Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE for Cisco CallManager 4.2
INCLUDING LICENSE AND WARRANTY
## Softkey Definitions

<table>
<thead>
<tr>
<th>Softkey</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AbbrDial</td>
<td>Dial using a speed dial index number</td>
</tr>
<tr>
<td>Answer</td>
<td>Answer a call</td>
</tr>
<tr>
<td>Back</td>
<td>Return to the previous Help topic</td>
</tr>
<tr>
<td>Barge</td>
<td>Add yourself to a call on a shared line</td>
</tr>
<tr>
<td>cBarge</td>
<td>Add yourself to a call on a shared line and establish a conference</td>
</tr>
<tr>
<td>CallBack</td>
<td>Receive notification when a busy extension becomes available</td>
</tr>
<tr>
<td>Cancel</td>
<td>Cancel an action or exit a screen without applying changes</td>
</tr>
<tr>
<td>eBarge</td>
<td>Add yourself to a call on a shared line and establish a conference</td>
</tr>
<tr>
<td>CFwdALL</td>
<td>Set up/cancel call forwarding</td>
</tr>
<tr>
<td>Clear</td>
<td>Delete records or settings</td>
</tr>
<tr>
<td>Close</td>
<td>Close the current window</td>
</tr>
<tr>
<td>ConfrnList</td>
<td>View conference participants</td>
</tr>
<tr>
<td>Confrn</td>
<td>Create a conference call</td>
</tr>
<tr>
<td>Delete</td>
<td>Remove characters to the right of the cursor when using EditDial</td>
</tr>
<tr>
<td>Details</td>
<td>Open the Details call record for a multiparty call in the Missed Calls and Received Calls logs</td>
</tr>
<tr>
<td>Dial</td>
<td>Dial a phone number</td>
</tr>
<tr>
<td>DirTrfr</td>
<td>Transfer two calls to each other</td>
</tr>
<tr>
<td>EditDial</td>
<td>Edit a number in a call log</td>
</tr>
<tr>
<td>EndCall</td>
<td>Disconnect the current call</td>
</tr>
<tr>
<td>Erase</td>
<td>Reset settings to their defaults</td>
</tr>
<tr>
<td>Exit</td>
<td>Return to the previous screen</td>
</tr>
<tr>
<td>GPickUp</td>
<td>Answer a call ringing in another group</td>
</tr>
</tbody>
</table>

---

## Common Phone Tasks

<table>
<thead>
<tr>
<th>Task</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>View online help on the phone</td>
<td>Press ?.</td>
</tr>
<tr>
<td>Place a call</td>
<td>Go-off hook before or after dialing a number.</td>
</tr>
<tr>
<td>Redial a number</td>
<td>Press Redial. Or press the Navigation button while on-hook to see your Placed Calls log.</td>
</tr>
<tr>
<td>Switch to the handset during a call</td>
<td>Pick up the handset.</td>
</tr>
<tr>
<td>Switch to the speaker or headset during a call</td>
<td>Press &lt; or &gt;, then hang up the handset.</td>
</tr>
<tr>
<td>Mute your phone</td>
<td>Press .</td>
</tr>
<tr>
<td>Use your call logs</td>
<td>Press EditDial, &lt; or &gt;&gt;.</td>
</tr>
<tr>
<td>Edit a number</td>
<td>Press EditDial, &lt; or &gt;&gt;.</td>
</tr>
<tr>
<td>Hold/resume a call</td>
<td>Press Hold or Resume.</td>
</tr>
<tr>
<td>Transfer a call to a new number</td>
<td>Press Transfer and enter a target number, then press Transfer again.</td>
</tr>
<tr>
<td>Start a standard conference call</td>
<td>Press more &gt; Confrn, dial the participant, then press Confrn again.</td>
</tr>
</tbody>
</table>

---

## Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE for Cisco CallManager 4.2

### Softkey Definitions

- **AbbrDial**: Dial using a speed dial index number.
- **Answer**: Answer a call.
- **Back**: Return to the previous Help topic.
- **Barge**: Add yourself to a call on a shared line.
- **cBarge**: Add yourself to a call on a shared line and establish a conference.
- **CallBack**: Receive notification when a busy extension becomes available.
- **Cancel**: Cancel an action or exit a screen without applying changes.
- **eBarge**: Add yourself to a call on a shared line and establish a conference.
- **CFwdALL**: Set up/cancel call forwarding.
- **Clear**: Delete records or settings.
- **Close**: Close the current window.
- **ConfrnList**: View conference participants.
- **Confrn**: Create a conference call.
- **Delete**: Remove characters to the right of the cursor when using EditDial.
- **Details**: Open the Details call record for a multiparty call in the Missed Calls and Received Calls logs.
- **Dial**: Dial a phone number.
- **DirTrfr**: Transfer two calls to each other.
- **EditDial**: Edit a number in a call log.
- **EndCall**: Disconnect the current call.
- **Erase**: Reset settings to their defaults.
- **Exit**: Return to the previous screen.
- **GPickUp**: Answer a call ringing in another group.
<table>
<thead>
<tr>
<th>Button Icons</th>
<th>Other Features</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Speed Dial" /></td>
<td>Speed Dial button configured</td>
</tr>
<tr>
<td><img src="image" alt="Message" /></td>
<td>Message waiting</td>
</tr>
<tr>
<td><img src="image" alt="Video" /></td>
<td>Video enabled</td>
</tr>
<tr>
<td><img src="image" alt="Option" /></td>
<td>Option selected</td>
</tr>
<tr>
<td><img src="image" alt="Feature" /></td>
<td>Feature enabled</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Selected Device</th>
<th>Critical Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Handset" /></td>
<td>Priority call</td>
</tr>
<tr>
<td><img src="image" alt="Headset" /></td>
<td>Medium priority call</td>
</tr>
<tr>
<td><img src="image" alt="Speakerphone" /></td>
<td>High priority call</td>
</tr>
<tr>
<td><img src="image" alt="Speaker" /></td>
<td>Highest priority call</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Button Icons</th>
<th>Button Icons</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Messages" /></td>
<td>Messages</td>
</tr>
<tr>
<td><img src="image" alt="Services" /></td>
<td>Services</td>
</tr>
<tr>
<td><img src="image" alt="Help" /></td>
<td>Help</td>
</tr>
<tr>
<td><img src="image" alt="Directories" /></td>
<td>Directories</td>
</tr>
<tr>
<td><img src="image" alt="Settings" /></td>
<td>Settings</td>
</tr>
<tr>
<td><img src="image" alt="Volume" /></td>
<td>Volume</td>
</tr>
<tr>
<td><img src="image" alt="Speaker" /></td>
<td>Speaker</td>
</tr>
<tr>
<td><img src="image" alt="Mute" /></td>
<td>Mute</td>
</tr>
<tr>
<td><img src="image" alt="Headset" /></td>
<td>Headset</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phone Screen Icons</th>
<th>Other Features</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HLog</strong></td>
<td>Prevent hunt group calls from ringing your phone by logging out of hunt groups</td>
</tr>
<tr>
<td><strong>iDivert</strong></td>
<td>Send a call to your voice messaging system</td>
</tr>
<tr>
<td><strong>Join</strong></td>
<td>Join several calls already on a single line to create a conference</td>
</tr>
<tr>
<td><strong>MeetMe</strong></td>
<td>Host a Meet-Me conference call</td>
</tr>
<tr>
<td><strong>Display additional softkeys</strong></td>
<td></td>
</tr>
<tr>
<td><strong>NewCall</strong></td>
<td>Make a new call</td>
</tr>
<tr>
<td><strong>OPickUp</strong></td>
<td>Answer a call ringing in an associated group</td>
</tr>
<tr>
<td><strong>Park</strong></td>
<td>Store a call using Call Park</td>
</tr>
<tr>
<td><strong>PickUp</strong></td>
<td>Answer a call in your group</td>
</tr>
<tr>
<td><strong>QRT</strong></td>
<td>Submit call problems to the system administrator</td>
</tr>
<tr>
<td><strong>Redial</strong></td>
<td>Redial the most recently dialed number</td>
</tr>
<tr>
<td><strong>Remove</strong></td>
<td>Remove a conference participant</td>
</tr>
<tr>
<td><strong>Resume</strong></td>
<td>Resume a call on hold</td>
</tr>
<tr>
<td><strong>RmLrtC</strong></td>
<td>Drop the last party added to a conference call</td>
</tr>
<tr>
<td><strong>Save</strong></td>
<td>Save the chosen settings</td>
</tr>
<tr>
<td><strong>Search</strong></td>
<td>Search for a directory listing</td>
</tr>
<tr>
<td><strong>Select</strong></td>
<td>Select a menu item or call</td>
</tr>
<tr>
<td><strong>Transfer</strong></td>
<td>Transfer a call</td>
</tr>
<tr>
<td><strong>Update</strong></td>
<td>Refresh content</td>
</tr>
<tr>
<td><strong>VidMode</strong></td>
<td>Choose a video display mode</td>
</tr>
<tr>
<td><strong>&lt;&lt;</strong></td>
<td>Delete entered characters</td>
</tr>
<tr>
<td><strong>&gt;&gt;</strong></td>
<td>Move through entered characters</td>
</tr>
</tbody>
</table>
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Getting Started

Using this Guide

This guide provides you with an overview of the features available on your phone. You can read it completely for a solid understanding of your phone’s capabilities, or refer to the table below for pointers to commonly used sections.

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<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explore your phone on your own</td>
<td>Press  on the phone when you need assistance.</td>
</tr>
<tr>
<td>Review safety information</td>
<td>See the “Safety and Performance Information” section on page 2.</td>
</tr>
<tr>
<td>Connect your phone</td>
<td>See the “Connecting Your Phone” section on page 14.</td>
</tr>
<tr>
<td>Use your phone after it is installed</td>
<td>Start with the “An Overview of Your Phone” section on page 17.</td>
</tr>
<tr>
<td>Learn what the button lights mean</td>
<td>See the “Understanding Buttons and Hardware” section on page 17.</td>
</tr>
<tr>
<td>Learn about the display</td>
<td>See the “Understanding Phone Screen Features” section on page 21.</td>
</tr>
<tr>
<td>Make calls</td>
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</tr>
<tr>
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</tr>
<tr>
<td>Mute calls</td>
<td>See the “Using Mute” section on page 29.</td>
</tr>
<tr>
<td>Transfer calls</td>
<td>See the “Transferring Calls” section on page 30.</td>
</tr>
<tr>
<td>Make conference calls</td>
<td>See the “Making Conference Calls” section on page 32.</td>
</tr>
<tr>
<td>Set up speed dialing</td>
<td>See the “Speed Dialing” section on page 36.</td>
</tr>
<tr>
<td>Share a phone number</td>
<td>See the “Using a Shared Line” section on page 38.</td>
</tr>
<tr>
<td>Use your phone as a speakerphone</td>
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</tr>
<tr>
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<td>See the “Using Phone Settings” section on page 48.</td>
</tr>
<tr>
<td>View your missed calls</td>
<td>See the “Using Call Logs and Directories” section on page 51.</td>
</tr>
</tbody>
</table>
Finding Additional Information

You can access the most current Cisco IP Phone documentation on the World Wide Web at this URL:
You can access the Cisco website at this URL:
http://www.cisco.com/
International Cisco websites can be accessed from this URL:

More Information about Customizing Your Phone on the Web

Your Cisco IP Phone is a network device that can share information with other network devices in your company, including your computer. You can use your Cisco CallManager User Options web pages to establish and customize phone services and to control phone features and settings from your computer. This guide provides a brief overview of these capabilities. For complete instructions, refer to Customizing Your Cisco IP Phone on the Web at the following URL:

Safety and Performance Information

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listen to your voice messages</td>
<td>See the “Accessing Voice Messages” section on page 54.</td>
</tr>
<tr>
<td>See softkey and icon definitions</td>
<td>Refer to the Quick Reference Card in the front of this guide.</td>
</tr>
</tbody>
</table>
Warning

IMPORTANT SAFETY INSTRUCTIONS

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. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device.

Statement 1071

SAVE THESE INSTRUCTIONS

Waarschuwing

BELANGRIJKE VEILIGHEIDSINSTRUCTIES

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 de standaard praktijken om ongelukken te voorkomen. Gebruik het nummer van de verklaring onderaan de waarschuwing als u een vertaling van de waarschuwing die bij het apparaat wordt geleverd, wilt raadplegen.

BEWAAR DEZE INSTRUCTIES

Varoitus

TÄRKEÄT TURVALLISUUSOHJEITA

Tämä varoitusmerkki merkitsee vaaraa. Tilanne voi aiheuttaa ruumiillisia vammoja. Ennen kuin käsittelet laitteistoa, huomioi sähköpiirien käsittelemiseen liittyvät riskit ja tutustu onnettomuksien yleisiin ehkäisytapoihin. Turvallisuusvaroitusten käännökset löytyvät laitteestakin mukana toimitetujen käännettyjen turvallisuusvaroitusten joukosta varoitusten lopussa näkyvien lausuntonumeroiden avulla.

SÄILYTÄ NÄÄN OHJEET
Attention  IMPORTANTES INFORMATIONS DE SÉCURITÉ


CONSERVEZ CES INFORMATIONS

Warnung  WICHTIGE SICHERHEITSHINWEISE


BEWAHREN SIE DIESE HINWEISE GUT AUF.

Avvertenza  IMPORTANTI ISTRUZIONI SULLA SICUREZZA

Questo simbolo di avvertenza indica un pericolo. La situazione potrebbe causare infortuni alle persone. Prima di intervenire su qualsiasi apparecchiatura, occorre essere al corrente dei pericoli relativi ai circuiti elettrici e conoscere le procedure standard per la prevenzione di incidenti. Utilizzare il numero di istruzione presente alla fine di ciascuna avvertenza per individuare le traduzioni delle avvertenze riportate in questo documento.

CONSERVARE QUESSTE ISTRUZIONI
Advarsel  

VIKTIGE SIKKERHETSINSTRUKSJONER

Dette advarselssymbolet betyr fare. Du er i en situasjon som kan føre til skade på person. Før du begynner å arbeide med noe av utstyret, må du være oppmerksom på farene forbundet med elektriske kretser, og kjenne til standardprosedyrer for å forhindre ulykker. Bruk nummeret i slutten av hver advarsel for å finne oversettelsen i de oversatte sikkerhetsadvarslene som fulgte med denne enheten.

TA VARE PÅ DISSE INSTRUKSJONENE

Aviso  

INSTRUÇÕES IMPORTANTES DE SEGURANÇA

Este símbolo de aviso significa perigo. Você está em uma situação que poderá ser causadora de lesões corporais. Antes de iniciar a utilização de qualquer equipamento, tenha conhecimento dos perigos envolvidos no manuseio de circuitos elétricos e familiarize-se com as práticas habituais de prevenção de acidentes. Utilize o número da instrução fornecido ao final de cada aviso para localizar sua tradução nos avisos de segurança traduzidos que acompanham este dispositivo.

GUARDE ESTAS INSTRUÇÕES

¡Advertencia!  

INSTRUCCIONES IMPORTANTES DE SEGURIDAD

Este símbolo de aviso indica peligro. Existe riesgo para su integridad física. Antes de manipular qualquer equipamento, considere los riesgos de la corriente eléctrica y familiarícese con los procedimientos estándar de prevención de accidentes. Al final de cada advertencia encontrará el número que le ayudará a encontrar el texto traducido en el apartado de traducciones que acompaña a este dispositivo.

GUARDE ESTAS INSTRUCCIONES

Warning!  

VIKTIGA SÄKERHETSANVISNINGAR


SPARA DESSA ANVISNINGAR
Figyelem

FONTOS BIZTONSÁGI ELOÍRÁSOK

Ez a figyelmezeto jell veszélyre utal. Sérülésveszélyt rejtő helyzetben van. Mielőtt bármely berendezésen munkát végezte, legyen figyelemmel az elektromos áramkörök okozta kockázatokra, és ismerkedjen meg a szokásos balesetvédelmi eljárásokkal. A kiadványban szereplő figyelmeztetések fordítása a készülékhez mellékelt biztonsági figyelmeztetések között található; a fordítás az egyes figyelmeztetések végén látható szám alapján keresheto meg.

ORIZZE MEG EZEKET AZ UTASÍTÁSOKAT!

Предупреждение

ВАЖНЫЕ ИНСТРУКЦИИ ПО СОБЛЮДЕНИЮ ТЕХНИКИ БЕЗОПАСНОСТИ

Этот символ предупреждения обозначает опасность. То есть имеет место ситуация, в которой следует опасаться телесных повреждений. Перед эксплуатацией оборудования выясните, каким опасностям может подвергаться пользователь при использовании электрических цепей, и ознакомьтесь с правилами техники безопасности для предотвращения возможных несчастных случаев. Воспользуйтесь номером заявления, приведенным в конце каждого предупреждения, чтобы найти его переведенный вариант в переводе предупреждений по безопасности, прилагаемом к данному устройству.

СОХРАНИТЕ ЭТИ ИНСТРУКЦИИ

警告

重要的安全性说明

此警告符号代表危险。您正处于可能受到严重伤害的工作环境中。在您使用设备开始工作之前，必须充分意识到触电的危险，并熟练掌握防止事故发生的标准工作程序，请根据每项警告结尾提供的声明号码来找到此设备的安全性警告说明的翻译文本。

请保存这些安全性说明
Aviso

INSTRUÇÕES IMPORTANTES DE SEGURANÇA

Este símbolo de aviso significa perigo. Você se encontra em uma situação em que há risco de lesões corporais. Antes de trabalhar com qualquer equipamento, esteja ciente dos riscos que envolvem os circuitos elétricos e familiarize-se com as práticas padrão de prevenção de acidentes. Use o número da declaração fornecido ao final de cada aviso para localizar sua tradução nos avisos de segurança traduzidos que acompanham o dispositivo.

GUARDE ESTAS INSTRUÇÕES

Advarsel

VIGTIGE SIKKERHEDSANVISNINGER


GEM DISSE ANVISNINGER
**UPozorenje**

**VAŽNE SIGURNE NAPOMENE**

Ovaj simbol upozorenja predstavlja opasnost. Naizgled se u situaciji koja može prouzročiti tješne ozljede. Prije rada s bilo kojim uređajem, morate razumjeti opasnosti vezane uz električne sklope, te biti upoznati sa standardnim načinima izbjegavanja nesreća. U prevedenim sigurnosnim upozorenjima, priloženima uz uređaj, možete prema broju koji se nalazi uz pojedino upozorenje pronaći i njegov prijevod.

**SAČUVAJTE OVE UPUTE**

**UPozorneni**

**DŮLEŽITÉ BEZPEČNOSTNÍ POKYNY**

Tento upozorňující symbol označuje nebezpečí. Jste v situaci, která by mohla způsobit nebezpečí úrazu. Před prací na jakémkoli vybavení si uvědomte nebezpečí související s elektrickými obvody a seznamte se se standardními opatřeními pro předcházení úrazům. Podle čísla na konci každého upozornění vyhledejte jeho překlad v přeložených bezpečnostních upozorněních, která jsou přiložena k zařízení.

**USCHOVEJTE TYTO POKYNY**

**Производство**

**ΣΗΜΑΝΤΙΚΕΣ ΟΔΗΓΙΕΣ ΑΣΦΑΛΕΙΑΣ**

Автò то προειδοποιητικό σύμβολο σημαίνει κίνδυνο. Βρίσκεστε σε κατάσταση που μπορεί να προκαλέσει τραυματισμό. Πριν εργαστείτε σε οποιοδήποτε εξοπλισμό, να έχετε υπόψη σας τους κινδύνους που σχετίζονται με τα ηλεκτρικά κυκλώματα και να έχετε εξοικειωθεί με τις συνήθεις πρακτικές για την ασφαλή απαξιώση. Χρησιμοποιήστε τον αριθμό δήλωσης που παρέχεται στο τέλος κάθε προειδοποίησης, για να εντοπίσετε τη μετάφραση της στις μεταφρασμένες προειδοποιήσεις ασφαλείας που συνοδεύουν τη συσκευή.

**ΦΥΛΑΞΤΕ ΑΥΤΕΣ ΤΙΣ ΟΔΗΓΙΕΣ**
הווראות בטיחותخشואת

שמורת הווראות אלה

Opomena

ВАЖНИ БЕЗБЕДНОСНИ НАПАТСТВИЈА
Символ за предупредување значи опасност. Се наоѓате во ситуација што може да предизвика телесни повреди. Пред да работите со опремата, бидете свесни за ризикот што постои кај електричните копа и треба да ги познавате стандардните постапки за спречување на несреќни случаи. Искористете го бројот на изјавата што се наоѓа на крајот на секое предупредување за да го најдете неговиот период во преведените безбедносни предупредувања што се испорачани со уредот.
ЧУВАЈТЕ ГИ ОВИЕ НАПАТСТВИЈА
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.

Caution: Inline power circuits provide current through the communication cable. Use the Cisco provided cable or a minimum 24 AWG communication cable.
Using an External Power Supply

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

<table>
<thead>
<tr>
<th>Warning</th>
<th>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).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warning</td>
<td>The device is designed to work with TN power systems.</td>
</tr>
<tr>
<td>Warning</td>
<td>The plug-socket combination must be accessible at all times because it serves as the main disconnecting device.</td>
</tr>
<tr>
<td>Warning</td>
<td>The power supply must be placed indoors.</td>
</tr>
<tr>
<td>Caution</td>
<td>Only use the Cisco specified power supply with this product.</td>
</tr>
</tbody>
</table>

Power Outage

Your accessibility to emergency service through the phone is dependent on the phone being powered. If there is an interruption in the power supply, Service and Emergency Calling Service dialing will not function until power is restored. In the case of a power failure or disruption, you may need to reset or reconfigure equipment before using the Service or Emergency Calling Service dialing.

Using External Devices

The following information applies when you use external devices with the Cisco IP Phone:

Cisco recommends the use of good quality external devices (speakers, microphones, and headsets) that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

Depending on the quality of these devices and their proximity to other devices such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of the following actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
• Apply ferrites or other such devices on the cables for the external device.
Cisco cannot guarantee the performance of the system because Cisco has no control over the quality of external devices, cables, and connectors. The system will perform adequately when suitable devices are attached using good quality cables and connectors.

Caution
In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

Accessibility Features
A list of accessibility features is available upon request.
Connecting Your Phone

Your system administrator will likely connect your new Cisco IP Phone to the corporate IP telephony network. If that is not the case, refer to the figure and table below to connect your phone.

1. DC adaptor port (DC48V)
2. AC-to-DC power supply
3. AC power cord
4. Network port (10/100 (/1000\(^1\)) SW)
5. Access port (10/100 (/1000\(^1\)) PC)
6. Handset port
7. Headset port
8. Footstand button

1. Available on gigabit Ethernet phones only.
**Adjusting the Footstand**
To change the angle that your phone sits on your desktop, adjust the footstand while pressing the footstand button.

**Adjusting the Handset Rest**
When you connect your phone, you might want to adjust the handset rest to ensure that the receiver will not 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.

**Registering with TAPS**
After your phone is connected to the network, your system administrator might ask you to auto-register your phone using TAPS (Tool for Auto-Registered Phones Support). TAPS might be used for a new phone or to replace an existing phone.

To register with TAPS, pick up the handset, enter the TAPS extension provided by your system administrator, and follow the voice prompts. You might need to enter your entire extension, including the area code. After your phone displays a confirmation message, hang up. The phone will re-start.

**Headset Information**
To use a headset, connect it to the headset port on the back of your phone.

Although Cisco Systems performs some internal testing of third-party headsets for use with the Cisco IP Phones, Cisco does not certify or support products from headset or handset vendors. Because of the inherent environmental and hardware inconsistencies in the locations where Cisco IP Phones are...
deployed, there is not a single “best” solution that is optimal for all environments. Cisco recommends that customers test the headsets that work best in their environment before deploying a large number of units in their network.

In some instances, the mechanics or electronics of various headsets can cause remote parties to hear an echo of their own voice when they speak to Cisco IP Phone users.

Cisco Systems recommends the use of good quality external devices, like headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of these devices and their proximity to other devices such as cell phones and two-way radios, some audio noise may still occur. See the “Using External Devices” section on page 12 for more information.

The primary reason that a particular headset would be inappropriate for the Cisco IP Phone is the potential for an audible hum. This hum can be heard by either the remote party or by both the remote party and you, the Cisco IP Phone user. Some potential humming or buzzing sounds can be caused by a range of outside sources, for example, electric lights, being near electric motors, large PC monitors. In some cases, a hum experienced by a user may be reduced or eliminated by using a local power cube. See the “Using an External Power Supply” section on page 12 for more information.

**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 is subjective and Cisco cannot guarantee the performance of any headsets or handsets, but some of the headsets and handsets on the sites listed below have been reported to perform well on Cisco IP Phones.

Nevertheless, it is ultimately still the customer’s responsibility to test this equipment in their own environment to determine suitable performance.

For information about headsets, see:

http://www.vxicorp.com/cisco

http://www.plantronics.com/cisco
An Overview of Your Phone

The Cisco IP Phone 7961G and 7961G-GE (gigabit Ethernet version) and the 7941G and 7941G-GE (gigabit Ethernet version) are full-feature telephones that provide voice communication over the same data network that your personal 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. The gigabit Ethernet Cisco IP Phone 7961G-GE and 7941G-GE deliver the latest technology and advancements in Gigabit Ethernet VoIP telephony. The Cisco IP Phone 7961G and 7961G-GE provide six programmable buttons for phone lines, features, speed-dial numbers and services, while the Cisco IP Phone 7941G and 7941G-GE provide two programmable buttons (see the “Understanding Buttons and Hardware” section on page 17 for more details).

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.
- A comprehensive online help system that displays information on the phone screen.

Understanding Buttons and Hardware

You can use Figure 1 and Figure 2 to identify buttons and hardware on your phone.
Figure 1  Cisco IP Phone 7961G and 7961G-GE

Figure 2  Cisco IP Phone 7941G and 7941G-GE
| Item | Description | For more information, see...
|------|-------------|---------------------------------|
| 1 Programmable buttons | Depending on configuration, programmable buttons provide access to:  
  - Phone lines (line buttons)  
  - Speed-dial numbers (speed-dial buttons)  
  - Web-based services (for example, a Personal Address Book button)  
  - Phone features (for example, a Privacy button)  
The buttons illuminate to indicate status:  
  - Green, steady—Active call  
  - Green, flashing—Held call  
  - Amber, steady—Privacy in use  
  - Amber, flashing—Incoming call  
  - Red, steady—Remote line in use  
  - Red, flashing—Directed Call Park line unavailable |  
  - Understanding Phone Screen Features, page 21  
  - Basic Call Handling, page 25  
  - Speed Dialing, page 36  
  - Using a Shared Line, page 38  
  - Storing and Retrieving Parked Calls, page 40 |
<p>| 2 Phone screen | Shows phone features. | Understanding Phone Screen Features, page 21 |
| 3 Footstand button | Allows you to adjust the angle of the phone base. | Adjusting the Footstand, page 15 |
| 5 Directories button | Opens/closes the Directories menu. Use it to access call logs and directories. | Using Call Logs, page 51 |
| 6 Help button | Activates the Help menu. | Understanding the Help System on Your Phone, page 22 |
| 7 Settings button | Opens/closes the Settings menu. Use it to control phone screen contrast and ring sounds. | Using Phone Settings, page 48 |</p>
<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>For more information, see...</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Services button</td>
<td>Opens/closes the Services menu.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Accessing Your User Options Web Pages, page 55</td>
</tr>
<tr>
<td>9</td>
<td>Volume button</td>
<td>Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Using a Handset, Headset, and Speakerphone, page 46</td>
</tr>
<tr>
<td>10</td>
<td>Speaker button</td>
<td>Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Using a Handset, Headset, and Speakerphone, page 46</td>
</tr>
<tr>
<td>11</td>
<td>Mute button</td>
<td>Toggles the Mute feature on or off. When Mute is on, the button is lit.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Using Mute, page 29</td>
</tr>
<tr>
<td>12</td>
<td>Headset button</td>
<td>Toggles the headset on or off. When the headset is on, the button is lit.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Using a Handset, Headset, and Speakerphone, page 46</td>
</tr>
<tr>
<td>13</td>
<td>Navigation button</td>
<td>Allows you to scroll through menus and highlight items. When the phone is on-hook, displays phone numbers from your Placed Calls log.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Using Call Logs, page 51</td>
</tr>
<tr>
<td>14</td>
<td>Keypad</td>
<td>Allows you to dial phone numbers, enter letters, and choose menu items.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Basic Call Handling, page 25</td>
</tr>
<tr>
<td>15</td>
<td>Softkey buttons</td>
<td>Each button activates a softkey option (displayed on your phone screen).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Understanding Phone Screen Features, page 21</td>
</tr>
<tr>
<td>16</td>
<td>Handset light strip</td>
<td>Indicates an incoming call or new voice message.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Accessing Voice Messages, page 54</td>
</tr>
</tbody>
</table>
Understanding Phone Screen Features

This is what your main phone screen might look like with active calls and several feature menus open:

<table>
<thead>
<tr>
<th></th>
<th>Feature Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Primary phone line</td>
</tr>
<tr>
<td>2</td>
<td>Icons for programmable buttons</td>
</tr>
<tr>
<td>3</td>
<td>Softkey labels</td>
</tr>
<tr>
<td>4</td>
<td>Status line</td>
</tr>
<tr>
<td>5</td>
<td>Call activity area</td>
</tr>
<tr>
<td>6</td>
<td>Phone tab</td>
</tr>
<tr>
<td>7</td>
<td>Feature tabs</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open or close a feature menu</td>
<td>Press a feature button:</td>
</tr>
<tr>
<td></td>
<td>- Messages</td>
</tr>
<tr>
<td></td>
<td>- Services</td>
</tr>
<tr>
<td></td>
<td>- Directories</td>
</tr>
<tr>
<td></td>
<td>- Settings</td>
</tr>
<tr>
<td></td>
<td>- Help</td>
</tr>
<tr>
<td>Scroll through a list or menu</td>
<td>Press the Navigation button.</td>
</tr>
<tr>
<td>Go back one level in a feature menu</td>
<td>Press Exit. Pressing Exit from the top level of a menu, closes the menu.</td>
</tr>
<tr>
<td>Switch among open feature menus</td>
<td>Press a feature tab. Each feature menu has a corresponding tab. The tab is visible when the feature menu is open.</td>
</tr>
</tbody>
</table>

Understanding the Help System on Your Phone

Your Cisco IP Phone provides a comprehensive online help system. Help topics appear on the phone screen. See the following table for details.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>View the main menu</td>
<td>Press ? on your phone and wait a few seconds for the menu to display. Main menu topics include:</td>
</tr>
<tr>
<td></td>
<td>- About Your Cisco IP Phone—Details about your phone</td>
</tr>
<tr>
<td></td>
<td>- How do I...?—Procedures for common phone tasks</td>
</tr>
<tr>
<td></td>
<td>- Calling Features—Descriptions and procedures for calling features</td>
</tr>
<tr>
<td></td>
<td>- Help—Tips on using and accessing Help</td>
</tr>
<tr>
<td>Learn about a button or softkey</td>
<td>Press ?, then quickly press a button or softkey.</td>
</tr>
</tbody>
</table>
Understanding Lines vs. Calls

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

Lines—Each line corresponds to a phone number (or extension) that others can use to call you. The Cisco IP Phone 7961G/7961G-GE supports one to six lines and the Cisco IP Phone 7941G/7941G-GE supports one to two lines, depending on configuration. To see how many lines you have, look at the right side 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 system 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 call and line state.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Call State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>On-hook line</td>
<td>No call activity on this line.</td>
</tr>
<tr>
<td>📞</td>
<td>Off-hook line</td>
<td>You are dialing a number or an outgoing call is ringing. See the “Placing a Call—Basic Options” section on page 25 for dialing options.</td>
</tr>
<tr>
<td>📞</td>
<td>Connected call</td>
<td>You are currently connected to the other party.</td>
</tr>
<tr>
<td>📞</td>
<td>Ringing call</td>
<td>An incoming call is ringing on one of your lines. See the “Answering a Call” section on page 27 for details.</td>
</tr>
<tr>
<td>📞</td>
<td>Call on hold</td>
<td>You have put this call on hold.</td>
</tr>
<tr>
<td>📞</td>
<td>Remote-in-use</td>
<td>Another phone that shares your line has a connected call. See the “Using a Shared Line” section on page 38 for details.</td>
</tr>
<tr>
<td>📞</td>
<td>Authenticated call</td>
<td>See the “Making and Receiving Secure Calls” section on page 41.</td>
</tr>
<tr>
<td>📞</td>
<td>Encrypted call</td>
<td>See the “Making and Receiving Secure Calls” section on page 41.</td>
</tr>
</tbody>
</table>
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 system administrator if you have questions 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 system administrator for more information.

Placing a Call—Basic Options

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
<th>For more information, see...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place a call using the handset</td>
<td>Pick up the handset and enter a number.</td>
<td>An Overview of Your Phone, page 17</td>
</tr>
<tr>
<td>Place a call using the speakerphone</td>
<td>Press and enter a number.</td>
<td>Using a Handset, Headset, and Speakerphone, page 46</td>
</tr>
<tr>
<td>Place a call using a headset</td>
<td>Press and enter a number. Or if is lit, press New Call and enter a number.</td>
<td>Using a Handset, Headset, and Speakerphone, page 46</td>
</tr>
<tr>
<td>Redial a number</td>
<td>Press Redial to dial the last number, or press the Navigation button (with the phone idle) to see your Placed Calls.</td>
<td>Using Call Logs, page 51</td>
</tr>
<tr>
<td>Place a call when another call is active (using the same line)</td>
<td>1. Press Hold. 2. Press New Call. 3. Enter a number.</td>
<td>Using Hold and Resume, page 28</td>
</tr>
<tr>
<td>Dial from a call log</td>
<td>1. Choose &gt; Missed Calls, Received Calls, or Placed Calls. 2. Select the listing or scroll to it and go off-hook.</td>
<td>Using Call Logs, page 51</td>
</tr>
</tbody>
</table>

Tips

- You can dial on-hook without a dial tone (predial). To predial, enter a number, then go off-hook by lifting the handset or pressing Dial, or .
- When you pre-dial, your phone tries to anticipate the number you are dialing by displaying matching numbers (if available) from your Placed Calls log. This is called Auto Dial. To call a number displayed with Auto Dial, press the number, or scroll to it and go off-hook.
- 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 system administrator for more information about these additional options.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
<th>For more information, see...</th>
</tr>
</thead>
</table>
| Place a call while another call is active (using a different line) | 1. Press (0) for the new line. The call on the first line will be placed on hold automatically.  
2. Enter a number. | Using Hold and Resume, page 28 |
| Speed dial a number | Do one of the following:  
- Press (0) (a speed-dial button).  
- Use the Abbreviated Dial feature.  
- Use the Fast Dial feature. | Speed Dialing, page 36 |
| Dial from a corporate directory on the phone | 1. Choose (0) > Corporate Directory (exact name can vary).  
2. Enter a name and press Search.  
3. Highlight a listing and go off-hook. | Using Call Logs, page 51 |
| Dial from a corporate directory using Cisco WebDialer | 1. Open a web browser and go to a WebDialer-enabled your company directory.  
2. Click a number that you want to dial. | Customizing Your Cisco IP Phone on the Web: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm |
| Use Cisco CallBack to receive notification when a busy or ringing extension is available | 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 system administrator |
| Make a priority (precedence) call | Enter the MLPP access number, then enter the phone number. | Prioritizing Critical Calls, page 43 |
| Dial from a Personal Address Book (PAB) entry | 1. Choose (0) > PAB service (exact names might vary).  
2. Highlight the listing and go off-hook. Or press the listing on your touchscreen. | Logging In to the User Options Web Pages, page 55 |
**Answering a Call**

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
<th>For more information, see...</th>
</tr>
</thead>
</table>
| Place a call using a billing or tracking code | 1. Dial a number.  
2. After the tone, enter a client matter code (CMC) or a forced authorization code (FAC). | Your system administrator |
| Place a call using your Cisco Extension Mobility profile | Log in to the Extension Mobility service on a phone. | Using Cisco Extension Mobility, page 44 |

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
<th>For more information, see...</th>
</tr>
</thead>
</table>
| Answer with a headset | Press , if unlit.  
Or, if is already lit, press Answer or (the flashing line button). | Using a Handset, Headset, and Speakerphone, page 46 |
| Answer with the speakerphone | Press , , , or (flashing). | Using a Handset, Headset, and Speakerphone, page 46 |
| Switch from a connected call to answer a new call | Press Answer, or if the call is ringing on a different line, press (flashing). | Using Hold and Resume, page 28 |
| Answer using call waiting | Press Answer. | Using Hold and Resume, page 28 |
| Send a call to your voice messaging system | Press iDivert. | Accessing Voice Messages, page 54 |
| Auto-connect calls | Use AutoAnswer. | Using AutoAnswer, page 47 |
| Retrieve a parked call on another phone | Use Call Park or Directed Call Park. | Storing and Retrieving Parked Calls, page 40 |
| Use your phone to answer a call ringing elsewhere | Use Call Pickup. | Picking Up a Redirected Call on Your Phone, page 37 |
| Answer a priority call | Hang up the current call and press Answer. | Prioritizing Critical Calls, page 43 |
Ending a Call

To end a call, hang up. See the following table for details.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hang up while using the handset</td>
<td>Return the handset to its cradle. Or press EndCall.</td>
</tr>
<tr>
<td>Hang up while using the headset</td>
<td>Press 🎤. If you want to keep headset mode activate, press EndCall.</td>
</tr>
<tr>
<td>Hang up while using the speakerphone</td>
<td>Press 🎤 or EndCall.</td>
</tr>
<tr>
<td>Hang up one call but preserve another call on the same line</td>
<td>Press EndCall. If necessary, remove the call from hold first.</td>
</tr>
</tbody>
</table>

Using Hold and Resume

Only one call can be active at any given time; all other calls will be placed on hold.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Put a call on hold | 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 | 1. Make sure that the appropriate call is highlighted.  
2. Press Resume. |
| Remove a call from hold on a different line | Press 🎤 for the appropriate line.  
If a single call holding on this line, the call automatically resumes. If multiple calls are holding, scroll to the appropriate call and press Resume. |

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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toggle Mute on</td>
<td>Press 🎤.</td>
</tr>
<tr>
<td>Toggle Mute off</td>
<td>Press 🎤.</td>
</tr>
</tbody>
</table>

Switching Between Multiple Calls

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Switch between calls on one line | 1. Make sure the call that you want to switch to is highlighted.  
2. Press Resume.  
Any active call is placed on hold and the selected call is resumed. |
| Switch between calls on different lines | Press 🎤 for the line that you are switching to.  
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. |
| Switch from a connected call to answer a ringing call | Press Answer, or if the call is ringing on a different line, press 🎤. Any active call is placed on hold and the selected call is resumed. |

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 are grouped last.
You can use these additional methods to view multiple calls on multiple lines:

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>View calls on another line</td>
<td>1. Press 📞.</td>
</tr>
<tr>
<td></td>
<td>2. Immediately press the line button 📞.</td>
</tr>
<tr>
<td>See an overview of line activity (one call per line)</td>
<td>Press 📞 for the highlighted line.</td>
</tr>
<tr>
<td></td>
<td>The phone to switches to call overview mode, displaying only one call per line.</td>
</tr>
<tr>
<td></td>
<td>The displayed call is either the active call or the held call with the longest duration.</td>
</tr>
<tr>
<td></td>
<td>To return to the standard view, press 📞, then immediately press the line button.</td>
</tr>
</tbody>
</table>

### Transferring Calls

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer a call without talking to the transfer recipient</td>
<td>1. From an active call, press <strong>Transfer</strong>.</td>
</tr>
<tr>
<td></td>
<td>2. Enter the target number.</td>
</tr>
<tr>
<td></td>
<td>3. Press <strong>Transfer</strong> again to complete the transfer or <strong>EndCall</strong> to cancel.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>If your phone supports on-hook transfer, you can alternately complete the transfer by hanging up.</td>
</tr>
<tr>
<td>Talk to the transfer recipient before transferring a call (consult transfer)</td>
<td>1. From an active call, press <strong>Transfer</strong>.</td>
</tr>
<tr>
<td></td>
<td>2. Enter the target number.</td>
</tr>
<tr>
<td></td>
<td>3. Wait for the transfer recipient to answer.</td>
</tr>
<tr>
<td></td>
<td>4. Press <strong>Transfer</strong> again to complete the transfer or <strong>EndCall</strong> to cancel.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>If your phone supports on-hook transfer, you can alternately complete the transfer by hanging up.</td>
</tr>
</tbody>
</table>
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 All Calls to Another Number

You can use Call Forward All to redirect incoming calls from your phone to another number.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Transfer two current calls to each other without staying on the line (direct transfer) | 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**.)  
The two calls connect to each other and drop you from the call.  
*Note* If you want to stay on the line with the callers, use **Join** instead. |
| 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. |
| Set up call forwarding on your primary line | Press **CFwdALL** and enter a target phone number. |
| Cancel call forwarding on your primary line | Press **CFwdALL**. |
| Verify that call forwarding is enabled on your primary line | Look for:  
* The call forward icon above the primary phone number: 📞.  
* The call forwarding target number in the status line. |
Note  When call forwarding is enabled for any line other than the primary line, your phone does not provide you with any confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options pages. See the “Logging In to the User Options Web Pages” section on page 55.

Tips
- You must 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 system administrator might restrict the call forwarding feature to numbers within your company.
- You must configure this feature per line; if a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.

Making Conference Calls
Your Cisco 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:
- **Conf**—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 33 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 35 for additional instructions.

**Starting and Joining a Standard Conference**

A standard conference allows at least three people to participate in a single call.

<table>
<thead>
<tr>
<th>If you want to…</th>
<th>Then…</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Create a conference by calling participants</td>
<td>1. From a connected call, press Confrn. (You may need to press the more softkey to see Confrn.)&lt;br&gt;2. Enter the participant’s phone number.&lt;br&gt;3. Wait for the call to connect.&lt;br&gt;4. Press Confrn again to add the participant to your call.&lt;br&gt;5. Repeat to add additional participants.</td>
</tr>
<tr>
<td>• Add new participants to an existing conference</td>
<td><img src="image" alt="icon" /></td>
</tr>
</tbody>
</table>

Create a conference by joining two or more existing calls

1. Make sure that you have two or more calls on a single line.<br>2. Highlight a call that you want to add to the conference.<br>3. Press Select.<br>   The selected call displays this icon ![icon](image).<br>4. Repeat this process for each call that you want to add.<br>5. From one of the selected calls, press Join. (You may need to press the more softkey to see Join.)

**Note** The active call is automatically selected.

Participate in a conference

Answer the phone when it rings.

Create a conference by barging a call on shared line

Highlight a call on a shared line and press cBarge. (You may need to press the more softkey to display cBarge.)

See the “Using a Shared Line” section on page 38.
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 Confrn 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.

If you want to... Then...

View a list of conference participants

1. Highlight an active conference.
2. Press Conflist.
Participants are listed in the order in which they join the conference with the most recent additions at the top.

Get an updated list of conference 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

Press RmLstC.
You can remove participants only if you initiated the conference call.

Remove any conference participant

1. Highlight the participant’s name.
2. Press Remove.
You can remove participants only if you initiated the conference.

End your participation in a standard conference

Hang up or press EndCall.

**Tips**

- 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 Confrn 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 calling the conference number.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start a Meet-Me conference</td>
<td>1. Obtain a Meet-Me phone number from your system administrator.</td>
</tr>
<tr>
<td></td>
<td>2. Distribute the number to participants.</td>
</tr>
<tr>
<td></td>
<td>3. When you are ready to start the meeting, go off-hook to invoke a</td>
</tr>
<tr>
<td></td>
<td>dial tone, then press MeetMe.</td>
</tr>
<tr>
<td></td>
<td>4. Dial the Meet-Me conference number.</td>
</tr>
<tr>
<td></td>
<td>Participants can now join the conference by dialing in.</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong> Participants hear a busy tone if they call the conference</td>
</tr>
<tr>
<td></td>
<td>before the initiator has joined. In this case, participants must</td>
</tr>
<tr>
<td></td>
<td>call back.</td>
</tr>
</tbody>
</table>

| 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 system 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 “Logging In to the User Options Web Pages” section on page 55.
- Alternately, your system administrator can configure speed-dial features for you.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use speed-dial buttons</td>
<td>1. Set up speed-dial buttons from your User Options web pages.</td>
</tr>
<tr>
<td></td>
<td>2. To place a call, press (a speed-dial button).</td>
</tr>
<tr>
<td>Use Abbreviated Dial</td>
<td>1. Set up Abbreviated Dialing codes from your User Options web pages.</td>
</tr>
<tr>
<td>Dial</td>
<td>2. To place a call, enter the Abbreviated Dialing code and press AbbrDial.</td>
</tr>
<tr>
<td>Use Fast Dial</td>
<td>1. Subscribe to the Fast Dial service and set up Fast Dial codes from your User Options web pages. See the “Subscribing to Phone Services” section on page 56.</td>
</tr>
<tr>
<td></td>
<td>2. To place a call, choose &gt; Fast Dial service on your phone (exact name might vary), then highlight a listing and go off-hook. Or press the listing on your phone screen.</td>
</tr>
</tbody>
</table>
Picking Up a Redirected Call 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 coworkers.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Answer a call that is ringing on another extension within your call pickup group | 1. Do one of the following:  
   - If the PickUp softkey is available, press it.  
   - If the PickUp softkey is not available, go off-hook to display it, then press PickUp.  
   - If your phone supports auto-pickup, you are now connected to the call.  
    
2. If the call rings, press Answer to connect to the call. |

| Answer a call that is ringing on another extension outside of your group | 1. Do one of the following:  
   - If the GPickUp softkey is available, press it.  
   - If the GPickUp softkey is not available, go off-hook to display it, then press GPickUp.  
    
2. Enter the group pickup code.  
   If your phone supports auto-pickup, you are now connected to the call.  
3. If the call rings, press Answer to connect to the call. |

| Answer a call that is ringing on another extension in your group or in an associated group | 1. Do one of the following:  
   - If the OPickUp softkey is available, press it.  
   - If the OPickUp softkey is not available, go off-hook to display it, then press OPickUp.  
   - If your phone supports auto-pickup, you are now connected to the call.  
    
2. If the call rings, press Answer to connect to the call. |

Tips

- Depending on how your phone is configured, you might receive an audio and/or visual alert about a call to your pickup group.
- Pressing PickUp and GPickUp connects you 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 system 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

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 39.

Privacy

If you do not want co-workers 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 40.

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 Barge or cBarge.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>See the shared line is in use</td>
<td>Look for the Remote-in-Use icon appears: 🗝️ next to a red line button 📞.</td>
</tr>
<tr>
<td>View details about current calls on the shared line</td>
<td>Press the red line button 📞 for the remote-in-use line. All non-private calls appear in the call activity area of the phone screen.</td>
</tr>
</tbody>
</table>
| Add yourself to a call on a shared line using the Barge softkey | 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 | 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 32. |
| Add new conference participants to a call that you have barged | Barge the call using cBarge, if available.  
Unlike Barge, cBarge converts the call into a standard conference call, allowing you to add new conference participants to the call. See the “Making Conference Calls” section on page 32. |
| Leave a barged call | Hang up.  
If you hang up after using Barge, the remaining parties hear a disconnect tone and the original call continues.  
If you hang up after using cBarge, the call remains a conference call (provided at least three participants remain on the line). |

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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Prevent others from viewing or barging any calls on a shared line | 1. Press Private.  
2. To verify that Privacy is on, look for the Privacy-enabled icon next to an amber line button. |
| Allow others to view or barge calls on a shared line | 1. Press Private.  
2. To verify that Privacy is off, look for the Privacy-disabled icon next to an unlit 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.
- When you place a call on hold, caller ID information (calling name and number) is displayed on the shared line appearance even when Privacy is enabled. Your system administrator can restrict the display of caller ID information for held calls when Privacy is enabled. However, in this case, you can only retrieve the call from the phone used to place the call on hold.

## 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 CallManager system (for example, a phone at a co-worker’s desk or in a conference room). You can park a call by using these methods:

- **Call Park**—Use the Park softkey to store the call. Your phone displays the call park number where the system stored your call. You must record this number and then use the same number to retrieve the call.

- **Directed Call Park**—Use the Transfer softkey to direct the call to a specific directed call park number that you dial or speed dial. To retrieve the call from a directed call park number, you must dial the park retrieval prefix and then dial or speed dial the same directed call park number.

- You can use a Directed Call Park button to speed-dial the directed call park number and to monitor whether a directed call park number is occupied or available.
If you want to... | Then...
---|---
Store an active call using Call Park | 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 IP Phone in your network to connect to the call.

Direct and store an active call at a directed call park number | 1. During a call, press Transfer.
2. Press (Directed Call Park button) with the park-unoccupied icon to speed dial the directed call park number. A blinking Directed Call Park button and the park-occupied icon indicate that the directed call park number is not available.
3. Press Transfer again to finish storing the call.

Retrieve a parked call from a directed call park number | From any phone in the network, enter the park retrieval prefix and dial the directed call park number. Or you can press the (Directed Call Park button) with the park-occupied icon to connect to the call.

Tips
- You have a limited amount of time to retrieve a parked call before it reverts to ringing at the original number. See your system administrator for details.
- Your system administrator can assign Directed Call Park buttons to available line buttons on your phone or on your Cisco IP Phone Expansion Module 7914.
- You can dial directed call park numbers if you do not have Directed Call Park buttons on your phone. However, you will not be able to see the status of the directed call park number.

Making and Receiving Secure Calls
Depending on how your system 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 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.
There are interactions, restrictions, and limitations that affect how security features work on your phone. For more information, ask your system administrator.

### Tracing Suspicious Calls

If you are receiving suspicious or malicious calls, your system 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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notify your system administrator about a suspicious or harassing call</td>
<td>Press MCID. Your phone plays a tone and displays the message, “MCID successful”.</td>
</tr>
</tbody>
</table>
## 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 system 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.

<table>
<thead>
<tr>
<th>If you...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Want to choose a priority (precedence) level for an outgoing call</td>
<td>Contact your system administrator for a list of corresponding precedence numbers for calls.</td>
</tr>
<tr>
<td>Want to make a priority (precedence) call</td>
<td>Enter the MLPP access number (provided by your system administrator) followed by the phone number.</td>
</tr>
<tr>
<td>Hear a special ring (faster than usual) or special call waiting tone</td>
<td>You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.</td>
</tr>
<tr>
<td>Want to view priority level of a call</td>
<td>Look for an MLPP icon on your phone screen:&lt;br&gt;- Priority call&lt;br&gt;- Medium priority (immediate) call&lt;br&gt;- High priority (flash) call&lt;br&gt;- Highest priority (flash override) or Executive Override call&lt;br&gt;&lt;br&gt;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).</td>
</tr>
<tr>
<td>Want to accept a higher-priority call</td>
<td>Answer the call as usual. If necessary, end an active call first.</td>
</tr>
<tr>
<td>Hear a continuous tone interrupting your call</td>
<td>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.</td>
</tr>
</tbody>
</table>

### 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.
Using Cisco Extension Mobility

Cisco Extension Mobility (EM) allows you to temporarily configure a Cisco 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 system administrator must configure EM for you.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log in to EM</td>
<td>1. Choose &gt; EM Service (name can vary).&lt;br&gt;2. Enter your user ID and PIN (provided by your system administrator).&lt;br&gt;3. If prompted, select a device profile.</td>
</tr>
<tr>
<td>Log out of EM</td>
<td>1. Choose &gt; EM Service (name can vary).&lt;br&gt;2. When prompted to log out, press Yes.</td>
</tr>
</tbody>
</table>

**Tips**

- EM automatically logs you out after a certain amount of time. This time limit is established by your system administrator.
- Changes that you make to your EM profile (from the User Options web pages) take effect the next time that you log in to EM on a phone.
- Settings that are controlled on the phone only are not maintained in your EM profile.
Logging Out of Hunt Groups

If your organization receives a large number of incoming calls, you might be a member of a hunt group. A hunt group includes a series of directory numbers that share the incoming call load. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group and directs the call to that phone.

When you are away from your phone, you can prevent hunt group calls from ringing your phone by logging out of hunt groups.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log out of hunt groups to temporarily block hunt group calls</td>
<td>Press HLog. Your phone screen displays, “Logged out of Hunt Group.”</td>
</tr>
<tr>
<td>Log in to receive hunt group calls</td>
<td>Press HLog.</td>
</tr>
</tbody>
</table>

**Tip**
Logging out of hunt groups does not prevent non-hunt group calls from ringing your phone.
## Using a Handset, Headset, and Speakerphone

You can use your phone with a handset, headset, or speakerphone.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use the handset</td>
<td>Lift it to go off-hook; replace it to go on-hook.</td>
</tr>
</tbody>
</table>
| Use a headset      | Press \[\]
 to toggle headset mode on and off. If you use AutoAnswer, see the “Using AutoAnswer” section on page 47 for exceptions. You can use the headset in conjunction with all of the controls on your phone, including \[\] and \[\]. |
| Use the speakerphone | Press \[\]
 to toggle speakerphone mode on or off. 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. |
| Switch to the headset or speakerphone (from the handset) during a call | Press \[\] or \[\], then hang up the handset. |
| Switch to the handset (from the speakerphone or headset) during a call | Lift the handset (without pushing any buttons). |
| Adjust the volume level for a call | Press \[\] during a call or after invoking a dial tone. This action adjusts the volume for the handset, speakerphone, or headset, depending on which device is in use. Press Save to preserve the volume level for future calls. |

## Obtaining a Headset

Your phone supports four- or six-wire headset jacks. For information about purchasing headsets, see the “Headset Information” section on page 15.
# Using AutoAnswer

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

<table>
<thead>
<tr>
<th>If you...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Use AutoAnswer with a headset | Keep headset mode active (in other words, keep illuminatied) even when you are not on a call. To keep headset mode active, do one of the following:  
  - Press EndCall to hang up  
  - Press New Call or Dial to place new calls.  
  If your phone is set up to use AutoAnswer in headset mode, calls will be answered automatically only if is illuminated. Otherwise, calls will ring normally and you will need to manually answer them. |
| Use AutoAnswer with the speakerphone | Keep the handset in the cradle and headset mode inactive (unlit). Otherwise, calls will ring normally and you will need to manually answer them. |
Using Phone Settings

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

Customizing Rings and Message Indicators

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

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| **Change the ring sound** | 1. Choose > User Preferences > Rings.  
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 Save to set the ring tone, or press Cancel. (Press Default to apply the default ring setting to a selected phone line.) |
| **Change the ring pattern** (flash-only, ring once, beep-only, etc.) | 1. Log in to your User Options web pages. (See the “Logging In to the User Options Web Pages” section on page 55.)  
2. Choose Change the Ring Settings for your phone.  
**Note** Before you can access the “Change the Ring Settings...” item from the User Options web pages, your system administrator might need to enable this option for your phone. |
| **Adjust the volume level for the phone ringer** | Press while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume is saved automatically. |
| **Change the way that the voice message light on your handset works** | 1. Log in to your User Options web pages. (See the “Logging In to the User Options Web Pages” section on page 55.)  
2. Choose Change the Message Waiting Lamp policy...  
**Note** Typically, the default system policy for the voice message light on your handset tells your phone to always light to indicate a new voice message. |
# Customizing the Phone Screen

You can adjust some settings on your phone screen to fit your needs.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Change the phone screen contrast | 1. Choose > User Preferences > Contrast.  
2. To make adjustments, press Up, Down or .  
**Note** If you accidentally save a very light or very dark contrast and cannot see the phone screen display:  
Press and then press 1, 3 on the keypad.  
Next, press to change the contrast until you can see the phone screen display, and then press Save. |
| Change the background image | 1. Choose > User Preferences > Background Images.  
2. Scroll to view 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. Press Save to accept the image or press Cancel.  
**Note** If you do not see a selection of images, then this option has not been enabled on your system. |
| Change the language | 1. Log in to your User Options web pages. (See the “Logging In to the User Options Web Pages” section on page 55.)  
2. Choose Change the Locale... |
| Change the text label | 1. Log in to your User Options web pages. (See the “Logging In to the User Options Web Pages” section on page 55.)  
2. Choose Change the Line Text Label...  
**Note** Your system administrator must enable access to this feature for you. |
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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>View your call logs</td>
<td>Choose &gt; Missed Calls, Placed Calls, or Received Calls. Each stores up to 100 records. To view a truncated listing, highlight it and press EditDial.</td>
</tr>
<tr>
<td>Erase your call logs</td>
<td>Press EditDial, then press Clear. Doing so erases all call records in all logs.</td>
</tr>
</tbody>
</table>
| Dial from a call log (while not on another call) | 1. Choose > Missed Calls, Placed Calls, or Received Calls.  
2. Highlight a call record from the log.  
**Note** If the Details softkey displays, then that call is the primary entry of a multiparty call. See the Tips section below.  
3. If you need to edit the displayed 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. |
<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Dial from a call log (while connected to another call) | 1. Choose > Missed Calls, Placed Calls, or Received Calls.  
2. Highlight a call record from the log.  
**Note** If the Details softkey displays, then that call is the primary entry of a multiparty call. See the Tips section below.  
3. If you need to edit the displayed 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:  
• **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.)  
• **EndCall**—Disconnects the first call and dials the second. |

**Tips**
To view the complete call record of a multiparty call, press Details. The Details record shows two entries for each missed or received multiparty call. The entries are listed in reverse chronological order:

• The first logged entry is the name/number of the last completed call of a multiparty call received on your phone.

• The second logged entry is the name/number of the first completed call of a multiparty call received on your phone.
Using Corporate Directory on Your Phone

Depending on configuration, your phone can provide access to a corporate directory which you can use to place calls to coworkers. Corporate Directory is set up and maintained by your system administrator.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Dial from a corporate directory (while not on another call) | 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, select the listing that you want to dial, or scroll to the listing and go off-hook. |
| Dial from a corporate directory (while connected to another call) | 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:  
   • 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 Confn again after dialing to complete the action.)  
   • EndCall—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.
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.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then...</th>
</tr>
</thead>
</table>
| Set up and personalize your voice message service | Press and follow the voice instructions.  
If a menu appears on your touchscreen, choose an appropriate menu item. |
| See if you have a new voice message | Look for:  
• A steady red light on your handset. (This indicator can vary. See the “Customizing Rings and Message Indicators” section on page 48.)  
• A flashing message waiting icon and text message on your screen. |
| Listen to your voice messages or access the voice messages menu | Press .  
Depending on your voice message service, doing so either auto-dials the message service or provides a menu on your screen. |
| Send a call to your voice message system | Press iDivert.  
The iDivert feature automatically transfers a call (including a ringing or held call) to your voice message system. Callers will hear your voice message greeting and can leave you a message. |
Accessing Your User Options Web Pages

Because your Cisco IP Phone is a network device, it can share information with other network devices in your company, including your computer and web-based services accessible using a web browser on your computer.

You can establish phone services, and control settings and features from your computer using the Cisco CallManager User Options web pages. Once you configure features and services on the web pages, you can access them on your phone.

For example, you can set up speed dial buttons from your web pages, then access them on your phone.

This section describes how to access your User Options web pages and how to subscribe to phone services. For more details about the features you can configure and the phone services to which you can subscribe, refer to Customizing Your Cisco IP Phone on the Web at the following URL: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

Logging In to the User Options Web Pages

Procedure

Step 1 Obtain a User Options URL, user ID, and default password from your system administrator.
Step 2 Open a web browser on your computer and enter the URL (provided by your system administrator) and log on.
Step 3 From the general menu, select your device type (phone model) in the “Select a device” drop-down list.
   After you make your selection, a context-sensitive menu appears with options appropriate for your device type.
Step 4 Choose a feature option to display the configuration page, and then make appropriate selections or changes.
Step 5 Click Update to apply and save your changes.
Step 6 Click Return to the Menu to go back to the context-sensitive menu, or click Log Off to exit the User pages.
Subscribing to Phone Services

Before you can access subscription phone services on your phone, you need to subscribe to them by using your computer to access the User Options web pages. (See the “Logging In to the User Options Web Pages” section on page 55 for help logging in.)

Phone services can include:

- Web-based information, such as stock quotes, movie listings, and weather reports
- Network data, such as corporate calendars and searchable directories
- Phone features, such as My Fast Dials and a Personal Address Book

Refer to the following table for more information.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Then do this after you log in and select your device type...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subscribe to a service</td>
<td>From the main menu, choose <strong>Configure your Cisco IP Phone Services</strong>. Select a service from the “Available Services” drop-down list and click <strong>Continue</strong>. Enter more information upon request (such as a zip code or PIN), then click <strong>Subscribe</strong>.</td>
</tr>
<tr>
<td>Change or end subscriptions</td>
<td>From the main menu, choose <strong>Configure your Cisco IP Phone Services</strong>. Click a service in the “Your Subscribed Services” panel. Click <strong>Update</strong> after making changes, or click <strong>Unsubscribe</strong>.</td>
</tr>
<tr>
<td>Add a service to a programmable button</td>
<td>After subscribing to a service, choose <strong>Add/Update your Service URL Buttons</strong> from the main menu. For each available button, select a service from the drop-down list and enter a text description. Click <strong>Update</strong> after making changes. Your system administrator determines how many programmable buttons are available for services and might assign service buttons to your phone.</td>
</tr>
<tr>
<td>Access a service on your phone</td>
<td>Press 📺 on your phone. Or, if you have added a service to a programmable button 🔍, press the button.</td>
</tr>
</tbody>
</table>
| Learn how to use phone services | See **Customizing Your Cisco IP Phone on the Web**:
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.

<table>
<thead>
<tr>
<th>If you...</th>
<th>Then...</th>
<th>For more information...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need to handle more calls on</td>
<td>Ask your system administrator to configure your line to</td>
<td>Talk to your system administrator or</td>
</tr>
<tr>
<td>your phone line</td>
<td>support more calls.</td>
<td>phone support team.</td>
</tr>
<tr>
<td>Need more than one phone line</td>
<td>Ask your system administrator to configure one or more</td>
<td>Talk to your system administrator or</td>
</tr>
<tr>
<td></td>
<td>additional directory numbers for you.</td>
<td>phone support team.</td>
</tr>
<tr>
<td>Need more speed dial buttons</td>
<td>First make sure that you are using all of your currently</td>
<td>See the:</td>
</tr>
<tr>
<td></td>
<td>available speed dial buttons.</td>
<td>• “Speed Dialing” section on page 36</td>
</tr>
<tr>
<td></td>
<td>If you need additional speed dial buttons, try using</td>
<td>• “Subscribing to Phone Services”</td>
</tr>
<tr>
<td></td>
<td>Abbreviated Dialing or subscribing to the Fast Dial service.</td>
<td>section on page 36</td>
</tr>
<tr>
<td></td>
<td>Another option is to attach the Cisco IP Phone Expansion</td>
<td>• <em>Cisco IP Phone Expansion Module 7914 Phone Guide</em></td>
</tr>
<tr>
<td></td>
<td>Module 7914 to your phone.</td>
<td></td>
</tr>
<tr>
<td>Work with (or work as) an</td>
<td>Consider using:</td>
<td>See the:</td>
</tr>
<tr>
<td>administrative assistant</td>
<td>• The Cisco IP Manager Assistant service</td>
<td>• “Using a Shared Line” section on</td>
</tr>
<tr>
<td></td>
<td>• A shared line</td>
<td>page 38</td>
</tr>
<tr>
<td>Want to use one extension for</td>
<td>Request a shared line. This allows you to use one extension</td>
<td>See the “Using a Shared Line” section</td>
</tr>
<tr>
<td>several phones</td>
<td>for your desk phone and lab phone, for example.</td>
<td>on page 38</td>
</tr>
</tbody>
</table>

Note: You can locate Phone Guides and other documents listed in this table on the web: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
<table>
<thead>
<tr>
<th>If you...</th>
<th>Then...</th>
<th>For more information...</th>
</tr>
</thead>
</table>
| Share phones or office space with co-workers | Consider using:  
  - 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 co-workers’ calls  
  - Cisco Extension Mobility to apply your phone number and user profile to a shared Cisco IP Phone | Ask your system administrator about these features and see the:  
  - “Advanced Call Handling” section on page 36  
  - “Using a Shared Line” section on page 38  
  - “Using Cisco Extension Mobility” section on page 44 |
| 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” section on page 47. |
| Need to make video calls | Consider using Cisco VT Advantage, which enables you to make video calls using your Cisco IP Phone, your personal computer, and an external video camera. | Contact your system administrator for additional assistance and see the Cisco VT Advantage Quick Start Guide and User Guide. |
| Want to temporarily apply your phone number and settings to a shared Cisco IP Phone | Ask your system administrator about the Cisco Extension Mobility Service. | See the “Using Cisco Extension Mobility” section on page 44. |
Troubleshooting Your Phone

This section provides troubleshooting information for your Cisco IP Phone.

General Troubleshooting

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

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Explanation</th>
</tr>
</thead>
</table>
| You cannot hear a dial tone or complete a call | One or more of the following factors might apply:  
- 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:  
- 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. |
| Cisco CallBack 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.

<table>
<thead>
<tr>
<th>If you are asked to...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access network configuration data</td>
<td>Choose &gt; Network Configuration and select the network configuration item that you want to view.</td>
</tr>
<tr>
<td>Access status data</td>
<td>Choose &gt; Status and select the status item that you want to view.</td>
</tr>
<tr>
<td>Access phone model information</td>
<td>Choose &gt; Model Information.</td>
</tr>
<tr>
<td>Access phone call and voice quality information</td>
<td>Choose &gt; Status &gt; Call Statistics.</td>
</tr>
</tbody>
</table>

Using the Quality Reporting Tool

Your system administrator may temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. You can press QRT to submit information to your system administrator. Depending on configuration, use the QRT to:

- Immediately report an audio problem on a current call
- Select a general problem from a list of categories and choose reason codes
Cisco One-Year Limited Hardware Warranty Terms

There are special terms applicable to your hardware warranty and various services that you can use during the warranty period. Your formal Warranty Statement, including the warranty applicable to Cisco software, is included on the Cisco Documentation CD and on Cisco.com. Follow these steps to access and download the Cisco Information Packet and your warranty document from the CD or Cisco.com.

1. Launch your browser, and go to this URL:
   The Warranties and License Agreements page appears.

2. To read the Cisco Information Packet, follow these steps:
   a. Click the Information Packet Number field, and make sure that the part number 78-5235-02F0 is highlighted.
   b. Select the language in which you would like to read the document.
   c. Click Go.
   d. The Cisco Limited Warranty and Software License page from the Information Packet appears.
   e. Read the document online, or click the PDF icon to download and print the document in Adobe Portable Document Format (PDF).

   Note: You must have Adobe Acrobat Reader to view and print PDF files. You can download the reader from Adobe’s website: http://www.adobe.com

3. To read translated and localized warranty information about your product, follow these steps:
   a. Enter this part number in the Warranty Document Number field:
      78-10747-01C0
   b. Select the language in which you would like to view the document.
   c. Click Go.
      The Cisco warranty page appears.
   d. Read the document online, or click the PDF icon to download and print the document in Adobe Portable Document Format (PDF).

You can also contact the Cisco service and support website for assistance:
**Duration of Hardware Warranty**

One (1) Year

**Replacement, Repair, or Refund Policy for Hardware**

Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of a Return Materials Authorization (RMA) request. Actual delivery times can vary, depending on the customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

**To Receive a Return Materials Authorization (RMA) Number**

Contact the company from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Complete the information below, and keep it for reference.

<table>
<thead>
<tr>
<th>Company product purchased from</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company telephone number</td>
</tr>
<tr>
<td>Product model number</td>
</tr>
<tr>
<td>Product serial number</td>
</tr>
<tr>
<td>Maintenance contract number</td>
</tr>
</tbody>
</table>
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