- When a call is chaperoned, the call chaperon cannot use Hold.

Place Call on Hold

Procedure

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

Remove Call from Hold

Procedure

- Step 1** Make sure the appropriate call is highlighted.
- Step 2** Press **○**.
-

Multiple Calls

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

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 your phone.

Switch Between Connected Calls

Procedure

- Step 1** Make sure the call that you want to switch to is highlighted.
- Step 2** Press **○**. Any active call is placed on hold and the selected call resumes.
-

Switch from Connected Call to Answer Ringing Call

Procedure

Press **Answer**. Any active call is placed on hold.

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 from 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.
-

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 **Answer** softkey 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 **EndCall** again to remove the call from hold before transferring it.
- When a call is chaperoned, the call chaperone cannot use transfer.

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 might 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 IP phone, although your system administrator might restrict the call forwarding feature to numbers within your company.
- Call forwarding is phone line specific. 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 that you enter would create a call forwarding loop or would exceed 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 devices that share the same line (Session Handoff), the Call Forward feature is disabled on the Cisco Unified devices. The Call Forward feature returns when the call ends.
- When Call Forward is in effect, look for:
 - Alternating call forwarding icons   displayed next to your phone number.
 - The call forward target number in the status line.

Related Topics

[User Settings on Web, on page 77](#)

[User Options Web Pages, on page 69](#)

Set Up and Cancel Call Forward All from Phone

Procedure

-
- Step 1** To set up Call Forward All, press **CFwdALL** and enter a target phone number. The phone displays visual indications that the phone is forwarding all calls.
- Step 2** To cancel Call Forward All, press **CFwdALL**. The phone display removes the visual indications that the phone is forwarded.
-

Set up or Cancel Call Forward Remotely

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**.
“Do Not Disturb” displays on the status line, and the ring tone is turned off.
- Step 2** To turn DND off, press **DND**.
-

Turn DND Off from Call Preferences

Procedure

-
- Step 1** Press **☰** > **Device Configuration** > **Call Preferences** > **Do Not Disturb**.
- Step 2** Select **No**, and then press **Save**.
-

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 allows 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 available on your phone.

- **Conference**

Allows you to create a standard (ad hoc) conference by calling each participant. Use **Confrn**. Conference is available on most phones.

- **Join**

Allows you to create a standard (ad hoc) conference by combining existing calls. Use **Join**.

- **cBarge**

Allows you to create a standard (ad hoc) conference by adding yourself to a call on a shared line. Use **cBarge**. cBarge is only available on phones that use shared lines.

- **Meet-Me**

Allows you to create or join a conference by calling a conference number. Use **MeetMe**.

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**.
 - Step 2** Enter the phone number of the participant.
 - Step 3** Wait for the call to connect.
 - Step 4** Press **Confrn** again to add the participant to your call.
 - Step 5** Repeat to add additional participants.
-

Add New Participants to Existing Conference

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

Procedure

- Step 1** From a connected call, press **Confrn**.
 - Step 2** Enter the phone number of the participant.
 - Step 3** Wait for the call to connect.
 - Step 4** Press **Confrn** 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.

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 Two Existing Conferences

Check with your system administrator to see if this feature is available to you.

Procedure

Use the **Join** or **DirTrfr** softkeys.

Barge Conference

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

Related Topics

[Shared Lines](#), on page 36

Create Conference by Barging Call on Shared Line

Procedure

Highlight the call and press **cBarge** to complete the action.

Meet Me Conference

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

Tip

- 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 38.
- 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 16 participants only. 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**.
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.
-

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

- Speed Dials
- Abbreviated Dialing
- Fast Dials


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

Related Topics

- [User Options Web Pages, on page 69](#)
- [Personal Directory, on page 61](#)

Make Call Using Speed-Dial Buttons

Procedure

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

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 Off-Hook Abbreviated Dial

Procedure

- Step 1** Pick up the handset.
- Step 2** Press **AbbrDial** and enter the abbreviated dial code using the keypad.
- Step 3** Press **AbbrDial** again.
-

Make Conference Using Off-Hook Abbreviated Dial

Procedure

- Step 1** Press the **Confrn** softkey. The user will hear dial tone.
- Step 2** Press the **AbbrDial** softkey and enter the abbreviated dial code using the keypad.
- Step 3** Press the **AbbrDial** softkey again.
- Step 4** Press the **Confrn** softkey again.
-

Transfer Call Using Off-Hook Abbreviated Dial

Procedure

- Step 1** Press the **Transfer** softkey. The user will hear dial tone.
- Step 2** Press the **AbbrDial** softkey and enter the abbreviated dial code using the keypad.
- Step 3** Press the **AbbrDial** softkey again.
- Step 4** Press the **Transfer** softkey again.
-

Make Call Using Off-Hook Abbreviated Dial with Call on Hold

Procedure

- Step 1** Press the **NewCall** softkey.
- Step 2** Press the **AbbrDial** softkey and enter the abbreviated dial code using the keypad.
- Step 3** Press the **AbbrDial** softkey again.
-

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 allows you to answer a call 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 pick up, your phone picks up the oldest call first (the call that has been ringing for the longest time).
- If you press **GPickUp** and enter a line number, your phone picks up the ringing call on that particular line (if available).
- Depending on how your phone is configured, you might receive an audio or visual alert about a call to your pickup group.

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 autoupickup, 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 **GPickUp**. You might have to go off-hook 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 **OPickUp**. 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 Particular Extension (Line Number)

Procedure

- Step 1** Press the **GPickUp** softkey. You might have to go off-hook 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 auto-pickup, you are now connected to the call.
 - Step 3** If the call rings, press **Answer** to connect to the call.
-

Call Park

You can 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 can park a call by using these methods:

- **Call Park:** Use **Park** 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:** Use **Transfer** to direct the call to an available directed call park number that you dial or speed dial. To retrieve the call from a directed call park number, you must dial the park retrieval prefix and then dial or speed dial the same directed call park number.

Tip

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

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, use one of the following methods

- a) Enter the park retrieval prefix and dial the directed call park number.
- b) Enter the park retrieval prefix, select the speed-dial for the directed call park number to connect to the call.

Hunt Groups

If your organization receives a large number of incoming calls, you might be a member of a hunt group. A hunt group 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.

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 [Privacy](#), on page 37 for exceptions.

When call information is visible in this way, you and coworkers who share a line can add yourselves to calls using either **Barge** or **cBarge**. See [Barge, cBarge, and Shared-Line Calls](#), on page 37.

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 38.

**Note**

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


Barge, cBarge, and Shared-Line Calls

You can use barge features (cBarge and 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 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** allows you to add yourself to the call but does not convert the call into a conference or allow you to add new participants.

Tips

- When you barge a call, other parties might 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.
- When you leave a call that you have barged, other parties hear a beep-beep tone.
- 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 it is configured with Private Line Automated Ringdown (PLAR), the Barge and cBarge features are still available.
- You are disconnected from a call that you have joined using **Barge** if the call is put on hold, transferred, or turned into a conference call.
- To see if a shared line is in use, look for the remote-in-use icon .
- To view conference participants (if you used **cBarge**), see [Conference Participants List](#), on page 30.

Related Topics

[Shared Lines](#), on page 36

[Conference Calls](#), on page 27

Barge into Shared Line Call

Procedure

- Step 1** Highlight a remote-in-use call.
- Step 2** Press **Barge**. You may need to press the **more** softkey to display **Barge**. Other parties hear a beep tone announcing your presence.
-

Privacy and Shared Lines

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

Tip

If the phone that shares your line has Privacy enabled, you can make and receive calls using the shared line as usual.

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

Procedure

- Step 1** To prevent others from viewing or barging calls on a shared line,
- Press **more** > **Private**.
 - To verify that Privacy is on, look for the Privacy-enabled icon ● next to “Private” on the phone screen.
- Step 2** To allow others to view or barge calls on a shared line,
- Press **more** > **Private**.
 - To verify that Privacy is off, look for the Privacy-disabled icon ◻ next to “Private” on the phone screen.
-

Secure Calls

Depending on how your system administrator has configured your phone system, your phone might support placing and receiving secure calls. To determine if you can place secure calls, see your administrator.

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 receives and transmits 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 is played.

- 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.

For more information, contact your system administrator.

The following table describes ways to check call information.

If you want to...	Then...
Check the 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">  Authenticated call or conference  Encrypted call or conference  Nonsecure call or conference
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"> • 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. • 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.

**Note**

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

**Note**

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.

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**.

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

This feature applies to SCCP phones only.

In some specialized 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.

If you...	Then...
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"> ▣ Priority call ▣ Medium priority (immediate) call ▣ High priority (flash) call ▣ Highest priority (flash override) or Executive Override call <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 alerts 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 temporarily configure a Cisco Unified IP Phone as your own. Once 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 Cisco Extension Mobility ChangePIN 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

- Step 1** Press **☎** and choose **Services > 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

- Step 1** Press **☎** and choose **Services > EM Service** (name can vary).
- Step 2** When prompted to log out, press **Yes**.
-

Change PIN Using Change Credentials Service


Procedure

- Step 1** Press **☎** and choose **Services > 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 will see a PIN Change Successful message.

Step 7 Press **Exit**.

Change PIN Using ChangePIN Softkey

Procedure

- Step 1** Press  and choose **Services > EM Service** (name can vary).
 - 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 IP 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 hand off 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.

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 Phone and Access List Set Up for Mobile Connect , on page 80.
Answer a call using your mobile phone	See Call Answer , on page 18.
Switch an in-progress call between your desk phone and mobile phone	See In-Progress Call Movement , on page 21.
Make a call from your mobile phone	See Additional Call Options , on page 15.

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. See your system administrator if you need assistance.

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.

Related Topics

[In-Progress Call Movement](#), on page 21

Put Call Picked Up on Mobile Phone on Hold

Procedure

-
- 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).
-

Initiate Conference Call on Call Picked Up on Mobile Phone

Procedure

- Step 1** Press **Enterprise Conference** (name may vary) your mobile phone.
 - Step 2** Dial your enterprise access code for conferencing to initiate a new call. The other party is placed on hold.
 - Step 3** Press **Enterprise Conference** to complete the conference set-up and include both callers in the conference.
-

Connect to Mobile Voice Access

Procedure

- 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.
-

Turn On Mobile Connect from Mobile Phone

Procedure

- 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

- 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

- 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 Speaker

- [Wideband Handset Setting](#), page 47
- [Headset](#), page 47
- [Speakerphone](#), page 47
- [AutoAnswer](#), page 49

Wideband Handset Setting

If you connect a headset to the handset port, be sure that the Wideband Handset setting is disabled. Choose **User Preferences > Audio Preferences > Wideband Handset**.



Note

If the Wideband Handset setting shows as dimmed, then this setting is not user controllable and you must contact your system administrator to change this setting.

Headset

To use a headset, disconnect the handset and connect a headset to the Handset port. For information about purchasing headsets, see [Headset Support](#), on page 10.

Speakerphone

The Cisco Unified IP Phone 7906G and 7911G provide a speaker for hands-free listening. When you use the speaker, you can hear the conversation but cannot talk because the phone does not contain a built-in microphone. To talk on a call, you must use the handset.

You can use the speaker in one of two ways, depending on how your system administrator enables the phone. Your phone may be enabled for one of the following features, but not both at the same time:

- Group Listen

- Monitor (default)

Group Listen Feature

The following table shows how you can use the Group Listen feature.

If you want to...	Then...
Use the handset	Lift it to go off-hook; replace it to go on-hook.
Talk using the handset and listen on the speaker at the same time (Group Listen)	Press GListen . Note Group Listen must be enabled by your system administrator for the GListen softkey to display.
Turn off Group Listen and use the handset	Press GLOff .
Hang up after using Group Listen	Press EndCall or hang up.
Adjust the volume level for a call	Note When using Group Listen, adjusting the volume only changes the volume for the speaker and not the handset. Press the up or down Volume button during a call or after invoking a dial tone. Press Save to preserve the volume level for future calls.

Monitor Feature

The following table shows how you can use the Monitor feature.


If you want to...	Then...
Use the handset	Lift it to go off-hook; replace it to go on-hook.
Listen to the call on the speaker	Press Monitor and then hang up the handset. You will be able to hear the call but you will not be able to talk on the call. Note The Monitor and MonOff softkeys are not available if Group Listen is enabled.
Turn off the speaker and use the handset	Lift the handset, or press MonOff . Note The Monitor and MonOff softkeys are not available if Group Listen is enabled.
Turn off the speaker and hang up	Press EndCall .
Adjust the speaker volume level for a call	Press the up or down Volume button during a call or after invoking a dial tone. Press Save to preserve the volume level for future calls.

Tips

- If your system administrator has disabled the speaker on your phone, the **GListen**, **GLOff**, **Monitor**, and **MonOff** softkeys will not be available to you. You must lift the handset to place and monitor calls.
- Pressing the **Volume** button changes the volume for the handset or speaker, depending on which device is in use. In Group Listen and Monitor modes, the volume adjustment is for the speaker and not the handset.



Note

If you need to change the wideband setting for your handset (for example, if you change your handset) press  and choose **Settings > User Preferences > Audio Preferences > Wideband Handset**. If the Wideband Handset setting shows as dimmed, then this setting is not user controllable.



Note

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 handset. To learn more, refer to the handset documentation or ask your system administrator for assistance.

AutoAnswer

When AutoAnswer is enabled, your phone answers incoming calls automatically after a few rings. Your system administrator can configure AutoAnswer to use the speaker to answer calls. However, you can only monitor the call using the speaker. To talk to the caller, you must pick up the handset.



Phone Customization

- [Rings and Message Indicator Customization, page 51](#)
- [Phone Screen Customization, page 52](#)

Rings and Message Indicator Customization


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

Related Topics

- [User Options Web Pages, on page 69](#)
- [User Settings on Web, on page 77](#)

Change Ring Tone

Procedure

- Step 1** Press  and select **Settings > User Preferences > Rings**.
 - Step 2** Select a ring tone and press **Play** to hear a sample.
 - Step 3** Press **Save** to set the ring tone, or press **Cancel**.
-

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.

Adjust Phone Ringer Volume Level

Contact your system administrator about minimum ringer-volume settings.

Procedure

Press **Volume** while the handset is in the cradle. The new ringer volume is saved automatically.

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.

Change Background Image

Procedure

Step 1 Press  and choose **Settings > 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 new image, or press **Cancel**.
-

Change Phone Screen Language

Procedure

- 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


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



Call Logs and Directories

- [Call Logs and Directories Overview, page 55](#)
- [Call Logs, page 55](#)
- [Directory Features, page 60](#)

Call Logs and Directories Overview

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

Call Logs

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

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

Tip


- (SCCP phones only) To view the complete call record of a multiparty call (for example, of a call that has been forwarded or transferred to you), highlight the call record and press **Details**. The Details record shows two entries for each missed or received multiparty call. The entries are listed in reverse chronological order:
 - The first logged entry is the name/number of the last completed call of a multiparty call received on your phone.
 - The second logged entry is the name/number of the first completed call of a multiparty call received on your phone.
- Your phone might be set up for international call logging, which is indicated by a “+” symbol on the call logs, redial, or call directory entries. Contact your system administrator for more information.

Related Topics

[Call Logs](#), on page 55

View Call Logs

Procedure


- Step 1** Press , and choose **Directories**.
- Step 2** Select one of the following entries:
- **Missed Calls**
 - **Placed Calls**
 - **Received Calls**

Each log stores up to 100 records.

- Step 3** To view a truncated listing, highlight it and press **EditDial**.
-


Display Single Call Record Details

Procedure

- Step 1** Press , choose **Directories**.
- Step 2** Select one of the following entries:
- **Missed Calls**
 - **Placed Calls**
 - **Received Calls**
- Step 3** Highlight a call record.
- Step 4** Press **Details**. The phone displays information such as called number, calling number, time of day, and call duration (for placed and received calls only).
-


Erase All Call Records in All Logs

Procedure

- Step 1** Press , choose **Directories**.
- Step 2** Press **Clear**.
-


Erase All Call Records in Single Log

Procedure

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

Dial from Call Log While Connected to Another Call


Procedure

- Step 1** Press **☰**, and choose **Directories**.
- Step 2** Select one of the following entries:
- **Missed Calls**
 - **Placed Calls**
 - **Received Calls**
- Step 3** Highlight a call record from the log.
If the **Details** softkey displays, the call is the primary entry of a multiparty call.
- Step 4** If you need 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 one of the following to handle the original call:
- **Hold**: Puts the first call on hold.

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

Redial International Call from Missed and Received Call Logs


Procedure

- Step 1** Press  > **Directories**.
- Step 2** Select one of the following entries:
- **Missed Calls**
 - **Placed Calls**
 - **Received Calls**
- Step 3** Highlight the call record that you want to redial.
- Step 4** If the **Details** softkey appears, the call is the primary entry of a multiparty call.
- Step 5** Press **EditDial**.
- Step 6** Press and hold the “*” key for at least 1 second to add a “+” sign as the first digit in the phone number. You can add the + sign only for the first digit of the number.
- Step 7** Press **Dial**.
-

Place Call from URL Entry in Call Log

This procedure applies to SIP phones only

Procedure

- Step 1** Press , and choose **Directories**.
- Step 2** Select one of the following entries:
- **Missed Calls**
 - **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**.
-

Directory Features

Depending on the configuration, your phone provides 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. Personal Directory comprises the Personal Address Book (PAB) and Fast Dials.
 - PAB is a directory of your personal contacts.
 - Fast Dials allows you to assign codes to PAB entries for quick dialing.

For more information, see [User Options Web Pages](#), on page 69.

Corporate Directory

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

Tip

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.


Dial from Corporate Directory While Not on Another Call

Procedure

- Step 1** Press @, and choose **Directories > 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, and go off-hook.
-

Dial from Corporate Directory While Connected to Another Call

Procedure

- Step 1** Press , and choose **Directories** > **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 one of the following to handle the original call:
- Hold**: Puts the first call on hold.
 - Transfer**: Transfers the first party to the second and drops you from the call. Press **Transfer** again after dialing to complete the action.
 - Confrn**: Creates a conference call with all parties, including you. Press **Confrn** 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 70](#).

Tip

- Your system administrator can provide you 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 might be set up for international call logging, which is indicated by a “+” 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** Press **☰**, and choose **Directories > Personal Directory** (exact name can vary).
 - Step 2** Enter your Cisco Unified Communications Manager user ID and PIN.
 - Step 3** 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**.
-

Delete PAB Entry

Procedure

- Step 1** Search for a listing.
 - Step 2** Highlight the listing and press **Delete**.
 - Step 3** Press **Edit**.
 - Step 4** Press **Delete**.
 - Step 5** Choose **OK** to confirm the deletion.
-

Edit PAB Entry

Procedure

- Step 1** Search for a listing.
 - Step 2** Highlight the listing and press **Select**.
 - Step 3** Press **Edit** to modify a name or email address.
 - Step 4** If necessary, choose **Phones** to modify a phone number.
 - Step 5** 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 New Fast Dial Code Without Using PAB Entry

Procedure

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

Search for Fast Dial Codes

Procedure

- Step 1** Press , and choose **Directories > Personal Directory > Personal Fast Dials**.
 - Step 2** Choose **Next** to move through listings.
-

Place Call Using Fast Dial Code

Procedure

- Step 1** Search for a Fast Dial code.
 - Step 2** Press **Dial**.
-


Delete Fast Dial Code

Procedure

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

Log Out of Personal Directory

Procedure

- Step 1** Press , and choose **Directories > Personal Directory** (exact name can vary).
 - Step 2** Choose **Logout**.
 - Step 3** Press **OK**.
-



Voice Messages

- [Voice Messages Overview, page 67](#)
- [Voice Message Identification, page 67](#)
- [Listen to Voice Messages or Access Voice Message System, page 68](#)


Voice Messages Overview

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

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

Voice Message Identification

When you have a voice message, look for:

- A steady red light on your handset. (This indicator can vary. See [Rings and Message Indicator Customization, on page 51.](#))
- A flashing message waiting icon  on your phone screen.

When you have a voice message, listen for:


- A stutter tone from your handset, headset, or speakerphone when you place a call.

To send a ringing call to voice mail, press **Divert**. For more information, see [Call Transfer to Voice Message System, on page 23.](#)

Listen to Voice Messages or Access Voice Message System

Procedure

To listen to your messages or access the voice messages menu, do one of the following:

- a) Press **Msgs** and follow the voice instructions.
- b) Press , select **Messages**, and follow the voice instructions.



User Options Web Pages

- [User Options Web Pages Overview](#), page 69
- [Sign In and Out of User Options Web Pages](#), page 69
- [Feature and Service Setup on Web](#), page 70

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 User Options web pages, where you can control features, settings, and services for your Cisco Unified IP Phone. For example, you can set up speed-dial numbers from your User Options web pages.

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.
-

Feature and Service Setup on Web

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

Personal Directory on Web

The Personal Directory feature set accessible on your computer consists of:

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



Note

You can also access PAB and Fast Dials from your phone. See [Personal Directory, on page 61](#).

This section describes how to use your PAB from the 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**.
-

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**.
-

Assign Line Button for PAB



Note Before you can assign a line button for PAB, 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 Personal Address Book 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 PAB codes.
-

Fast Dial on Web

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

Tips

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

Assign Fast-Dial Code to Personal Address Book Entry

Procedure

- Step 1** On your User Options web page, select **User Options > Fast Dials**.
 - Step 2** Select **Add New**.
 - Step 3** Use the Search Options area to find the appropriate Personal Address Book entry.
 - Step 4** Select a phone number in the Search Results area.
 - Step 5** (Optional) Change the fast-dial code.
 - Step 6** 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**.
-

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 Entry

Procedure

- Step 1** Search for a Fast Dial.
 - Step 2** Select one or more entries.
 - Step 3** Click **Delete Selected**.
-

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.
-

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 the configuration, your phone supports several Speed Dial features:

- Speed-dial numbers
- Abbreviated Dialing
- Fast Dials

To set up Fast Dials, see [Fast Dial on Web, on page 72](#). You can also set up Fast Dials on your phone. See [Personal Directory, on page 61](#).

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 includes special phone features, network data, and web-based information (such as stock quotes and movie listings). You must first subscribe to a phone service before accessing it on your phone.

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**.
-

Access Service on Phone

The services available for your phone depend on the phone system configuration and the services you subscribed to. See your phone 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.

Procedure

Use the Applications Menu and Applications Menu button  to select Services, Messages, and Directories.

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, see 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 includes 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—see [Call Forward](#), on page 24.
- Change rings, display, and other phone-model specific settings—see [Phone Customization](#), on page 51.

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 time: 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

Your system administrator configures 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 might want to discuss with your phone system administrator based on your calling needs or work environment.



Note

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

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.
Work with (or work as) an administrative assistant	Consider using a shared line.	See Shared Lines , on page 36.
Want to use one extension for several phones	Request a shared line. This allows you to use one extension for your desk phone and lab phone, for example.	See Shared Lines , on page 36.
Share phones or office space with coworkers	Consider using: <ul style="list-style-type: none">• Call Park to store and retrieve calls without using the transfer feature.• Call Pickup to answer calls ringing on another phone.• A shared line to view or join coworkers' calls.• Cisco Extension Mobility to apply your phone number and user profile to a shared Cisco Unified IP Phone.	Contact your system administrator about these features and see: <ul style="list-style-type: none">• Advanced Call Handling, on page 31.• Shared Lines, on page 36.• Cisco Extension Mobility, on page 41.

If you...	Then...	For more information...
Want to temporarily apply your phone number and settings to a shared Cisco Unified IP Phone	See your system administrator about the Cisco Extension Mobility service.	See Cisco Extension Mobility , on page 41.



Troubleshooting

- [Problems, page 87](#)
- [Phone Troubleshooting Data, page 90](#)
- [Quality Reporting Tool, page 90](#)

Problems

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

Phone Troubleshooting Data

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

If you are asked to...	Then...
Access network configuration data	Press ☰ , choose Settings > Network Configuration and select the network configuration item that you want to view.
Access status data	Press ☰ , choose Settings > Status and select the status item that you want to view.
Access phone model information	Press ☰ and choose Settings > Model Information .
Access phone call and voice quality information	Press ☰ and choose Settings > Status > Call Statistics .

Quality Reporting Tool

Your system administrator may temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. Press **QRT** to submit information to your system administrator. Depending on the 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

- [Cisco One-Year Limited Hardware Warranty Terms, page 91](#)

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



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