



## **Cisco IP Phone 7960 and 7940 Series 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

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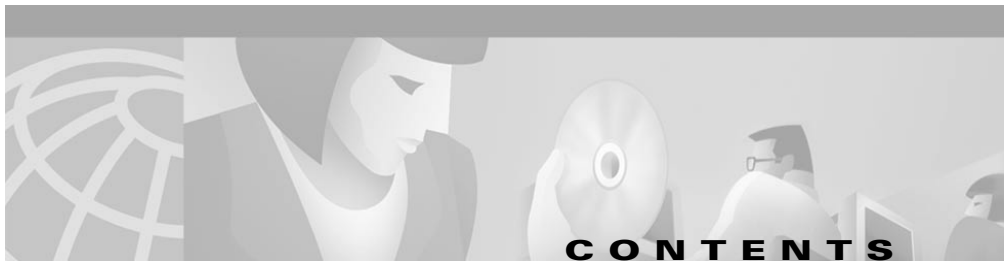
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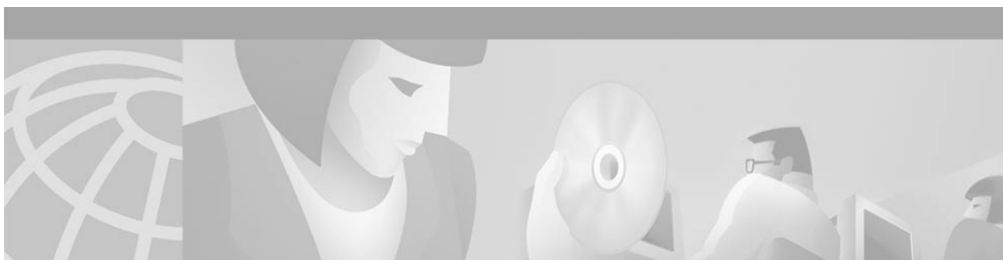
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## Preface

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## About this Guide

This guide is designed to help you perform basic and advanced phone tasks using your Cisco IP Phone. 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 7960 and 7940 Series*. Contact your system administrator for additional help.

If you use a Cisco IP Phone 7914 Expansion Module, refer to Chapter 6, “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 Series*—This booklet includes basic installation instructions and ships in the box with each phone
- *Quick Reference Cisco IP Phone 7960/7940 Series*—This wallet card contains basic instructions and can be ordered separately
- *Cisco IP Phone 7914 Expansion Module Quick Start Guide*—This guide includes user instructions and installation information for the Cisco IP Phone 7914 Expansion Module.

## Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

### World Wide Web

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

<http://www.cisco.com>

Translated documentation is available at the following URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

### Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. 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 through an annual subscription.

## Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:  
[http://www.cisco.com/cgi-bin/order/order\\_root.pl](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, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

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You can e-mail your comments to [bug-doc@cisco.com](mailto: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:

Cisco Systems  
Attn: Document Resource Connection  
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 by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

## Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

<http://www.cisco.com>

## Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

## Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

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

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

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

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

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

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.

## Document Conventions

This document uses the following conventions:

Convention	Description
<b>boldface font</b>	Commands and keywords are in <b>boldface</b> .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[ ]	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.

Convention	Description
<b>boldface screen font</b>	Information you must enter is in <b>boldface screen font</b> .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
^	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:



**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 físicos. 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].)
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# Introducing Your Cisco IP Phone

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Your Cisco IP Phone is a full-feature telephone that provides voice communication over an IP (Internet Protocol) network. This phone's functions much like a traditional analog phone, allowing you to place and receive telephone calls. It also supports 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**

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









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Figure 1-1 Cisco IP Phone 7960 Series



Figure 1-2 Cisco IP Phone 7940 Series



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 can be set to remain lit when you receive a 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	? 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 the handset is in its cradle), 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.



## How to Use the Handset, Speakerphone, and Headset

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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 2-5

### 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**

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The light strip at the top of your handset blinks when your phone rings and can be set to remain lit when you receive a new voice mail message. See the “How to Adjust the Message Waiting Indicator Light” section on page 5-5.

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## 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 phones in the Cisco IP Phone 7960 and 7940 series support four- or six-wire headset jacks. For information about purchasing headsets, see the following URLs:

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

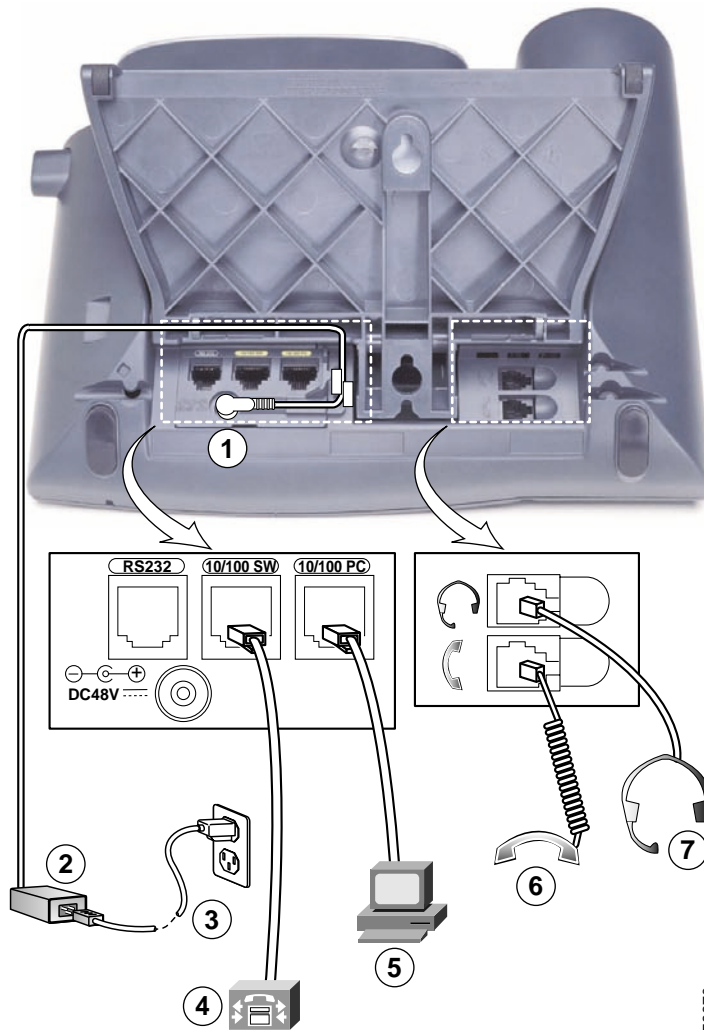
This section covers the following topics:

- 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 7960 and 7940 series phones.

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

**Note**

You can find instructions about connecting the Cisco IP Phone to a power source in the guide that ships with your phone: *At a Glance Cisco IP Phone 7960 and 7940 Series*. Contact your system administrator for additional help.

## 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 this volume setting for future calls, press the **Save** soft key.
- The volume for the handset, speakerphone, and headset will default to the previously saved volume level with each new phone call. If you adjust the volume during a call without pressing **Save**, you are changing the volume level only for the duration of that particular call; on subsequent calls, the volume level will revert to the previously saved setting.



**Note** You must adjust the volume for the handset, speakerphone, and headset individually.

---

---

■ Adjusting the Handset, Speakerphone, and Headset Volume



# 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 3-7
- 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 3-4

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

## 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 Your Speed Dial Buttons” section on page 5-2 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

---

Engaging the Hold feature generates music or a beeping tone. For this reason, avoid putting a conference call on hold.

---

- 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.

## Transferring a Call

Follow these steps to transfer a call to another phone.

### Procedure

- 
- Step 1** During a call, press the **Transfer** 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 **Transfer** again. Or, when the party answers, announce the call and then press **Transfer**.
  - 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 3-6

**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.

Use call forwarding to:

- Send incoming calls to another number—Use call forwarding to send your calls to another number where you can answer the calls (for example, if you are going to be working in an alternate office).
- Send incoming calls directly to voice mail—Use call forwarding to send your calls straight to your voice mail system. Your desk phone does not ring when calls are routed to your voice mail through the call forwarding feature.

Call forwarding can send your calls to another 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 5-3.
  - You can use call forwarding to send all of your incoming calls directly to your voice mail without causing your desk phone to ring. For instructions, see the “How Call Forwarding Works with Your Voice Mail System” section on page 3-9.
-

## How Call Forwarding Works with Your Voice Mail System

Here are two questions that you might have about using call forwarding with your existing voice mail system:

**If I cannot answer a call that I have forwarded to another number, will the call get re-routed to my voice mail system?**

Yes—as long as the forwarded call is not picked up by a person or a mechanical answering machine. Although call forwarding sends an incoming call intended for your Cisco IP Phone to another number, your Cisco IP Phone does not relinquish the forwarded call 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).

**Can I use call forwarding to send my calls directly to voice mail, without ringing my desk top phone?**

Yes. Follow the procedure in the “Setting Up Call Forwarding on Your Phone” section on page 3-8 and enter the *pilot number* for your voice mail system when you get to Step 3. The pilot number is the number that you would normally dial to access your voice mail messages remotely (from a home phone or mobile phone, for example). If you do not know your pilot number, ask your system administrator to provide it.

## 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 3-10
- 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

- The conference call initiator can drop the last party that he or she added by pressing the **RmLstC** soft key.
- 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** Engaging the Hold feature generates music or a beeping tone. For this reason, avoid putting a conference call on hold.

---

- 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. The ringer volume is automatically saved.

**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 4-16.

---



## 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 CallManager User Options web pages.
- 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 ? button—Displays helpful information about 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 4-3
- Using the Messages Button, page 4-14
- Using the Settings Button, page 4-15

- Using the Directories Button, page 4-18
- Using the ? 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.



### Note

---

You can change the default language (for example, English or French) that displays on your phone's LCD screen. For instructions, see the “Changing the Language for the Phone LCD Screen” section on page 5-8.

---

# Using the Services Button

The Services button on your Cisco IP Phone works in tandem with the Cisco CallManager User Options web pages:

- First, use the web pages to *subscribe* to web-based services.
- Next, press the **Services** button on your phone to access your subscriptions. Information or menus are displayed on your phone's LCD screen.

See the “Establishing Cisco IP Phone Services” section on page 4-6 for more information about subscribing to services.



## Tip

---

What are services? Services can consist of special phone features, such as Fast Dials and Extension Mobility, 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. Your system administrator determines the services that are available to you.

---

This section covers the following topics:

- Using the Extension Mobility Service, page 4-3
- Establishing Cisco IP Phone Services, page 4-6
- Managing Your Personal Address Book, page 4-10
- Assigning Fast Dial Codes to Phone Numbers, page 4-12

## Using the Extension Mobility Service

Your system administrator might provide 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 the settings that you have established from the Cisco CallManager User Options web pages, are associated with that phone.

**Note**

---

For information about the User Options web pages, see the “How to Log On to the User Options Web Pages” section on page 4-7 and the “What You Can do from the User Options Web Pages” section on page 5-1.

---

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 4-6

## How to Log in to Extension Mobility

To log in to Cisco CallManager Extension Mobility, perform the following steps. Your system administrator provides you with the necessary user ID and personal identification number (PIN).

### Procedure

- 
- Step 1** Press the **Services** button on your Cisco IP Phone model 7960 or 7940.
- The Services menu appears on your phone’s LCD screen.
- Step 2** From the Services menu, use the Navigation button to select the login option for extension mobility. Then, press the **Select** soft key.

**Note**

---

Your system administrator chooses the name of the login option and logout option for your particular 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.

---

After selecting the login option, you will be prompted to enter your user ID and PIN.

**Step 3** Enter your user ID.

To enter any letter on your LCD screen, use a corresponding number key. Press the key one or more times to display a particular letter. For example, press the 2 key one time for “a,” twice quickly for “b,” and three times quickly for “c.” After you pause, the cursor automatically advances to allow you to enter the next letter. Press the << soft key if you make a mistake.

**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 your 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.

---



**Tip**

- 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.
  - Ring type, contrast settings, and volume settings are not maintained by your Extension Mobility profile; configure these settings directly on the Cisco IP Phone.
- 

## 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 CallManager User Options web pages. You can also use these web pages to subscribe to other services.

Follow these steps to change your Extension Mobility PIN.

### Procedure

---

- Step 1** Use your Web browser to access the URL for the User Options web pages. The URL is provided by your system administrator.
- The Cisco CallManager User Options Log On page appears.
- Step 2** Enter your user ID and your password and click **Log On**. Your user ID and password are provided by your system administrator.
- The Cisco CallManager User Options Menu page appears.
- Step 3** Click **Change your PIN**.
- The Change Your Personal Identification Number page appears.
- Step 4** Enter your current PIN and a new PIN in the required fields, then click **Update**.
- Step 5** When you are finished, click **Return to the Menu** or **Log Off** at the bottom of the 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 CallManager User Options web pages.

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

- How to Log On to the User Options Web Pages, page 4-7
- How to Subscribe to Services, page 4-7
- How to Change or End Subscriptions, page 4-9

## How to Log On to the User Options Web Pages

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 CallManager User Options Log On page appears.
- Step 2** Enter your user ID and your password and click **Log On**. Your user ID and password are provided by your system administrator. The Cisco CallManager User Options Menu page appears.
- Step 3** Select your phone or, if applicable, your Extension Mobility device profile from the “Select a device to configure” drop-down list. The menu is context-sensitive and displays options appropriate for the device or device profile that you have selected.
- 



### Tip

- What is the difference between your password and your PIN? Your *password* allows you to access the Cisco CallManager User Options web pages. 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 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 User Options Menu web page, click **Configure your Cisco IP Phone Services**. (If you need help accessing the Menu page, see the “How to Log On to the User Options Web Pages” section on page 4-7.)

The Subscribe/Unsubscribe IP Phone Services page appears.

**Step 2** Select the service you want to add to your phone from the “Available Services” drop-down list.

**Step 3** Click **Continue**.

**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 **Back**.



---

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

---

**Step 6** When you are finished, click **Return to the Menu** or **Log Off** at the bottom of the page.

---



### Tip

- 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 information about that service. 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 User Options Menu web page, click **Configure your Cisco IP Phone Services**. (If you need help accessing the Menu web page, see the “How to Log On to the User Options Web Pages” section on page 4-7.)
- The Subscribe/Unsubscribe 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**. Or, 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 to the Extension Mobility service on your IP Phone before the changes take effect.
- 
- Step 4** When you are finished, click **Return to the Menu** or **Log Off** at the bottom of the page.
-

## Managing Your Personal Address Book

You can set up and maintain a personal address book that contains listings for people internal and external to your company. You can also assign Fast Dial codes to personal address book entries and dial those codes in place of phone numbers.

**Note**

---

You must subscribe to the Address Book service and the Fast Dial service, if available, before using them. To find out if these services are available to you, follow the procedure described in the “How to Subscribe to Services” section on page 4-7.

---

These sections describe how to add, delete, or search for an address book entry:

- Creating a New Address Book Entry, page 4-10
- Searching for an Address Book Entry, page 4-11
- Deleting an Address Book Entry, page 4-12

**Note**

---

The Address Book is configurable from the Cisco CallManager User Options web pages 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 User Options Menu web page, click **Configure your Cisco Personal Address Book**. (If you need help accessing the Menu page, see the “How to Log On to the User Options Web Pages” section on page 4-7.)

The Find/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 a 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 Search, Fast Dials**, or **Add a New Entry** to continue working in the Find/List Address Book Entries page. To exit, 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 User Options Menu web page, click **Configure your Cisco Personal Address Book**. (If you need help accessing the Menu page, see the “How to Log On to the User Options Web Pages” section on page 4-7.)  
The Find/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** Click on any portion of the person’s name to display the complete entry.
- Step 4** When you are finished, click **Return to Search, Fast Dials**, or **Add a New Entry** to continue working in the Find/List Address Book Entries page. To exit, click **Return to the Menu** or **Log Off** at the bottom of the page.
-

## Deleting an Address Book Entry

Follow these steps to delete an address book entry.

### Procedure

- 
- Step 1** From the User Options Menu web page, click **Configure your Cisco Personal Address Book**. (If you need help accessing the Menu page, see the “How to Log On to the User Options Web Pages” section on page 4-7.)
- The Find/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** To delete an individual entry, check the check box next to the entry.
- To delete all entries displayed as a result of your search, check the check box in the heading bar above the individual entries. Doing so automatically selects each of the displayed entries.
- Step 4** Click **Delete Selected**.



#### Tip

---

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

---

## Assigning Fast Dial Codes to Phone Numbers

The Fast Dial feature allows you to assign a fast dial code to a phone number for easier dialing. Unlike speed dial, the fast dial feature is not limited by the availability of reserved buttons on your Cisco IP Phone. Instead, fast dial codes are one or two digit numbers (1 to 99) that you dial instead of a complete phone number.

Follow these steps to assign a fast dial code to a phone number.

### Procedure

This procedure describes how to assign a fast dial code to a person already included in your personal address book. To assign a fast dial code to a person who is *not* included in your address book, see the tip that follows this procedure.

---

**Step 1** Begin by searching for the address book entry to which the phone number belongs. See the “Searching for an Address Book Entry” section on page 4-11 for instructions.

**Step 2** Next, click the **fast dial icon** that corresponds to the appropriate entry.

The Add a New Fast Dial Entry pop-up window appears.



---

**Note** If no fast dial icon is displayed, you have not entered a phone number for that person’s address book entry yet. In this case, click on the person’s name to modify the entry.

---

**Step 3** In the Fast Dial Association area, choose a fast dial code for this entry from the “Index” drop-down list. Choose any fast dial code number not already assigned.

**Step 4** In the Directory Number Association area, select an address book entry. For example, select “John Smith.”

**Step 5** The next step depends upon whether or not the phone number to which you want to assign a fast dial code already exists in your personal address book.

- a. If the phone number to which you want to assign a fast dial code already exists in your personal address book, click on the Directory Number drop-down list to choose the phone number. Choose H for a home number, W for a work number, or M for a mobile phone number. For example, choose “W-4321” for John Smith’s work number.
- b. If you want to assign a fast dial to John Smith’s new work number, for example, but have not entered this new number in your address book, you can enter it now to assign a fast dial to it. To do so, enter the phone number in the “Enter a directory number” field. Enter the number as you would dial it.

**Step 6** Click **Insert**.

**Step 7** Close the window.

- Step 8** From the Find/List Address Book Entries page, click **Fast Dials**.
- On the line that corresponds to the index (fast dial code number) that you chose, you will see a name or phone number:
- If you chose an existing entry from your address book, then you can see the person's nickname (or first and last name if no nickname is available). The initial M, W, or H (mobile, work, or home phone number, respectively) is displayed next to the person's name.
  - If you chose to enter a new phone number for someone already included in your personal address book (instead of choosing an existing phone number), you will see the phone number that you entered next to the fast dial code.
- 

**Tip**

If the person to whom you want to assign a fast dial code is *not* included in your personal address book, do the following: Click on **Fast Dials** on the bottom of the Find/List Address Book Entries page, then click any "Unassigned" fast dial listing to display the Add a New Fast Dial Entry pop-up window. Follow the above instructions, omitting Step 3.

---

## 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 configuration might not support accessing voice mail as described in this section.

---

## 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. (This indicator can vary, depending on the how the message waiting indicator lamp is configured. See the “How to Adjust the Message Waiting Indicator Light” section on page 5-5.)
- A flashing envelope displays next to the appropriate line appearance on the LCD screen.
- A text message on the LCD screen displays.



**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 4-16
- 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.
- 



### Tip

- 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 any letter on your LCD screen, use a corresponding number key. Press the key one or more times to display a particular letter. For example, press the **2** key one time for “a,” twice quickly for “b,” and three times quickly for “c.” After you pause, the cursor automatically advances to allow you to enter the next letter. Press the << soft key if you make a mistake.

---

- 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.
-

**Tip**

- 
- 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 ? Button for Instant Help

The ? 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 ? 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 ? button twice quickly to display information about the selected feature.

For help with the ? button feature, itself:

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

**Tip**

---

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

---



## Customizing Your Phone or Device Profile from the User Web Pages

---

This section covers the following topics:

- What You Can do from the User Options Web Pages, page 5-1
- How to Set Up Your Speed Dial Buttons, page 5-2
- How to Set Up Call Forwarding When Not at Your Phone, page 5-3
- How to Cancel Call Forwarding, page 5-5
- How to Adjust the Message Waiting Indicator Light, page 5-5
- How to Change the Default Language, page 5-6

### What You Can do from the User Options Web Pages

You can use the Cisco CallManager User Options web pages to subscribe to services. Services include web-based information and special phone features. For more information, see the “Establishing Cisco IP Phone Services” section on page 4-6.

In addition to subscribing to services, you can use the Cisco CallManager User Options web pages to set up call forwarding rules, change the language in which you view phone information, specify a policy for the message waiting indicator light on your phone’s handset, and assign speed dial buttons for your Cisco IP Phone (and, if applicable, for your Cisco 7914 Expansion Module).

If you use the Cisco CallManager Extension Mobility service, changes that you make from the User Options web pages are maintained in your device profile. For more information about Extension Mobility, see the “Using the Extension Mobility Service” section on page 4-3.

## How to Set Up Your 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 CallManager User Options web pages.

**Note**

---

If you are using one or more Cisco IP Phone 7914 Expansion Modules, you can access extra speed dial or line buttons. To configure speed dial buttons for your Expansion Module, follow the steps in the procedure below.

---

Follow these instructions to set up your speed dial buttons.

**Procedure**

- 
- Step 1** From the User Options Menu web page, click **Add/Update your Speed Dials**. (If you need help accessing the Menu page, see the “How to Log On to the User Options Web Pages” section on page 4-7.)

The Add/Update Your Speed Dials page appears. You will see a section for setting speed dials on your Base Phone. If you have one or more Expansion Modules, you will another section for setting speed dials for each of your Expansion Modules.

- Step 2** In an available Speed Dial box, enter a phone number or extension that you want to associate to one of your speed dial buttons.

**Note**

---

Be sure to enter the number 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** In each corresponding Display Text box, enter a text label that you want displayed on your phone's LCD screen. You can enter a maximum of 30 characters for phone base text and 14 characters for Expansion Module text.
- Step 4** Click **Update** to activate new speed dial buttons and to display the corresponding text on your phone's LCD screen. Your LCD screen(s) and lighted buttons will reset.
- Step 5** When you are finished, click **Return to the Menu** or **Log Off** at the bottom of the page.



---

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

---



**Tip**

- For an overview of the Expansion Module, see Chapter 6, “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. For more information on this service, see the “Managing Your Personal Address Book” section on page 4-10.
- 

## 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 3-7.

If you are away from your phone, use the Cisco CallManager User Options web pages 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 User Options Menu web 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 User Options Web Pages” section on page 4-7.)

The Forward Your Calls page appears.

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

**Step 3** Choose to send calls to “Voice Mail” or to “this number.”

If you choose Voice Mail, your calls will be forwarded directly to your voice mail system without ringing your desktop phone.

**Step 4** If you choose to forward your incoming calls to a specified number, enter the phone number or extension in the box provided.



---

**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 5** Click **Update**.

**Step 6** 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, including how call forwarding works with your voice mail system, see the “Using Call Forwarding” section on page 3-7.

---

# How to Cancel Call Forwarding

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

## Procedure

---

- Step 1** From the User Options Menu web 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 User Options Web Pages” section on page 4-7.)
- The Forward Your Calls page appears.
- Step 2** 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 pages. To cancel call forwarding, press the **CFwAll** soft key.

---

# How to Adjust the Message Waiting Indicator Light

You can change the behavior policy of the message waiting indicator light (or “lamp”) for each line appearance on your Cisco IP Phone. The message waiting indicator (MWI) is the red strip on your phone’s handset that blinks when you receive an incoming call. In its default state, the MWI is usually configured to remain lit when you receive a new voice mail message. However, the MWI default policy is determined by your system administrator.

Follow these steps to specify the MWI policy (on, off, or default) for one or more of your phone lines.

### Procedure

- 
- Step 1** From the User Options Menu web page, click **Change the Message Waiting Lamp policy for your phone**. (If you need help accessing the Menu page, see the How to Log On to the User Options Web Pages, page 4-7.)
- The Change Your Message Waiting Lamp Policy page appears.
- Step 2** Click the drop-down list that corresponds to the line that you want to change. Choose **Use System Policy**, **Always light**, or **Never light**.
- 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**

For information about setting up voice mail, see the “Using the Messages Button” section on page 4-14.

---

## How to Change the Default Language

If you want to view information in a language other than the current default language displayed by the User Options web pages or by the Cisco IP Phone LCD screen, you can do so.

These sections describe how to change the default language:

- Changing the Language for the User Options Web Pages, page 5-7
- Changing the Language for the Phone LCD Screen, page 5-8

## Changing the Language for the User Options Web Pages

Use this procedure to change the default language (French or English, for example) in which information is displayed on the Cisco CallManager User Options web pages.

If you use the Cisco CallManager Extension Mobility service, follow this procedure to change the default language for both your device profile and your User Options web pages.

### Procedure

- 
- Step 1** Log on to the User Options web pages. (For help, see the How to Log On to the User Options Web Pages, page 4-7.)
- Step 2** From the Menu page, select your phone or, if applicable, your Extension Mobility device profile from the “Select a device to configure” drop-down list.
- The menu is context-sensitive and displays options appropriate for the device or device profile that you have selected.
- Step 3** The next step depends upon your selection from the “Select a device to configure” drop-down list:
- If you selected your phone (and not a device profile), click **Change the Locale for these web pages**.
  - If you selected a device profile, click **Change the Locale for your device profile(s) and these web pages**.

The Select a User Locale for your Profile page appears.



---

**Note** You will not have access to a device profile unless you use the Cisco CallManager Extension Mobility service.

---

- Step 4** Select the language that you want to use as the default language from the “User Locale” drop-down list and click **Update**.

The language that you have selected now serves as the default language for each of the User Options web pages in the current web session and in future sessions. If you use Extension Mobility, the default language will display on the LCD screen the next time you log on to a Cisco IP Phone.

**Step 5** When you are finished, click **Return to the Menu** or **Log Off** at the bottom of the page.

---

**Tip**

- You can temporarily change the language for the User Options web pages by clicking the “View page in” drop-down list located at the bottom of each web page. However, doing so only changes the language displayed for the *current* web session. The next time that you log on, the User Options web pages will display in the default language.
  - If you use Extension Mobility, and are logged in to a phone at the time that you change the default language, you must log out and log in again to the Extension Mobility service on your Cisco IP Phone in order to see the language changes take effect on the phone’s LCD screen.
- 

## Changing the Language for the Phone LCD Screen

Use this procedure to change the default language in which information is displayed on the Cisco IP Phone’s LCD screen.

**Note**

If you use the Cisco CallManager Extension Mobility service, follow the procedure described in the “Changing the Language for the User Options Web Pages” section on page 5-7. This procedure allows you to change the default language for your device profile.

---

### Procedure

---

- Step 1** Log on to the User Options web pages. (For help, see the How to Log On to the User Options Web Pages, page 4-7.)
- Step 2** From the Menu page, select your phone from the “Select a device to configure” drop-down list.
- Step 3** Click **Change the Locale for this phone**.  
The Select a User Locale for your Phone page appears.
- Step 4** Select the language that you want to use as the default language from the “User Locale for this phone” drop-down list and click **Update**.  
The language that you have selected now serves as the default language for your Cisco IP Phone LCD screen.
- Step 5** When you are finished, click **Return to the Menu** or **Log Off** at the bottom of the page.
- 



#### Tip

You can change the default language for your phone’s LCD screen while you are on an active call. In this case, the phone waits for you to end the call before updating the LCD screen.

---

■ How to Change the Default Language

## Using the Cisco IP Phone 7914 Expansion Module

---

The Cisco IP Phone 7914 Expansion Module attaches to a Cisco IP Phone 7960 Series phone 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 6-1.

**Figure 6-1** 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 Your Speed Dial Buttons” section on page 5-2.

---

## How to Get More Information

For more information about the 7914 Expansion 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](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm)

Click the link to Cisco CallManager to find the document.





# Safety Information

---

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

## Safety Notices

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

  
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).

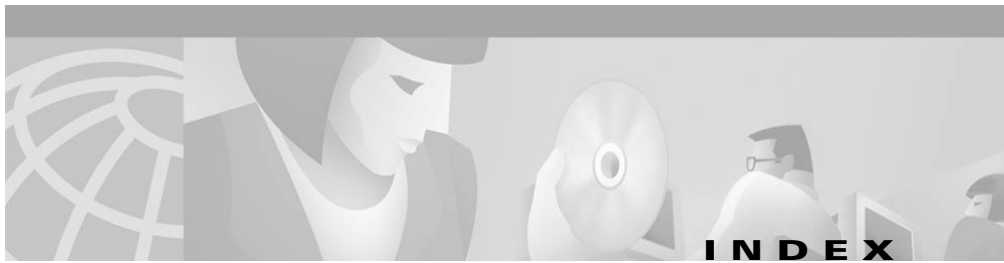
---

**Warning**

---

The device is designed to work with TN power systems.

---



---

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