

Cisco Unified IP Phone 7941G, 7941G-GE, 7942G, 7961G, 7961G-GE,
and 7962 User Guide for Cisco Unified Communications Manager 9.0
(SCCP and SIP)

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Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA

<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

Grpti{ Ucxpiu 11

CHAPTER 2

Rj qpg Kpuvcvcvqp 13

Ocmg Hcuu Fkcn Ecnn 25

Ecnn Cpuygt 25

Ecnn Fkueqppgev 27

Jqnf cpf Tguwog 27

Rwv Ecnn qp Jqnf 28

Tgoqyg Ecnn

Lqkp Eqphgtgpeg 37

Lqkp Vqigvjgt Gzkvki Ecmu qp Ukp ing Rjqpg Nkpg 38

Lqkp Vqigvjgt Gzkvki Ecmu qp Owvkrng Rjqpg

Rtkxe{ 48

Dctig. eDctig. cpf

Fgngvg RCD Gpvt{ 77

Gfkv RCD Gpvt{ 77

Cff Pgy RCD Gpvt{ 77

Cuukip Hcuu Fkcn Eqfg vq RCD Gpvt{ 78

Ugctej hqt Hcuu Fkcn Eqfgu 78

Urggfi Fkca Ugwr

Okuukpi Uqhvng{ 104

Ecppqv Dctig Ecnn cpf Jgct Hcuw Dwu{ 104

Ecnn Fkueqppgevu Chvgt Dctig 104

Ecppqv Ceeguu Ugwkpiu Ogpw 105

Ecppqv Wug EcnnDcem 105

Ecnn Hqtyctf Cnn Gttqt Oguucig 105

Ugewtkv{ Gttqt Oguucig 106

Wptgurqpkxg Rjqpg 106

Rjqpg 41750300038 1 rg0 0 1 RGF1 10 Tf1 0 0 1 180 550.645 T4950300038 1 rg0 000QH

cpf 9;63 I/IG+2550300038 1 rg0 0 1 RGF1 10 Tf1 0 0 1 180 550.645 T4950300038 1 rg0 000QH



Preface

- [Kpvtqfwekqp. rcig zkk](#)
- [Cffvkqpcu Kphqto cvkqp. rcig zlx](#)
- [Ekueq Wpkhkgf kR Rjqpg 9;22 Ugtkgu gNgctpkpi Vwwqtkenu. rcig zlx](#)
- [Uchgv{ cpf Rgthqto cpeg Kphqto cvkqp. rcig zx](#)
- [Ekueq Rtqfwev](#)

Safety and Performance Information

Vjg hqmqykp i

- Cwccemu vjcv qeewt qp {qwt pgv y qtm. uwej cu c Fgpkcn qh Ugtxkeg cwccem

Cisco Product Security Overview

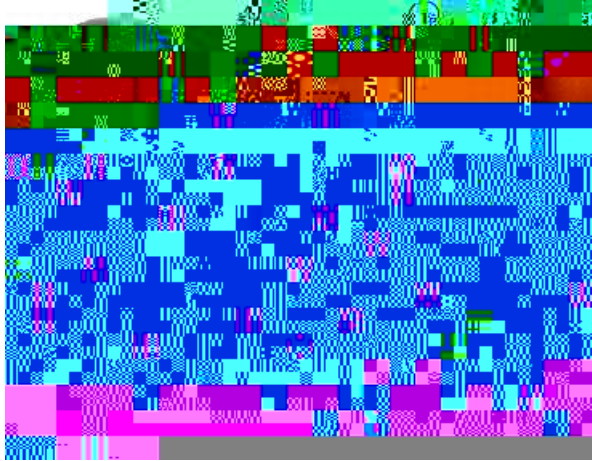
Vjku rtqfwev eqpvckpu

Phone Features

- [Rjqpg Qxgtxky. rcig 3](#)
- [Dwwqpu cpf Jctfyctg. rcig 3](#)
- [Nkpg cpf Ecm](#)

Cisco Unified IP Phone 7962G

Vjg hqnnqykpi hkiwtg kfgpvkhkgu vjg ko rqtvcpv rctvu qh vjg rjqpg0 Ugg [Dwwqpu cpf Jctf yctg Kfgpvkhkecvkqp.](#)
[qp rcig 5](#) hqt vjg fguetkrvkqp qh vjg pwodgtgf kyg ou0



Cisco Unified IP Phone 7961G and 7961G-GE

Vjg hqnnqykpi hkiwtg kfgpvkhkgu vjg ko rqtvcpv rctvu qh vjg rjqpg0 Ugg [Dwwqpu cpf Jctf yctg Kfgpvkhkecvkqp.](#)
[qp rcig 5](#) hqt vjg fguetkrvkqp qh vjg pwodgtgf kyg ou0

Cisco Unified IP Phone 7942G

Vjg hqnnqykpi hkiwtg kfgpvkhkgu vjg ko rqtvcpv rctvu qh vjg rX



Line and Call Definitions

Vjg

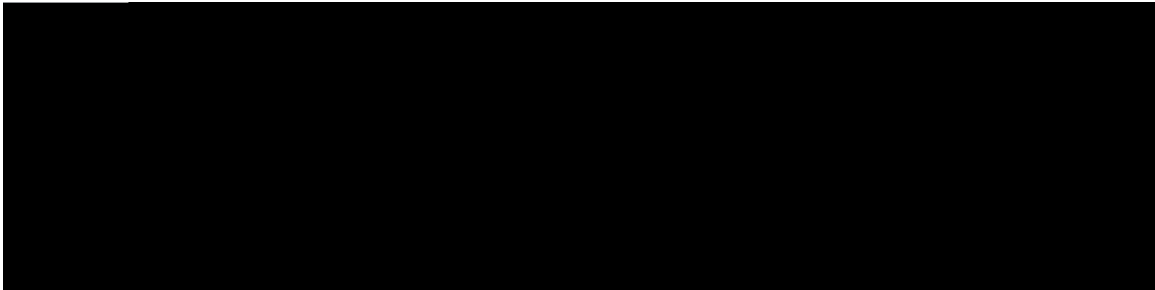
8	Rjqpg vcd	kpfkecvgu ecnn cevkxkv {0
9	Hgcwvtg vcd	kpfkecvg cp qrgp hgcwvtg o gpw0 Ugg Hgcwvtg Dwwqpu cpf Ogpwu. qp rcig :0



Vjg

SIP and SCCP Signaling Protocols

[qwt rj qpg ecp dg eqphkiwtgf vq yqtm ykvj qpg qh vyq uki penkpi rtqvqe qnu< UKS

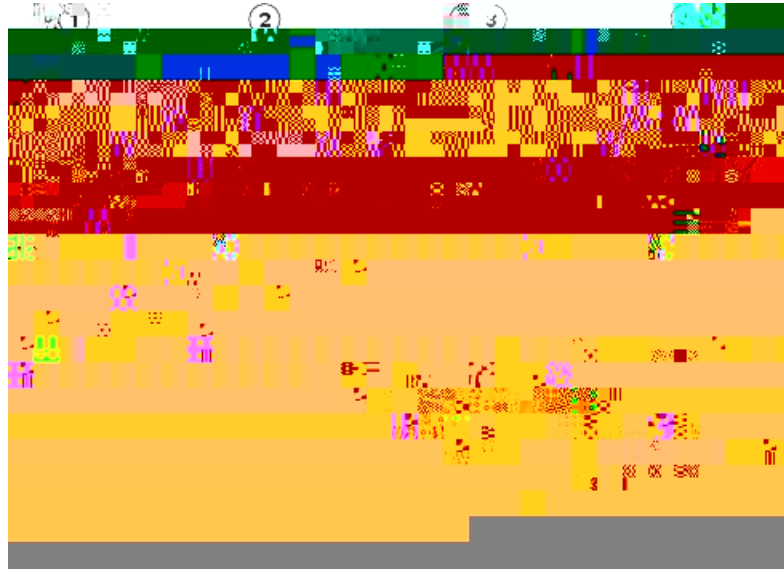


CHAPTER 2



Adjust Handset Rest

Kh {qwt r j qpg ku y cnn/ o qwpvgf. {qw oc{ pggf vq cflwuv vjg jcpfugv tguv vq gpuwtg vjcv vjg tgegkxgt fqgu pqv unkr qvv qh vjg etcfng}



Procedure

-
- Step 1 Tgoqxg vjg jcpfugv htqo vjg etcfng cpf rwnn vjg rncuvke vcd htqo vjg jcpfugv tguv}
 - Step 2 Tqvcvg U jg

Phone Cable Lock

[qw ecp ugewtg vjg Ekueq Wpkkhgf KR Rjqpg vq c fgumvqr d{ wukpi c ncrvqr ecdng nqem) Vjg nqem eqppgevu vq vjg ugewtkv{

Ekueq tgeq o o gpfu vjg wug qh iqqf swcnkv{ jgc fugu vjcv ctg uetggpgf cikpuv wpycp

Tips

- [qw ecp fkcñ qp/jqqm. ykvjqww c fkcñ

• Rtgau  cpf

Additional Call Options

Notify When Busy or Ringing Extension Available (CallBack)



Note

Y jgp c ecnn ku dgkpi ejcrgtqpgf. vjg ecnn ejcrgtqpg ecppqv wug EcnnDcem0

Procedure

Step 1 Rtguu **EcnnDcem** y jkng nkuvgpki vq vjg dwu{ vqpg qt tkpi uqwpf0

Step 2

Make Call from Mobile Phone Using Mobile Voice Access

Procedure

Step 1 Qdvckp {qwt Oqdkng Xqkeg Ceeguu pw o dgt cpf - cc - c

Tips

Step 2 kh pgeguuct{. uetqnn vq vjg crrtqrtkcvg ecm cpf rtguu **Tguwo g**

Mute

Ykvj Owvg gpcdnf. {qw ecp jgct

Switch to Call Overview Mode

Procedure

Step 4 Kh {qwt r j qpg jcu qp/jqqm vtcpuhgt gpcdnfg. eq o rngvg vjg vtcpuhgt d{ jcpikpi wr0

Talk to Transfer Recipient Before Transferring Call (Consult Transfer)

Procedure

- Step 1 Htq o ep cevkxg ecmm. rtguu **Vtcpuhgt**
- Step 2 Gpvgv vjg vcti gv pw o dgt0
- Step 3 Yckv hqt vjg vtcpuhgt tgekrkgpv vq cpuygt0
- Step 4 Rtguu **Vtcpuhgt** cickp vq eq o rngvg vjg vtcpuhgt qt

Tips

- Kh { qw htgswgpvn{

Create Conference by Barging Call on Shared Line

Procedure

Step 1 Rtguu vjg nkpg dwwqp hqt vjg ujctgf nkpg0

Step 2 kp uq o g ecugu.

Join Meet Me Conference

Procedure

- Step 1 Fkcn vjg Oggv Og eqphgtgpeg pwo dgt rtqxfgf d{ vjg eqphgtgpeg kpkvkvqt}
- Step 2 Kh {qw jgct c dwu{ vqpg. vjg eqphgtgpeg kpkvkvqt jcu pqv lqkpgf vjg eqphgtgpeg} Yckv c okpwyg cpf vjgp vt {qwt ecmm ci ckp}
-

Conference Participants List

Fwtkpi c uvpcfctf *cf jqe+ eqphgtgpeg. {qw ecp xkgy c nkuv qh rctvkekrcpvu cpf tgoqxg rctvkekrcpvu}

Control Conference Using Participants List

Vjg eqphgtgpeg rctvkekrcpvu nkuv. EqphNkuv. fkurc{u c oczkowo qh 38 rctvkekrcpvu} Vjqw i j wugtu ecp cff cu ocp{ eqphgtgpeg rctvkekrcpvu

Verify Conference Call Security

Place Intercom Call to Preconfigured Intercom Number

Procedure

Step 1 Rtguu

- Urggf/fken

Make Call Using Fast Dial

Procedure

- Ecnn Rctm< Wug vjg **Rctm** uqhvmg{ vq uvqtg vjg ecnn0

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

Procedure

Step 1 Fwtkpi c ecnn. rtguu vjg **Cuukuvgf Fktgevgf Ecm Rctm** dwwqp fkurnc {kpi cp kfg Nkpg Uvcvwu kpfkecvqt

Log In and Out of Hunt Groups

Procedure

- Step 1 Vq nqi kpvq c jwpv itqwr. rtguu **JNqi qt Jwpv I tqwr**0 [qw ctg pqy nqi igf kpvq vjg Jwpv I tqwr
- Step 2 Vq nqi qwv qh c jwpv itqwr. rtguu **JNqi qt Jwpv I tqwr**0 [qwt rjqpg uetggp fkurnc{u

Barge, cBarge, and Shared-line Calls

[qw

- Kh c r j qpg v j cv ku wukpi

[qwt

Chvgt vjg rjqpg uvctvu wr cpf vjg XRP Nqikp uetggp crrgctu. gpvgt {qwt etfgpvkcnu dcugf qp vjg eqphkiwtgf
cwjgpkckvkqp ogvjqf<

- Wugtpc og cpf rcuuyqtf< Gpvgt vjg wugtpc og cpf rcuuyqtf ikxgp d{ {qwt u{uyg o cf o kpuvtcvqt}
- Rcuuyqtf cpf egtvkhkecvg< Gpvgt vjg rcuuyqtf0 [qwt wugtpc og ku fgtxgf htq o vjg egtvkhkecvg0
- Egtvkhkecvg< Kh vjg rjqpg wugu qpn{ c egtvkhkecvg hqt cwjgpkckvkqp. {qw fq pqv pggf vq gpvgt cwjgpkckvkqp
fcvc0 Vjg XRP Nqikp uetggp fkurnc{u vjg uvcvwu qh vjg rjqpg cvg o rvkpi vjg XRP eqppgevkqp0

Ykvj vjg cwjgpkckvkqp ogvjqfu vjcv tgswwtg c rcuuyqtf. wug vjg >> uqhvmg{ vq dcemurceg

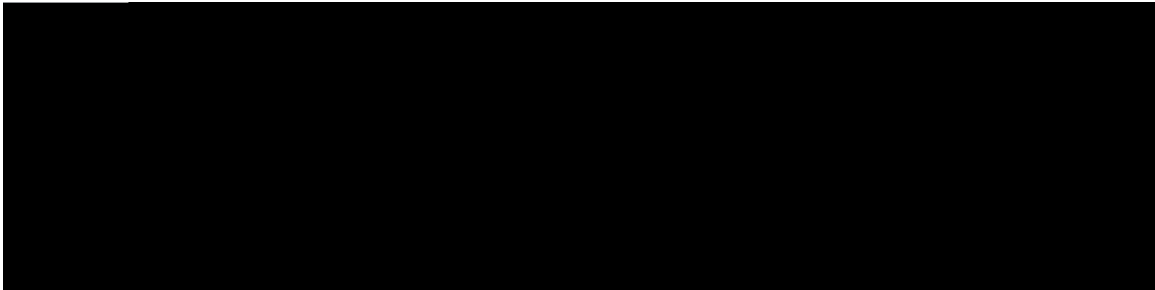
Tips

- GO cwtq o cvkecm { nqi u {qw

Turn Off Mobile Connect from Mobile Phone

Procedure

- Step 1 Fkcn {qwt cuuki pgf Oqdkng Xqkeg ceeguu pw o dgt}
- Step 2 Gpvgt {qwt o qdkng r j qpg pw o dgt *kh tgs wugvf+ cpf RKP}
- Step 3 Rtguu **5** vq fkucdng Oqdkng Eqppgev{Step 1TfBTm{Step 1}T0 0 1 170.97 595.375 Tm{TfBTm{Step 1}T0 0 1X00VV}Q170.97 595.375



CHAPTER

1



Headset

[qwt rjqpg uwrrqtvu hqwt/ qt ukz/yktg jgcfugv lcemu hqt yktgf jgcfugvu0 Ekueq Wpkhkf KR Rjqpgu 9;84 I cpf
9;64 I cnuq uwrrqtv yktgnguu jgcfugvu0 Hqt kphqt o cvkqp cdqww rwtejcukpi jgcfugvu. ugg [Yktgf cpf Yktgnguu](#)
[Jgcfugvu. qp rcig 38](#)

Adjust Phone Ringer Volume Level

Ejgem ykvj {qwt u{uvgo cf okpukvtcvqt vq ugg kh c okpkowo tkpigtxqmwog ugwkpi ycu eqphkiwt

Phone Screen Customization

[qw ecp cflwuv vjg ejtcevgtkuvkeu qh {qwt r j qpg uetggp}]

Related Topics

[Wugt Qrvkqpu Ygd Rcig Cevkqpu. qp rcig :5](#)

[Wugt Ugwkpui qp Ygd. qp rcig :4](#)

Change Phone Screen Contrast

Procedure

Step 1 Ejqqug  @ **Wugt Rtghgtgpegu @ Eqpvtcur()**

Step 2 Vq o cmg cflwuv o gpvu.

Change Phone Screen Language

Procedure


Step 1 Nqi kp vq {qwt

Call Logs and Directories

- [Ecmn Nqiu cpf Fktgevtkgu Qxgtxky. rcig 8;](#)
- [Ecmn Nqiu. rcig 0 ig](#)

View Call Logs

Procedure

Step 1 Rtguu 

Step 2 Ejqqug qpg qh vjg hqmqy kpi gpvtkgu<

- **Okugf Ecm**
- **Rncegf Ecmu**
- **Tgegtxgf Ecmu**

Gcej nqi uvqtgu wr vq 322 tgeqtfu0

Display Single Call Record Details

Procedure

Step 1 Rtguu 

Step 2 Ejqqug qpg qh vjg hqmqy kpi gpvtkgu<

- **Okugf Ecmu**
- **Rncegf Ecmu**
- **Tgegtxgf Ecmu**

Step 3 Jki jnki jv c ecnn tgeqtf0

Step 4 Rtguu **Fgycknu** vq

Dial from Call Log (While Not on Another Call)

Procedure

Step 1

- **Jqnf**<Rwvu vjg hktuv ecnn qp jqnf cpf fkcnu vjg ugeqpf0
- **Vtcpuht**<Vtcpuhtu vjg hktuv rcpu

Step 3 Jki jnki jv vjg ecnn tgeqtf vjcv {qw ycpv vq tgfkn}

Step 4 Rtgau **GfkvFkn**

Step 5 Rtgau cpf jqnf vjg uvct *, + mgf hqt

Dial from Corporate Directory (While on Another Call)

Access Personal Directory (for PAB and Fast Dial Codes)

Procedure

Assign Fast Dial Code to PAB Entry

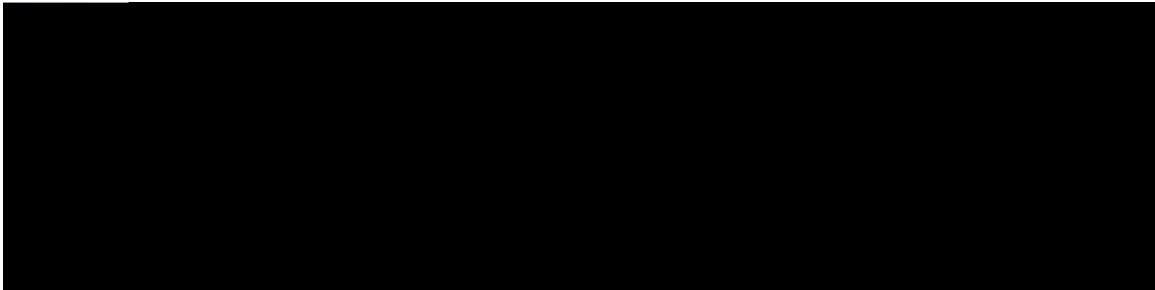
Procedure

- Step 1 Step 1 U g c t e j h q t c R C D g p v t { 0
- Step 2 Step 2 J k i j n k i j k u j l e i j 0

Delete Fast Dial Code

Procedure

- Step 1 Ugctej hqt c Hcuw Fkcn eqfg0
- Step 2 Jki jnki jv vjg nkuvkpi {qw ycpv cpf rtguu



CHAPTER

U



Procedure

Step 1 Qdckp vjg Wugt

Personal Directory on Web

Vjg

Edit Personal Address Book Entry

Procedure

Assign Fast-Dial Code to Personal Directory Entry

Procedure

[qw ecp pqy rtguu vjg nkpg dwwvqp vq ceeguu Hcuv Fkcn eqfgu]

Search for Fast Dial Entry

Procedure

- Step 1 Ukip kp vq {qwt Wugt Qrvkqpu ygd rcig}
 - Step 2 Ugngev **Wugt Qrvkqpu @ Hcuv Fkcn**
 - Step 3 Urgek{ ugcte j kphqt o cvkqp cpf ugngev **Hkp**
-

Edit Fast-Dial Phone Number

Procedure

- Step 1 Ukip kp vq {qwt Wugt Qrvkqpu ygd rcig}
 - Step 2 Ugngev **Wugt Qrvkqpu @ Hcuv Fkcn**
 - Step 3 Ugcte j hqt vjg Hcuv Fkcn gpvt{ vjcv {qw ycpv vq gfkv}
 - Step 4 Ugngev c eqo rppgpv qh vjg gpvt{}
 - Step 5 Ejcpig vjg rjppg pw o dgt}
 - Step 6 Ugngev **Ucxg**
-

Delete Fast Dial Personal Address Book Entry

Procedure

- Step 1 Ukip kp vq {qwt Wugt Qrvkqpu ygd rcig}
- Step 2 Ugcte j hqt c Hcuv fkc n gpvt{}
- Step 3 Ugngev qpg qt o qtg gpvtkgu}
- Step 4 Ugngevpw o d

Address Book Synchronization Tool

[qw ecp wug vjg Cfftgau Dqqm U{pejtqpk|cvkqp Vqqn *VCDU{pej+ vq u{pejtqpk|g {qwt gzkukpi Oketquhv
Ykpfqyu Cfftgau Dqqm *kh cr rnkcedng+ ykvj

Subscribe to Service

Change Service Name

Change Browser Password

Procedure

Step 1 Ukip kp vq {qwt Wugt Qrvkqpu ygd rc igu0

Step 2

Change Phone Display Language

Procedure

- Step 1 Ukip kp vq {qwt Wugt Qrvkqpu ygd rcig}
 - Step 2 Ugngev **Wugt Qrvkqpu @ Fgxkeg**
 - Step 3 Ugngev cp kvg o htq o vjg Wugt Nqecng ftqr/fqyp nkuv
 - Step 4 Ugngev **Ucxg**
-

Line Settings on Web

Nkpg ugwkpi u chhgev c urgekhe r jppg nkpg *fktgevqt{ pw o dgt+ qp {qwt r jppg} Nkpg ugwkpi u ecp kpenwfg

Change Voice Message Indicator Setting Per Line

Procedure

- Step 1 Qp {qwt Wugt Qrvkqpu ygd rc ig. ugngv **Wugt Qrvkqpu @ Fgxkqg**}
- Step 2 Ugngv c r j qpg htq o v jg Pc o g ftqr/fqyp o gpw}
- Step 3 Ugngv **Nkpg Ugvrkpiu**}
- Step 4 *Qrvkqpcn+ Kh {qw jcxg oqtg vjcp qpg fktgevqi w

Edit Line Text Label for Phone Display

Procedure

- Step 1 Qp {qwt Wugt Qrvkqpu ygd rcig. ugngev **Wugt Qrvkqpu @ Fgxkeg**}
- Step 2 Ugngev c rjqpg htqo vjg Pcog **ftqr/fqyp ogpw**}
- Step 3 Ugngev **Nkpg Ugvkpiu**}
- Step 4 Kh {qw jcxg oqtg vjcp qpg fktgevqt { pw o dgt *nkpg+ cuukipgf vq {qwt rjqpg. ugngev c

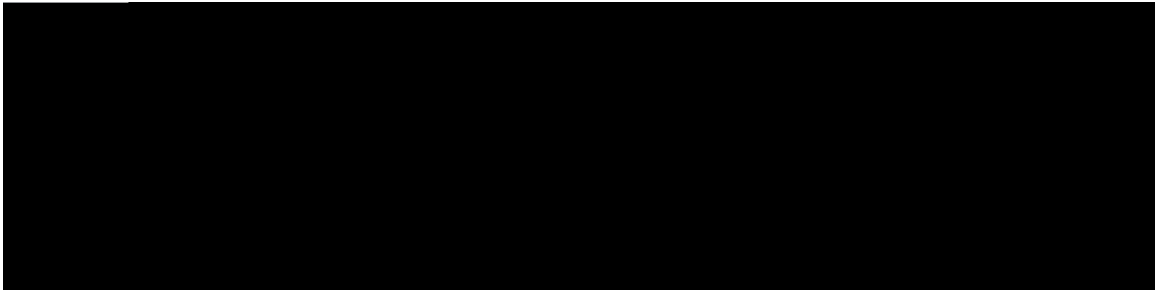
Step 10 $V_q c f f \nu j k u$

Step 5 Ugngeu {qwt tgo qvg fguvkpcvkqp rtqhkng htq o vjg ftqr/fqyp nkuv

• Fq pqv

Additional Options

[qwt u{uv g o cf okpkuvtcvqt ecp eqphki wtg {qwt r j qpg vq wug urgekhe dwwqp cpf uqhvmg { vg o rncvgu cnp i



CHAPTER 10



- Ejcpi g vjg vk o g/qh/fc { tguvtkevkqpu vjcv rtgxpvy {qw htq o wukpi uq o g hgcwvtgu fwtkpi egtvckp i

Solution


Dctig kpvq vjg ecm cickp0

Cannot Access Settings Menu

Problem

Vjg Ugvkpiu dwwwqp ku wptgurqpukxg0

Cause

[qwt u{uvgo cfokpukvtevt oc{ jcxg fkucdngf  qp {qwt rjqpg0

Solution

Eqpvcev {qwt u{uvgo cfokpukvtevt0

Security Error Message

Problem

[qwt r j qpg fkurnc{u Uæ´ |ã↔\] Óãã~ã0

Cause

[qwt r j qpg hkt o yctg jcu kfgpvkhkgf [[[

Phone Screen Is Too Light or Too Dark (Cisco Unified IP Phones 7962G and 7942G)

Problem

Vjg rjqpg

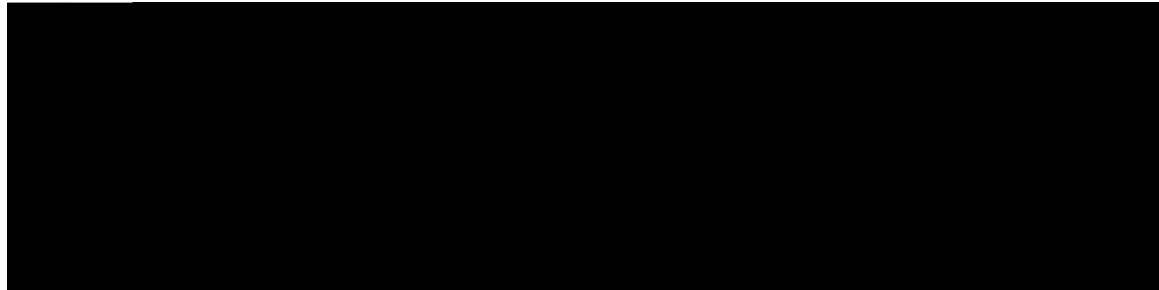
Quality Reporting Tool

[qwt u{uvgo cfokpkuvtcvqt oc{ eqphkiwtg {qwt rjqpg ykvj vjg Swcnkv{ Tgrqtkpi Vqgn *STV+ vq vtqwdngujqqv
rgthqtocepeg rtqdnngou0 [qw ecp

Warranty

- [Ekueq Qpg/ \[gct Nk okvgf Jctfyctg Ycttcpv{ Vgtou. rcig 32;](#)

Cisco One-Year Limited Hardware Warranty Terms



I N D E X

A

Cddtgxkcvf

ecnu **eqpwpwgf+*
tgrqtkpi rtqngou ykvj 108
ugewtg 51
uvqtkpi cpf

Hcuu Fkcn 88

ugctej 88

hcuu fkcq eqfgu 87

cuuki p vq Rgtuqpcn Fktgevqt{ 87

nkpgu *eqpvkpwgf+
dwwqpu 3
fguetkrvkqp cpf pw o dgt qh uwr rqtvgf ecmmu 6
keqpu cpf ecmm uvcvgu 6
tkpi rcwgtpu hqt 94
tkpi vqpgu hqt 65
ujctgf 48
vgzv ncdgn hqt 94
wukpi DNH 50
xkgykpi 7
xqkeg o guucig kpfkecvqt ugwkpi hqt 94
nqecng 93, 94
ejepig hqt wugt qrvkqpu ygd rcigu 93
ejepig rjqqg fkurnc{ 94
nqi kp cpf qww. Ugg ukip kp cpf qww
nqi ikpi

RKP 92

ejepikpi 92

rnceg ecnn

T

vcdU 7

qp r j qpg uetggp 7

VcdU{pej 89