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

First Published: January 12012

Last Modified: February 09, 2016

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

CONTENTS

Preface xiii

Introduction xiii

Additional Information xiv

Cisco Unified IP Phone 7900 Series eLearning Tutorials xiv

Safety and Performance Information xv

Power Outage xv

External Devices xv

Phone Behavior During Times of Network Congestion xv

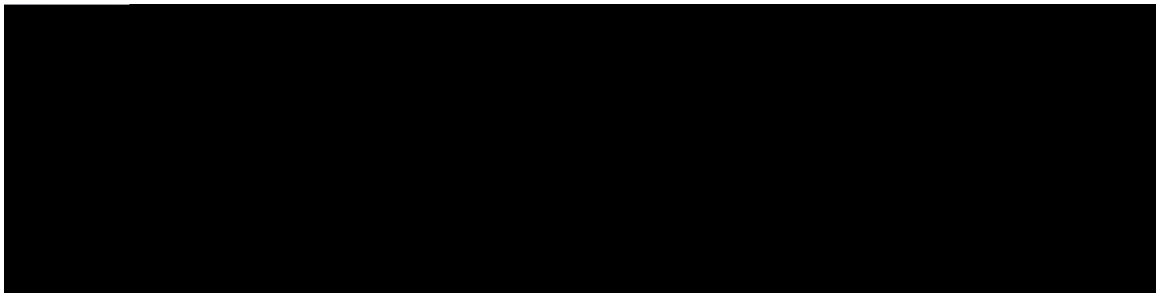
Cisco P

Make Call from Mobile Phone Using Mobile

Remote-in-Use Icon 48
Call Information and Barge 49
Privacy 49
Barge, cBarge, and Shared Lines

Speakerphone 65
AutoAnswer with Headset

CHAPTER 10 T



Preface

- Introduction, page xiii
- Additional Information, page xiv
- Cisco Unified IP Phone 7900 Series eLearning Tutorials, page xiv
- Safety and Performance Information, page xv
- Cisco Product Security Overview, page xvi
- Accessibility Features, page xvi

Introduction

Safety and Performance Information

The following sections provide information about the

- Attacks that occur on

CHAPTER 1

Phone Features

Cisco Unified IP Phone 7975G Buttons and Hardware

The following figure identifies the

Cisco Unified IP Phone 7965G Buttons and Hardware

The following figure identifies the important parts of the phone. See Buttons and Hardware Identification, on

Table 1: Phone Buttons and Hardware

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

Use only a soft, dry cloth to wipe the touchscreen

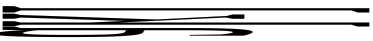
Feature Buttons and Menus

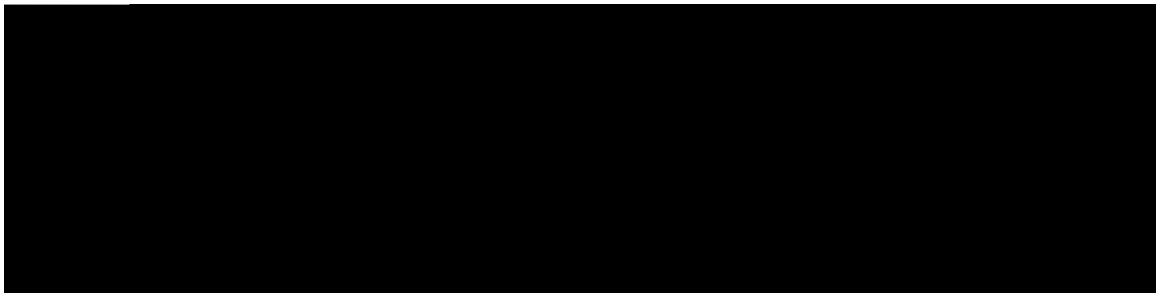
Press a feature button to open or close a feature menu.

If you want to...	Then...
Get	Press . After a second or two, press again, or choose **Help** from the main menu.

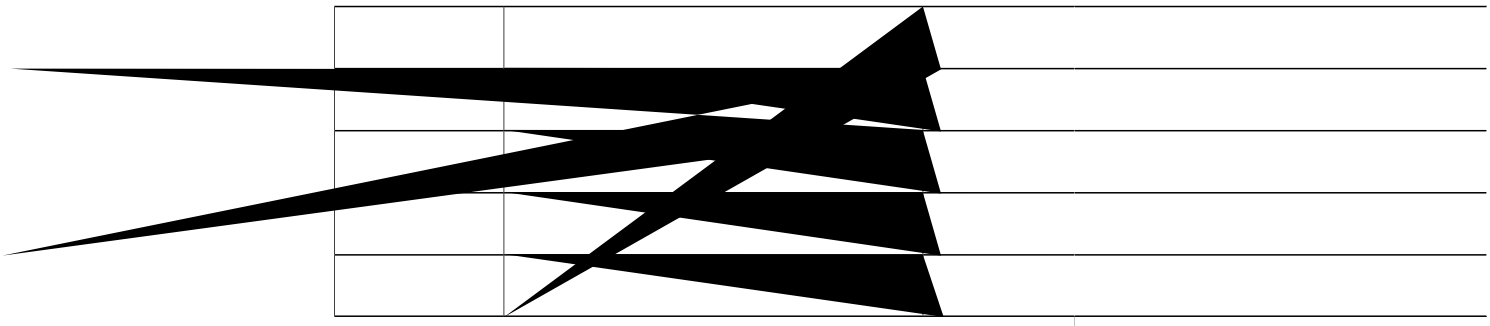
At the scheduled time, your phone powers up. To wake up the phone before the schedule time, contact your administrator.

Wake and sleep times are





CHAPTER



Procedure

Step 1 Remove the

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.

Tips

- You can dial on-hook, without a dial tone (predial). To predial, enter a number, then go off-hook by lifting the handset,

Additional Call Options

You can place calls using special features and services that may be available on your phone. For more information about these additional

Procedure

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

Place Call Using Billing or Tracking Code

Only SCCP phones support billing or tracking codes.

Procedure

Step 1 Dial

Dial Personal Address Book (PAB) Entry

Procedure

Hold and Resume

You can hold and resume calls. When you put a call on hold, the Hold icon appears on the right in the call information area and the

Remove Call from Hold on Different Line

Procedure

Step 1 Press the appropriate line button: or (flashing). Doing so may cause a held call to resume automatically:

- If there is a reverting call on the line, that call resumes.

Switch Between Connected Calls on One Line

Procedure

Step 1 Highlight the call

View Calls on Another Line

	Procedure
Step 1	Press

Switch In-Progress Call from Mobile Phone to Desk Phone

Transfer Call Without Talking to Transfer Recipient

- When you switch an in-progress call from your mobile phone to Cisco Unified phones that share the same line (Session Handoff),

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

Related Topics

Line Settings on Web, on page 96
User Options Web Page Actions, on page

- 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

- Conference: Enables you to create a standard (ad hoc) conference by calling each participant. Conference is available on most phones.
- Join: Enables you to create a standard (ad hoc) conference by combining existing calls.
- cBarge: Enables you to create a q (ad

Tips

- If you frequently join more than two parties into a single

Join Meet Me Conference

Procedure

Place Intercom Call to Preconfigured Intercom Number

• Speed-dial Spe Ե Շ Ե

Call PickUp

Call PickUp enables you to answer a call that is

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

Procedure

Step 1 Press the **OPickUp** softkey

- YYYYYYYYYY

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

Hunt Groups

If your organization receives a large number

Call Information and Barge

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

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

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

Procedure

Step 1 To prevent others from viewing or barging a call on a shared line,

a) Press **Private** .

b) To verify that Privacy is on, look for the Privacy-enabled icon next to an amber line button

Tips

- Your phone may play an audible

Protected

If you want to...	Then...
	Listen for the secure indication tone at the beginning of the call: • Secure K K Ω sca

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

- Username and password: Enter the username and password given by your system administrator.
- Password and certificate: Enter the password. Your username is derived from the certificate.
- Certificate:

If 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.
	Ente

Cisco Extension Mobility

Cisco Extension Mobility (EM) allows you to configure any Cisco Unified

Change Your PIN Using Change Credentials Service

Procedure

Step 1

If you want to...	Then...
	Use the various features of your mobile phone (for example,

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

Put Call Picked Up on Mobile Phone on Hold

Procedure

Turn Off Mobile Connect from Mobile Phone

CHAPTER

Handset, Headset, and Speakerphone

O

- Headset, Handset, and Speaker Overview

Headset

Your phone

CHAPTER 9

Phone Customization

•

Adjust Phone Ringer Volume Level

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

Phone Screen Customization

You can

View Call Logs

Erase All Call Records in Single Log

Procedure

Dial from Call Log (While Not on Another Call)

Procedure

Step 3 Highlight the call record that you want to redial.

Step 4 Press **EditDial**.

Step 5 Press and hold

Dial from Corporate Directory (While on Another Call)

Procedure

Step 1 Choose > **Corporate Directory** (exact name can vary).

Step 2 Use your keypad to enter a full or partial name and

Access Personal Directory (for PAB and Fast Dial Codes)

Procedure

Delete PAB Entry

Procedure

Step 1 Search for a listing.

Step 2 Highlight the listing and press **Select**.

Step 3 Press **Delete**.

Step 4 Choose **OK** to c

5WAdd New 1 0 0 1 121 31336 3 77349 (5WA) TF0 10 5 Tf1 0 0 1 144 654 813 71 72procedure

Place Call Using Fast Dial Code

Procedure

CHAPTER 7

Voice messages

•

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

- To

CHAPTER 8

User Options Web Pages

- User Options

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

Related Topics

User Options Web Page Actions, on page 85

Personal Directory on Web

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

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

You

Search for Personal Address Book Entry

Procedure

Step 1 Sign in to your User Options

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

Tips

- You can create up to 500 Fast Dial and M

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

Delete Fast-Dial Personal Address Book Entry

Procedure

Step 1 On your User

Set Up Abbreviated Dialing Codes

Procedure

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

Phone Services Setup on Web

Phone services can include special phone features, network data, and web-based

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

Change Service Name

Change Browser Password

Procedure

Step 1 Sign in

Change Phone Display Language

Procedure

Step 1 Sign

Change Voice Message Indicator Setting Per Line

Procedure

Step 1 Choose **User Options** > **Device**

Change or Create Line Text Label that Appears on Phone Screen

Procedure

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

Log Out of WebDialer

Procedure

Click the **Logout**

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

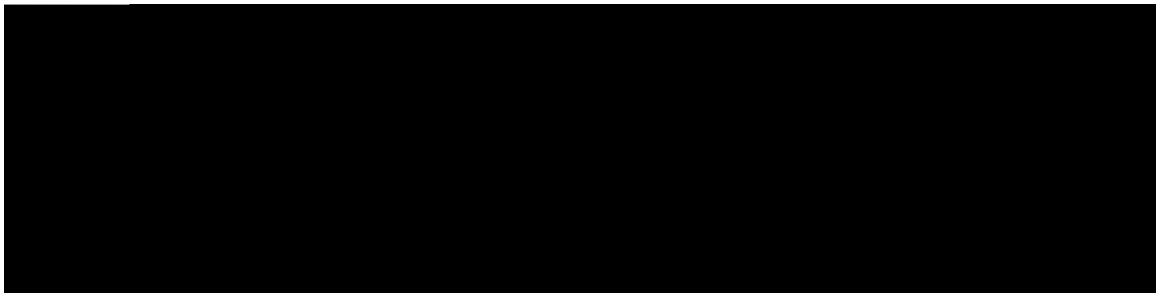
APPENDIX A

Warranty

- Cisco One-Year Limited Hardware Warranty Terms, page 111

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 l ate



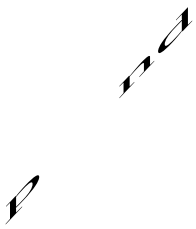
INDEX

A

Abbreviated Dialing 91
Abbreviated Dialing (Off-hook) 44

change *(continued)*
locale 95, 96
phone display 96
user options web pages 95
phone service name 94
phone services 93
Cisco

footstand 3, 17
adjusting 17
button for 3
Forced Authorization Code, See FAC
forwarding



redialing 23
remote destination 59
    See also user options
remote-in-use icon for shared lines 48
resume 29
    using 29
ring patterns

user options *(continued)*
fast dials *(continued)*
edit 90
search 90
Fast Dials 89
assign a code to PAB entry 89
mobility 98