



User Manual

Machakos University Network & Telecoms

Information Communication Technology Services
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Using your 7960 IP Operator Console

Using the Cisco 7960 IP Telephone



Cisco Unified 7960 IP Phone Overview

The Cisco Unified IP Phone 7960 operator console is a full-feature telephone that provides voice communication over the same data network that your computer uses, allowing you to place and receive phone calls, put calls on hold, speed dial numbers, transfer calls, make conference calls, and so on.

In addition to basic call-handling features, your phone can provide enhanced productivity features that extend your call-handling capabilities. Depending on configuration, your phone supports:

- Access to network data, XML applications, and web-based services.
- Online customizing of phone features and services from your User Options web pages.
- An online help system that displays information on your phone screen.

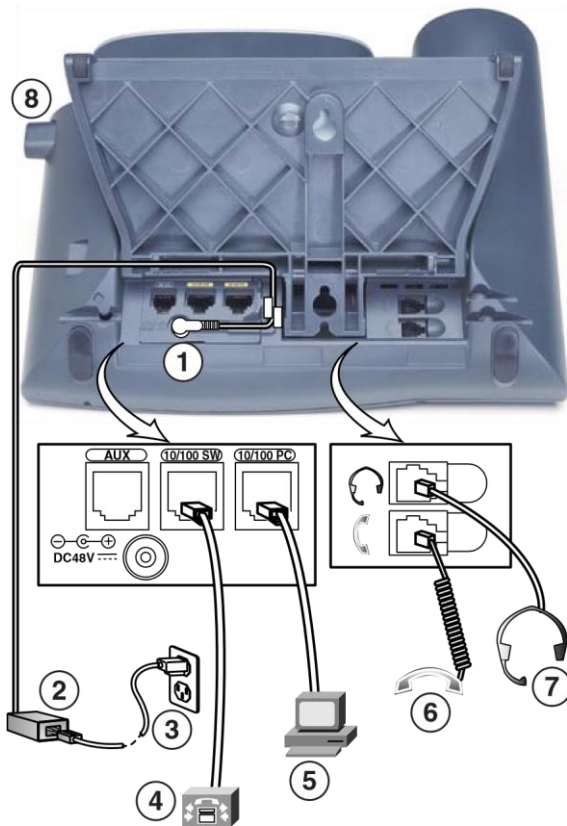


Caution Using a cell, mobile, or GSM phone, or two-way radio in close proximity to a Cisco Unified IP Phone might cause interference. For more information, refer to the manufacturer’s documentation of the interfering device.



Connecting Your Phone

Your Network Administrator will likely connect your new Cisco Unified IP Phone to the corporate IP telephony network.



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1	DC adaptor port (DC48V)	5	Access port (10/100 PC)
2	AC-to-DC power supply	6	Handset port
3	AC power cord	7	Headset port
4	Network port (10/100 SW)	8	Footstand button

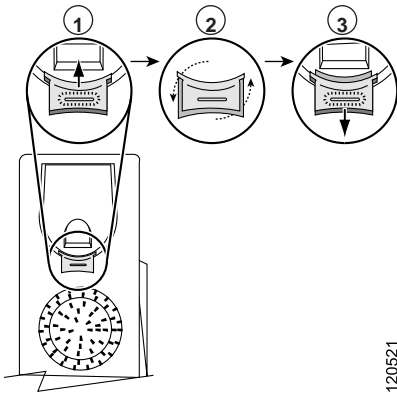


Adjusting the Footstand

To change the angle of the phone base, adjust the footstand while pressing the footstand button.

Adjusting the Handset Rest

Cisco recommends adjusting the handset rest, particularly when wall-mounting the phone, as this will ensure that the receiver will not readily slip out of the cradle. See the table below for instructions.



1	Set the handset aside and pull the square plastic tab from the handset rest.
2	Rotate the tab 180 degrees.
3	Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.

Headset Support

Humming or buzzing sounds can be caused by a range of outside sources: for example, electric lights, electric motors, or large PC monitors.

See the “Using External Devices” section on page 2 for more information.



Note In some cases, hum may be reduced or eliminated by using a local power cube or power injector.

These environmental and hardware inconsistencies in the locations where Cisco Unified IP Phones are deployed means that there is not a single headset solution that is optimal for all environments.

Cisco recommends that ICT @mksu test headsets in their intended environment to determine performance before making a purchasing decision and deploying them.

Audio Quality Subjective to the User

Beyond the physical, mechanical and technical performance, the audio portion of a headset must sound good to you (the user) and to the party on the far end. Sound quality is subjective and Cisco cannot guarantee the performance of any headsets. However, a variety of headsets from leading headset manufacturers have been reported to perform well with Cisco Unified IP Phones. See manufacturer’s sites for details.




An Overview of Your Phone

Understanding Buttons and Hardware










You can use the graphics and the table below to identify buttons and hardware on your phone.

Cisco Unified IP Phone 7960G



	Item	Description	For more information, see...
1	Handset light strip	Indicates an incoming call or new voice message.	Accessing Voice Messages, page 40
2	Phone screen	Shows phone features.	Understanding Phone Screen Features, page 10
3	Model type	Indicates your Cisco Unified IP Phone model.	Understanding Lines vs. Calls, page 12
4	Programmable buttons 	Depending on configuration, programmable buttons provide access to: <ul style="list-style-type: none"> • Phone lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the BLF speed-dial feature) • Web-based services (for example, a Personal Address Book button) • Phone features (for example, a Privacy button) 	Understanding Phone Screen Features, page 10
5	Footstand button	Allows you to adjust the angle of the phone base.	Adjusting the Footstand, page 4
6	Directories button 	Opens/closes the Directories menu. Use it to access call logs and directories.	Using Call Logs, page 36
7	Help button  or	Activates the Help menu.	Understanding the Help System on Your Phone, page 11

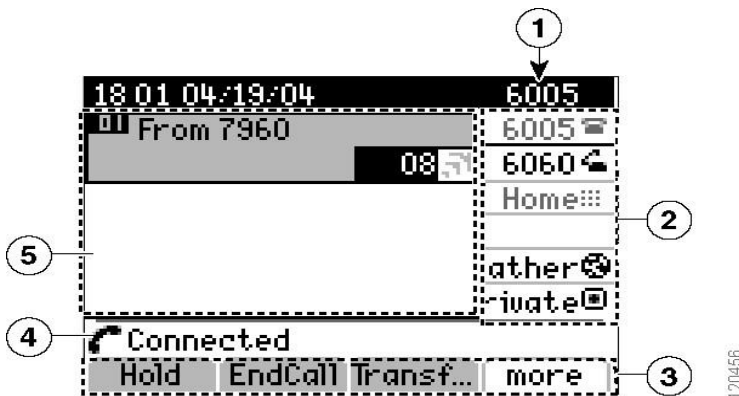



8	Settings button 	Opens/closes the Settings menu. Use it to change phone screen and ring settings.	Using Phone Settings, page 34
9	Speaker button 	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.	Using a Handset, Headset, and Speakerphone, page 32
10	Mute button 	Toggles the Mute feature on or off. When Mute is on, the button is lit.	Using Mute, page 16
11	Headset button 	Toggles the headset on or off.	Using a Handset, Headset, and Speakerphone, page 32
12	Volume button 	Controls the volume and other settings.	Using Phone Settings, page 34
13	Services button 	Opens/closes the Services menu.	Customizing Your Phone on the Web, page 41
14	Messages button 	Auto-dials your voice message service (varies by service).	Accessing Voice Messages, page 40
15	Navigation button 	Allows you to scroll through menus.	Using Call Logs, page 36
16	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.	Basic Call Handling, page 13
17	Softkey buttons 	Each activates a softkey option (displayed on your phone screen).	Understanding Phone Screen Features, page 10



Understanding Phone Screen Features

This is what your main phone screen might look like with an active call and several feature menus open.



1	Primary phone line	Displays the phone number (extension number) for your primary phone line.
2	Programmable button indicators	Programmable buttons ● can serve as phone line buttons, speed dial buttons, phone service buttons or phone feature buttons. Icons and labels indicate how these buttons are configured. For an icon reference, see the “Phone Screen Icons” section in the quick reference card at the front of this guide.
3	Softkey labels	Each displays a softkey function. To activate a softkey, press the softkey button 
4	Status line	Displays audio mode icons, status information, and prompts.
5	Call activity area	Displays calls per line, including caller ID, call duration and call state for the highlighted line (standard view). See the “Understanding



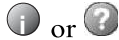

	Lines vs. Calls” section on page 12 and the “Viewing Multiple Calls” section on page 17.
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Cleaning the Phone Screen

Gently wipe the phone screen with a soft, dry cloth. Do not use any liquids or powders on the phone. Using anything other than a soft, dry cloth can contaminate phone components and cause failures.

Understanding Feature Buttons and Menus

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








If you want to...	Then...
Open or close a feature menu	Press a feature button:  Messages  Services  Help  Directories Settings <input type="checkbox"/>
Scroll through a list or menu	Press the Navigation button.
Go back one level in a feature menu	Press Exit . Pressing Exit from the top level of a menu closes the menu.

Understanding the Help System on Your Phone

Your phone provides an online help system. Help topics appear on the phone screen.


If you want to...	Then...
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View the main menu  	Press i or  on your phone and wait a few seconds for the menu to display.
Learn about a button or softkey	Press i or  , then quickly press a button or softkey.
Learn about a menu item	Press i or  then quickly select the menu item on the phone screen. Or, press i or  twice quickly with the menu item highlighted.
Get help using Help	Press i or  twice quickly (without first selecting a menu item).


Understanding Lines vs. Calls

To avoid confusion about lines and calls, refer to these descriptions:









- Lines—Each corresponds to a directory number that others can use to call you. The Cisco Unified IP Phone 7960G supports up to six lines and the Cisco Unified IP Phone 7940G supports up to two lines. To see how many lines you have, look at the line area of your phone screen. You have as many lines as you have directory numbers and phone line icons. 
- Calls —Each line can support multiple calls. By default, your phone supports four connected calls per line, but your Network Administrator can adjust this number according to your needs. Only one call can be active at any time; other calls are automatically placed on hold.

Understanding Line and Call Icons

Your phone displays icons to help you determine the line and call state.

Icon	Call State	Description
	On-hook line	No call activity on this line.



	Off-hook line	You are dialing a number or an outgoing call is ringing.
	Connected call	You are connected to the other party.
	Ringing call	A call is ringing on one of your lines.
	Call on hold	You have put this call on hold. See the “Using Hold and Resume” section on page 16.
	Remote-in-use	Another phone that shares your line has a connected call. See the “Using a Shared Line” section on page 26.
	Authenticated call	See the “Making and Receiving Secure Calls” section on page 29.
	Encrypted call	See the “Making and Receiving Secure Calls” section on page 29.
	Idle line (BLF)	See the “Using BLF to Determine a Line State” section on page 31.
	Busy line (BLF)	See the “Using BLF to Determine a Line State” section on page 31.

Understanding Feature Availability

Depending on your phone system configuration, features included in this Phone Guide might not be available to you or might work differently on your phone.

Contact your support desk or Network Administrator for information about feature operation or availability.







Basic Call Handling

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

Placing a Call—Basic Options

Here are some easy ways to place a call on your Cisco Unified IP Phone.

If you want to...	Then...	For more information, see...
Place a call using the handset	Pick up the handset and enter a number.	An Overview of Your Phone, page 7
Place a call using the speakerphone	Press  and enter a number.	Using a Handset, Headset, and Speakerphone, page 32
Place a call using a headset	Press  and enter a number. Or, if  is lit, press New Call and enter a number.	Using a Handset, Headset, and Speakerphone, page 32
Redial a number	Press Redial to dial the last number.	Using Call Logs, page 36
Place a call while another call is active (using the same line)	<ol style="list-style-type: none"> 1. Press Hold. 2. Press New Call. 3. Enter a number. 	Using Hold and Resume, page 16


Dial from a call log	<ol style="list-style-type: none"> 1. Choose  > Missed Calls, Received Calls, or Placed Calls. 2. Select the listing or scroll to it and go off-hook. 	Using Call Logs, page 36
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Tip




If you make a mistake while dialing, press << to erase digits.

Placing a Call—Additional Options

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

If you want to...	Then...	For more information, see...
Place a call while another call is active (using a different line)	<ol style="list-style-type: none"> 1. Press  for a new line. The first call is automatically placed on hold. 2. Enter a number. 	Using Hold and Resume, page 16









Speed dial a number	Do one of the following: <ul style="list-style-type: none"> • Press  (a speed-dial button). • Use the Abbreviated Dial feature. • Use the Fast Dial feature. 	Speed Dialing, page 24
Dial from a corporate directory on your phone	<ol style="list-style-type: none"> 1. Choose  > Corporate Directory (name can vary). 2. Enter a name and press Search. 3. Select the listing or scroll to it and go off-hook. 	
Use Call Back to receive notification when a busy or ringing extension is available	<ol style="list-style-type: none"> 1. Press CallBack while listening to the busy tone or ring sound. 2. Hang up. Your phone alerts you when the line is free. 3. Place the call again. 	Your Network Administrator
See if a line associated with a speed-dial is busy before placing a call to that line	Look for Busy Lamp Field indicators.	
Make a priority (precedence) call	Enter the MLPP access number, then enter a phone number.	Prioritizing Critical Calls, page 30
Dial from a Personal Address Book (PAB) entry	<ol style="list-style-type: none"> 1. Choose  > Personal Directory to log in. 2. Choose Personal Address Book and search for a listing. 	



If you want to...	Then...	For more information, see...
Place a call using a billing or tracking code	<ol style="list-style-type: none"> 1. Dial a number. 2. After the tone, enter a client matter code (CMC) or a forced authorization code (FAC). 	Your Network Administrator

Answering a Call



You can answer a call by simply lifting the handset, or you can use other options if they are available on your phone.

If you want to...	Then...	For more information, see...
Answer with a headset	Press  , if unlit. Or, if  is lit, press Answer or  .	Using a Handset, Headset, and Speakerphone, page 32
Answer with the speakerphone	Press  , Answer , or  .	Using a Handset, Headset, and Speakerphone, page 32
Switch from a connected call to answer a ringing call	Press Answer or, if the call is ringing on a different line, press  for the appropriate line.	Using Hold and Resume, page 16
Answer using call waiting	Press Answer .	Using Hold and Resume, page 16
Auto-connect calls	Use AutoAnswer.	Using AutoAnswer with a Headset or Speakerphone, page 33
Retrieve a parked call on another phone	Use Call Park.	Storing and Retrieving Parked Calls, page 28
Use your phone to answer a call ringing elsewhere	Use Call Pickup.	Picking Up Redirected Calls on Your Phone, page 25

Answer a priority call	Hang up the current call and press Answer .	Prioritizing Critical Calls, page 30
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Ending a Call

To end a call, simply hang up. Here are some more details.

If you want to...	Then...
Hang up while using the handset	Return the handset to its cradle. Or press EndCall .
Hang up while using a headset	Press  . Or, to keep headset mode active, press EndCall .
Hang up while using the speakerphone	Press  or EndCall .
Hang up one call, but preserve another call on the same line	Press EndCall . If necessary, remove the call from hold first.


Using Hold and Resume

You can hold and resume calls.

If you want to...	Then...
Put a call on hold	<ol style="list-style-type: none"> 1. Make sure the call you want to put on hold is highlighted. 2. Press Hold.
Remove a call from hold on the current line	<ol style="list-style-type: none"> 1. Make sure the appropriate call is highlighted. 2. Press Resume.
Remove a call from hold on a different line	<p>Press  for the appropriate line.</p> <p>If a single call is holding on this line, the call automatically resumes. If multiple calls are holding, scroll to the appropriate call and press Resume.</p>


Tips

- Engaging the Hold feature typically generates music or a beeping tone.

- A held call is indicated by the call-on-hold icon: 



Using Mute

With Mute enabled, you can hear other parties on a call but they cannot hear you. You can use mute in conjunction with the handset, speakerphone, or a headset.

If you want to...	Then...
Toggle Mute on	Press  .
Toggle Mute off	Press  .

Switching Between Multiple Calls

You can switch between multiple calls on one or more lines. If the call that you want to switch to is not automatically highlighted, use the Navigation button to scroll to it.

If you want to...	Then...
Switch between connected calls on one line	<ol style="list-style-type: none"> 1. Make sure the call that you want to switch to is highlighted. 2. Press Resume. <p>Any active call is placed on hold and the selected call is resumed.</p>
Switch between connected calls on different lines	<p>Press  for the line that you are switching to.</p> <p>If a single call is holding on the line, the call automatically resumes. If multiple calls are holding, highlight the appropriate call and press Resume.</p>
Switch from a connected call to answer a ringing call	<p>Press Answer or, if the call is ringing on a different line, press  for the line that you want to switch to.</p> <p>Any active call is placed on hold and the selected call is resumed.</p>







Viewing Multiple Calls

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

In standard viewing mode, your phone displays calls as follows for the highlighted line:

- Calls with the highest precedence and longest duration display at the top of the list.
- Calls of a similar type are grouped together. For example, calls that you have interacted with are grouped near the top, and calls on hold grouped last.

You can use these additional methods to view multiple calls on multiple lines:

If you want to...	Then...
View calls on another line	Press  or  . Immediately press the line button  .
Switch to call overview mode	Press  for the highlighted line. The phone switches to call overview mode, displaying only one call per line. The displayed call is either the active call or the held call with the longest duration. To return to standard viewing mode, press  or  , then immediately press the line button.

Transferring Calls

Transfer redirects a connected call. The *target* is the number to which you want to transfer the call.

If you want to...	Then...
Transfer a call without talking to the transfer recipient	<ol style="list-style-type: none"> 1. From an active call, press Transfer. 2. Enter the target number. 3. Press Transfer again to complete the transfer or EndCall to cancel.

	<p>Note If your phone supports on-hook transfer, you can alternately complete the transfer by hanging up.</p>
Talk to the transfer recipient before transferring a call (consult transfer)	<ol style="list-style-type: none"> 1. From an active call, press Transfer. 2. Enter the target number. 3. Wait for the transfer recipient to answer. 4. Press Transfer again to complete the transfer or EndCall to cancel. <p>Note If your phone supports on-hook transfer, you can alternately complete the transfer by hanging up.</p>
Transfer two current calls to each other (direct transfer) without staying on the line	<ol style="list-style-type: none"> 1. Scroll to highlight any call on the line. 2. Press Select. 3. Repeat this process for the second call. 4. With one of the selected calls highlighted, press DirTrfr. (To display DirTrfr, you might need to press more.) <p>The two calls connect to each other and drop you from the call.</p> <p>Note If you want to stay on the line with the callers, use Join instead.</p>
Redirect a call to your voice messaging system	Press iDivert . The call is automatically transferred to your voice message greeting. You can use iDivert with a call that is active, ringing, or on hold.

Tips

- If on-hook transfer is enabled on your phone, you can either hang up to complete the call, or press **Transfer** and then hang up.



- If on-hook transfer is *not* enabled on your phone, hanging up without pressing **Transfer** again places the call on hold.
- You cannot use **Transfer** to redirect a call on hold. Press **Resume** to remove the call from hold before transferring it.


Forwarding Calls to Another Number

You can use the call forwarding features to redirect incoming calls from your phone to another number.

Your Network Administrator might allow you to choose from two types of call forwarding features:

- Unconditional call forwarding (Call Forward All)—Applies to all calls that you receive.
- Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Coverage)—Applies to certain calls that you receive, according to conditions.

You can access Call Forward All on your phone or from your User Options web pages; conditional call forwarding features are accessible only from your User Options web pages. Your Network Administrator determines which call forwarding features are available to you.

If you want to...	Then...
Set up Call Forward All on your primary line	Press CFwdALL or Forward All and enter a target phone number.
Cancel Call Forward All on your primary line	Press CFwdALL or Forward All .
Verify that Call Forward All is enabled on your primary line	Look for: <ul style="list-style-type: none"> • The call forward icon above your primary phone number: . • The call forwarding target number in the status line.

<p>Set up or cancel call forwarding remotely, or for a non-primary line</p>	<ol style="list-style-type: none"> 1. Log in to your User Options web pages. (See the “Accessing Your User Options Web Pages” section on page 41.) 2. Access your call forwarding settings. (See the “Controlling Line Settings on the Web” section on page 47.) <p>Note When call forwarding is enabled for any line other than the primary line, your phone does not provide you with confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options web pages.</p>
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Tips

- Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.
- You can forward your calls to a traditional analog phone or to another IP phone, although your Network Administrator might restrict the call forwarding feature to numbers within your company.
- Call forwarding is phone line specific. If a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.
- Your Network Administrator can enable a call forward override feature that allows the person receiving your forwarded calls to reach you. With override enabled, a call placed from the target phone to your phone is not forwarded, but rings through.
- Your phone may reject your attempt to set up Call Forward All directly on the phone if the target number that you enter would create a call forwarding loop or would exceed the maximum number of links permitted in a call forwarding chain.

Making Conference Calls

Your Cisco Unified IP Phone allows you to join three or more people into one telephone conversation, creating a conference call.

Understanding Types of Conference Calls

There are two types of conference calls: Standard and Meet-Me.

Standard Conference Calls

You can create a standard conference in different ways, depending on your needs and the softkeys available on your phone:

- **Confm**—Use this softkey to establish a standard conference by calling each participant. Standard conference calling is a default feature available on most phones.
- **Join**—Use this softkey to establish a standard conference by joining several calls already on one line.
- **cBarge**—Use this softkey to add yourself to an existing call on a shared line and to turn the call into a standard conference call. This feature is available only on phones that use shared lines.

See the “Starting and Joining a Standard Conference” section on page 21 for additional instructions.

Meet-Me Conference Calls


You can create a Meet-Me conference by calling the Meet-Me phone number at a specified time.

See the “Starting or Joining a Meet-Me Conference Call” section on page 23 for additional instructions.





Starting and Joining a Standard Conference

A standard conference allows at least three participants to talk on a single call.


If you want to...	Then...
<ul style="list-style-type: none"> • Create a conference by calling participants • Add new participants to an existing conference 	<ol style="list-style-type: none"> 1. From a connected call, press Confrn. (You may need to press the more softkey to see Confrn.) 2. Enter the participant’s phone number. 3. Wait for the call to connect. 4. Press Confrn again to add the participant to your call. 5. Repeat to add additional participants. <p>Check with your Network Administrator to see if non-initiators of a conference can add or remove participants.</p>
<p>Create a conference by joining two or more existing calls</p>	<ol style="list-style-type: none"> 1. Make sure that you have two or more calls on a single line. 2. Highlight a call that you want to add to the conference. 3. Press Select. <p>The selected call displays this icon .</p> <ol style="list-style-type: none"> 4. Repeat this process for each call that you want to add. 5. From one of the selected calls, press Join. (You may need to press the more softkey to see Join.) <p>NoteThe active call is automatically selected.</p>
<p>Participate in a conference</p>	<p>Answer the phone when it rings.</p>
<p>Create a conference by barging a call on shared line</p>	<p>Highlight a call on a shared line and press cBarge. (You may need to press the more softkey to display cBarge.)</p> <p>See the “Using a Shared Line” section on page 26.</p>



View a list of conference participants	<ol style="list-style-type: none"> 1. Highlight an active conference. 2. Press ConfList. <p>Participants are listed in the order in which they join the conference with the most recent additions at the top.</p>
Get an updated list of participants	While viewing the conference list, press Update .
See who started the conference	While viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name.
Drop the last party added to the conference	<p>Press RmLstC.</p> <p>You can remove participants only if you initiated the conference call.</p>
If you want to...	Then...
Remove any conference participant	<ol style="list-style-type: none"> 1. Highlight the participant's name. 2. Press Remove. <p>You can remove participants only if you initiated the conference.</p>
End your participation in a conference	Hang up or press EndCall .
Join together two standard conferences on the same line	<p>On SCCP phones, use the Join or DirTrfr softkeys.</p> <p>On SIP phones, use the Conf or Transfer softkeys.</p> <p>Check with your Network Administrator to see if this feature is available to you.</p>
Verify that a conference call is secure	Look for  or  the icon after "Conference" on the phone screen.
Remove a non-secure participant from a conference	While viewing the Conference List, locate the participant without the  or  icon, and press Remove .

	Check with your Network Administrator to see if non-initiators of a conference can remove participants.
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Tips

- To start a secure conference, you must use a phone configured with security.
- Non-secure conferences and participants display a  icon.
- Calls must be on the same line before you can add them to a conference. If calls are on different lines, transfer them to a single line before using **Conf rn** or **Join**.
- Depending on how your phone is configured, if you leave a conference after creating it, the conference might end. To avoid this, transfer the conference before hanging up.

Starting or Joining a Meet-Me Conference Call

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

If you want to...	Then...
Start a Meet-Me conference	<ol style="list-style-type: none"> 1. Obtain a Meet-Me phone number from your Network Administrator. 2. Distribute the number to participants. 3. When you are ready to start the meeting, go off-hook to invoke a dial tone, then press MeetMe. 4. Dial the Meet-Me conference number. <p>Participants can now join the conference by dialing in.</p> <p>Note Participants hear a busy tone if they call the conference before the initiator has joined. In this case, participants must call back.</p>

Join a Meet-Me conference	Dial the Meet-Me conference number (provided by the conference initiator). Note You will hear a busy tone if you call the conference before the initiator has joined. In this case, try your call again.
End a Meet-Me conference	All participants must hang up. The conference does not automatically end when the conference initiator disconnects.

Advanced Call Handling

Advanced call-handling tasks involve special features that your Network Administrator might configure for your phone depending on your call-handling needs and work environment.

Speed Dialing


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

- Speed-dial buttons
- Abbreviated Dialing
- Fast Dials



Note • To set up speed-dial buttons and Abbreviated Dial, you must access your User Options web pages. See the “Accessing Your User Options Web Pages” section on page 41.

- To set up Fast Dials, you must have access to the Personal Directory feature. See “Using Personal Directory on the Web” section on page 42.
- Alternately, your Network Administrator can configure speed-dial features for you.

If you want to...	Then...
Use speed-dial buttons	<ol style="list-style-type: none"> 1. Set up speed-dial buttons. See the “Setting Up Speed Dials on the Web” section on page 44. 2. To place a call, press  (a speed-dial button). <p>Note If your phone supports the Busy Lamp Field (BLF) feature, you can see if the speed-dial number is busy before dialing. See the Using BLF to Determine a Line State, page 31.</p>
Use Abbreviated Dial	<ol style="list-style-type: none"> 1. Set up Abbreviated Dialing codes. See the “Setting Up Speed Dials on the Web” section on page 44. 2. To place a call, enter the Abbreviated Dialing code and press AbbrDial.
Use Fast Dial	<ol style="list-style-type: none"> 1. Create a Personal Address Book entry and assign a Fast Dials code. See the “Using Personal Directory on the Web” section on page 42. 2. To place a call, access the Fast Dial service on your phone. See the “Using Personal Directory on the Web” section on page 42.

Picking Up Redirected Calls on Your Phone


Call PickUp allows you to answer a call that is ringing on a co-worker's phone by redirecting the call to your phone. You might use Call PickUp if you share call-handling with co-workers.

If you want to...	Then...
<p>Answer a call that is ringing on another extension within your call pickup group</p>	<p>1. Do one of the following:</p> <ul style="list-style-type: none"> • If the PickUp softkey is available, press it. • If the PickUp softkey is not available, go off-hook to display it, then press PickUp. <p>If your phone supports auto-pickup, you are now connected to the call.</p> <p>2. If the call rings, press Answer to connect to the call.</p>
<p>Answer a call that is ringing on another extension outside of your group</p>	<p>1. Do one of the following:</p> <ul style="list-style-type: none"> • If the GPickUp softkey is available, press it. • If the GPickUp softkey is not available, go off-hook to display it, then press GPickUp. • Enter the group pickup code. <p>If your phone supports auto-pickup, you are now connected to the call.</p> <p>2. If the call rings, press Answer to connect to the call.</p>
<p>Answer a call that is ringing on another extension in your group or in an associated group</p>	<p>1. Do one of the following:</p> <ul style="list-style-type: none"> • If the OPickUp softkey is available, press it. • If the OPickUp softkey is not available, go off-hook to display it, then press OPickUp. <p>If your phone supports auto-pickup, you are now connected to the call.</p>



-
- | | |
|--|--|
| | <p>2. If the call rings, press Answer to connect to the call.</p> |
|--|--|
-

Tips

- Pressing **PickUp** and **GPickUp** connects to the call that has been ringing for the longest time.
- Pressing **OPickUp** connects you to the call in the pickup group with the highest priority.
- If you have multiple lines and want to pick up the call on a non-primary line, first press  for the desired line, then press a Call PickUp softkey.

Using a Shared Line

Your Network Administrator might ask you to use a shared line if you:


- Have multiple phones and want one phone number
- Share call-handling tasks with co-workers



- Handle calls on behalf of a manager

Understanding Shared Lines

Remote-in-Use Icon

The remote-in-use icon  appears when another phone that shares your line has a connected call.

You can place and receive calls as usual on the shared line, even when the remote-in-use icon appears.

Sharing Call Information and Barging

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 section for exceptions.)

When call information is visible in this way, you and coworkers who share a line can add yourselves to calls using either **Barge** or **cBarge**. See the “Adding Yourself to a Shared-Line Call” section on page 27.

Privacy


If you do not want coworkers who share your line to see information about your calls, enable the Privacy feature. Doing so also prevents co-workers from barging your calls. See the “Preventing Others from Viewing or Barging a Shared-Line Call” section on page 28.



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

Adding Yourself to a Shared-Line Call

Depending on how your phone is configured, you can add yourself to a call on a shared line using either **Barge** or **cBarge**.

If you want to...	Then...
See if the shared line is in use	Look for the remote-in-use icon  .

Add yourself to a call on a shared line using the Barge softkey	<ol style="list-style-type: none"> 1. Highlight a remote-in-use call. 2. Press Barge. (You may need to press the more softkey to display Barge.) Other parties hear a beep tone announcing your presence.
Add yourself to a call on a shared line using the cBarge softkey	<ol style="list-style-type: none"> 1. Highlight a remote-in-use call. 2. Press cBarge. (You may need to press the more softkey to display cBarge.) <p>Other parties hear a tone and brief audio interruption, and call information changes on the phone screen.</p>
Add new conference participants to a call that you have barged	<p>Barge the call using cBarge, if available.</p> <p>Unlike Barge, cBarge converts the call into a standard conference call, allowing you to add new participants. See the “Making Conference Calls” section on page 20.</p>
Leave a barged call	<p>Hang up.</p> <p>If you hang up after using Barge, the remaining parties hear a disconnect tone and the original call continues.</p> <p>If you hang up after using cBarge, the call remains a conference call (provided at least three participants remain on the line).</p>







Tips

- If a phone that is using the shared line has Privacy enabled, call information and barge softkeys will not appear on the other phones that share the line.
- You will be disconnected from a call that you have joined using **Barge** if the call is put on hold, transferred, or turned into a conference call.



Preventing Others from Viewing or Barging a Shared-Line Call

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

If you want to...	Then...
Prevent others from viewing or barging calls on a shared line	<ol style="list-style-type: none"> 1. Press Private . 2. To verify that Privacy is on, look for the feature-enabled icon  next to the line button .
Allow others to view or barge calls on a shared line	<ol style="list-style-type: none"> 1. Press Private . 2. To verify that Privacy is off, look for the feature-disabled icon  next to the line button .

Tips

- If the phone that shares your line has Privacy enabled, you can make and receive calls using the shared line as usual.
- The Privacy feature applies to all shared lines on your phone. Consequently, if you have multiple shared lines and Privacy is enabled, coworkers will not be able to view or barge calls on any of your shared lines.

Storing and Retrieving Parked Calls

You can park a call when you want to store the call so that you or someone else can retrieve it from another phone in the Cisco Unified Communications Manager system (for example, a phone at a co-worker's desk or in a conference room).

If you want to...	Then...
Store an active call using Call Park	<ol style="list-style-type: none"> 1. During a call, press Park. (You may need to press the more softkey to see Park.) 2. Note the call park number displayed on your phone screen. 3. Hang up.
Retrieve a parked call	Enter the call park number from any Cisco Unified IP Phone in your network to connect to the call.





Note You have a limited amount of time to retrieve a parked call before it reverts to ringing at the original number. See your Network Administrator for details.

Making and Receiving Secure Calls

Depending on how your Network Administrator has configured your phone system, your phone might support making and receiving secure calls.

Your phone is capable of supporting these types of calls:

- *Authenticated* call—The identities of all phones participating in the call have been verified.
- *Encrypted* call—The phone is receiving and transmitting encrypted audio (your conversation) within the Cisco Unified IP network. Encrypted calls are also authenticated.
- *Non-secure* call—At least one of the participating phones or the connection does not support these security features, or the phones cannot be verified.

If you want to...	Then...
Check the security level of a call or conference	Look for a security icon in the top right corner of the call activity area, next to the call duration timer:  Authenticated call  Encrypted call <input type="checkbox"/> <input type="checkbox"/> Neither security icon appears if the call is non-secure.
Determine if secure calls can be made in your company	Contact your Network Administrator .



Note There are interactions, restrictions, and limitations that affect how security features work on your phone. For more information, ask your Network Administrator .

Tracing Suspicious Calls

If you are receiving suspicious or malicious calls, your Network Administrator can add the Malicious Call Identification (MCID) feature to your phone. This feature enables you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.





If you want to...	Then...
Notify your Network Administrator about a suspicious or harassing call	Press MCID . Your phone plays a tone and displays the message, “MCID successful.”

Prioritizing Critical Calls

In some specialized environments, such as military or government offices, you might need to make and receive urgent or critical calls. If you have the need for this specialized call handling, your Network Administrator can add Multilevel Precedence and Preemption (MLPP) to your phone.

Keep these terms in mind:

- *Precedence* indicates the priority associated with a call.
- *Preemption* is the process of ending an existing, lower priority call while accepting a higher priority call that is sent to your phone.
-

If you...	Then...
Want to choose a priority (precedence) level for an outgoing call	Contact your Network Administrator for a list of corresponding precedence numbers for calls.
Want to make a priority (precedence) call	Enter the MLPP access number (provided by your Network Administrator) followed by the phone number.
Hear a special ring (faster than usual) or special call waiting tone	You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.
Want to view priority level of a call	Look for an MLPP icon on your phone screen: <ul style="list-style-type: none">  Priority call  Medium priority (immediate) call  High priority (flash) call  Highest priority (flash override) or Executive Override call





	Higher priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal (routine).
Want to accept a higher-priority call	Answer the call as usual. If necessary, end an active call first.
Hear a continuous tone interrupting your call	You or the other party are receiving a call that must preempt the current call. Hang up immediately to allow the higher priority call to ring through.

Tips

- When you make or receive an MLPP-enabled call, you will hear special ring tones and call waiting tones that differ from the standard tones.
- If you enter an invalid MLPP access number, a verbal announcement will alert you of the error.
- Multilevel Precedence and Preemption (MLPP) overrides the Do Not Disturb (DND) feature.

Using Cisco Extension Mobility

Cisco Extension Mobility (EM) allows you to temporarily configure a Cisco Unified IP Phone as your own. Once you log in to EM, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your Network Administrator must configure EM for you.

If you want to...	Then...
Log in to EM	<ol style="list-style-type: none"> 1. Choose  > EM Service (name can vary). 2. Enter your user ID and PIN (provided by your Network Administrator). 3. If prompted, select a device profile.
Log out of EM	<ol style="list-style-type: none"> 1. Choose  > EM Service (name can vary). 2. When prompted to log out, press Yes.




Tips

- EM automatically logs you out after a certain amount of time. Your system administrators establishes this time limit. \
- Changes that you make to your EM profile from your User Options web pages take effect immediately if you are logged in to EM on the phone; otherwise, changes take effect the next time you log in.
- Changes that you make to the phone from your User Options web pages take effect immediately if you are logged out of EM; otherwise, changes take effect after you log out.
- Local settings controlled by the phone are not maintained in your EM profile.

Using BLF to Determine a Line State

Depending on configuration, you can use the Busy Lamp Field (BLF) feature to determine the state of a phone line associated with a speed-dial button on your phone. You can place a call to this line, regardless of the BLF status. This feature does not prevent dialing.






If you want to...	Then...
See the state of a speed-dial line	Look for one of these indicators next to the line number:  Line is in-use.  Line is idle.  BLF indicator unavailable for this line.

Using a Handset, Headset, and Speakerphone




You can use your phone with these audio devices: a handset, headset, or speakerphone. The phone is off-hook when the handset is lifted or another audio device is in use. The phone is on-hook when the handset is in its cradle and other audio devices are not in use.



Using a Handset

If you want to...	Then...
Go off-hook	Lift the handset.
Go on-hook	Replace the handset in the cradle.
Switch to the speakerphone or headset during	Press  or  , then hang up the handset.
Adjust the volume level for a call	Press  during a call or after invoking a dial tone. Press Save to preserve the volume level for future calls.

Using a Headset


Your phone supports four- or six-wire headset jacks for wired headsets. For information about purchasing headsets, see Headset Support, page 5.



You can use a headset in conjunction with all of the controls on your phone, including   and .

If you want to...	Then...
Toggle headset mode on and off	Press  .
Switch to a handset	Lift the handset.
Adjust the volume level for a call	Press  during a call or after invoking a dial tone. Press Save to preserve the volume level for future calls.

If you use AutoAnswer, see Using AutoAnswer with a Headset or Speakerphone, page 33.




Using a Speakerphone

Many of the actions you can take to dial a number or answer a call will automatically trigger speakerphone mode, assuming that the handset is in its cradle and  is not lit.

If you want to...	Then...
Toggle speakerphone mode on or off	Press  to
Switch to a handset	Lift the handset.
Adjust the volume level for a call	Press  during a call or after invoking a dial tone. Press Save to preserve the volume level for future calls.

Using AutoAnswer with a Headset or Speakerphone

When AutoAnswer is enabled, your phone answers incoming calls automatically after a few rings. Your Network Administrator configures AutoAnswer to use either the speakerphone or a headset. You might use AutoAnswer if you receive a high volume of incoming calls.

If you...	Then...
Use AutoAnswer with a headset	<p>Keep headset mode active (in other  words, keep illuminated), even when you are not on a call.</p> <p>To keep headset mode active, do the following:</p> <ul style="list-style-type: none"> • Press EndCall to hang up. • Press New Call or Dial to place new calls. <p>If your phone is set up to use AutoAnswer in headset mode, calls are automatically answered only if  is illuminated. Otherwise, calls ring normally and you must manually answer them.</p>
Use AutoAnswer with the speakerphone	<p>Keep the handset in the cradle and headset mode inactive ( unlit).</p> <p>Otherwise, calls ring normally and you must manually answer them.</p>





Using Phone Settings

You can personalize your Cisco Unified IP Phone by adjusting the ring tone, background image, and other settings.

Customizing Rings and Message Indicators









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

If you want to...	Then...
Change the ring tone per line	<ol style="list-style-type: none"> 1. Choose  > Ring Type. 2. Choose a phone line or the default ring setting. 3. Choose a ring tone to play a sample of it. 4. Press Select and OK to set the ring tone, or press Cancel.
Change the ring pattern per line (flash-only, ring once, beep-only, etc.)	<ol style="list-style-type: none"> 1. Log in to your User Options web pages. (See the “Accessing Your User Options Web Pages” section on page 41.) 2. Access your call ring pattern settings. (See the “Controlling Line Settings on the Web” section on page 47.) <p>Note Before you can access this setting, your Network Administrator might need to enable it for you.</p>
Adjust the volume level for the phone ringer	<p>Press  while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume is saved automatically.</p>
Change the way that the voice message light on your handset works	<ol style="list-style-type: none"> 1. Log in to your User Options web pages. (See the “Accessing Your User Options Web Pages” section on page 41.) 2. Access your message indicator settings. (See the “Controlling Line Settings on the Web” section on page 47.) <p>Note Typically, the default system policy is to indicate a new voice message by displaying a steady light on the handset light strip.</p>




Customizing the Phone Screen

You can adjust the characteristics of your phone screen.

If you want to...	Then...
Change the phone screen brightness	<ol style="list-style-type: none"> 1. Choose  > Brightness. 2. To make adjustments, press Up, Down or  . 3. Press Save, or press Cancel.
Adjust the phone screen to accommodate your viewing angle	<ol style="list-style-type: none"> 1. Choose  > Viewing Angle. 2. To make adjustments, press Up, Down or  . 3. Press Save, or press Cancel.
Change the background image	<ol style="list-style-type: none"> 1. Choose  > Background Images. 2. Scroll through available images and press Select to choose an image. 3. Press Preview to see a larger view of the background image. 4. Press Exit to return to the selection menu. 5. To make adjustments, press Up, Down or  . 6. Press Save to accept the new image, or press Cancel.
Change the language on your phone screen	<ol style="list-style-type: none"> 1. Log in to your User Options web pages. (See the “Accessing Your User Options Web Pages” section on page 41.) 2. Access your user settings. (See the “Controlling Line Settings on the Web” section on page 47.)
Change the line text label	<ol style="list-style-type: none"> 1. Log in to your User Options web pages. (See the “Accessing Your User Options Web Pages” section on page 41.) 2. Access your line label settings. (See the “Controlling Line Settings on the Web” section on page 47.)
Adjust contrast for your Cisco Unified IP Phone Expansion Module 7914 (if applicable)	<ol style="list-style-type: none"> 1. Choose  > Contrast. 2. To make adjustments, press Up, Down or  . 3. Press Save, or press Cancel.





Using Call Logs and Directories



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

Using Call Logs

Your phone maintains records of your missed, placed, and received calls.

If you want to...	Then...
View your call logs	Choose  > Missed Calls, Placed Calls, or Received Calls . Each stores up to 32 records. To view a truncated listing, highlight it and press EditDial .
Erase your call logs	Press  , then press Clear . Doing so erases all records in all logs.
Dial from a call log (while not on another call)	<ol style="list-style-type: none"> 1. Choose  > Missed Calls, Placed Calls, or Received Calls. 2. Select the listing or scroll to it. 3. If you need to edit the number, press EditDial followed by << or >>. To delete the number, press EditDial followed by Delete. (You may need to press the more softkey to display Delete.) 4. Go off-hook to place the call.
Dial from a call log (while connected to another call)	<ol style="list-style-type: none"> 1. Choose  > Missed Calls, Placed Calls, or Received Calls. 2. Select the listing or scroll to it. 3. If you need to edit the number, press EditDial followed by << or >>. To delete the number, press EditDial followed by Delete. (You may need to press the more softkey to display Delete.) 4. Press Dial. 5. Choose a menu item to handle the original call: <ul style="list-style-type: none"> • Hold—Puts the first call on hold and dials the second. • Transfer—Transfers the first party to the second and drops you from the call. (Press Transfer again after dialing to complete the action.) • Conference—Creates a conference call with all parties, including you. (Press Confrn again after dialing to complete the action.) • End Call—Disconnects the first call and dials the second.

Using Call Logs and Directories





Directory Dialing

Depending on configuration, your phone can provide corporate and personal directory features:

- Corporate Directory—Corporate contacts that you can access on your phone. Corporate Directory is set up and maintained by your Network Administrator .
- Personal Directory—If available, personal contacts and associated speed-dial codes that you can configure and access from your phone and User Options web pages. Personal Directory is comprised of Personal Address Book (PAB) and Fast Dials.
 - PAB is a directory of your personal contacts.
 - Fast Dials allows you to assign codes to PAB entries for quick dialing.

Using Corporate Directory on Your Phone

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

If you want to...	Then...
Dial from a corporate directory (while not on another call)	<ol style="list-style-type: none"> 1. Choose  > Corporate Directory (exact name can vary). 2. Use your keypad to enter a full or partial name and press Search. 3. To dial, press the listing, or scroll to the listing and go off-hook.
Dial from a corporate directory (while on another call)	<ol style="list-style-type: none"> 1. Choose  > Corporate Directory (exact name can vary). 2. Use your keypad to enter a full or partial name and press Search. 3. Scroll to a listing and press Dial. 4. Choose a menu item to handle the original call: <ul style="list-style-type: none"> • Hold—Puts the first call on hold and dials the second. • Transfer—Transfers the first party to the second and drops you from the call. (Press Transfer again after dialing to complete the action.) • Confrn—Creates a conference call with all parties, including you. (Press Confrn again after dialing to complete the action.) • End Call—Disconnects the first call and dials the second.


Tip

Use the numbers on your keypad to enter characters on your phone screen. Use the Navigation button on your phone to move between input fields.



Using Personal Directory on Your Phone



The Personal Directory feature set contains your Personal Address Book (PAB) and Fast Dials. This section describes how to set up and use Personal Directory on your phone. Alternately, see the “Using Personal Directory on the Web” section on page 42.

If you want to...	Then...
Access Personal Directory (for PAB and Fast Dial codes)	<ol style="list-style-type: none"> 1. Choose  > Personal Directory (exact name can vary). 2. Enter your Cisco Unified Communications Manager user ID and PIN, then press Submit.
Search for a PAB entry	<ol style="list-style-type: none"> 1. Access Personal Directory, then choose Personal Address 2. Book. Enter search criteria and press Submit. 3. You can choose Previous or Next to move through listings. 4. Highlight the PAB listing that you want and press Select.
Dial from PAB entry	<ol style="list-style-type: none"> 1. Search for a listing. 2. Highlight the listing and press Select. 3. Press Dial. (You may need to press the more softkey to see Dial.) 4. Enter the participant’s phone number 5. Highlight the number that you want to dial and press OK. 6. Press OK again to dial the number.
Delete a PAB entry	<ol style="list-style-type: none"> 1. Search for a listing. 2. Highlight the listing and press Select. 3. Press Delete. 4. Choose OK to confirm the deletion.
Edit a PAB entry	<ol style="list-style-type: none"> 1. Search for a listing. 2. Highlight the listing and press Edit to modify a name or mail address. 3. If necessary, choose Phones to modify a phone number. 4. Press Update.
Add a new PAB entry	<ol style="list-style-type: none"> 1. Access Personal Directory, then choose Personal Address Book.




2. Access the Search page by choosing **Submit**. (you do not need to input search information first.)
3. Press **New**.
4. Use your phone keypad to enter a name and email information.
5. Choose **Phones** and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as a 9 or 1.
6. Choose **Submit** to add the entry to the database.

Using Call Logs and Directories

If you want to...	Then...
Assign a Fast Dial code to a PAB entry	<ol style="list-style-type: none"> 1. Search for a PAB entry. 2. Highlight the listing and press Select. 3. Press Fast Dial. 4. Highlight the number that you want to dial and press Select. 5. Highlight the Fast Dial code that you want to assign to the number and press Select.
Add a new Fast Dial code (not using a PAB entry)	<ol style="list-style-type: none"> 1. Choose  > Personal Directory > Personal Fast Dials. 2. Press Fast Dial. 3. Highlight a Fast Dial code that is unassigned and press Select. 4. Press Assign. 5. Enter a phone number. 6. Press Update.
Search for Fast Dial codes	<ol style="list-style-type: none"> 1. Choose  > Personal Directory > Personal Fast Dials. 2. You can choose Previous or Next to move through listings. 3. Highlight the listing that you want and press Select.
Place a call using a Fast Dial code	<ol style="list-style-type: none"> 1. Search for a Fast Dial code. 2. Highlight the listing you want and press Select. 3. Press Dial. 4. Choose OK to complete the action.
Delete a Fast Dial code	<ol style="list-style-type: none"> 1. Search for a Fast Dial code. 2. Highlight the listing you want and press Select.




	3. Press Remove .
Log out of Personal Directory	1. Choose  > Personal Directory (exact name may vary). 2. Choose Logout .

Tips




- Your Network Administrator can provide you the user ID and PIN that you need to log in to Personal Directory.
- Personal Directory automatically logs you out after a certain amount of time. This time limit can vary. Ask your Network Administrator for more information.
- Use the numbers on your keypad to enter characters on your phone screen. Use the Navigation button on your phone to move between input fields.

Accessing Voice Messages

To access voice messages, use the Messages button .



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

If you want to...	Then...
Set up and personalize your voice message service	Press  and follow the voice instructions. If a pop-up messages menu appears on your phone screen, choose an appropriate menu item.
See if you have a new voice message	Look for: <ul style="list-style-type: none"> • A steady red light on your handset. (This indicator can vary. See the “Customizing Rings and Message Indicators” section on page 34.) • A message waiting icon  and text message on your phone screen.
Listen to your voice messages or access the voice messages menu	Press  . Depending on your voice message service, doing so either auto-dials your voice message service or provides a menu on your phone screen.



Understanding Additional Configuration Options

Your system administrator can configure your phone to use specific button and softkey templates along with special services and features, if appropriate. The table below provides an overview of some configuration options that you might want to discuss with your phone system administrator based on your calling needs or work environment.



Note You can locate Phone Guides and other documents listed in this table on the web: http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

If you...	Then...	For more information...
Need to handle more calls on your phone line	Ask your system administrator to configure your line to support more calls.	Talk to your system administrator or phone support team.
Need more than one phone line	Ask your system administrator to configure one or more additional directory numbers for you.	Talk to your system administrator or phone support team.



Need more speed dial buttons	First make sure that you are using all of your currently available speed dial buttons. If you need additional speed dial buttons, try using Abbreviated Dialing or subscribing to the Fast Dial service. Another option is to attach the Cisco Unified IP Phone 7914 Expansion Module to your phone.	See the: <ul style="list-style-type: none"> • “Speed Dialing” section on page 24 • <i>Cisco Unified IP Phone Expansion Module 7914 Phone Guide</i>
Work with (or work as) an administrative assistant	Consider using: <ul style="list-style-type: none"> • The Cisco Unified Communications Manager Assistant service • A shared line 	See the: <ul style="list-style-type: none"> • “Using a Shared Line” section on page 26 • <i>Cisco Unified Communications Manager Assistant User Guide</i>

If you...	Then...	For more information...
Want to use one extension for several phones	Request a shared line. This allows you to use one extension number for your desk phone and lab phone, for example.	See the “Using a Shared Line” section on page 26.
Share phones or office space with co-workers	Consider using: <ul style="list-style-type: none"> • Call Park to store and retrieve calls without using the transfer feature. • Call Pickup to answer calls ringing on another phone. • A shared line to view or join coworkers’ calls. • Cisco Extension Mobility to apply your phone number and user profile to a shared Cisco Unified IP Phone 	Ask your system administrator about these features and see the: <ul style="list-style-type: none"> • “Advanced Call Handling” section on page 24 • “Using a Shared Line” section on page 26 • “Using Cisco Extension Mobility” section on page 31



Answer calls frequently or handle calls on someone's behalf	Ask your system administrator to set up the AutoAnswer feature for your phone.	See the Using AutoAnswer with a Headset or Speakerphone, page 33.
Need to make video calls	Consider using Cisco Unified Video Advantage, which enables you to make video calls using your Cisco Unified IP Phone, your personal computer, and an external video camera.	Contact your system administrator for assistance and see the <i>Cisco Unified Video Advantage User Guide</i> and <i>Cisco Unified Video Advantage Quick Start Guide</i> .
Determine the state of a phone line associated with a speed-dial button on your phone	Ask your administrator to set up the Busy Lamp Field (BLF) feature for your phone.	See the "Using BLF to Determine a Line State" section on page 31.
Want to temporarily apply your phone number and settings to a shared Cisco Unified IP Phone	Ask your system administrator about the Cisco Extension Mobility service.	See the "Using Cisco Extension Mobility" section on page 31.


Troubleshooting Your Phone

Troubleshooting Your Phone

This section provides troubleshooting information for your Cisco Unified IP Phone

General Troubleshooting

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

Symptom	Explanation
You cannot hear a dial tone or complete a call	One or more of the following factors might apply: <ul style="list-style-type: none"> You must log into the Extension Mobility service. You must enter a client matter code or forced authorization code after dialing a number. Your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.
The Settings button is unresponsive	Your system administrator might have disabled  on your phone.



The softkey that you want to use does not appear	One or more of the following factors might apply: <ul style="list-style-type: none"> You must press more to reveal additional softkeys. You must change the line state (for example, go off-hook or have a connected call). Your phone is not configured to support the feature associated with that softkey.
Join fails	Join requires multiple selected calls. Be sure that you have selected at least one call in addition to the active call, which is selected automatically. Join also requires the selected calls to be on the same line. If necessary, transfer calls to one line before joining them.
Barge fails and results in a fast busy tone	You cannot barge an encrypted call if the phone you are using is not configured for encryption. When your barge attempt fails for this reason, your phone plays a fast busy tone.
You are disconnected from a call that you joined using Barge	You will be disconnected from a call that you have joined using Barge if the call is put on hold, transferred, or turned into a conference call.
Call Back fails	The other party might have call forwarding enabled.

Viewing Phone Administration Data

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

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

