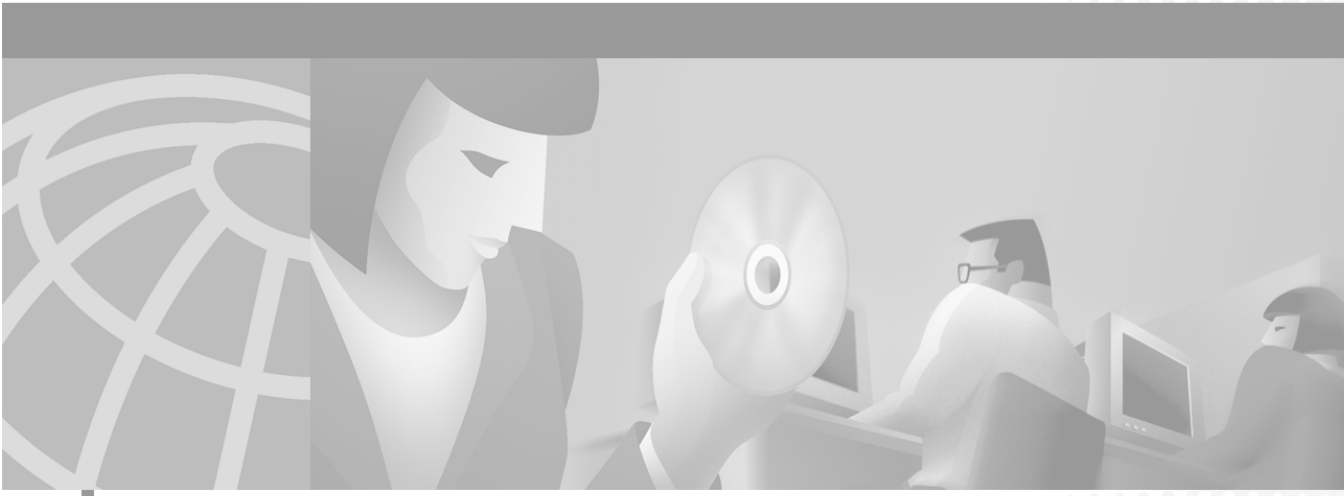


Cisco IP Phone Models 7960 and 7940 User Guide

Corporate 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: 408 526-4100

Customer Order Number: DOC-7810182=
Text Part Number: 78-10182-05

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The following information is for FCC compliance of Class B devices: The equipment described in this manual generates and may radiate radio-frequency energy. If it is not installed in accordance with Cisco's installation instructions, it may cause interference with radio and television reception. This equipment has been tested and found to comply with the limits for a Class B digital device in accordance with the specifications in part 15 of the FCC rules. These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

Modifying the equipment without Cisco's written authorization may result in the equipment no longer complying with FCC requirements for Class B digital devices. In that event, your right to use the equipment may be limited by FCC regulations, and you may be required to correct any interference to radio or television communications at your own expense.

You can determine whether your equipment is causing interference by turning it off. If the interference stops, it was probably caused by the Cisco equipment or one of its peripheral devices. If the equipment causes interference to radio or television reception, try to correct the interference by using one or more of the following measures:

• Turn the television or radio antenna until the interference stops.

• Move the equipment to one side or the other of the television or radio.

• Move the equipment farther away from the television or radio.

• Plug the equipment into an outlet that is on a different circuit from the television or radio. (That is, make certain the equipment and the television or radio are on circuits controlled by different circuit breakers or fuses.)

Modifications to this product not authorized by Cisco Systems, Inc. could void the FCC approval and negate your authority to operate the product.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

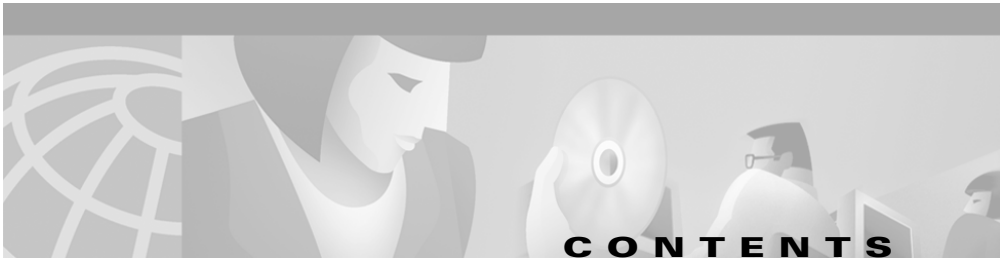
NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

AccessPath, AtmDirector, Browse with Me, CCIP, CCSI, CD-PAC, *CiscoLink*, the Cisco *Powered* Network logo, Cisco Systems Networking Academy, the Cisco Systems Networking Academy logo, Fast Step, Follow Me Browsing, FormShare, FrameShare, GigaStack, IGX, Internet Quotient, IP/VC, iQ Breakthrough, iQ Expertise, iQ FastTrack, the iQ Logo, iQ Net Readiness Scorecard, MGX, the Networkers logo, *Packet*, RateMUX, ScriptBuilder, ScriptShare, SlideCast, SMARTnet, TransPath, Unity, Voice LAN, Wavelength Router, and WebViewer are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, Discover All That's Possible, and Empowering the Internet Generation, are service marks of Cisco Systems, Inc.; and Aironet, ASIST, BPX, Catalyst, CCDA, CCDP, CCIE, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, the Cisco IOS logo, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Enterprise/Solver, EtherChannel, EtherSwitch, FastHub, FastSwitch, IOS, IP/TV, LightStream, MICA, Network Registrar, PIX, Post-Routing, Pre-Routing, Registrar, StrataView Plus, Stratm, SwitchProbe, TeleRouter, and VCO are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries.

All other trademarks mentioned in this document or Web site are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0106R)

Cisco IP Phone Models 7960 and 7940 User Guide
Copyright © 2000-2001, Cisco Systems, Inc.
All rights reserved.



CONTENTS

Preface ix

About this Guide ix

Related Documentation ix

Obtaining Documentation ix

World Wide Web x

Documentation CD-ROM x

Ordering Documentation x

Documentation Feedback x

Obtaining Technical Assistance xi

Cisco.com xi

Technical Assistance Center xi

Contacting TAC by Using the Cisco TAC Website xi

Contacting TAC by Telephone xii

Document Conventions xii

CHAPTER 1 **Introducing Your Cisco IP Phone** 1-1

A Road Map to Your Cisco IP Phone 1-1

CHAPTER 2 **How to Use the Handset, Speakerphone, and Headset** 2-1

Using the Handset 2-1

Using the Speakerphone 2-2

Using the Headset 2-2

Plugging in the Headset 2-2

Headset Safety Considerations 2-4

Adjusting the Handset, Speakerphone, and Headset Volume 2-4

CHAPTER 3 **Placing a Call and Other Basic Phone Tasks 3-1**

Making Telephone Calls 3-1
Placing a Call 3-2
Answering a Call 3-3
Ending a Call 3-3
Muting a Call 3-3
Putting a Call on Hold 3-3
Transferring a Call 3-4
Redialing a Number 3-5
Parking a Call 3-5
Using Call Pickup 3-6
How to Pick Up Calls Within Your Group 3-6
How to Pick Up Calls Outside of Your Group 3-7
Using Call Forwarding 3-8
Setting Up Call Forwarding on Your Phone 3-8
How Call Forwarding Works with Your Voice Mail System 3-9
Making Conference Calls 3-9
Placing a Conference Call 3-9
Conference Call Tips 3-10
Meet-Me Conference Calls 3-11
Establishing a Meet-Me Conference 3-11
Joining a Meet-Me Conference 3-11
Adjusting the Ringer Volume 3-12

CHAPTER 4 **Getting Started with Feature Buttons 4-1**

Tips for Using the LCD Screen 4-2
Using the Services Button 4-2

Using the Extension Mobility Service 4-3
How to Log in to Extension Mobility 4-4
How to Log Out of Extension Mobility 4-5
How to Change Your Extension Mobility PIN 4-5
Establishing Cisco IP Phone Services 4-6
How to Log On to the Main Menu Page 4-7
How to Set Up Speed Dial Buttons 4-7
How to Set Up Call Forwarding When Not at Your Phone 4-9
How to Cancel Call Forwarding 4-10
How to Subscribe to Services 4-11
How to Change or End Subscriptions 4-12
How to Manage Your Personal Address Book 4-13
Using the Messages Button 4-15
Setting Up Voice Mail 4-15
Accessing Voice Mail 4-15
Using the Settings Button 4-16
Changing the LCD Contrast 4-16
Changing the Ringer Sound 4-17
Accessing Network Configuration Data 4-17
Accessing Status Data 4-18
Using the Directories Button 4-18
Viewing or Dialing from a Directory 4-19
Using the i Button for Instant Help 4-20

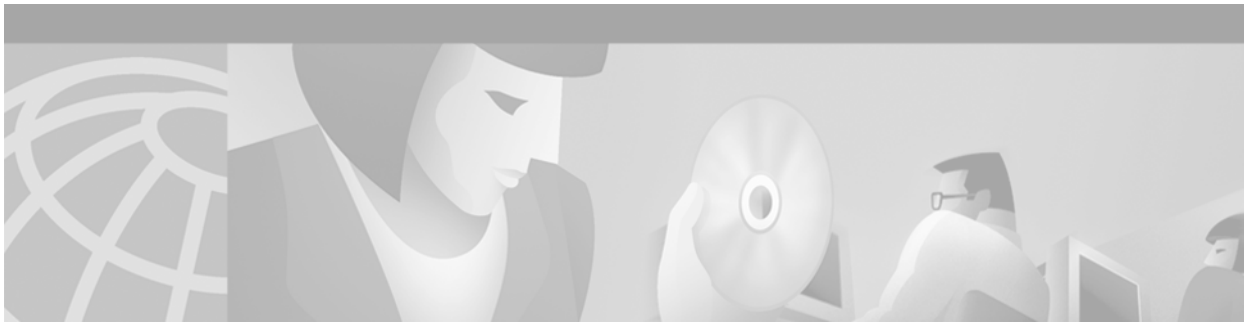
CHAPTER 5 **Using the Cisco IP Phone 7914 Expansion Module 5-1**
Understanding Expansion Module Features 5-2
How to Get More Information 5-3

APPENDIX A **Safety and Compliance Information** A-1

Safety Notices A-1

Regulatory Compliance A-3

INDEX



Preface

This preface covers these topics:

- About this Guide, page ix
- Related Documentation, page ix
- Obtaining Documentation, page ix
- Obtaining Technical Assistance, page xi
- Document Conventions, page xii

About this Guide

This guide is designed to help you perform basic and advanced phone tasks using your Cisco IP Phone Models 7960 and 7940. This guide assumes that your Cisco IP Phone is already connected and ready for you to use. For connection instructions, see the guide that shipped with your phone in the box: *At a Glance Cisco IP Phone Models 7960 and 7940.* Contact your system administrator for additional help.

If you use a Cisco IP Phone 7914 Expansion Module, refer to Chapter 5, "Using the Cisco IP Phone 7914 Expansion Module" for an overview.

Related Documentation

For more information, refer to these documents:

- At a Glance Cisco IP Phone 7960 and 7940—This booklet includes basic installation instructions and ships in the box with each phone
- Quick Reference Cisco IP Phone 7960/7940—This wallet card contains basic instructions and can be ordered separately

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- http://www.cisco.com
- http://www-china.cisco.com
- http://www-europe.cisco.com

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:

  http://www.cisco.com/cgi-bin/order/order_root.pl

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

  http://www.cisco.com/go/subscription

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Attn Document Resource Connection
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

http://www.cisco.com

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

http://www.cisco.com/tac

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

http://www.cisco.com/register/

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

http://www.cisco.com/tac/caseopen

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

Document Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in **boldface**.
italic font	Arguments for which you supply values are in *italics*.
[ ]	Elements in square brackets are optional.
{ x | y | z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x | y | z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
`screen` font	Terminal sessions and information the system displays are in `screen` font.
`boldface screen` font	Information you must enter is in **`boldface screen`** font.
italic screen font	Arguments for which you supply values are in *italic screen* font.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords are in angle brackets.

Note Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Caution Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:

Warning **This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. (To see translations of the warnings that appear in this publication, refer to the appendix, "Translated Safety Warnings.")**

Waarschuwing **Dit waarschuwingssymbool betekent gevaar. U verkeert in een situatie die lichamelijk letsel kan veroorzaken. Voordat u aan enige apparatuur gaat werken, dient u zich bewust te zijn van de bij elektrische schakelingen betrokken risico's en dient u op de hoogte te zijn van standaard maatregelen om ongelukken te voorkomen. (Voor vertalingen van de waarschuwingen die in deze publicatie verschijnen, kunt u het aanhangsel "Translated Safety Warnings" (Vertalingen van veiligheidsvoorschriften) raadplegen.)**

Varoitus **Tämä varoitusmerkki merkitsee vaaraa. Olet tilanteessa, joka voi johtaa ruumiinvammaan. Ennen kuin työskentelet minkään laitteiston parissa, ota selvää sähkökytkentöihin liittyvistä vaaroista ja tavanomaisista onnettomuuksien ehkäisykeinoista. (Tässä julkaisussa esiintyvien varoitusten käännökset löydät liitteestä "Translated Safety Warnings" (käännetyt turvallisuutta koskevat varoitukset).)**

Attention **Ce symbole d'avertissement indique un danger. Vous vous trouvez dans une situation pouvant entraîner des blessures. Avant d'accéder à cet équipement, soyez conscient des dangers posés par les circuits électriques et familiarisez-vous avec les procédures courantes de prévention des accidents. Pour obtenir les traductions des mises en garde figurant dans cette publication, veuillez consulter l'annexe intitulée « Translated Safety Warnings » (Traduction des avis de sécurité).**

Warnung **Dieses Warnsymbol bedeutet Gefahr. Sie befinden sich in einer Situation, die zu einer Körperverletzung führen könnte. Bevor Sie mit der Arbeit an irgendeinem Gerät beginnen, seien Sie sich der mit elektrischen Stromkreisen verbundenen Gefahren und der Standardpraktiken zur Vermeidung von Unfällen bewußt. (Übersetzungen der in dieser Veröffentlichung enthaltenen Warnhinweise finden Sie im Anhang mit dem Titel "Translated Safety Warnings" (Übersetzung der Warnhinweise).)**

Avvertenza **Questo simbolo di avvertenza indica un pericolo. Si è in una situazione che può causare infortuni. Prima di lavorare su qualsiasi apparecchiatura, occorre conoscere i pericoli relativi ai circuiti elettrici ed essere al corrente delle pratiche standard per la prevenzione di incidenti. La traduzione delle avvertenze riportate in questa pubblicazione si trova nell'appendice, "Translated Safety Warnings" (Traduzione delle avvertenze di sicurezza).**

Advarsel **Dette varselsymbolet betyr fare. Du befinner deg i en situasjon som kan føre til personskade. Før du utfører arbeid på utstyr, må du være oppmerksom på de faremomentene som elektriske kretser innebærer, samt gjøre deg kjent med vanlig praksis når det gjelder å unngå ulykker. (Hvis du vil se oversettelser av de advarslene som finnes i denne publikasjonen, kan du se i vedlegget "Translated Safety Warnings" [Oversatte sikkerhetsadvarsler].)**

Aviso **Este símbolo de aviso indica perigo. Encontra-se numa situação que lhe poderá causar danos fisicos. Antes de começar a trabalhar com qualquer equipamento, familiarize-se com os perigos relacionados com circuitos eléctricos, e com quaisquer práticas comuns que possam prevenir possíveis acidentes. (Para ver as traduções dos avisos que constam desta publicação, consulte o apêndice "Translated Safety Warnings" - "Traduções dos Avisos de Segurança").**

Advertencia **Este símbolo de aviso significa peligro. Existe riesgo para su integridad física. Antes de manipular cualquier equipo, considerar los riesgos que entraña la corriente eléctrica y familiarizarse con los procedimientos estándar de prevención de accidentes. (Para ver traducciones de las advertencias que aparecen en esta publicación, consultar el apéndice titulado "Translated Safety Warnings.")**

Varning! **Denna varningssymbol signalerar fara. Du befinner dig i en situation som kan leda till personskada. Innan du utför arbete på någon utrustning måste du vara medveten om farorna med elkretsar och känna till vanligt förfarande för att förebygga skador. (Se förklaringar av de varningar som förekommer i denna publikation i appendix "Translated Safety Warnings" [Översatta säkerhetsvarningar].)**

CHAPTER 1

Introducing Your Cisco IP Phone

The Cisco IP Phone 7960 and Cisco IP Phone 7940 are full-feature telephones that provide voice communication over an IP (Internet Protocol) network. These phones function much like traditional analog phones, allowing you to place and receive telephone calls. They also support features that you have come to expect from a telephone—such as speed dialing, redial, call transfer, conference calling, and voice mail access.

Your Cisco IP Phone offers features that might surprise you. Because it is part of an IP network, your Cisco IP Phone can provide not only telephony services, but data services, too—including up-to-the-minute information from the Internet through an Extensible Markup Language (XML)-based application. In a nutshell, your Cisco IP Phone provides a whole range of communication features that you could not expect from a traditional telephone.

A Road Map to Your Cisco IP Phone

Refer to the following illustrations and table to identify the buttons and parts on your Cisco IP Phone and to find a description of related features.

Note The only difference between the Cisco IP Phone models 7960 and 7940 is the number of available line or speed dial buttons. The Cisco IP Phone 7940 has two and the 7960 has six.

Figure 1-1 Cisco IP Phone 7960

Figure 1-2 Cisco IP Phone 7940

1	Handset with indicator light	Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and remains lit to indicate a new voice mail message.
2	LCD screen	Displays features such as the time, date, your phone number, caller ID, line/call status and soft key tabs.
3	Cisco IP Phone model type	Indicates your Cisco IP Phone model.
4	Line or speed dial button	Opens a new line, speed dials the number on the LCD screen, or ends a call. The Cisco IP Phone 7960 has six line or speed dial buttons and the 7940 has two.
5	Footstand adjustment	Allows you to adjust the angle of the phone base.
6	Directories button	Provides access to call histories and directories.
7	*i* button	Displays help on your LCD screen for a phone button or function.
8	Settings button	Provides access to phone settings such as contrast and ring sound, network configuration, and status information.
9	Speaker button	Toggles the speaker on or off.
10	Mute button	Toggles the mute on or off.
11	Headset button	Toggles the headset on or off.
12	Volume button	Increases or decreases volume for the handset, headset, or speakerphone (depending upon which is currently active). Also controls the ringer volume (if on-hook), and the LCD contrast.

13	Services button	Provides access to phone services (if available).
14	Messages button	Provides access to a message system (if available).
15	Navigation button	Enables you to scroll through text and select features displayed on the LCD screen.
16	Dial pad	Works exactly like the dial pad on a traditional telephone.
17	Soft keys	Enable you to engage any of the functions displayed on the corresponding LCD tabs. Soft keys point to feature options displayed along the bottom of your LCD screen. Soft keys change depending on the status of your phone. For example, you can see one set of soft key options when you pick up the handset, and another set when the phone is not in use.

Tip The features available on a Cisco IP Phone depend upon the call processing environment (or "protocol") that the IP Phone uses. Your Cisco IP Phone uses the Cisco CallManager call processing environment. The information in this guide is specific to Cisco CallManager.

CHAPTER 2

How to Use the Handset, Speakerphone, and Headset

There are three tools you can use to place and answer calls—the handset, the speakerphone, and a headset. These sections describe their use and how to adjust the volume for each:

- Using the Handset, page 2-1
- Using the Speakerphone, page 2-2
- Using the Headset, page 2-2
- Adjusting the Handset, Speakerphone, and Headset Volume, page 2-4

Using the Handset

The handset on your Cisco IP Phone functions in the same way as a handset on a traditional phone. To place and answer calls with the handset, simply lift the handset. To hang up, place the handset back in its cradle.

To switch from the handset to the speakerphone, press the **Speaker** button on the front of your phone during a call, then hang up the handset.

Tip The light strip at the top of your handset blinks when your phone rings and remains lit to indicate that you have received a new voice mail message.

Using the Speakerphone

To place and answer calls using the speakerphone, press the **Speaker** button. You can use the speakerphone in conjunction with all of the features on your Cisco IP Phone.

To switch from speakerphone to handset during a call, simply lift the handset.

Using the Headset

To place and answer calls using a headset, plug an approved headset into the back of the phone base and press the **Headset** button on the front of your phone.

You can use the headset in conjunction with all of the features on your Cisco IP Phone, including the Volume and Mute buttons. Use these buttons to adjust the volume to the ear piece and to mute the speech path from the headset microphone.

The Cisco IP Phone models 7960 and 7940 support four- or six-wire headset jacks. For information on the purchasing headsets, see the following URLs:

- http://cisco.getheadsets.com
- http://vxicorp.com/cisco

This section covers the following topics:

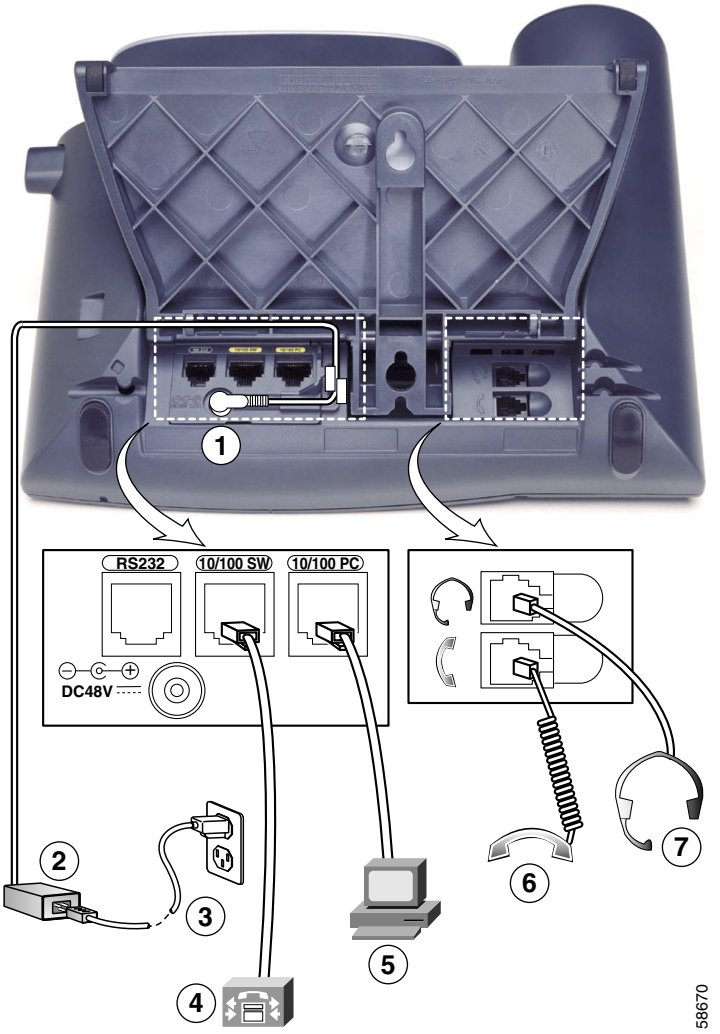
- Plugging in the Headset, page 2-2
- Headset Safety Considerations, page 2-4

Plugging in the Headset

Figure 2-1 illustrates the headset port and other cable connection ports on the Cisco IP Phone models 7960 and 7940.

Note If you need help connecting your phone to the network, a computer, or a power source, contact your system administrator.

Figure 2-1 Cisco IP Phone cable connections



1	AC adapter port (DC48V)
2	Power supply with AC adapter port plug
3	Power cable with wall socket plug

4	Network port (10/100 SW)
5	Access port (10/100 PC)
6	Handset port
7	Headset port

Headset Safety Considerations

Read these notices before using a headset with your Cisco IP Phone.

Warning **Read the installation instructions before you connect the system to its power source.**

Warning **This product relies on the building's installation for short-circuit (overcurrent) protection. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15A U.S. (240 VAC, 10A international) is used on the phase conductors (all current-carrying conductors).**

Adjusting the Handset, Speakerphone, and Headset Volume

Follow these steps to adjust the volume on the handset, speakerphone, or headset.

Procedure

Step 1 Press the up or down **Volume** button when the handset, speakerphone, or headset is in use.

Note If you press the Volume button when none of these are in use, you are adjusting the ringer volume. For details, see the "Adjusting the Ringer Volume" section on page 3-12.

Step 2 To save the volume setting for future calls, press the **Save** soft key.

Note that you must adjust the volume for the handset, speakerphone, and headset individually.

CHAPTER 3

Placing a Call and Other Basic Phone Tasks

Basic phone tasks include placing, receiving and forwarding calls. The following sections describe how to perform these basic tasks on your Cisco IP Phone model 7960 or 7940:

- Making Telephone Calls, page 3-1
- Using Call Forwarding, page 3-8
- Making Conference Calls, page 3-9
- Adjusting the Ringer Volume, page 3-12

Making Telephone Calls

These sections describe how you can place, answer, or otherwise manage a telephone call:

- Placing a Call, page 3-2
- Answering a Call, page 3-3
- Ending a Call, page 3-3
- Muting a Call, page 3-3
- Putting a Call on Hold, page 3-3
- Transferring a Call, page 3-4
- Redialing a Number, page 3-5

- Parking a Call, page 3-5
- Using Call Pickup, page 3-6

Placing a Call

You can place a call with your Cisco IP Phone in any of the following ways:

- Lift the handset and dial the number.
- Press the **line** button that corresponds with your extension and dial the number that you want to reach.
- Press the **NewCall** soft key and dial the number.
- If you are using a headset, press the **Headset** button and dial the number.
- If you are using the speakerphone, press the **Speaker** button and dial the number.
- If you have established speed dial numbers, press a **Speed dial** button to place a call to the corresponding number. See the "How to Set Up Speed Dial Buttons" section on page 4-7 for details.
- Press the **Dial** soft key after selecting a number from one of several available directories. See the "Using the Directories Button" section on page 4-18 for details.
- Press the **Redial** soft key to automatically place a call to the most recently dialed number.

Tip To locate buttons, keys, and other parts on your phone, refer to the "A Road Map to Your Cisco IP Phone" section on page 1-1.

Answering a Call

To answer an incoming call:

- Lift the handset.
- If you are using a headset, press the **Headset** button, then press the **line** button of the incoming call.
- To use the speakerphone, press the **Answer** soft key or the **Speaker** button.

Ending a Call

To end a call:

- Hang up the handset.
- If you are using a headset, press the **Headset** button or the **EndCall** soft key.
- If you are using the speakerphone, press the **Speaker** button or the **EndCall** soft key.

Muting a Call

You can mute the handset, headset, or speakerphone during a call. The mute feature temporarily disables your phone's microphone. Mute prevents the party or parties on the other end of the line from hearing you, but does not interfere with your ability to hear them.

To mute a call, press the **Mute** button. To disengage mute, press **Mute** again.

Putting a Call on Hold

When you put a call on hold, the call remains active even though you and the other party cannot hear one another. You can answer other calls while a call is on hold.

Note Keep in mind that when you put a call on hold, a beeping tone generates or music plays. If you put a conference call on hold, you subject the other conference participants to the beeping tone or music. For conference calls, consider using the Mute feature, instead.

- To put a call on hold, press the **Hold** soft key.
- To return to the call, press the **Resume** soft key.
- If multiple calls are on hold, use the Navigation button to select the desired call before you press **Resume**.
- If multiple calls on multiple *lines* are on hold, press the **line** button for the line to which you want to switch and use the Navigation button to select the desired call. Press **Resume**.

  If you cannot use the Navigation button because only one line displays on your phone's LCD screen, press the **line** button next to the call that you want to resume. If your phone opens a new line at this point, press the **EndCall** soft key to return to the desired call.

Tip If you are talking on one line when a second call rings on another line, you can press the **answer** soft key to automatically put the first call on hold.

Transferring a Call

Follow these steps to transfer a call to another phone.

Procedure

Step 1 During a call, press the **Trnsfer** soft key. This puts the call on hold.

Step 2 Dial the number or office extension to which you want to transfer the call.

Step 3 When it rings on the other end, press **Trnsfer** again. Or, when the party answers, announce the call and then press **Trnsfer**.

Step 4 If you are using a handset, hang up.

If the party refuses the call, press the **Resume** soft key to return to the original call.

Redialing a Number

To redial the most recently dialed number, press the **Redial** soft key. Doing so without lifting the handset activates the speakerphone or headset.

To redial a number from a line other than your primary line, select the desired line button and then press **Redial**.

Parking a Call

Park a call when you want to store the call and then retrieve the call from another phone in the Cisco CallManager system (for example, a phone in someone else's office or in a conference room). Call park numbers are pre-configured for this purpose by your system administrator.

Follow these steps to park a call.

Procedure

Step 1 During an active call, press the **more** soft key until you see the **Park** tab.

Step 2 Press **Park**. The LCD screen displays the special call park number at which the call is stored. If the screen does not display a call park number, the call park feature is not available to you.

Step 3 Make a note of the call park number, then hang up. The call is parked at that number, allowing you to retrieve it from another phone.

Step 4 To retrieve the parked call from any phone in the Cisco CallManager system, dial the call park number at which the call is parked.

Note You have a limited amount of time to retrieve the parked call before it reverts to ringing at its original destination. See your system administrator for this time limit.

Using Call Pickup

You can answer an incoming call that is ringing on a telephone extension other than your own by using the call pickup feature.

There are two types of call pickup available on the Cisco IP Phone, as described in these topics:

- How to Pick Up Calls Within Your Group, page 3-6
- How to Pick Up Calls Outside of Your Group, page 3-7

Note Call pickup and group call pickup are optional features configured by your system administrator; your phone does not support these features by default.

How to Pick Up Calls Within Your Group

Call pickup allows you to pick up incoming calls within your own group. A "group" in this sense is any consolidation of Cisco IP Phone extensions, as defined by your system administrator. For example, your group might contain co-workers in neighboring offices or cubes.

Activate call pickup so that an incoming call delivered to another extension in your group rings on your extension.

Procedure

Step 1 Press any available **line** button on your Cisco IP Phone.

Step 2 Press the **PickUp** soft key. The call now rings on your phone.

Step 3 Answer the incoming call.

Tip If there is more than one incoming call involved when you activate call pickup, the first unanswered call will ring at your phone.

How to Pick Up Calls Outside of Your Group

Group call pickup allows you to pick up incoming calls within your own group or in other groups. A "group" might contain co-workers in neighboring offices or cubes.

You must dial the appropriate call pickup group number when using this feature. A call pickup group number is provided to you by your system administrator.

Procedure

Step 1 Press any available **line** button.

Step 2 Press the **GPickUp** soft key.

Step 3 Dial the required call pickup group number.

Step 4 Answer the incoming call that is redirected to your phone.

Step 5 To pick up a call using a different call pickup group number, hang up and begin again at Step 1.

Tip If there is more than one incoming call involved when you activate group call pickup, you receive the first unanswered call. If there is no unanswered call in the group, or if you dial an invalid group number, you receive a fast busy tone.

Using Call Forwarding

Call forwarding allows you to redirect all incoming calls from your Cisco IP Phone to another number.

Call forwarding should be set up when you want all calls to be redirected to a different number where you can answer the calls. For example, if you are going to be working in another office. You can forward calls to an IP Phone or to a traditional analog phone.

This section covers these topics:

- Setting Up Call Forwarding on Your Phone, page 3-8
- How Call Forwarding Works with Your Voice Mail System, page 3-9

Setting Up Call Forwarding on Your Phone

Follow these steps to set up call forwarding on your phone.

Procedure

Step 1 Press the **CFwdAll** soft key. You should hear two beeps.

Step 2 Enter the number to which you want to forward all of your calls.

Note Be sure to enter the number exactly as you would if you were placing a call to that number. For example, enter an access code such as 9 or the area code, if necessary. Your system administrator might restrict the call forwarding feature to numbers within your company.

After you enter the number, an animated phone icon with a flashing right arrow appears in the upper-right corner of the LCD screen. The LCD also displays a message confirming the number or extension to which your calls are being forwarded.

Step 3 To cancel call forwarding, press the **CFwdAll** soft key.

Tip You can forward all calls from your phone to another phone even if you are not at the location of your Cisco IP Phone. To do this, you need access to a web page. For instructions, see the "How to Set Up Call Forwarding When Not at Your Phone" section on page 4-9.

How Call Forwarding Works with Your Voice Mail System

Call forwarding sends all incoming calls intended for your Cisco IP Phone to another number. However, your Cisco IP Phone does not relinquish the forwarded call at the new number unless the call is answered (in other words, picked up by a person or a mechanical answering machine). Your Cisco IP Phone considers a forwarded call "unanswered" after a certain number of rings. Unanswered, forwarded calls are redirected to your voice mail system (if one is available for your Cisco IP Phone).

Making Conference Calls

Your Cisco IP Phone supports conference calls, enabling you to talk with multiple parties at the same time.

This section covers the following topics:

- Placing a Conference Call, page 3-9
- Conference Call Tips, page 3-10
- Meet-Me Conference Calls, page 3-11

Placing a Conference Call

Follow these steps to turn a call into a conference call.

Procedure

Step 1 During a call, press the **more** soft key and then the **Confrn** soft key. Doing so automatically activates a new line and puts the first party on hold.

Step 2 Place a call to another number or extension.

Step 3 When the call connects, press **Confrn** again to add the new party to the conference call.

Repeat these steps to add parties to the conference call.

Conference Call Tips

- To end a conference call, all but one party must hang up.
- Once the conference call initiator disconnects, no additional parties can be added.
- To mute a conference call, press **Mute**.
- To put a conference call on hold, press the **Hold** soft key.

Note Keep in mind when you put a call on hold, a beeping tone generates or music plays. If you put a conference call on hold in order to place or answer another call, you subject the other conference participants to the beeping tone or music that automatically generates when the call is on hold. To avoid disrupting the other callers, consider muting the call instead.

- To place a conference call on the speakerphone, press the **Speaker** button. Press the **Mute** button to mute the speakerphone. The conference parties cannot hear you but you can hear them.
- Press the **Trnsfer** soft key to transfer a conference call to another person. Dial the number to which you want to transfer the call and then press **Trnsfer** again. All parties will be transferred.

Meet-Me Conference Calls

Your Cisco IP Phone supports Meet-Me conferences. A Meet-Me conference allows other callers to dial into the conference call. A Meet-Me conference requires a special conference number which is pre-configured for this purpose by your system administrator.

This section covers these topics:

- Establishing a Meet-Me Conference, page 3-11
- Joining a Meet-Me Conference, page 3-11

Establishing a Meet-Me Conference

Follow these steps to establish a Meet-Me conference call.

Before You Begin

Contact your system administrator for the necessary Meet-Me conference number or numbers.

Procedure

Step 1 Press the **more** soft key twice to display the **Meet-Me** tab.

Step 2 Press the **Meet-Me** soft key.

Step 3 Dial the Meet-Me conference number.

Step 4 Follow the voice instructions to establish the Meet-Me conference.

Joining a Meet-Me Conference

To join a Meet-Me conference, simply dial the Meet-Me conference number provided by the Meet-Me conference initiator. You are connected to the conference once the conference initiator has dialed in and established the conference. You do not need to press the **Meet-Me** soft key on your Cisco IP Phone.

Adjusting the Ringer Volume

To change the volume used by the ringer, press the up or down **Volume** button while the handset is in its cradle. Continue to press the **Volume** button to hear sample rings and to adjust the volume to the desired level.

Note In addition to changing the ringer volume, you can also change the ringer *sound*. For instructions, see the "Changing the Ringer Sound" section on page 4-17.

CHAPTER 4

Getting Started with Feature Buttons

Your Cisco IP Phone has five feature buttons:

- Services button—Displays services on your phone's LCD screen. These are services to which you have already subscribed using the Cisco IP Phone User Options web page.
- Messages button—Provides access to your voice mail message system.
- Settings button—Displays network settings on your phone's LCD screen, plus options for adjusting your phone's ringer sound and LCD contrast.
- Directories button—Displays various directories on your phone's LCD screen, including missed, received, and placed calls.
- The *i* button—Displays helpful information about other buttons and features.

Note To locate the feature buttons on your phone, see the "A Road Map to Your Cisco IP Phone" section on page 1-1.

These sections provide instructions for using feature buttons:

- Tips for Using the LCD Screen, page 4-2
- Using the Services Button, page 4-2
- Using the Messages Button, page 4-15
- Using the Settings Button, page 4-16
- Using the Directories Button, page 4-18
- Using the i Button for Instant Help, page 4-20

Tips for Using the LCD Screen

Here are some tips for using the LCD screen on your Cisco IP Phone. These tips can help you navigate menus and soft key options that display on your phone's LCD screen when you press a feature button.

- There are two ways to scroll through menu items:
  - Using the Navigation button—Press the **Navigation** button (this is the button with the up and down arrows) to select (or highlight) a menu item. Then press the **Select** soft key.
  - Using an Item Number—You can press the number key on your phone's key pad that corresponds to the item number displayed on the LCD screen. For example, from the Settings menu, press **1** to reach the Contrast menu, press **3** to reach the Network Configuration menu, and so on. Use this method to select any menu item that has an item number to the left of it.
- Press the **Exit** soft key to return to the previous menu.
- Soft keys correspond to the option tabs displayed along the bottom of your LCD screen. Soft keys change depending on the status of your phone. For example, you can see one set of soft key options when you pick up the handset, and another set when the phone is not in use.
- The **>>** soft key allows you to re-position your cursor. The **<<** soft key allows you to delete a character or digit in an entry. Press the **<<** soft key or the **Delete** soft key if you make a mistake or need to edit an entry.

Using the Services Button

The Services button on your Cisco IP Phone works in tandem with the Cisco IP Phone User Options web page. You can use this web page to subscribe to web-based services, such as stock quotes, news headlines, and weather reports. Press the **Services** button on your phone to access your subscriptions on your LCD screen.

Your system administrator determines the services that are available to you.

Tip What are services? Services can consist of special phone features (such as speed dialing and call forwarding) as well as information retrieved from the Web through an Extensible Markup Language (XML)-based application (such as movie listings, news headlines, or services specific to your company.)

This section covers the following topics:

- Using the Extension Mobility Service, page 4-3
- Establishing Cisco IP Phone Services, page 4-6

Using the Extension Mobility Service

Your system administrator might have provided you with a service called Cisco CallManager Extension Mobility. This service allows you to associate your phone number and user profile with any Cisco IP Phone. When you use your extension mobility personal identification number (PIN) to log in to a Cisco IP Phone, your assigned telephone number and all of its characteristics (ring type, speed dial, etc.), are associated with that phone.

Extension mobility can be useful in sales offices or other environments in which employees do not routinely conduct business in the same office space every day. Extension mobility also allows you to conduct business from hotels that provide Cisco IP Phones. Your system administrator will inform you if this service is available to you.

This section covers the following topics:

- How to Log in to Extension Mobility, page 4-4
- How to Log Out of Extension Mobility, page 4-5
- How to Change Your Extension Mobility PIN, page 4-5

How to Log in to Extension Mobility

To log in to Cisco CallManager Extension Mobility, perform these steps.

Procedure

Step 1 Press the **Services** button on your Cisco IP Phone model 7960 or 7940.

Step 2 From the Services menu, use the Navigation button to select the login option for extension mobility. as it is displayed on your phone's LCD screen. Press the **Select** soft key.

The LCD screen prompts you to enter your user ID and PIN. Your user ID and a default PIN are provided to you by your system administrator.

Note Your system administrator chooses the name of the login and logout options for your extension mobility service. These options might display on the Settings menu of your phone's LCD screen as "login service" and "logout service," for example.

Step 3 Enter your user ID.

Enter the letters of the alphabet using your key pad. Press the phone key associated with a letter. To scroll through the letters associated with each key, press the key rapidly. For example, press **2** to display the letter "a." To enter the letter "b," press **2** again without pausing. Press the **<<** soft key to backup.

Step 4 After entering your user ID, use the Navigation button to scroll down to the PIN prompt.

Step 5 Enter your PIN and press the **submit** soft key.

The Cisco IP Phone to which you have logged in now adopts your user profile information, including directories, speed dials, and established services. The phone also becomes associated with your phone number.

Step 6 Press the **Exit** soft key to return to the previous screen.

Tips

- If you are logged out of a Cisco IP Phone that has Cisco Extension Mobility Service configured for it, you will not be able to make calls or check voice mail messages from that phone until you log in. If you can hear a busy signal after pressing the Messages button or any key on the touch tone key pad, then you must log in before using the phone.
- You cannot log in to a phone that is off the hook.
- Extension mobility might automatically log you out after a certain amount of time. This time limit is established by your system administrator.

How to Log Out of Extension Mobility

When you are ready to log out of extension mobility, press the **Services** button on your phone, then use the Navigation button to select the logout option for extension mobility. Press the **Select** soft key. Press the **Exit** soft key to return to the previous screen.

How to Change Your Extension Mobility PIN

To change your Extension Mobility PIN, use the Cisco IP Phone User Options web page. This web-based application allows you to change your PIN and to subscribe to other services. Your system administrator provides you with the URL you need to access the User Options web page.

Follow these steps to change your Extension Mobility PIN.

Procedure

Step 1 Use your Web browser to access the URL provided by your system administrator.

The Cisco IP Phone User Options Log On page appears.

Step 2 Enter your user ID and your password and click **Log On**. These are provided by your system administrator.

The User Options Menu page appears.

Step 3 From the User Options Menu page, click **Change your PIN**.

The Update your PIN page appears.

Step 4 Enter your password, your current PIN, and your new PIN in the required fields and click **Update**.

Step 5 When you are finished, click **Return to the menu** or **Log off** at the bottom of the Update Succeeded page.

See the "Establishing Cisco IP Phone Services" section on page 4-6 for more instructions on using the Services button.

Establishing Cisco IP Phone Services

In order to establish services so that they are displayed on your phone's LCD screen, you need to use the Cisco IP Phone User Options web page. The User Options web page allows you to subscribe to services, assign speed dial buttons, manage a personal address book, and set up call forwarding when you are away from your phone.

The following topics describe how to establish services with the User Options web page:

- How to Log On to the Main Menu Page, page 4-7
- How to Set Up Speed Dial Buttons, page 4-7
- How to Set Up Call Forwarding When Not at Your Phone, page 4-9
- How to Cancel Call Forwarding, page 4-10
- How to Subscribe to Services, page 4-11
- How to Change or End Subscriptions, page 4-12
- How to Manage Your Personal Address Book, page 4-13

How to Log On to the Main Menu Page

Your system administrator will provide you with the URL needed to access the User Options page with your Web browser.

Follow these instructions to log on and to access the main menu.

Procedure

Step 1 Use your Web browser to access the URL provided by your system administrator.

The Cisco IP Phone User Options Log On page appears.

Step 2 Enter your user ID and your password and click **Log On**. These are provided by your system administrator.

The User Options Menu page appears.

Step 3 Select your phone from the "Select a device to configure" drop-down list.

Once you select your phone, a complete list of menu options appears.

Tips

- Your *password* allows you to access the Cisco IP Phone User Options web page. Your *PIN* allows you to log in to a phone if you use Extension Mobility services.
- Promptly replace your default password or PIN to maintain privacy. From the User Options Menu page, click **Change your Password**. To establish a personal identification number (PIN), click **Change your PIN** from the Menu page.

How to Set Up Speed Dial Buttons

The buttons to the right of the LCD screen on your Cisco IP Phone can be used as phone lines or as speed dial buttons, as determined by your system administrator. You can assign phone numbers and text labels to speed dial buttons using the Cisco IP Phone User Options web page.

Note If you are using one or more Cisco IP Phone 7914 Expansion Modules, you have access to extra speed dial or line buttons. See Chapter 5, "Using the Cisco IP Phone 7914 Expansion Module," for details.

Follow these instructions to set up your speed dial buttons.

Procedure

Step 1 From the User Options Menu page, click **Update your Speed Dial buttons**. (If you need help accessing the Menu page, see the "How to Log On to the Main Menu Page" section on page 4-7.)

The Speed Dial Configuration page appears.

Step 2 Enter the phone numbers or extensions that you want to associate with your speed dial buttons.

Note Be sure to enter the numbers exactly as you would if you were to call that number. For example, include an access code such as 9 or the area code, if necessary.

Step 3 Enter the corresponding text label that you want displayed on your phone's LCD screen.

Step 4 Click **Update** to activate new speed dial buttons and to display the corresponding text.

Step 5 When you are finished, click **Return to the menu** or **Log off** at the bottom of the Configure Speed Dials page.

Note If Extension Mobility is configured for your phone, you must log out and back in for the new speed dial settings to take effect.

Tips

- If you have a Cisco IP Phone 7914 Expansion Module attached to your phone, you will see additional speed dial boxes below the standard boxes on the Speed Dial Configuration page. For more information, see the Chapter 5, "Using the Cisco IP Phone 7914 Expansion Module."
- The speed dial feature that you can access using the Configure Speed Dial page is different than the "fast dial" service that might be available to you as a subscription service. While the speed dial feature assigns one phone number to each physical speed dial button on your Cisco IP Phone, "fast dial" allows you to press a one- or two-digit code instead of the actual phone number for as many as 99 parties. Subscribe to fast dial (if available) on the IP Phone Services page of the User Options web page. Then press the **Services** button on your Cisco IP Phone to see a display of fast dial codes and corresponding party names on your phone's LCD screen.

How to Set Up Call Forwarding When Not at Your Phone

Your Cisco IP Phone enables you to forward calls from your phone to another number. If you have access to your phone, you can set up call forwarding right on your phone, as described in the "Using Call Forwarding" section on page 3-8.

If you are away from your phone, use the Cisco IP Phone User Options web page to set up call forwarding.

Follow these steps to set up call forwarding when you are away from your phone.

Procedure

Step 1 From the Cisco IP Phone User Options Menu page, click **Forward all calls to a different number**. (If you need help accessing the Menu page, see the "How to Log On to the Main Menu Page" section on page 4-7.)

The Call Forwarding page appears.

Step 2 Check the check box next to the line from which you want your incoming calls forwarded.

Step 3 Enter the phone number or extension to which you want to forward all incoming calls.

Note Be sure to enter the number exactly as you would if you were to call that number. For example, enter an access code such as 9 or the area code, if necessary. Your system administrator might restrict the call forwarding feature to numbers within your company.

Step 4 Click **Update**.

Step 5 When you are finished, click **Return to the menu** or **Log off** at the bottom of the Call Forwarding page.

Tip You can use call forwarding to send your calls to an IP Phone or to a traditional analog telephone. For more information about call forwarding, see the "Using Call Forwarding" section on page 3-8.

How to Cancel Call Forwarding

To cancel call forwarding when you are away from your phone, follow these steps.

Procedure

Step 1 From the Cisco IP Phone User Options Menu page, click **Forward all calls to a different number**. (If you need help accessing the Menu page, see the "How to Log On to the Main Menu Page" section on page 4-7.)

The Call Forwarding page appears.

Step 2 In the Call Forwarding page, clear the check box next to the line for which you want to cancel call forwarding.

Step 3 Click **Update**.

Step 4 When you are finished, click **Return to the menu** or **Log off** at the bottom of the page.

Tip You can always cancel call forwarding right on your phone. This is true even if you previously set up call forwarding remotely from the User Options web page. To cancel call forwarding, press the **CFwAll** soft key on your phone.

How to Subscribe to Services

You can access information services, such as weather, stock quotes, and other services available at your company, using your Cisco IP Phone's LCD display. Before accessing these services on your phone, your system administrator must customize them and make them available to you. Additionally, you must subscribe to the services that you want to appear on your phone.

Follow these steps to subscribe to services.

Procedure

Step 1 From the Cisco IP Phone User Options Menu page, click **Configure your Cisco IP Phone Services**. (If you need help accessing the Menu page, see the "How to Log On to the Main Menu Page" section on page 4-7.)

The Cisco IP Phone Services page appears.

Step 2 Select the service you want to add to your phone from the "Select a Service" drop-down list.

Step 3 Click **Continue** after you select a service.

Step 4 Enter any required information. For example, if the service is "movie times," you might need to enter your zip code to enable the service to display movies in your location.

Step 5 When you are done, click **Subscribe** to save your settings. To restore your previous settings, click **Cancel**.

Note If your phone uses Extension Mobility, you will need to log out and back in before the changes take effect.

Step 6 When you are finished, click **Return to the menu** or **Log off** at the bottom of the Cisco IP Phone Services page.

Tips

- To view services that you have subscribed to, press the **Services** button on your Cisco IP Phone. Use the Navigation button to select the desired service, then press the **Select** soft key to display the information. When you are finished, press the **services** button to exit the Services menu.
- If a selected service has multiple options, your Cisco IP Phone might automatically cycle through those options. Otherwise, press the **Update** soft key to scroll to the next option. In some cases, pressing the **Update** soft key obtains the latest available information. Your system administrator might configure these features differently depending on the type of service.
- You can subscribe to the same service multiple times and give each instance of the same service a unique name. For example, if you want to subscribe to a weather service for several regions, you can rename each version.

How to Change or End Subscriptions

You can change or end your current subscriptions at any time. To do so, follow these steps.

Procedure

Step 1 From the Cisco IP Phone User Options Menu page, click **Configure your Cisco IP Phone Services**. (If you need help accessing the Menu page, see the "How to Log On to the Main Menu Page" section on page 4-7.)

The Cisco IP Phone Services page appears.

Step 2 In the Your Subscribed Services pane, click on the service that you want to change or end.

Step 3 If you want to change your subscription, change the information in the desired fields and click **Update**. Click **Unsubscribe** to end your subscription to the service.

Note If your phone uses Extension Mobility, you will need to log out and back in before the changes take effect.

Step 4 When you are finished, click **Return to the menu** or **Log off** at the bottom of the Cisco IP Phone Services page.

How to Manage Your Personal Address Book

You can set up and maintain a personal address book that contains listings for people inside and outside of your company. Use the Address Book page of the Cisco IP Phone User Options web page to search for, add or modify an entry.

- Creating a New Address Book Entry, page 4-13
- Searching for an Address Book Entry, page 4-14

Note The Address Book is configurable from the Cisco IP Phone User Options web page only; you cannot access the Address Book from the phone, itself.

Creating a New Address Book Entry

Follow these steps to create a new address book entry.

Procedure

Step 1 From the Cisco IP Phone User Options Menu, click **Configure your Cisco Personal Address Book**. (If you need help accessing the Menu page, see the "How to Log On to the Main Menu Page" section on page 4-7.)

The Find and List Personal Address Book Entries page appears.

Note You can add entries manually or use a synchronizer application to automatically import entries from your Microsoft Outlook address book. To obtain the synchronizer, contact your system administrator.

Step 2 Click **Add New Entry**.

The Address Book Entry window appears.

Step 3 Enter information in the desired fields and click **Insert**.

Step 4 When you are finished, click **Return to the menu** or **Log off** at the bottom of the page.

Searching for an Address Book Entry

Follow these steps to search for an address book entry. After you find the entry, you can delete or modify the entry, if necessary.

Procedure

Step 1 From the Cisco IP Phone User Options Menu, click **Configure your Cisco Personal Address Book**. (If you need help accessing the Menu page, see the "How to Log On to the Main Menu Page" section on page 4-7.)

The Find and List Personal Address Book Entries page appears.

Step 2 Enter partial or complete information in any search field and click **Find**.

You can display your entire address book if you leave search fields blank before you click **Find**. Wildcard symbols (*) are implicit and do not need to be entered.

Step 3 When you are finished, click **Return to the menu** or **Log off** at the bottom of the page.

Tip To modify an address book entry, first search for the entry, then click on the person's name once the entry is displayed. A separate window called the Address Book Entry window opens. Change the fields as desired and click **Update**.

Using the Messages Button

Use the Messages button to gain instant access to your voice mail or voice message system. Voice mail allows you to access messages left by incoming callers.

This section covers the following topics:

- Setting Up Voice Mail, page 4-15
- Accessing Voice Mail, page 4-15

Note Voice mail is an optional feature configured by your system administrator. Your particular phone setup might not support accessing voice mail in this way.

Setting Up Voice Mail

To set up voice mail, press the **Messages** button on your Cisco IP Phone and follow the voice instructions. Your system administrator will provide you with a default password. For security reasons, you should change your default password as soon as possible.

Accessing Voice Mail

To access voice mail, press the **Messages** button and follow the voice instructions.

Your Cisco IP Phone indicates that you have one or more new voice mail messages by providing the following cues:

- The red light on your handset remains lit
- A flashing envelope displays in the top right corner of the LCD screen
- A text message displays near the bottom of the LCD screen indicating the number of new messages

Tip You can quickly exit the message feature by pressing the **EndCall** soft key.

Using the Settings Button

Use the Settings button to change the LCD contrast and the sound of the ringer. You can also access network and phone status data from the Settings button. Your system administrator might ask you to access this data in order to service or configure your Cisco IP Phone.

This section covers the following topics:

- Changing the LCD Contrast, page 4-16
- Changing the Ringer Sound, page 4-17
- Accessing Network Configuration Data, page 4-17
- Accessing Status Data, page 4-18

Changing the LCD Contrast

To improve the readability of the LCD, follow these steps to adjust the contrast.

Procedure

Step 1 Press the **Settings** button.

Step 2 From the Settings menu, use the Navigation button to select Contrast.

Step 3 Press the **Up** or **Down** soft keys (or the Volume buttons) to set the desired contrast level.

Step 4 Press the **OK** soft key to accept and save your changes.

Tips

- To restore your previously saved contrast setting—From the Settings menu, use the Navigation button to select Contrast. Press the **more** soft key and then the **Restore** soft key.
- To restore the factory default contrast setting—From the Settings menu, use the Navigation button to select Contrast. Press the **more** soft key and then the **Factory** soft key.

Changing the Ringer Sound

Follow these steps to change the sound used by the ringer.

Procedure

Step 1 Press the **Settings** button.

Step 2 From the Settings menu, use the Navigation button to select Ring Type.

Step 3 Press the **Select** soft key.

Step 4 To scroll through the list of ring types, use the Navigation button.

Press the **Play** soft key to hear the selected ring type.

Step 5 When you find the ring you want, press the **Select** soft key to check the corresponding check box.

Step 6 Press the **OK** soft key to accept and save your ringer selection.

Step 7 Press the **Save** soft key to save all of your settings and to exit the Settings menu.

Accessing Network Configuration Data

Follow these steps to access network configuration data.

Procedure

Step 1 Press the **Settings** button.

Step 2 From the Settings menu, use the Navigation button to select Network Configuration.

Step 3 Press the **Select** soft key.

From here, you can use the Navigation button to view your Network Configuration information, such as Host Name, Domain Name, IP Address, MAC address, TFTP server, and so on.

Tip You might need to access network configuration data in order to help your system administrator troubleshoot a problem that you are experiencing with your phone. Only a system administrator or technician can alter this data.

Accessing Status Data

Follow these steps to access status data.

Procedure

Step 1 Press the **Settings** button.

Step 2 From the Settings menu, use the Navigation button to select Status.

Step 3 Press the **Select** soft key.

The Settings Status submenu appears.

Step 4 Use the Navigation button to select the item that you want to view and press the **Select** soft key.

From here, you can view Status Messages, Network Statistics, Firmware Versions, and Expansion Module Statistics for your phone.

Tip Your network administrator or technician accesses status information to monitor the performance of your phone.

Using the Directories Button

Your Cisco IP Phone maintains directories of calls that you miss, receive, and place. You can use each of these directories to locate phone numbers and you can dial those numbers from the directories.

Your system administrator might configure various corporate directories for you to access in addition to call history directories. If so, you can use a corporate directory to quickly locate and call co-workers.

Viewing or Dialing from a Directory

If your phone display indicates that you have missed calls, you can use the Missed Calls option on the Directory menu to view your call history and to call back the person whose call you missed. Likewise, you can view call histories and place calls from the Received Calls and Placed Calls directories.

Follow these steps to view or dial from a directory in your company.

Procedure

Step 1 Press the **Directories** button.

Step 2 Use the Navigation button to select the desired directory from the Directories menu, then press the **Select** soft key.

- If you selected a Missed, Received, or Placed directory, a call history for the selected directory displays on the LCD screen.
- If you selected a configured directory, such as corporate directory, a search screen displays. Enter search criteria to retrieve a record.

Note To enter letters of the alphabet using your key pad, press the phone key associated with a letter. To scroll through the letters associated with each key, press the key rapidly. For example, press **2** to display the letter "a." To enter the letter "b," press **2** again without pausing. Press the **<<** soft key to backup.

Step 3 To place a call from any directory, use the Navigation button to select the record, then press the **Dial** soft key.

Note You might need to use the **EditDial** soft key to add digits to the front of the number. For example, if the call was from an outside, long-distance caller, you might need to add the digits 9-1 to the front of the number. The, press the **Dial** soft key.

Step 4 Press the **Exit** soft key twice to exit the Directory menu.

Tips

- The >> soft key allows you to re-position your cursor. The << soft key allows you to delete a character or digit in an entry. Press the << soft key or the **Delete** soft key if you make a mistake. The Delete soft key allows you to edit a character or digit—it does not delete the entire entry.
- If the network shuts down or is reset, you might lose your call history records. Also, there is a limit on the number of call history records that can be stored. Your system administrator can provide information on this limit.
- You can delete all records in the Missed, Received, or Placed directories. From the Directories menu, use the Navigation button to select the directory that you want to delete and press the **Clear** soft key.

Using the i Button for Instant Help

The *i* button can provide you with on-the-spot help for specific buttons and features. This helpful information is displayed on your phone's LCD screen.

For help with a specific button or soft key:

- Press the ***i*** button once, then press the button or soft key to display information about that button or key.

For help with a specific feature:

- First, press the **Directories**, **Settings**, or **Services** buttons to display a list of available features. Use the Navigation button to scroll through the list and select a feature. Press the ***i*** button twice quickly to display information about the selected feature.

For help with the *i* button feature, itself:

- When the phone is idle, press the ***i*** button twice quickly (without first selecting a feature). This brings up help about using the *i* button.

Tip You can press the ***i*** button twice quickly during an active call to view network statistics about the call.

CHAPTER 5

Using the Cisco IP Phone 7914 Expansion Module

The Cisco IP Phone 7914 Expansion Module attaches to the Cisco IP Phone 7960 and extends its functionality by adding 14 line appearances and/or speed dial numbers per module. One or two Expansion Modules can be attached to your IP Phone. One Expansion Module provides a total of 20 line and/or speed dial numbers. Two Expansion Modules provide a total of 34 line and/or speed dial buttons, as shown in Figure 5-1.

Figure 5-1 Cisco IP Phone 7960 with Two Expansion Modules

Tip You can assign phone numbers and text labels to speed dial buttons on your Expansion Module. For more information, see the "How to Set Up Speed Dial Buttons" section on page 4-7.

Understanding Expansion Module Features

Cisco IP Phone 7914 Expansion Module features are illustrated in Figure 5-2.

Figure 5-2 Expansion Module Features

1	LCD screen—Displays either the phone number, speed dial number, or text label (such as a name) assigned to each button. Icons indicating line status function in the same way as those on the Cisco IP Phone 7960.
2	Lighted Buttons—14 buttons. Each button corresponds to one line (just like on the Cisco IP Phone 7960). The lights beneath each button indicate the state of the corresponding line as follows: Light off: Line available Light steady Green: Line in use by you Light steady Red: Line in use by someone else

How to Get More Information

For more information about the 7914 Expanison Module, see the *Cisco IP Phone 7914 Expansion Module Quick Start Guide*. You can access this guide from the Cisco IP Phone Web site at the following URL: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

Click the link to Cisco CallManager to find the document.

APPENDIX A

Safety and Compliance Information

Please read the following sections before installing or using your Cisco IP Phone:

Safety Notices

These safety notices apply to the Cisco IP Phone models 7960 and 7940.

For translated versions, see the *Cisco IP Phone 7900 Family Administration Guide*, available from the Cisco IP Phone Web page at the following URL: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

Warning **This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.**

Warning **Read the installation instructions before you connect the system to its power source.**

Warning **Ultimate disposal of this product should be handled according to all national laws and regulations.**

Warning **Do not work on the system or connect or disconnect cables during periods of lightning activity.**

Warning **To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to telephone network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports use RJ-45 connectors. Use caution when connecting cables.**

Warning **The following warnings apply when you use the external power supply with the Cisco IP Phone:**

Warning **This product relies on the building's installation for short-circuit (over current) protection. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15A U.S. (240 VAC, 10A international) is used on the phase conductors (all current-carrying conductors).**

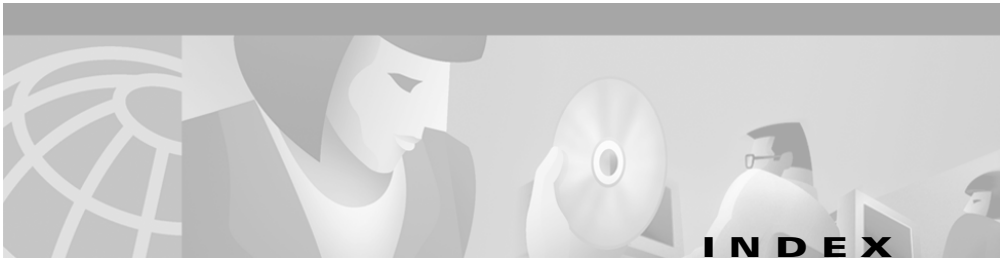
Warning **The device is designed to work with TN power systems.**

Caution The Cisco IP Phone 7960 and Cisco IP Phone 7940 are inoperable during a power outage if not supported by a UPS (uninterruptible power supply). This caution applies when you are using either a local transformer or inline power on the LAN, and might affect your ability to reach 911.

Regulatory Compliance

The Cisco IP Phone models 7960 and 7940 meet the following regulatory compliance and safety standards:

Specification	Description
Regulatory Compliance	Products bear CE Marking, indicating compliance with the 89/366/EEC, 73/23/EEC directive, which includes the following safety and EMC standards.
Safety	UL 1950 CSA-C22.2 No. 950 EN 60950 IEC 60950 AS/NZS 3260 TS 001
EMC	FCC Part 15 (CFR 47) Class B ICES-003 Class B EN55022 Class B CISPR22 Class B AS/NZS 3548 Class B VCCI Class B EN55024 EN50082-1 EN 61000-3-2 EN 61000-3-3
Telecom	FCC Part 68 (CFR 47) (HAC) IC CS-03



A

AC adapter port 2-3
access port 2-3
address book 4-13

C

cable connections 2-3
call forwarding
  and voice mail 3-9
  canceling 4-10
  setting up away from phone 4-9
  setting up on phone 3-8
  using 3-8
call pickup 3-6
calls
  answering 3-3
  ending 3-3
  forwarding all 3-8
  hanging up 3-3
  muting 3-3
  parking 3-5
  pickup 3-6
  placing 3-2
  putting on hold 3-3
  redialing 3-5
  transferring 3-4
  with multiple parties 3-9
Cisco IP Phone
  cable connections for 2-3
  features 1-1
  overview 1-1
  protocol for 1-4
Cisco IP Phone 7914 Expansion Module
  features of 5-1
Cisco IP Phone User Options page
  and services 4-6
  logging in 4-7
conference calls 3-9
  and the hold feature 3-10
  meet-me 3-11

D

directories button
  dialing from 4-19
  using 4-18
documentation
  conventions xii

obtaining ix

E

Expansion Module
features of 5-1
line and speed dial buttons 5-1
using 7960 with 5-1
extension mobility
changing PIN for 4-5
logging in 4-4
logging out 4-5
using 4-3

F

fast dial 4-9
feature buttons
identifying 4-1
features
illustration of 1-2

G

group call pickup 3-7

H

handset
light strip on 2-1
switching to 2-2
using 2-1
volume 2-4
where to plug in 2-3
headset
supported models of 2-2
using 2-2
volume 2-4
where to plug in 2-3
help, obtaining 4-20
hold 3-3

I

i button, using 4-20

L

LCD screen
adjusting contrast of 4-16
illustration of 1-2
menus 4-2
using 4-2

M

meet-me conference calls 3-11
messages button 4-15

mute 3-3

N

navigation button
  illustration of 1-2
  using with LCD screen 4-2
network data, accessing 4-17
network port 2-3

P

parking a call 3-5
personal address book 4-13
power cable 2-3
power supply brick 2-3

R

redial 3-5
ringer
  changing sound of 4-17
  volume 3-12

S

safety warnings
  for headset 2-4
  translated A-1
services
  changing 4-12
  establishing with web page 4-6
  extension mobility 4-3
  overview 4-3
  subscribing to 4-11
  unsubscribing to 4-12
services button
  using 4-2
settings button
  using 4-16
soft keys, using 4-2
speakerphone
  switching to 2-1
  using 2-2
  volume 2-4
speed dial buttons 4-7
status data, accessing 4-18

T

technical assistance xi
transfer 3-4

U

User Options web page
  logging in 4-7

V

voice mail
accessing 4-15
and call forwarding 3-9
setting up 4-15
volume
handset 2-4
headset 2-4
ringer 3-12
speakerphone 2-4