

## **Cisco Unified Wireless IP Phone 7920 for Cisco Unified CallManager 5.0 (SCCP)**

**INCLUDING LICENSE AND WARRANTY**


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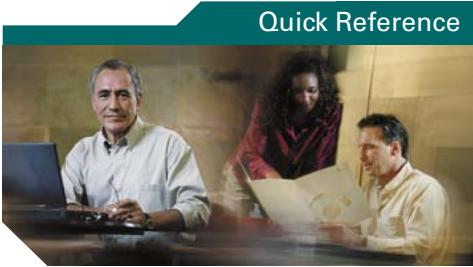


# Common Phone Tasks

Hold/resume a call	Press <b>Hold</b> or <b>Resume</b> .
Transfer a call to a new number	Press <b>Transfer</b> , enter a target number, then press <b>Transfer</b> again.
Redial a number	Press <b>Redial</b> or  .
Mute your phone	Press <b>MuteOn</b> . To turn the microphone on, press <b>MuteOff</b> .
Start a standard conference call	Press <b>Confrn</b> . Dial a number, then press <b>Confrn</b> again. Repeat for each party.
Forward your extension	Press <b>CFwdAll</b> . Enter the number to which you want to forward all calls. Cancel by pressing <b>CFwdAll</b> .
Use your call logs	Choose <b>Menu &gt; Call History</b> to choose a call log. To dial, highlight a listing and press.
Move a shared line call between desk phone and wireless phone	From phone with the active call, press <b>Hold</b> . From other phone, press <b>Resume</b> to connect to the call.















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












## Cisco Unified Wireless IP Phone 7920 for Cisco Unified CallManager 5.0 (SCCP)

- Common Phone Tasks
- Using the Phone
- Shortcut Keys
- Softkey Definitions
- Phone Screen Icons

# Using the Phone

Power on the phone	Press  (red key) and hold until phone powers on.
Place a call	Dial the number, then press  (green key). (There is no dial tone).
Answer a call	Press  (green key).
Hang up a call	Press  (red key).
Access phone features	Press  or  (softkey) for the feature. Use  or  to see other features.
Access Menu options	Press  (Menu) and use  or  to see menus.
Power off the phone	Press and hold  (red key) until phone powers off.

## Shortcut Keys

Lock/unlock keypad	Press and hold  (# key).  indicates the keypad is locked. To unlock, press  and OK.
Toggle ringer to vibrate	Press and hold  (* key). “Vibration On” and  display. To activate ringer, press  and  disappears.
Adjust speaker volume	Press  for volume screen. Press  to increase or  to decrease the volume.
Access voice messages	Press  and hold for a moment to connect to your voice-messaging system.
Redial a number	Press  to see dialed numbers. Press  to locate the number; then press  .

# Softkey Definitions











AbbrDial	Dial using a speed dial index number
Answer	Answer a call
Barge	Add yourself to a call on a shared line
CallBack	Receive notification when a busy extension becomes available
Cancel	Cancel an action or exit a screen without applying changes
cBarge	Add yourself to a call on a shared line and establish a conference
CFwdALL	Setup/cancel call forwarding
Clear	Delete records or settings
ConfList	View conference participants
Confrn	Create a conference call
Delete	Remove characters at the cursor when using EditDial
Detail	Display details in a record
Dial	Dial a phone number
DirTrfr	Transfer two calls to each other
EditDial	Edit a number in a call log
EndCall	Disconnect current call
GPickUp	Answer a call ringing in another group
iDivert	Send a call to your voice messaging system
Join	Join several calls already on a single line to create a conference
MCID	Report suspicious calls
MeetMe	Host a Meet-Me conference call
Menu	Access phone menus

NewCall	Make a new call
MuteOn/ MuteOff	Mute a call/ turn off mute
OPickUp	Answer a call ringing in another group associated with your group
Park	Store a call using Call Park
PhBook	Access Phone Book menu options
PickUp	Answer a call in your group
QRT	Submit call problems to the system administrator
Redial	Redial the most recent number
Remove	Remove a conference participant
Resume	Resume a call on hold
RmLstC	Drop the last party added to a conference call
Save	Save the chosen settings
Submit	Search for a directory listing
Select	Select an item on the screen
Svcs	Access Phone Services
Transfer	Transfer a call
Update	Refresh content
Volume	Adjust speaker volume

## Using Speed-Dial Hot Keys

Set up speed-dial hot keys	Choose <b>Menu &gt; Directory &gt; Phone Book &gt; Speed Dial</b> . Scroll to a speed dial item without a ✓. Press <b>Detail</b> , then <b>Edit</b> and enter a phone number.
Use speed-dial hot keys	Press and hold (📞) (keys 2-9) to access the speed-dial number.

# Phone Screen Icons

Line and Call States	
	Call Forwarding enabled
	Call on hold
	Connected call
	Incoming call
	Phone line
Other Features	
	Speed-Dial number configured
	Services configured
	BLF Line in use
	BLF Line is idle
	BLF indicator unavailable for this line

## Making Phone Book Entries

Choose **Menu > Directory > Phone Book > Add**. Scroll to and select the entry item and press **Edit**.

Enter name and phone number by using the keypad and these shortcut keys:

**Text**—Press the number key 1-3 times for the correct character; for spaces, press ► or ▼.

**Uppercase**—Press (🔤) to switch between uppercase and lowercase. **ABC** or **abc** displays at the right of the screen.

**Numbers**—Press the number key 4 times.

**Symbols**—Press (🔤) for the symbol table. Use arrows to locate the desired symbol and press **Use** to insert symbol.



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# Getting Started

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## 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.

If you want to...	Then...
Review important safety information	See the “Safety and Performance Information” section on page 2.
Connect your phone to the network	See the “Connecting Your Phone” section on page 14.
Use your phone after it is installed	Start with the “An Overview of Your Phone” section on page 19.
Learn about the buttons and menus	See the “Understanding Feature Buttons and Menus” section on page 22.
Learn about the phone screen	See the “Understanding Phone Screen Features” section on page 21.
Make calls	See the “Placing a Call—Basic Options” section on page 26.
Put calls on hold	See the “Using Hold and Resume” section on page 30.
Mute calls	See the “Using Mute” section on page 31.
Transfer calls	See the “Transferring Calls” section on page 32.
Make conference calls	See the “Making Conference Calls” section on page 34.
Forward calls to another number	See the “Forwarding All Calls to Another Number” section on page 33.
Share a phone number	See the “Understanding Shared Lines” section on page 38.
Answer calls ringing on another phone	See the “Picking Up Redirected Calls on Your Phone” section on page 37.
Set up speed dialing	See the “Speed Dialing” section on page 47.
Change the ring volume or tone	See the “Using Phone Settings” section on page 53.
View your missed calls	See the “Using Call Logs” section on page 57.

If you want to...	Then...
Listen to voice messages.	See the “Accessing Voice Messages” section on page 61.
See softkey definitions.	Refer to the Quick Reference Card in the front of this guide.

# Finding Additional Information

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

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

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

International Cisco websites can be accessed from this URL:

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

# Cisco Unified Wireless IP Phones and Regulatory Domains

The radio frequency (RF) for this phone is configured for a specific regulatory domain. If you use this phone outside of its regulatory domain, the phone will not function properly, and you might violate local regulations.

# Safety and Performance Information

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

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 TÄRKEITÄ TURVALLISUUSOHJEITA**

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

**SÄILYTÄ NÄMÄ OHJEET****Attention IMPORTANTES INFORMATIONS DE SÉCURITÉ**

Ce symbole d'avertissement indique un danger. Vous vous trouvez dans une situation pouvant entraîner des blessures ou des dommages corporels. Avant de travailler sur un équipement, soyez conscient des dangers liés aux circuits électriques et familiarisez-vous avec les procédures couramment utilisées pour éviter les accidents. Pour prendre connaissance des traductions des avertissements figurant dans les consignes de sécurité traduites qui accompagnent cet appareil, référez-vous au numéro de l'instruction situé à la fin de chaque avertissement.

**CONSERVEZ CES INFORMATIONS**

**Warnung      WICHTIGE SICHERHEITSHINWEISE**

Dieses Warnsymbol bedeutet Gefahr. Sie befinden sich in einer Situation, die zu Verletzungen führen kann. Machen Sie sich vor der Arbeit mit Geräten mit den Gefahren elektrischer Schaltungen und den üblichen Verfahren zur Vorbeugung vor Unfällen vertraut. Suchen Sie mit der am Ende jeder Warnung angegebenen Anweisungsnummer nach der jeweiligen Übersetzung in den übersetzten Sicherheitshinweisen, die zusammen mit diesem Gerät ausgeliefert wurden.

**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 QUESTE 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 cualquier equipo, 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**

Varning!

**VIKTIGA SÄKERHETSANVISNINGAR**

Denna varningssignal signalerar fara. Du befinner dig i en situation som kan leda till personskada. Innan du utför arbete på någon utrustning måste du vara medveten om farorna med elkretsar och känna till vanliga förfaranden för att förebygga olyckor. Använd det nummer som finns i slutet av varje varning för att hitta dess översättning i de översatta säkerhetsvarningar som medföljer denna anordning.

**SPARA DESSA ANVISNINGAR**

Figyelem

**FONTOS BIZTONSÁGI ELOÍRÁSOK**

Ez a figyelmeztető jel 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 mellékelte biztonsági figyelmeztetések között található; a fordítás az egyes figyelmeztetések végén látható szám alapján kereshető meg.

**ORIZZÉ MEG EZEKET AZ UTASÍTÁSOKAT!**

## 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

#### 警告

#### 安全上の重要な注意事項

「危険」の意味です。人身事故を予防するための注意事項が記述されています。装置の取り扱い作業を行うときは、電気回路の危険性に注意し、一般的な事故防止策に留意してください。警告の各国語版は、各注意事項の番号を基に、装置に付属の「Translated Safety Warnings」を参照してください。

これらの注意事項を保管しておいてください。

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## 주의      중요 안전 지침

이 경고 기호는 위험을 나타냅니다. 작업자가 신체 부상을 일으킬 수 있는 위험한 환경에 있습니다. 장비에 작업을 수행하기 전에 전기 회로와 관련된 위험을 숙지하고 표준 작업 관례를 숙지하여 사고를 방지하십시오. 각 경고의 마지막 부분에 있는 경고문 번호를 참조하여 이 장치와 함께 제공되는 번역된 안전 경고문에서 해당 번역문을 찾으십시오.

이 지시 사항을 보관하십시오.

## 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

**Dette advarselssymbol betyder fare. Du befinder dig i en situation med risiko for legemesbeskadigelse. Før du begynder arbejde på udstyr, skal du være opmærksom på de involverede risici, der er ved elektriske kredsløb, og du skal sætte dig ind i standardprocedurer til undgåelse af ulykker. Brug erklæringsnummeret efter hver advarsel for at finde oversættelsen i de oversatte advarsler, der fulgte med denne enhed.**

### GEM DISSE ANVISNINGER

## تحذير

## إرشادات الأمان الهامة

يوضح رمز التحذير هذا وجود خطر. وهذا يعني أنك متواجد في مكان قد ينتج عنه التعرض لإصابات. قبل بدء العمل، احذر مخاطر التعرض للصدمات الكهربائية وكن على علم بالإجراءات القياسية للحيلولة دون وقوع أي حوادث. استخدم رقم البيان الموجود في آخر كل تحذير لتحديد مكان ترجمته داخل تحذيرات الأمان المترجمة التي تأتي مع الجهاز. قم بحفظ هذه الإرشادات

## **Upozorenje      VAŽNE SIGURNOSNE NAPOMENE**

Ovaj simbol upozorenja predstavlja opasnost. Nalazite se u situaciji koja može prouzročiti tjelesne ozljede. Prije rada s bilo kojim uređajem, morate razumjeti opasnosti vezane uz električne sklopove, 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**

## **Upozornění      DŮLEŽITÉ BEZPEČNOSTNÍ POKYNY**

Tento upozorňující symbol označuje nebezpečí. Jste v situaci, která by mohla způsobit nebezpečí úrazu. Před prací na jakémkoliv 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**

## **Προειδοποίηση      ΣΗΜΑΝΤΙΚΕΣ ΟΔΗΓΙΕΣ ΑΣΦΑΛΕΙΑΣ**

Αυτό το 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 αποφυγή ατυχημάτων. Χρησιμοποιήστε τον αριθμό δήλωσης που παρέχεται στο τέλος κάθε προειδοποίησης, για να εντοπίσετε τη μετάφρασή της στις μεταφρασμένες προειδοποιήσεις ασφαλείας που συνοδεύουν τη συσκευή.

### **ΦΥΛΑΞΤΕ ΑΥΤΕΣ ΤΙΣ ΟΔΗΓΙΕΣ**



אזהרה

**הוראות בטיחות חשובות**

סימן אזהרה זה מסמל סכנה. אתה נמצא במצב העלול לגרום לפציעה. לפני שתעבוד עם ציוד כלשהו, עליך להיות מודע לסכנות הכרוכות במעגלים חשמליים ולהכיר את הנהלים המקובלים למניעת תאונות. השתמש במספר ההוראה המסופק בסופה של כל אזהרה כדי לאתר את התרגום באזהרות הבטיחות המתורגמות שמצורפות להתקן.

**שמור הוראות אלה**

Opomena

**ВАЖНИ БЕЗБЕДНОСНИ НАПАТСТВИЈА**

Симболот 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 кола 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 ОБИЕ НАПАТСТВИЈА

Ostrzeżenie

**WAŻNE INSTRUKCJE DOTYCZĄCE BEZPIECZEŃSTWA**

Ten symbol ostrzeżenia oznacza niebezpieczeństwo. Zachodzi sytuacja, która może powodować obrażenia ciała. Przed przystąpieniem do prac przy urządzeniach należy zapoznać się z zagrożeniami związanymi z układami elektrycznymi oraz ze standardowymi środkami zapobiegania wypadkom. Na końcu każdego ostrzeżenia podano numer, na podstawie którego można odszukać tłumaczenie tego ostrzeżenia w dołączonym do urządzenia dokumencie z tłumaczeniami ostrzeżeń.

**NINIEJSZE INSTRUKCJE NALEŻY ZACHOWAĆ**

## Upozornenie DÔLEŽITÉ BEZPEČNOSTNÉ POKYNY

Tento varovný symbol označuje nebezpečenstvo. Nachádzate sa v situácii s nebezpečenstvom úrazu. Pred prácou na akomkoľvek vybavení si uvedomte nebezpečenstvo súvisiace s elektrickými obvodmi a oboznámte sa so štandardnými opatreniami na predchádzanie úrazom. Podľa čísla na konci každého upozornenia vyhľadajte jeho preklad v preložených bezpečnostných upozorneniach, ktoré sú priložené k zariadeniu.

### USCHOVAJTE SI TENTO NÁVOD

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#### Warning

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**Read the installation instructions before connecting the system to the power source.**

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#### Warning

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**The plug-socket combination on the battery charger must be accessible at all times because it serves as the main disconnecting device.**

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#### Warning

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**This equipment will not be able to access emergency services during a power outage because of reliance on utility power for normal operation. Alternative arrangements should be made for access to emergency services. Access to emergency services can be affected by any call-barring function of this equipment.**

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#### Warning

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**Do not use the Cisco Unified Wireless IP Phone 7920 in hazardous environments such as areas where high levels of explosive gas may be present. Check with the site safety engineer before using any type of wireless device in such an The battery charger requires short-circuit (overcurrent) protection to be provided as part of the building installation. Install only in accordance with national and local wiring regulations.**

---

## Battery Safety Notices

These battery safety notices apply to the batteries that are approved by the Cisco Unified Wireless IP Phone 7920 manufacturer.



### Warning

**There is the danger of explosion if the battery is replaced incorrectly. Replace the battery only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.**



### Warning

**Do not dispose of the battery pack in fire or water. The battery may explode if placed in a fire.**



### Caution

The battery pack is intended for use only with this device.



### Caution

Do not disassemble, crush, puncture, or incinerate the battery pack.



### Caution

To avoid risk of fire, burns, or damage to your battery pack, do not allow a metal object to touch the battery contacts.



### Caution

Handle a damaged or leaking battery with extreme care. If you come in contact with the electrolyte, wash the exposed area with soap and water. If the electrolyte has come in contact with the eye, flush the eye with water for 15 minutes and seek medical attention.



### Caution

Do not charge the battery pack if the ambient temperature exceeds 104 degrees Fahrenheit (40 degrees Celsius).



### Caution

Do not expose the battery pack to high storage temperatures (above 140 degrees Fahrenheit, 60 degrees Celsius).

**Caution**

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When discarding a battery pack, contact your local waste disposal provider regarding local restrictions on the disposal or recycling of batteries.

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**Caution**

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To obtain a replacement battery, contact your local dealer. Use only the batteries that have a Cisco part number.

**Standard battery**—CP-BATT-7920-STD

**Extended use battery**—CP-BATT-7920-EXT

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**Caution**

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Use only the Cisco power supply that was provided with your phone. If you need to replace your power supply, refer to the list of Cisco part numbers.

**North America**—CP-PWR-7920-NA

**Central Europe**—CP-PWR-7920-CE

**United Kingdom**—CP-PWR-7920-UK

**China**—CP-PWR-7920-CN

**Japan**—CP-PWR-7920-JP

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To see translations of the warnings that appear in this publication, refer to the *Regulatory Compliance and Safety Information for the Cisco Wireless IP Phone 7920* document that accompanied this product.

## Power Outage

Your accessibility to emergency service through the phone is dependent on the wireless access point 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 Unified IP Phone:

Cisco recommends the use of good quality external devices (such as 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**

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

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## Accessibility Features

A list of accessibility features is available upon request.

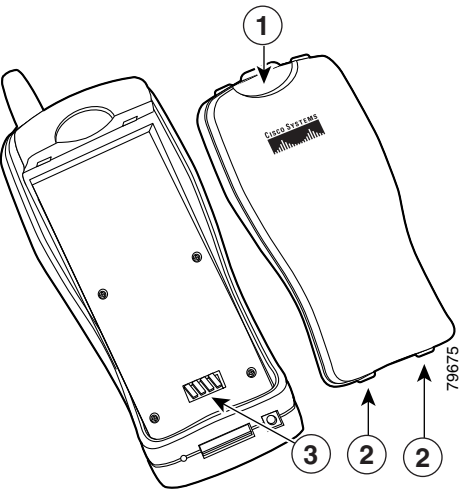
# Connecting Your Phone

Your system administrator will configure your new Cisco Unified Wireless IP Phone to connect to the corporate Voice over Wireless LAN (VoWLAN) IP telephony network.

## Installing or Removing the Phone Battery

You must install and charge the battery before you can use the Cisco Unified Wireless IP Phone 7920. To install or remove the battery, follow these steps:

If you want to...	Then...
Install the battery	<div>1. Insert the battery catches in the slots at the bottom of the phone. The metal contacts on the battery and the phone must face each other.</div> <div>2. Press the battery to the phone until it locks into place.</div>
Remove the battery	<div>1. Press down on the locking catch.</div> <div>2. Lift and remove the battery.</div>

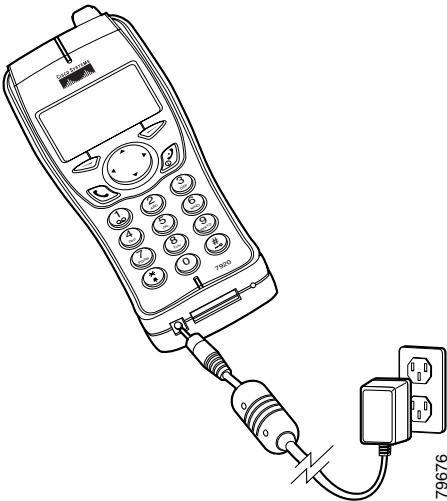


1	Locking catch—Press to release the battery.
2	Battery catches—Insert these into the slots near the bottom of the phone at battery installation.
3	Metal contacts—Match the contacts on the battery to the contacts on the phone.

# Charging the Phone Battery

A rechargeable battery powers the Cisco Unified Wireless IP Phone 7920. To charge the battery, follow these steps:

If you want to...	Then...
Charge the battery	<ol style="list-style-type: none"><li>1. Connect the cable from the power supply to the connector in the phone.</li><li>2. Connect the power supply to an AC wall outlet. The screen indicates that the battery is charging.</li><li>3. Charge the standard battery for about 3.5 hours and the extended battery about 4.5 hours. The screen displays when the battery is charged.</li><li>4. When the battery is fully charged, disconnect the charger from the phone and unplug the power cord from the AC wall outlet.</li></ol>




## Tips


- The phone detects when the battery power level is low and displays the warning message, “Battery Low” with the warning tone specified in your active user profile.
- The standard battery provides up to 3.5 hours of talk time or up to 21 hours of standby time. The extended battery provides up to 4.25 hours of talk time or up to 30 hours of standby time.
- For more information about battery charging options and times, refer to the “Desktop Charger” section in the *Cisco Unified Wireless IP Phone 7920 Accessory Guide*.

# Powering On the Phone

After charging the battery, you must power on the phone to make and receive calls.

If you want to...	Then...
Power on the phone	<ol style="list-style-type: none"><li>1. Press and hold the  (red) key until the phone powers on.</li><li>2. You might need to use a username and password to access the wireless network. For more information, see “Setting Username and Passwords” section on page 17.</li><li>3. After completing authentication, the phone displays the main screen and is ready to place or receive calls.</li></ol>
Check signal strength	The signal icon indicates the strength of the signal between the wireless access point and your phone. Your phone must have from 2—6 bars to place or receive calls.


## Tips

- When the phone receives a weak signal, the phone displays this warning message, “Weak signal detected” and sends a tone or vibration as specified in your active profile. See the “Choosing a User Profile” section on page 49 for more information.
- When you move the phone out of signal range, you lose connection with the wireless LAN.
- When you reenter the range of the signal, you can press the  (green key) to immediately reconnect to the wireless network.



# Setting Username and Passwords

When powering on your phone for the first time, you might need to set your username and password to access the wireless network.

If you want to...	Then...
Set username and password	<div><div>1. Press <b>Menu</b>, then press ► until you see the <b>Profiles</b> menu, and press <b>Select</b>.</div><div>2. Scroll to <b>Network Profile</b> and press <b>Select</b>.</div><div>3. Scroll to the current profile name (with ✓) and press <b>Select</b>.</div><div>4. Scroll to <b>802.11b Configuration</b> and press <b>Select</b>.</div><div>5. Scroll to <b>EAP</b> and press <b>Select</b>.</div><div>6. Scroll to <b>Username</b> or <b>Password</b> and press <b>Select</b>.</div><div><div>Note</div>Ask your system administrator for the username format and password information for your system.</div><div>7. Press <b>Edit</b> and enter your username or password. For assistance, see the “Entering and Editing Text” section on page 46.</div><div><div>Note</div>You can use up to 32 alphanumeric characters for the EAP password.</div><div>8. To confirm the changes, press <b>OK</b>; then, press <b>Back</b> three times.</div><div>9. Scroll to <b>Apply Change</b> and press <b>Select</b> to activate the change.</div><div>10. To return to the main screen, press <b>Back</b> or .</div></div>

## Registering with TAPS

After your phone is connected to the Wireless LAN 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, 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.

# Accessories for the Cisco Unified Wireless IP Phone 7920

The following phone accessories are available for your phone:

- Standard and extended batteries
- Power supplies for various regions
- Desktop charger

- Standard wired headset
- Carrying cases

For a complete list of accessories, refer to the *Cisco Unified Wireless IP Phone 7920 Accessory Guide*.

## **Headset Information**

To use an headset, connect it to the headset port on the right side of your phone. For more information about supported headsets, refer to the *Cisco Unified Wireless IP Phone 7920 Accessory Guide*.

Although Cisco Systems performs some internal testing of third-party headsets for use with the Cisco Unified IP Phone, 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 Unified 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 Unified 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 Unified 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.

## **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 Unified 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>

# An Overview of Your Phone

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Your Cisco Unified Wireless IP Phone 7920 is a full-feature telephone that provides voice communication over the same wireless LAN that your computer uses, allowing you to place and receive phone calls, put calls on hold, transfer calls, make conference calls, and so on.

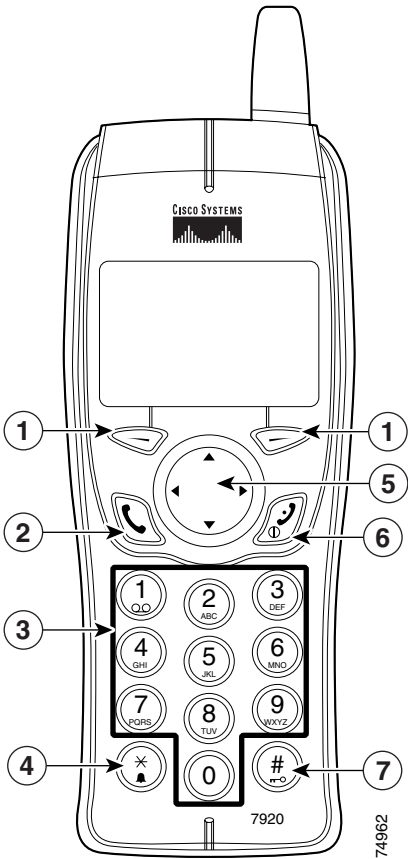
In addition to basic call-handling features, your phone can provide enhanced productivity features that extend your call-handling capabilities.

Depending on the configuration, your phone supports:





- Wireless access to your corporate directory number.
- Access to network data, XML applications, and web-based services.
- Online customizing of phone features and services from your User Options web pages.

# Understanding Buttons and Hardware

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

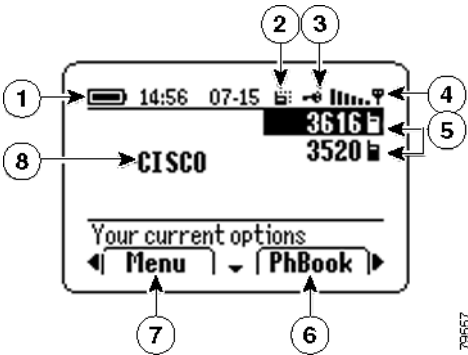






1		Left softkey—Activates the item in the label above the softkey.
		Right softkey—Activates the item in the label above the softkey.
2		Answer/Send key (green)—Answers a call or dials a number.
3		Number keys (0-9)—Use these keys to enter numbers or characters.
		Number keys (2-9)—Press and hold these keys to activate speed-dial hot keys.



4		Asterisk (*) key—Toggles between Ring and Vibrate mode. Toggles between upper and lower case. See the “Entering and Editing Text” section on page 46.
5		Arrow key—Moves from one function to another. This guide uses these directional arrows ▲, ▼, ◀, or ▶.
6		Power/End key (red)—Turns the phone on or off, silences a ringing call, or ends a connected call. See the “Answering a Call” section on page 29.
7		Pound (#) key—Toggles between locking and unlocking the key pad. Allows you to access special characters when you are entering text.

## Understanding Phone Screen Features

This is what your main phone screen might look like with no active call in standby mode. The status line displays information about the current call state (for example, Your current options).



1		Battery icon—Shows the level of charge in battery
2		Vibration icon—Indicates vibration mode setting for the phone
3		Key lock icon—Indicates the keypad is locked
4		Signal icon—Shows the degree of signal strength
5	3616 3520	Extension numbers—Identify each phone line











<b>6</b>		Right softkey label—Displays <b>PhBook</b> or <b>Svcs</b> or during a call, displays a feature or action softkey
<b>7</b>		Left softkey label—Displays <b>Menu</b> or during a call, displays a feature or action softkey
<b>8</b>	CISCO	Welcome message—Displays text on the screen after powering on the phone. You can edit this text. See the “Customizing the Phone Screen” section on page 54.

## Understanding Feature Buttons and Menus

The phone buttons provide short cuts for phone features. The Menu softkey provides access to the phone menus for settings and phone features.

## Using Phone Buttons

The phone keypad provides these shortcuts to frequently used features.

If you want to...	Then...	For more information, see...
Lock or unlock the phone keypad	Press and hold the  key. The screen displays “Keylock On” and the  icon displays at the top of the Main screen.  Press and hold the  key. The screen displays “Keylock Off?” Press <b>OK</b> and the  icon disappears.	Setting the Keypad to Automatically Lock, page 56
Toggle between ringing and vibrating mode	Press and hold the  key. The screen displays “Vibration On” and the  icon displays at the top.  To switch back to the ring mode, press and hold the  key. The screen displays “Vibration Off,” and the  icon disappears.  The default setting is “ring mode.”	Customizing the Phone Screen, page 54
Listen to voice messages	Press for a moment, then release the  key. The phone connects to your voice messaging system.	Accessing Voice Messages, page 61
Access a speed-dial number	Press and hold  (one of the numeric keys 2–9) for the speed-dial number that you want to use.	Speed Dialing, page 47


If you want to...	Then...	For more information, see...
Change the volume during a call	Press ▲ to adjust the speaker volume for a call on the primary line.	
Change the volume for your calls	<ol style="list-style-type: none"><li>1. Press ◀ or ▶ until you see <b>Volume</b>.</li><li>2. Press <b>Volume</b> to access the speaker volume screen.</li><li>3. Increase the volume by pressing ▶ or decrease the volume by pressing ◀.</li></ol> <p><b>Note</b> The adjusted volume remains until you power off the phone.</p>	Changing User Profile Settings, page 50

**Tip**

To maintain the speaker volume adjustment after powering off the phone, you must change the volume setting in your user profile. See the “Changing User Profile Settings” section on page 50.

Using Phone Menus

Access the phone menus for phone features and settings by following these steps:

1. To access the phone menus, press the **Menu** softkey.
2. To see the desired menu, press ◀ or ▶.
3. To display the menu options, press **Select** (by using .
4. To scroll between options, use ▲ or ▼ to scroll.
5. To choose a menu option, such as Speed Dial in the Directory menu, scroll to **Speed Dial** and press **Select**.

For information about using the menus, use this list.

Menu	For more information, see...
Directory	Using the Phone Book and Speed Dial, page 44.
Messages	Accessing Voice Messages, page 61.
Call History	Using Call Logs, page 57.
Profiles	Using Phone Profiles, page 49.
Services	Configuring Features and Services on the Web, page 63.
Phone Settings	Using Phone Settings, page 53.
Network Configuration	Viewing Phone Administration Data, page 74.


# Cleaning the Phone

Gently wipe the phone screen and phone 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 Lines vs. Calls

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






- Lines—Each corresponds to a directory number that others can use to call you. The Cisco Unified Wireless IP Phone 7920 supports up to six lines. To see how many lines you have, look at right side of your phone screen. You have as many lines as you have directory numbers.
- Calls—Each line can support multiple calls. Your phone supports up to two 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.



**Note** The screen can display only four lines or calls. You might have to scroll down to see additional lines or calls.

## Understanding Line and Call Icons

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

Icon	Line or call state	Description
	On-hook line	No call activity on this line.
	Connected call	You are connected to the other party.
	Incoming call	A call is ringing on one of your lines.
	Call on hold	You have put this call on hold. See the “Using Hold and Resume” section on page 30.
	Call forward enabled	You have forwarded your primary line. See the “Forwarding All Calls to Another Number” section on page 33.



## Understanding Feature Availability









The operation of your Cisco Unified Wireless IP Phone 7920 and the features available to you may vary, depending on the call processing agent used by your company and also on how your company's phone support team has configured your phone system. Therefore, some of the features included in this guide might not be available to you or might work differently on your phone system. Contact your support desk or system administrator for information about feature operation or availability.

# Basic Call Handling

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






## Placing a Call—Basic Options


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

If you want to...	Then...	For more information, see...
Place a call	<ol style="list-style-type: none"><li>1. Dial the phone number</li><li>2. Press  (green key) to place your call.</li></ol> <p><b>Note</b> There is no dial tone.</p>	An Overview of Your Phone, page 19
Redial a number	Press  to display <b>Redial</b> , then press <b>Redial</b> to make the call.	
Place a call while another call is active (using the same line)	<ol style="list-style-type: none"><li>1. Press <b>Hold</b>.</li><li>2. Press  or  to display <b>NewCall</b>.</li><li>3. Dial, redial, or speed dial a number.</li></ol>	Using Hold and Resume, page 30
Dial from a call log	<ol style="list-style-type: none"><li>1. Choose <b>Menu &gt; Call History &gt; Missed Calls, Received Calls, or Placed Calls</b>.</li><li>2. Press  to select the listing.</li><li>3. Press  to make the call.</li></ol>	Using Call Logs, page 57
Redial a number from the list of previously placed calls	<ol style="list-style-type: none"><li>1. Press  to display the list.</li><li>2. Scroll to the desired number and press  to make the call.</li></ol> <p><b>Note</b> The previously placed calls list contains 10 records.</p>	Using Call Logs, page 57


## 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.

If you want to...	Then...	For more information, see...
Place a call while another call is active (using a different line)	<ol style="list-style-type: none"> <li>1. Press <b>Hold</b>.</li> <li>2. Enter a number.</li> <li>3. Press ▼ to change to another line.</li> <li>4. Press  to make the call.</li> </ol>	Using Hold and Resume, page 30
Place the call on a secondary line	<ol style="list-style-type: none"> <li>1. Enter a number.</li> <li>2. Press ▼ to change to another line.</li> <li>3. Press  to make the call.</li> </ol>	Speed Dialing, page 47
Dial a number from your local phone book	<ol style="list-style-type: none"> <li>1. Press <b>PhBook</b>.</li> <li>2. Scroll to the desired entry.</li> <li>3. Press  to dial the number.</li> </ol>	Using the Phone Book, page 44
Speed dial a phone number using a speed-dial hot key	<ol style="list-style-type: none"> <li>1. Press and hold  (keys 2-9) for the speed-dial number that you want to use.</li> <li>2. The phone displays the number stored for that hot key.</li> <li>3. Release the button and the phone dials the number.</li> </ol>	Configuring Speed-Dial Hot Keys, page 47
Dial from a corporate directory on your phone	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Directory &gt; Corporate Directory</b> (name can vary).</li> <li>2. Use your keypad to enter a name.</li> <li>3. Press <b>Submit</b>.</li> <li>4. Scroll to a listing; choose <b>Dial</b> or .</li> </ol>	Using Corporate Directory on Your Phone, page 58
Dial from a corporate directory on your personal computer using Cisco WebDialer	<ol style="list-style-type: none"> <li>1. Open a web browser and go to a WebDialer-enabled corporate directory.</li> <li>2. Click the number that you want to dial.</li> </ol>	Using Cisco WebDialer, page 69





<b>If you want to...</b>	<b>Then...</b>	<b>For more information, see...</b>
Use Cisco CallBack to receive notification when a busy or ringing extension is available	<ol style="list-style-type: none"> <li>1. Press <b>CallBack</b> while listening to the busy tone or ring sound.</li> <li>2. Hang up. Your phone alerts you when the line is free.</li> <li>3. Place the call again.</li> </ol>	Your system administrator
See if a line associated with a speed dial is busy before placing a call to that line	Look for Busy Lamp Field indicators.	Using Speed Dial BLF to Determine a Line State, page 43
Make a priority (precedence) call	Enter the MLPP access number, then enter a phone number.	Prioritizing Critical Calls, page 41
Dial from a Personal Address Book (PAB) entry	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Services &gt; PAB service</b>.</li> <li>2. Highlight a listing and press .</li> </ol>	Using Your Personal Address Book on the Web, page 63
Place a call using a billing or tracking code	<ol style="list-style-type: none"> <li>1. Dial a number.</li> <li>2. After the tone, enter a client matter code (CMC) or a forced authorization code (FAC).</li> </ol>	Your system administrator
Place a call using your Extension Mobility profile	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Services &gt; EM Service</b> (name can vary).</li> <li>2. Enter log in information.</li> </ol>	Using Cisco Extension Mobility, page 42

## Tips

- If you make a mistake while dialing, press **Clear** to erase one or more digits.
- To redial the last number, you can also press  two times.


## Answering a Call

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

If you want to...	Then...	For more information, see...
Answer a call	Press and release  (green key) to connect to the incoming call.	
Silence the ring for an incoming call	Press  (red key) to silence the ringing. The call continues silently, then forwards to the no answer target, such as voice messaging or another phone.	
Switch from a connected call to answer a ringing call	Press <b>Answer</b> or  (green key). Doing so answers the new call and automatically puts the first call on hold.	Using Hold and Resume, page 30
Answer using call waiting	Press <b>Answer</b> .	Using Hold and Resume, page 30
Send call directly to your voice messaging system	Press <b>iDivert</b> .	Accessing Voice Messages, page 61
Auto- connect incoming calls	Use AutoAnswer.	Answering a Call, page 29
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 Redirected Calls on Your Phone, page 37
Answer a priority call	Disconnect the current call and press <b>Answer</b> .	Prioritizing Critical Calls, page 41
Automatically connect to an incoming call after a ring or two	Ask your system administrator to set up the Auto Answer feature. The call connects to the speaker after ringing once or twice without pressing  .	

## Ending a Call

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


If you want to...	Then...
End the call	Choose <b>EndCall</b> or  (red key) to hang up.
Disconnect one call, but preserve another call on the same line	Press <b>EndCall</b> . If necessary, remove the call from hold first.

## Using Hold and Resume

You can hold and resume calls.

If you want to...	Then...
Put a call on hold	<ol style="list-style-type: none"><li>1. Make sure the call you want to put on hold is highlighted.</li><li>2. Press <b>Hold</b>.</li></ol>
Remove a call from hold on the current line	<ol style="list-style-type: none"><li>1. Make sure the appropriate call is highlighted.</li><li>2. Press <b>Resume</b>.</li></ol>
Remove a call from hold on a different line	<ol style="list-style-type: none"><li>1. Press ▼ to change to another line.</li><li>2. Press <b>Resume</b>.</li></ol> <p><b>Note</b> If a single call is holding on this line, the call automatically resumes. If another call is holding, scroll to the appropriate call and press <b>Resume</b>.</p>
Move a call on a shared line between your wireless phone and your desk phone	<ol style="list-style-type: none"><li>1. From your phone with the active call, press <b>Hold</b>.</li><li>2. From your other phone with the shared line, press <b>Resume</b>.</li></ol>

### 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 phone or an earphone.

If you want to...	Then...
Toggle Mute on	During a call, press <b>MuteOn</b> . The label changes to <b>MuteOff</b> .
Toggle Mute off	Press <b>MuteOff</b> . The label changes to <b>MuteOn</b> .

# Switching Between Multiple Calls

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

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

## Tips

- The phone can have up to six lines, but the phone screen displays only four lines. To see other lines, you must press ▼.
- The phone can have up to two calls per line.

# Transferring Calls

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

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


## Tips


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



# Forwarding All Calls to Another Number

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

If you want to...	Then...
Set up call forwarding on your primary line	<ol style="list-style-type: none"><li>1. Press <b>►</b> to see <b>CFwdALL</b>.</li><li>2. Press <b>CFwdALL</b>.</li><li>3. Enter a target phone number.</li></ol>
Cancel call forwarding on your primary line	<ol style="list-style-type: none"><li>1. Press <b>►</b> to see <b>CFwdALL</b>.</li><li>2. Press <b>CFwdALL</b>.</li></ol>
Verify that call forwarding is enabled on your primary line	Look for the call forward target number in the status line and the  icon next to the primary line.
Set up or cancel call forwarding for any line	<ol style="list-style-type: none"><li>1. Log in to your User Options web pages. See the “Accessing Your User Options Web Pages” section on page 62.</li><li>2. Choose <b>Forward all calls...</b></li><li>3. Choose your primary line or any secondary line.</li></ol>



**Note** When call forwarding is enabled for any line other than the primary line, your phone does not provide you with confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options web pages.

## Tips

- Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.
- You can forward your calls to a traditional analog phone or to another IP phone, although your system administrator might restrict the call forwarding feature to numbers within your company.
- Call forwarding is phone line specific. If a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.
- Your system administrator can change forwarding conditions for your phone lines.

# Making Conference Calls

Your Cisco Unified Wireless 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:

- **Confrn**—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 35 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 36 for additional instructions.

## Starting and Joining a Standard Conference

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

If you want to...	Then...
<ul style="list-style-type: none"> <li>Create a conference by calling participants</li> <li>Add new participants to an existing conference</li> </ul>	<ol style="list-style-type: none"> <li>From a connected call, press ► to see <b>Confrn</b>.</li> <li>Press <b>Confrn</b>.</li> <li>Enter the participant's phone number.</li> <li>Wait for the call to connect.</li> <li>Press <b>Confrn</b> again to add the participant to your call.</li> <li>Repeat to add additional participants.</li> </ol>
Create a conference by joining two or more existing calls	<ol style="list-style-type: none"> <li>Make sure that you have two or more calls on a single line.</li> <li>Highlight a call that you want to add to the conference.</li> <li>Press <b>Select</b>. The selected call displays this icon ✓.</li> <li>Repeat this process for each call that you want to add.</li> <li>From the selected call, press ► to see <b>Join</b> and press it.</li> </ol> <p><b>Note</b> The active call is automatically selected.</p>
Participate in a conference	Answer the phone when it rings.
Create a conference by barging a call on a shared line	<p>Highlight a call on a shared line and press <b>cBarge</b>. (You may need to press ► to display <b>cBarge</b>.)</p> <p>See the “Using a Shared Line” section on page 38.</p>
View a list of conference participants	<ol style="list-style-type: none"> <li>Highlight an active conference.</li> <li>Press <b>ConfList</b>. (You may need to press ► to see <b>ConfList</b>.) Participants are listed in the order in which they join the conference with the most recent additions at the top.</li> </ol>
Get an updated list of participants	While viewing the conference list, press <b>Update</b> .
See who started the conference	While viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name.
Drop the last party added to the conference	<p>Press <b>RmLstC</b>.</p> <p>You can remove participants only if you initiated the conference call.</p>


If you want to...	Then...
Remove any conference participant	<ol style="list-style-type: none"> <li>1. Highlight the participant's name.</li> <li>2. Press <b>Remove</b>.</li> </ol> <p>You can remove participants only if you initiated the conference.</p>
End your participation in a conference	Choose <b>EndCall</b> or  (red key).

### 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 dialing the conference number.

If you want to...	Then...
Start a Meet-Me conference	<ol style="list-style-type: none"> <li>1. Obtain a Meet-Me phone number from your system administrator.</li> <li>2. Distribute the number to participants.</li> <li>3. When you are ready to start the meeting, press ► to see <b>MeetMe</b>, then press <b>MeetMe</b>.</li> <li>4. Dial the Meet-Me conference number.</li> <li>5. Press the  (green key).</li> </ol> <p>Participants can now join the conference by dialing in.</p> <p><b>Note</b> Participants hear a busy tone if they call the conference before the initiator has joined. In this case, participants must call back.</p>
Participate in a Meet-Me conference	<p>Dial the Meet-Me conference number (provided by the conference initiator).</p> <p><b>Note</b> You will hear a busy tone if you call the conference before the initiator has joined. In this case, try your call again.</p>
End a Meet-Me conference	<p>All participants must hang up.</p> <p>The conference does not automatically end when the conference initiator disconnects.</p>

# 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.

## Picking Up Redirected Calls on Your Phone

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

If you want to...	Then...
Answer a call that is ringing on another extension within your call pickup group	<ol style="list-style-type: none"> <li>1. If the <b>PickUp</b> softkey is available, press it. (You might have to press ► to see <b>PickUp</b>. If your phone supports auto-pickup, you are now connected to the call.</li> <li>2. If the call rings, press <b>Answer</b> to connect to the call.</li> </ol>
Answer a call that is ringing on another extension outside of your group	<ol style="list-style-type: none"> <li>1. If the <b>GPickUp</b> softkey is available, press it. (You might have to press ► to see <b>GPickUp</b>.</li> <li>2. Enter the group pickup code. If your phone supports auto-pickup, you are now connected to the call.</li> <li>3. If the call rings, press <b>Answer</b> to connect to the call.</li> </ol>
Answer a call that is ringing on another extension in your group or in an associated group	<ol style="list-style-type: none"> <li>1. If the <b>OPickUp</b> softkey is available, press it. (You might have to press ► to see <b>OPickUp</b>. If your phone supports auto-pickup, you are now connected to the call.</li> <li>2. If the call rings, press <b>Answer</b> to connect to the call.</li> </ol>

### Tips

- Pressing **PickUp** and **GPickUp** connects to the call that has been ringing for the longest time.
- Pressing **OPickUp** connects you to the call in the pickup group with the highest priority.
- If you have multiple lines and want to pick up the call on a non-primary line, first press ► to switch to 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 “In Use Remote” message displays on the Cisco Unified Wireless IP Phone 7920 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 “In Use Remote” message displays.

### 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.

**Barge**—Allows you to join a shared-line call with an IP phone that has the built-in bridge enabled. You cannot use Barge to enter a shared-line call with another Cisco Unified Wireless IP Phone 7920.

**cBarge**—Allows you to join a shared-line call with any IP phone and convert the call to a conference.

### Privacy

The Cisco Unified Wireless IP Phone 7920 has Privacy enabled by default. If you want co-workers who share your line to see information about your calls, you must have the Privacy feature configured on your phone. See the “Preventing Others from Viewing or Joining a Shared-Line Call” section on page 40.




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**Note** The Cisco Unified Wireless IP Phone 7920 can support a maximum of two calls on a shared line.

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## Adding Yourself to a Shared-Line Call

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



If you want to...	Then...
See if the shared line is in use	Look for the “In Use Remote” message.
Add yourself to a call on a shared line using the <b>Barge</b> softkey	<ol style="list-style-type: none"> <li>1. Highlight a remote-in-use call.</li> <li>2. Press <b>Barge</b>. (You may need to press ► to see <b>Barge</b>.)</li> </ol> <p>Other parties hear a beep tone announcing your presence.</p>
Add yourself to a call on a shared line using the <b>cBarge</b> softkey	<ol style="list-style-type: none"> <li>1. Highlight a remote-in-use call.</li> <li>2. Press <b>cBarge</b>. (You may need to press ► to see <b>cBarge</b>.)</li> </ol> <p>Other parties hear a tone and brief audio interruption, and call information changes on the phone screen.</p>
Add new conference participants to a call that you have barged	<p>Barge the call using <b>cBarge</b>, if available.</p> <p>cBarge converts the call into a standard conference call, allowing you to add new participants. See the “Making Conference Calls” section on page 34.</p>
Move a shared-line call to another phone	Press <b>Hold</b> . On another phone with the same shared line, press <b>Resume</b> .
Leave a barged call	<p>Choose <b>EndCall</b> or  (red key).</p> <p>If you hang up after using Barge, the remaining parties hear a disconnect tone and the original call continues.</p> <p>If you hang up after using cBarge, the call remains a conference call (provided at least three participants remain on the line).</p>

### Tips

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

# Preventing Others from Viewing or Joining a Shared-Line Call

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



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

## Tips

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

# Storing and Retrieving Parked Calls

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

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

## Tip

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.



## 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.

If you want to...	Then...
Notify your system administrator about a suspicious or harassing call	Press <b>MCID</b> . (You may need to press ► to see <b>MCID</b> .) Your phone plays a tone and displays the message, “MCID successful.”

## Prioritizing Critical Calls

In some specialized environments, such as military or government offices, you might need to make and receive urgent or critical calls. If you have the need for this specialized call handling, your 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.

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

If you...	Then...
Want to accept a higher-priority call	Answer the call as usual. If necessary, end an active call first.
Hear a continuous tone interrupting your call	You or the other party are receiving a call that must preempt the current call. Hang up immediately to allow the higher priority call to ring through.

### Tips

- When you make or receive an MLPP-enabled call, you will hear special ring tones and call waiting tones that differ from the standard tones.
- If you enter an invalid MLPP access number, a verbal announcement will alert you of the error.

## Using Cisco Extension Mobility

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




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

### 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.

# Using Speed Dial BLF to Determine a Line State

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

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

# Using the Phone Book and Speed Dial

The Directory menu provides access to these features:



- Personal Phone Book—Contact information stored on your phone
- Speed Dial—Speed-dial numbers that you access from your keypad
- Corporate Directory—Access to the company’s phone directory

Use these sections to help you set up and use these features:

- Using the Phone Book, page 44
- Speed Dialing, page 47

## Using the Phone Book

Use the Phone Book menu to view, to dial, or to edit a phone book entry.

If you want to...	Then...
Browse the phone book to see the list of entries	<p>Press <b>PhBook</b>. The phone displays entry names.</p> <p>If there are no phone book entries, “Empty” displays.</p> <p><b>Note</b> Your phone might display the <b>Svcs</b> softkey in place of the <b>PhBook</b> softkey. If this is the case, you must choose <b>Menu &gt; Directory &gt; Phone Book</b>.</p>
View an entry in the Phone Book	<p>Scroll to the desired phone book entry and press <b>Detail</b>.</p> <p>The phone book entry item displays the name with the list of associated phone numbers.</p>
Dial a number from the Phone Book	<p><b>1.</b> Press <b>PhBook</b>.</p> <p><b>2.</b> Scroll to an entry.</p> <p><b>3.</b> Press  to dial the number.</p> <p>The phone dials the first number in the phone book entry.</p>
Dial a specific number from the Phone Book	<p><b>1.</b> Press <b>PhBook</b> and scroll to an entry.</p> <p><b>2.</b> Press <b>Detail</b> and scroll to the desired phone number.</p> <p><b>3.</b> Press  to dial the number.</p>

If you want to...	Then...
Edit an existing phone book entry	<ol style="list-style-type: none"> <li>1. Press <b>PhBook</b> and scroll to an entry.</li> <li>2. Press <b>Detail</b> and scroll to the item in the entry to edit.</li> <li>3. Press <b>Edit</b> and follow the instructions in the “Entering and Editing Text” section on page 46.</li> <li>4. When you have edited the entry, press <b>OK</b>, then press <b>Save</b>.</li> </ol>

## Adding or Changing Entries in the Phone Book

To add a new phone book entry or change an existing entry, use the Directory menu.

If you want to...	Then...
Browse the phone book entries	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Directory &gt; Phone Book</b>.</li> <li>2. Select <b>Names</b> to see the entries.</li> </ol>
View the information in a phone book entry	Scroll to a phone book entry and press <b>Detail</b> .
Add a new phone book entry	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Directory &gt; Phone Book &gt; Add</b>.</li> <li>2. Scroll to the entry item and press <b>Select</b>.</li> <li>3. Enter the name or phone number by following instructions in the “Entering and Editing Text” section on page 46.</li> <li>4. When you have finished the entry, press <b>OK</b>, then press <b>Save</b>.</li> </ol>
Edit an existing phone book entry	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Directory &gt; Phone Book &gt; Names</b>.</li> <li>2. Scroll to an entry and press <b>Detail</b>.</li> <li>3. Scroll to the item to edit, such as Home number.</li> <li>4. Edit the item by following instructions in “Entering and Editing Text” section on page 46.</li> <li>5. When you have finished, press <b>OK</b>, then press <b>Save</b>.</li> </ol>
Erase a phone book entry	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Directory &gt; Phone Book &gt; Names</b>.</li> <li>2. Scroll to an entry and press ◀ or ▶ to see <b>Erase</b>.</li> <li>3. Press <b>Erase</b> and press <b>OK</b> to confirm that you want to erase the phone record.</li> <li>4. Press <b>Back</b> to return to the Directory menu.</li> </ol>









### Tips

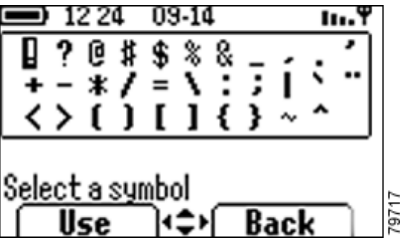
- When adding external phone numbers, enter your external access number, such as 9, and the entire telephone number, including 1 and the area code.

- To use the corporate directory, see the “Using Corporate Directory on Your Phone” section on page 58.
- Your system administrator can add a list of phone book entries or speed-dial entries to your phone by using the 7920 Configuration Utility.

## Entering and Editing Text

You can enter characters, numbers, and special characters for passwords and phone book entries. When you press a numeric key on the keypad, a text bubble shows all the characters that this key controls. Each press moves to another character option.

If you want to...	Then...
Enter characters	Press the numeric key once to enter the first character or twice to enter the second character or three times to enter the third character.
Enter numbers	Press the numeric key four times to enter the number.
Delete the last character	Press <b>Clear</b> once to delete the last character or number in the string.
Delete the entire string	Press and hold <b>Clear</b> to delete the entire text or number string.
Use uppercase characters	Press  to switch between uppercase and lowercase characters. <b>ABC</b> or <b>abc</b> displays on the right corner of the screen to indicate the case.
Enter a space	Press  or  to enter a space between characters.
Enter special characters and symbols	Press  to display the symbol screen shown below. Use  ,  ,  , or  to select the desired symbol. Press <b>Use</b> to insert the symbol into your text.
Cancel editing mode	Press <b>Back</b> as needed to return to the menu option or main screen.



# 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 hotkeys
- Speed Dialing and Abbreviated Dialing
- Fast Dials




**Note**

- To set up speed-dial hotkeys on your phone, see the Configuring Speed-Dial Hot Keys, page 47.
- To set up speed-dial features, you must access your User Options web pages. See the “Setting Up Speed Dials on the Web” section on page 65.
- To set up Fast Dials, you must have access to the Personal Directory feature. See the “Configuring Fast Dials on the Web” section on page 64.
- Alternately, your system administrator can configure speed-dial features for you.

## Configuring Speed-Dial Hot Keys

On the Cisco Unified Wireless IP Phone 7920 keypad, the numeric keys (2-9) are hot keys that access speed-dial numbers. You can assign phone numbers to eight speed-dial hot keys. The number 1 key is reserved for accessing the voice messaging system.

If you want to...	Then...
Access the Speed Dial menu	<ol style="list-style-type: none"><li>1. Choose <b>Menu &gt; Directory &gt; Phone Book</b>.</li><li>2. Scroll to and select <b>Speed Dial</b>. The list of speed-dial hot keys display. Speed Dial hot keys with ✓s have assigned phone numbers.</li></ol>
View the phone number assigned to the speed-dial hot key	<ol style="list-style-type: none"><li>1. Choose <b>Menu &gt; Directory &gt; Phone Book &gt;Speed Dial</b></li><li>2. Scroll to the desired Speed Dial &lt;number&gt; and press <b>Detail</b>.</li></ol>
Assign a phone number to a speed-dial hot key	<ol style="list-style-type: none"><li>1. Choose <b>Menu &gt; Directory &gt; Phone Book &gt;Speed Dial</b></li><li>2. Scroll to an available speed-dial hot key and press <b>Detail</b>.</li><li>3. Press <b>Edit</b> to enter the information. See the “Entering and Editing Text” section on page 46.</li><li>4. Press <b>OK</b> to save the speed-dial number.</li></ol>



If you want to...	Then...
Change the phone number on a speed-dial hot key	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Directory &gt; Phone Book &gt;Speed Dial</b></li> <li>2. Scroll to a configured speed-dial number and press <b>Detail</b>.</li> <li>3. Press <b>Edit</b> to change or clear an existing phone number.</li> <li>4. To confirm the change, press <b>OK</b>, then <b>Back</b> to exit the menu.</li> </ol>
Speed dial a phone number using a speed-dial hot key	Press and hold any  (keys 2-9) for the speed-dial hot key that you want to use. The phone displays and dials the number stored for that hot key.

## Tip

You must enter the external phone number exactly as you would dial it, including a pre-fix, such as 9, and the area code, if required.

# Using Speed Dial and Fast Dial

To set up speed-dial features, you must access your User Options web pages. See the “Accessing Your User Options Web Pages” section on page 62.

If you want to...	Then...
Use speed-dial numbers	<ol style="list-style-type: none"> <li>1. Set up speed-dial numbers from your User Options web pages.</li> <li>2. To place a call, scroll to a speed-dial name on your screen.</li> <li>3. Press .</li> </ol>
Use Abbreviated Dial	<ol style="list-style-type: none"> <li>1. Set up Abbreviated Dialing codes from your User Options web pages.</li> <li>2. To place a call, enter the Abbreviated Dialing code and press <b>AbbrDial</b>.</li> </ol>
Use Fast Dial	<ol style="list-style-type: none"> <li>1. Subscribe to the Fast Dial service and set up Fast Dial codes from your User Options web pages. See the “Configuring Fast Dials on the Web” section on page 64.</li> <li>2. To place a call, choose <b>Menu &gt; Services &gt; Fast Dial service</b> on your phone (exact name might vary).</li> <li>3. Highlight a listing and press .</li> </ol>

## Tip

Your screen displays the first few names for speed-dial numbers set up on the User Options web page.



# Using Phone Profiles

Profiles simplify making changes to settings on your Cisco Unified Wireless IP Phone 7920. See these sections for information about Cisco Unified Wireless IP Phone profiles:

- Choosing a User Profile, page 49
- Choosing a Network Profile, page 51

When you access the Profiles menu, you might see “Not Available” on the screen depending on how the system administrator configured your phone.

## Choosing a User Profile


Predefined user profiles allow you to quickly change rings and tones on your phone. You can choose between the following profiles for different work environments.


- Normal
- Silent
- Meeting
- Outdoors

The user profile types have these default settings:

Profile Types	Speaker Volume	Ring Volume	Incoming Call Alert	Vibrating Call Alert	Keypad Tones	Warning Style
Normal	3	4	On	Off	Off	Tone
Silent	3	0	Off	Off	Off	Off
Meeting	3	1	On	Off	Off	Off
Outdoors	5	6	On	On	On	Tone





You can choose a profile from the Profiles menu and use the default settings.

If you want to...	Then...
View the active User Profile	<div>1. Choose <b>Menu &gt; Profiles</b>.</div> <div>2. Scroll to <b>User Profiles</b> and press <b>Select</b>.</div> <div>The activated profile has a  next to it.</div>

If you want to...	Then...
Choose a different profile	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Profiles</b>.</li> <li>2. Scroll to <b>User Profiles</b> and press <b>Select</b>.</li> <li>3. Scroll to a different profile and press <b>Select</b> to use the settings for that profile.</li> <li>4. Select <b>Activate</b> to change the profile. The  appears next to the new profile.</li> <li>5. Press <b>Back</b> to return to the menu.</li> </ol>

## Changing User Profile Settings

You can change these user profile settings for the active profile. After making changes, you must activate the new profile. See the “Choose a different profile” section on page 50.

If you want to...	Then...
Change the speaker volume	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Profiles &gt; User Profile</b>, then select the active profile.</li> <li>2. Scroll to <b>Speaker Volume</b> and select it.</li> <li>3. Press  to increase the volume or  to decrease the volume.</li> <li>4. Press <b>Back</b> to make the change.</li> </ol>
Change the ring volume	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Profiles &gt; User Profile</b>, then select the active profile.</li> <li>2. Scroll to and select <b>Ring Volume</b>.</li> <li>3. Press  to increase the volume or  to decrease the volume. Press <b>Back</b> to confirm the change.</li> </ol>
Change the incoming call alert	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Profiles &gt; User Profile</b>, then select the active profile.</li> <li>2. Scroll to and select <b>Incoming Call Alert</b>.</li> <li>3. Scroll to and select <b>Off</b> or <b>On</b> to control the incoming call alert function.</li> </ol>
Change the vibrating call alert	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Profiles &gt; User Profile</b>, then select the active profile.</li> <li>2. Scroll to and select <b>Vibration Call Alert</b>.</li> <li>3. Scroll to and select <b>Off</b> or <b>On</b> to control the vibrating call alert function.</li> </ol>
Change the keypad tone	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Profiles &gt; User Profile</b>, then select the active profile.</li> <li>2. Scroll to <b>Keypad Tone</b> and select it.</li> <li>3. Scroll to and select <b>Off</b> or <b>On</b> to control the keypad tone function.</li> </ol>

If you want to...	Then...
Change the warning style	<ol style="list-style-type: none"><li>1. Choose <b>Menu &gt; Profiles &gt; User Profile</b>, then select the active profile.</li><li>2. Scroll to <b>Warning Style</b> and select it.</li><li>3. Scroll to one of the following: Off—Sends no warning messages. Tone—Makes a sound with warning messages. Vibration—Vibrates with warning messages.</li><li>4. Press <b>Select</b> to change the warning style.</li></ol>

**Tips**

- If the phone detects a weak signal or a low battery, it displays warning messages and sends the warning tone or vibration.
- A ✓ displays next to the active profile setting.
- To maintain the speaker volume setting after powering off the phone, change the volume in the active profile.

# Choosing a Network Profile

Network profiles provide predefined settings for access to the wireless local area network (WLAN) and for authentication and encryption in your system. Your system administrator defines network profiles. You might have more than one network profile available to you so you can access WLAN configurations at locations that use different SSIDs or authentication types.

Your Cisco Unified Wireless IP Phone 7920 can have up to four network profiles. You can set your phone to automatically scan the profiles and select the network profile with the correct SSID for a specific WLAN.



<b>Note</b>	Consult with your system administrator if you need to have additional network profiles or change settings in a profile.
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If you want to...	Then...
View the active Network Profile	<ol style="list-style-type: none"><li>1. Choose <b>Menu &gt; Profiles</b>.</li><li>2. Scroll to <b>Network Profile</b> and press <b>Select</b>. The activated profile has a ✓ next to it.</li></ol>

If you want to...	Then...
Automatically connect to the WLAN by scanning all profiles.	<ol style="list-style-type: none"> <li>1. Choose <b>Menu</b> &gt; <b>Profiles</b> &gt; <b>Network Profile</b>.</li> <li>2. Scroll to <b>Auto</b> and press <b>Select</b>.</li> <li>3. Select <b>Activate</b> to change the profile. The ✓ appears next to Auto.</li> <li>4. Press <b>Back</b> to return to the menu.</li> </ol>
Choose a different profile	<ol style="list-style-type: none"> <li>1. Choose <b>Menu</b> &gt; <b>Profiles</b> &gt; <b>Network Profile</b>.</li> <li>2. Scroll to a different profile and press <b>Select</b> to use settings for that profile.</li> <li>3. Select <b>Apply Change</b>. The ✓ appears next to the active profile.</li> </ol>

## Tips

- You can enter or change your EAP username and password by choosing **Network Profiles** > “**your active profile**” > **802.11b Configuration** > **EAP**. See the “Setting Username and Passwords” section on page 17.
- Do not make changes to settings in to your network profiles without consulting your system administrator first.
- Your system administrator has detailed information about the menu options and settings in the Network Profiles menu.

# Using Phone Settings

You can personalize your Cisco Unified Wireless IP Phone by adjusting the ring tone, phone screen, and phone lock settings.

## Customizing Rings

You can customize your phone by adjusting settings such as ring tones and screen messages.

If you want to...	Then...
Change the ring tone per line	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Phone Settings &gt; Ring Tones &gt; Select Ring Tone.</b></li> <li>2. Choose a phone line or the default ring setting.</li> <li>3. Choose a ring tone to play a sample of it.</li> </ol> <p>The chosen ring tone plays and a ✓ appears next to it.</p> <ol style="list-style-type: none"> <li>4. Press <b>Back</b> to return to Phone Settings.</li> </ol> <p><b>Note</b> You can choose among two default ring tones and one user downloaded ring tone.</p>
Download ring tones from Cisco Unified CallManager	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Phone Settings &gt; Ring Tones.</b></li> <li>2. Scroll to and select <b>Download Ring Tone.</b></li> <li>3. Scroll to and select the desired ring tone from list.</li> <li>4. Press ► to see <b>Play</b> and press it to hear the selected ring tone. A ✓ appears next to the downloaded ring tone.</li> <li>5. Press <b>Back</b> to return to Phone Settings.</li> </ol> <p><b>Note</b> The downloaded ring tone appears in the list of ring tones for your phone.</p>
Choose ring for headset	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Phone Settings &gt; Ring Tones.</b></li> <li>2. Scroll to and select <b>Output.</b></li> <li>3. Scroll to and select ring output for speaker or for headset A ✓ appears next to the output selection.</li> <li>4. Press <b>Back</b> to return to Phone Settings.</li> </ol>
Adjust the volume level for the phone ringer	See the “Changing User Profile Settings” section on page 50.

Tips

- 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.
- 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.
- When you access the Phone Settings menu, you might see only Phone Status on the screen depending on how the system administrator configured your phone.

Customizing the Phone Screen

You can adjust the characteristics and messages on your phone screen.

If you want to...	Then...
Change the start-up message on the phone screen	<ol style="list-style-type: none"><li>1. Choose <b>Menu &gt; Phone Settings &gt; Greeting Message</b>.</li><li>2. Press <b>Edit</b>.</li><li>3. Enter a message up to 15 characters in length. See the “Entering and Editing Text” section on page 46.</li><li>4. Press <b>OK</b> to save the change, then <b>Back</b> to return to the Phone Settings.</li></ol>
Change the main phone screen message	<ol style="list-style-type: none"><li>1. Choose <b>Menu &gt; Phone Settings &gt; Welcome Message</b>.</li><li>2. Press <b>Edit</b>.</li><li>3. Enter a message up to 10 characters in length. See the “Entering and Editing Text” section on page 46.</li><li>4. Press <b>OK</b> to save the change, then <b>Back</b> to return to the Phone Settings.</li></ol>
Change the back light for the phone display	<ol style="list-style-type: none"><li>1. Choose <b>Menu &gt; Phone Settings &gt; Backlight</b>.</li><li>2. Scroll to <b>Off</b> or to <b>On</b> and press <b>Select</b>.</li></ol>
Change the font for the phone display	<ol style="list-style-type: none"><li>1. Choose <b>Menu &gt; Phone Settings &gt; Font</b>.</li><li>2. Scroll to <b>XML</b> or to <b>Internal</b> and press <b>Select</b>.</li></ol>
Change the line text label	<ol style="list-style-type: none"><li>1. Log in to your User Options web pages. (See the “Accessing Your User Options Web Pages” section on page 62.</li><li>2. Change your line label settings.</li></ol>
Change the language on your phone screen	<ol style="list-style-type: none"><li>1. Log in to your User Options web pages. (See the “Accessing Your User Options Web Pages” section on page 62.</li><li>2. Change the language setting.</li></ol>

## Changing Phone Lock Settings

You can secure access to your phone by enabling the Phone Lock feature. After powering on the phone, you must enter a password before the phone can authenticate with the wireless network.





If you want to...	Then...
Require the use of a password to unlock the phone when powering it on	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Phone Settings &gt; Phone Lock</b>.</li> <li>2. Scroll to and select <b>On/Off</b>.</li> <li>3. Do one of the following and press then <b>Select</b>: <ul style="list-style-type: none"> <li>• Scroll to <b>Off</b> to disable the phone lock.</li> <li>• <b>On</b> to require a phone lock password.</li> </ul> </li> </ol>
Change the Phone Lock password	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Phone Settings &gt; Phone Lock</b>.</li> <li>2. Scroll to and select <b>Password</b>.</li> <li>3. Press <b>Edit</b> to enter the Phone Lock password (up to 10 numbers including * or #).</li> <li>4. Press <b>OK</b> to confirm the change and <b>Back</b> to return to Phone Settings.</li> </ol> <p><b>Note</b> The default password is set to 12345.</p>

### Tips

- If you enable the Phone Lock feature and have not changed the password, enter **12345** (default password) to unlock the phone.
- If you change the Phone Lock password and forget it, you must contact your system administrator to have the phone unlocked and reset. All your personal settings and your Phone Book entries will be deleted.

# Setting the Keypad to Automatically Lock

You can set your phone to automatically lock the keypad after a time interval.

If you want to...	Then...
Automatically lock the keypad after using the phone	<div><div>1. Choose <b>Menu &gt; Phone Settings &gt; Auto KeyLock.</b></div><div>2. Scroll to and select one of these time intervals:<ul style="list-style-type: none"><li>Auto 15 seconds</li><li>Auto 30 seconds</li><li>Auto 60 seconds</li></ul></div><div><b>Note</b> Under the Auto KeyLock option, the  indicates the selection.</div></div>
Unlock the keypad	<div><div>1. Press and hold the  key. The screen displays “Keylock Off?”</div><div>2. Press <b>OK</b> and the  icon disappears.</div></div>
Turn off the automatic keypad lock	<div><div>1. Choose <b>Menu &gt; Phone Settings &gt; Auto KeyLock.</b></div><div>2. Scroll to and select <b>Off.</b></div><div><b>Note</b> Under the Auto KeyLock option, the  appears next to Off.</div></div>

## Tips

- To keep from pressing keys and redialing calls accidentally, use the auto keylock feature.
- Auto lock is enabled only when the phone is idle and at the main screen.




# Using Call Logs and Directories

This section describes how you can use call logs and directories. Use the Menu to access these features.

## Using Call Logs

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

If you want to...	Then...
View your call logs	<ol style="list-style-type: none"><li>1. Choose <b>Menu &gt; Call History</b>.</li><li>2. Scroll to and select <b>Missed Calls, Received Calls, or Placed Calls</b>.</li><li>3. Scroll to the appropriate number, then press <b>Detail</b> to see information about the call.</li></ol>
Erase your call logs	<ol style="list-style-type: none"><li>1. Press <b>Menu &gt; Call History</b>.</li><li>2. Scroll to and select <b>Erase Call History</b>.</li><li>3. Press <b>OK</b>. Doing so erases all records in all logs. Or press <b>Cancel</b>.</li></ol>
Dial from a call log (while not on another call)	<ol style="list-style-type: none"><li>1. Choose <b>Menu &gt; Call History</b>.</li><li>2. Scroll to and select <b>Missed Calls, Received Calls, or Placed Calls</b>.</li><li>3. Scroll to the number that you want to dial and press <b>Detail</b>.</li><li>4. To edit the displayed number (to add or to remove a prefix), press <b>EditDial</b> followed by ◀ or ▶ to reposition the cursor. Use the keypad to enter digits, or press <b>Clear</b> to delete numbers.</li><li>5. Press  to dial the number.</li></ol>

## Directory Dialing


Depending on configuration, your phone can provide access to a personal phone book, a corporate directory, and personal directory features:

- Phone Book—Personal contacts that you set up on your phone. For more information, see the “Using the Phone Book” section on page 44.
- Corporate Directory—Corporate contacts that you can access on your phone. Corporate Directory is set up and maintained by your system administrator.
- Personal Directory—If available, personal contacts and associated speed-dial codes that you can configure and access from your phone and User Options web pages. Personal Directory is comprised of Personal Address Book (PAB) and Fast Dials.

- PAB is a directory of your personal contacts.
- Fast Dials allows you to assign codes to PAB entries for quick dialing.

## Using Corporate Directory on Your Phone

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

If you want to...	Then...
Dial from a corporate directory (while not on another call)	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Directory &gt; Corporate Directory</b> (name can vary).</li> <li>2. Use your keypad to enter a name.</li> <li>3. Press <b>Submit</b>.</li> <li>4. Scroll to a listing and choose <b>Dial</b> or .</li> </ol>

### Tip

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

## Using Personal Directory on Your Phone

The Personal Directory feature set contains your Personal Address Book (PAB) and Fast Dials. This section describes how to set up and use Personal Directory on your phone. Alternately, see the “Using Personal Directory on the Web” section on page 63.

If you want to...	Then...
Access Personal Directory (for PAB and Fast Dial codes)	<ol style="list-style-type: none"> <li>1. Choose <b>Menu &gt; Services &gt; Personal Directory</b> (exact name can vary).</li> <li>2. Enter your Cisco Unified Call Manager user ID and PIN, then press <b>Submit</b>.</li> </ol>
Search for a PAB entry	<ol style="list-style-type: none"> <li>1. Access Personal Directory, then choose <b>Personal Address Book</b>.</li> <li>2. Enter search criteria and press <b>Submit</b>.</li> <li>3. You can choose <b>Previous</b> or <b>Next</b> to move through listings.</li> <li>4. Highlight the PAB listing that you want and press <b>Select</b>.</li> </ol>

If you want to...	Then...
Dial from PAB entry	<ol style="list-style-type: none"> <li>1. Search for a listing.</li> <li>2. Highlight the listing and press <b>Select</b>.</li> <li>3. Press <b>Dial</b>. (You may need to press ◀ or ▶ t to see <b>Dial</b>.)</li> <li>4. Enter the participant's phone number</li> <li>5. Highlight the number that you want to dial and press <b>OK</b>.</li> <li>6. Press <b>OK</b> again to dial the number.</li> </ol>
Delete a PAB entry	<ol style="list-style-type: none"> <li>1. Search for a listing.</li> <li>2. Highlight the listing and press <b>Select</b>.</li> <li>3. Press <b>Delete</b>.</li> <li>4. Choose <b>OK</b> to confirm the deletion.</li> </ol>
Edit a PAB entry	<ol style="list-style-type: none"> <li>1. Search for a listing.</li> <li>2. Highlight the listing and press <b>Edit</b> to modify a name or mail address.</li> <li>3. If necessary, choose <b>Phones</b> to modify a phone number.</li> <li>4. Press <b>Update</b>.</li> </ol>
Add a new PAB entry	<ol style="list-style-type: none"> <li>1. Access Personal Directory, then choose <b>Personal Address Book</b>.</li> <li>2. Access the Search page by choosing <b>Submit</b>. (you do not need to input search information first.)</li> <li>3. Press <b>New</b>.</li> <li>4. Use your phone keypad to enter a name and email information.</li> <li>5. Choose <b>Phones</b> and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as a 9 or 1.</li> <li>6. Choose <b>Submit</b> to add the entry to the database.</li> </ol>
Assign a Fast Dial code to a PAB entry	<ol style="list-style-type: none"> <li>1. Search for a PAB entry.</li> <li>2. Highlight the listing and press <b>Select</b>.</li> <li>3. Press <b>Fast Dial</b>.</li> <li>4. Highlight the number that you want to dial and press <b>Select</b>.</li> <li>5. Highlight the Fast Dial code that you want to assign to the number and press <b>Select</b>.</li> </ol>

<b>If you want to...</b>	<b>Then...</b>
Add a new Fast Dial code (not using a PAB entry)	<ol style="list-style-type: none"> <li>1. Choose Menu &gt; <b>Services</b> &gt; <b>Personal Directory</b> &gt; <b>Personal Fast Dials</b>.</li> <li>2. Press <b>Fast Dial</b>.</li> <li>3. Highlight a Fast Dial code that is unassigned and press <b>Select</b>.</li> <li>4. Press <b>Assign</b>.</li> <li>5. Enter a phone number.</li> <li>6. Press <b>Update</b>.</li> </ol>
Search for Fast Dial codes	<ol style="list-style-type: none"> <li>1. Choose Menu &gt; <b>Services</b> &gt; <b>Personal Directory</b> &gt; <b>Personal Fast Dials</b>.</li> <li>2. You can choose <b>Previous</b> or <b>Next</b> to move through listings.</li> <li>3. Highlight the listing that you want and press <b>Select</b>.</li> </ol>
Place a call using a Fast Dial code	<ol style="list-style-type: none"> <li>1. Search for a Fast Dial code.</li> <li>2. Highlight the listing you want and press <b>Select</b>.</li> <li>3. Press <b>Dial</b>.</li> <li>4. Choose <b>OK</b> to complete the action.</li> </ol>
Delete a Fast Dial code	<ol style="list-style-type: none"> <li>1. Search for a Fast Dial code.</li> <li>2. Highlight the listing you want and press <b>Select</b>.</li> <li>3. Press <b>Remove</b>.</li> </ol>
Log out of Personal Directory	<ol style="list-style-type: none"> <li>1. Choose Menu &gt; <b>Services</b> &gt; <b>Personal Directory</b> (exact name may vary).</li> <li>2. Choose <b>Logout</b>.</li> </ol>

## Tips

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


# Accessing Voice Messages

When the phone displays, “You have voice mail,” you can access your messages by using the Messages menu or the shortcut key ①.



**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 messaging service.

If you want to...	Then...
Set up and personalize your voice message service	<ol style="list-style-type: none"><li>1. Press <b>Menu &gt; Messages</b>.</li><li>2. Select <b>Voice Mail Box</b> and follow the voice instructions. Your system administrator will provide a default password for your voice messaging service.</li></ol>
See if you have a new voice message	Look at your phone for this indicator: A message waiting icon  and text message on your phone screen.
Listen to your voice messages or access the voice messages menu	<ol style="list-style-type: none"><li>1. Press <b>Menu &gt; Messages</b>.</li><li>2. Select <b>Voice Mail Box</b> and follow the voice instructions.</li><li>3. Enter your password and follow the voice instructions to listen to your messages.</li></ol>
Access your voice messages using the shortcut key	<ol style="list-style-type: none"><li>1. While in standby mode, press and release ①, for immediate access.</li><li>2. Enter your voice messaging password.</li><li>3. Follow the voice instructions to listen to your messages.</li></ol>
Send a call to your voice message system	<p>Press <b>iDivert</b>.</p> <p>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.</p>

# Customizing Your Phone on the Web

Your Cisco Unified Wireless IP Phone 7920 is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to log in to your Cisco Unified CallManager User Options web pages, where you can control features, settings, and services for your Cisco Unified Wireless IP Phone. For example, you can set up speed-dial buttons from your User Options web pages.

## Accessing Your User Options Web Pages

This section describes how to log in and select a phone device.

If you want to...	Then do this...
Log in to your User Options web pages	<ol style="list-style-type: none"><li>1. Obtain a User Options URL, user ID, and default password from your system administrator.</li><li>2. Open a web browser on your computer, enter the URL, and log on.</li><li>3. If prompted to accept security settings, click <b>Yes</b> or <b>Install Certificate</b>. The Cisco Unified CallManager User Options main web page displays. From this page you can choose <b>User Options</b> to access User Settings, Directory features, a Personal Address Book, and Fast Dials. Or, to access phone-specific options, select a device (see below).</li></ol>
Select a device after logging in	<ol style="list-style-type: none"><li>1. After you have logged in to your User Options web pages, choose <b>User Options &gt; Device</b>. The Device Configuration page displays.</li><li>2. If you have multiple devices assigned to you, verify that the appropriate device (phone model or Extension Mobility profile) is selected. If necessary, choose another device from the Name drop-down menu. From the Device Configuration page, you can access all of the various configuration options available for your phone (other pages might not provide access to all options).<ul style="list-style-type: none"><li>– Choose <b>User Options</b> to access User Settings, Directory, Personal Address Book, and Fast Dials.</li><li>– Choose toolbar buttons to access phone-specific options, such as line settings, phone service settings, and speed dials.</li></ul>To return to the Device Configuration page from another page, choose <b>User Options &gt; Device</b>.</li></ol>

# Configuring Features and Services on the Web

The topics in this section describe how to configure features and services from your User Options web pages after logging in. See the “Accessing Your User Options Web Pages” section on page 62.

## Using Personal Directory on the Web

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

- A Personal Address Book (PAB)
- Fast Dials
- The Address Book Synchronization Tool (TABSynch)



**Note** You can also access PAB and Fast Dials from your phone. See the “Using Personal Directory on Your Phone” section on page 58.

## Using Your Personal Address Book on the Web

This section describes how to use your PAB from your User Options web pages.

If you want to...	Then do this after you log in...
Add a new PAB entry	<ol style="list-style-type: none"><li>1. Choose <b>User Options &gt; Personal Address Book</b>.</li><li>2. Click <b>New</b>.</li><li>3. Enter information for the entry.</li><li>4. Click <b>Save</b>.</li></ol>
Search for a PAB entry	<ol style="list-style-type: none"><li>1. Choose <b>User Options &gt; Personal Address Book</b>.</li><li>2. Specify search information and click <b>Find</b>.</li></ol>
Edit a PAB entry	<ol style="list-style-type: none"><li>1. Search for a PAB entry.</li><li>2. Click a name or nickname.</li><li>3. Edit the entry as needed and click <b>Save</b>.</li></ol>
Delete a PAB entry	<ol style="list-style-type: none"><li>1. Search for a PAB entry.</li><li>2. Select one or more entries.</li><li>3. Click <b>Delete Selected</b>.</li></ol>

## Configuring Fast Dials on the Web

This section describes how to assign Fast Dials from your User Options web pages.

If you want to...	Then do this after you log in...
Assign a Fast Dial code to a PAB entry	<ol style="list-style-type: none"><li>1. Create a PAB entry. See the “Using Your Personal Address Book on the Web” section on page 63.</li><li>2. Choose <b>User Options &gt; Fast Dials</b>.</li><li>3. Click <b>Add New</b>.</li><li>4. Change the Fast Dial code, if desired.</li><li>5. Use the Search Options area to find the appropriate PAB entry.</li><li>6. Click a phone number in the Search Results area.</li><li>7. Click <b>Save</b>.</li></ol>
Assign a Fast Dial code to a phone number (without using a PAB entry)	<ol style="list-style-type: none"><li>1. Choose <b>User Options &gt; Fast Dials</b>.</li><li>2. Click <b>Add New</b>.</li><li>3. Change the Fast Dial code, if desired.</li><li>4. Enter a phone number.</li><li>5. Click <b>Save</b>.</li></ol>
Search for a Fast Dial entry	<ol style="list-style-type: none"><li>1. Choose <b>User Options &gt; Fast Dials</b>.</li><li>2. Specify search information and click <b>Find</b>.</li></ol>
Edit a Fast Dial phone number	<ol style="list-style-type: none"><li>1. Choose <b>User Options &gt; Fast Dials</b>.</li><li>2. Search for the Fast Dial entry that you want to edit.</li><li>3. Click on a component of the entry.</li><li>4. Change the phone number.</li><li>5. Click <b>Save</b>.</li></ol>
Delete a Fast Dial entry	<ol style="list-style-type: none"><li>1. Search for a Fast Dial.</li><li>2. Select one or more entries.</li><li>3. Click <b>Delete Selected</b>.</li></ol>

### Tips

- You can create up to 500 Fast Dial and PAB entries.
- You can create a new Fast Dial entry without using a PAB entry. Such Fast Dial entries are labeled “raw” in the User Options web pages and do not display a configurable text label.



## Using the Address Book Synchronization Tool

You can use The Address Book Synchronization tool (TABSynch) to synchronize your existing Microsoft Windows Address Book (if applicable) with your PAB. Entries from your Microsoft Windows Address Book will then be accessible on your Cisco Unified Wireless IP Phone and User Options web pages. Your system administrator can give you access to TABSynch and provide detailed instructions.

## Setting Up Speed Dials on the Web

Depending on configuration, your phone can support several speed-dial features:

- Speed-dial Numbers
- Abbreviated Dialing
- Fast Dials



**Note** For help using speed-dial features, see the “Speed Dialing” section on page 47.

If you want to...	Then do this after you log in...
Set up speed-dial numbers	<ol style="list-style-type: none"><li>1. Select a device.</li><li>2. Click <b>Speed Dials</b>.</li><li>3. Enter a number and label for a speed-dial number that displays on your phone screen.</li><li>4. Click <b>Save</b>.</li></ol> <p><b>Note</b> Your phone uses the ASCII Label field if the phone does not support double-byte character sets.</p>
Set up Abbreviated Dialing	<ol style="list-style-type: none"><li>1. Select a device.</li><li>2. Click <b>Speed Dials</b>.</li><li>3. Enter a number and label for an Abbreviated Dialing code.</li><li>4. Click <b>Save</b>.</li></ol>
Set up Fast Dials	See the “Configuring Fast Dials on the Web” section on page 64. You can also set up Fast Dials on your phone. See the “Using Personal Directory on Your Phone” section on page 58.

### Tip

You can have up to six numbers appear on your phone screen (a combination of line and speed dial numbers). Alternately, use Abbreviated Dial or Fast Dial.

# Setting Up Phone Services on the Web

Phone services can include special phone features, network data, and web-based information (such as stock quotes and movie listings). You must first subscribe to a phone service before accessing it on your phone.

If you want to...	Then do this after you log in...
Subscribe to a service	<ol style="list-style-type: none"><li>1. Select a device.</li><li>2. Click <b>Phone Services</b>.</li><li>3. Click <b>Add New</b>.</li><li>4. Choose a service from the drop-down list and click <b>Next</b>.</li><li>5. Change the service label and/or enter additional service information, if available (optional).</li><li>6. Click <b>Save</b>.</li></ol>
Search for services	<ol style="list-style-type: none"><li>1. Select a device.</li><li>2. Click <b>Phone Services</b>.</li><li>3. Click <b>Find</b>.</li></ol>
Change or end services	<ol style="list-style-type: none"><li>1. Search for services.</li><li>2. Select one or more entries.</li><li>3. Click <b>Delete Selected</b>.</li></ol>
Change a service name	<ol style="list-style-type: none"><li>1. Search for services.</li><li>2. Click on the service name.</li><li>3. Change the information and click <b>Save</b>.</li></ol>
Add a service to an available screen slot	<ol style="list-style-type: none"><li>1. Select a device.</li><li>2. Click <b>Service URL</b>.</li></ol> <p><b>Note</b> If you do not see this option, ask your system administrator to configure a service URL button for your phone.</p> <ol style="list-style-type: none"><li>3. Choose a service from the Button Service drop-down list.</li><li>4. If you want to rename the service, edit the label fields.</li></ol> <p><b>Note</b> Your phone uses the ASCII Label field if the phone does not support double-byte character sets.</p> <ol style="list-style-type: none"><li>5. Click <b>Save</b>.</li><li>6. Click <b>Reset</b> to reset your phone (necessary to see the new label on your phone).</li></ol>
Access a service on your phone	Choose <b>Menu &gt; Services &gt; (Service Name)</b> .

# Controlling User Settings on the Web

User settings include your password, PIN, and language (locale) settings.


If you want to...	Then do this after you log in...
Change your password	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; User Settings</b>.</li> <li>2. In the Browser Password area, enter information.</li> <li>3. Click <b>Save</b>.</li> </ol>
Change your PIN	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; User Settings</b>.</li> <li>2. In the Phone PIN area, enter information.</li> <li>3. Click <b>Save</b>.</li> </ol>
Change the language (locale) for your User Options web pages	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; User Settings</b>.</li> <li>2. In the User Locale area, choose an item from the Locale drop-down list.</li> <li>3. Click <b>Save</b>.</li> </ol>
Change the language (locale) for your phone screen	<ol style="list-style-type: none"> <li>1. Go to the Device Configuration page by choosing <b>User Options &gt; Device</b>.</li> <li>2. Choose an item from the User Locale drop-down list.</li> <li>3. Click <b>Save</b>.</li> </ol>

## Tip

Your PIN and password allow you to access different features and services. For example, use your PIN to log in to Cisco Extension Mobility or Personal Directory on your phone. Use your password to log in to your User Options web pages and Cisco WebDialer on your personal computer. For more information, ask your system administrator.

# Controlling Line Settings on the Web

Line settings affect a specific phone line (directory number) on your phone. Line settings can include call-forwarding and line labels.

**Note**

- You can set up call forwarding (for your primary phone line) directly on your phone. See the “Forwarding All Calls to Another Number” section on page 33.
- To learn about phone settings that you can access directly on your phone, see the “Using Phone Settings” section on page 53.

If you want to...	Then do this after you log in...
Set up call forwarding per line	<div><div>1. Select a device.</div><div>2. Click <b>Line Settings</b>.</div><div>3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one.</div><div>4. In the Incoming Call Forwarding area, choose call forwarding settings for various conditions.</div><div>5. Click <b>Save</b>.</div></div>
Change or create a line text label that appears on your phone screen	<div><div>1. Select a device.</div><div>2. Click <b>Line Settings</b>.</div><div>3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one.</div><div>4. In the Line Text Label area, enter a text label.</div><div>5. Click <b>Save</b>.</div><div><b>Note</b> Your phone uses the ASCII Label field if the phone does not support double-byte character sets.</div></div>

# Using Cisco WebDialer

Cisco WebDialer allows you to make calls on your Cisco Unified Wireless IP Phone to directory contacts by clicking items in a web browser. Your system administrator must configure this feature for you.

If you want to...	Then...
Use WebDialer with your User Options directory	<ol style="list-style-type: none"><li>1. Log into your User Options web pages. See the “Accessing Your User Options Web Pages” section on page 62.</li><li>2. Choose <b>User Options &gt; Directory</b> and search for a coworker.</li><li>3. Click the number that you want to dial.</li><li>4. If this is your first time using WebDialer, set up preferences and click <b>Submit</b>. (See the last row in this table for details.)</li><li>5. If the Make Call page appears, click <b>Dial</b>. (See the last row in this table to learn how to suppress this page in the future, if desired.) The call is now placed on your phone.</li><li>6. To end a call, click <b>Hangup</b> or hang up from your phone.</li></ol>
Use WebDialer with another online corporate directory (not your User Options directory)	<ol style="list-style-type: none"><li>1. Log into a WebDialer-enabled corporate directory and search for coworkers.</li><li>2. Click the number that you want to dial.</li><li>3. When prompted, enter your user ID and password.</li><li>4. If this is your first time using WebDialer, set up preferences and click <b>Submit</b>. (See the last row in this table for details.)</li><li>5. If the Make Call page appears, click <b>Dial</b>. (See the last row in this table to learn how to suppress this page in the future, if desired.) The call is now placed on your phone.</li><li>6. To end a call, click <b>Hangup</b> or hang up from your phone.</li></ol>

If you want to...	Then...
Log out of WebDialer	Click the logout icon in the Make Call or Hang Up page.
Set up, view, or change WebDialer preferences	<p data-bbox="340 228 663 261">Access the Preferences page.</p> <p data-bbox="340 269 1217 334">The Preferences page appears the first time that you use WebDialer (after you click the number that you want to dial).</p> <p data-bbox="340 342 1217 407">To return to Preferences in the future, click the preferences icon from the Make Call or Hang Up page.</p> <p data-bbox="340 415 946 448">The Preferences page contains the following options:</p> <ul data-bbox="353 456 1217 912" style="list-style-type: none"> <li data-bbox="353 456 1139 521">• Preferred language—Determines the language used for WebDialer settings and prompts.</li> <li data-bbox="353 529 1217 716">• Use permanent device—Identifies the Cisco Unified Wireless IP Phone and directory number (line) that you will use to place WebDialer calls. If you have one phone with a single line, the appropriate phone and line are automatically selected. Otherwise, choose a phone and/or line. Phones are specified by host name. (To display the host name on your phone, choose <b>Menu &gt; Network Configuration &gt; Host Name.</b>)</li> <li data-bbox="353 724 1201 813">• Use Extension Mobility—If selected, prompts WebDialer to use the Cisco Unified Wireless IP Phone that is associated with your Extension Mobility profile (if available).</li> <li data-bbox="353 821 1217 912">• Do not display call confirmation—If selected, prompts WebDialer to suppress the Make Call page. This page appears by default after you click a phone number in a WebDialer-enabled online directory.</li> </ul>

# Understanding Additional Configuration Options

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


**Note**

You can locate User Guides and other documents listed in this table from the following URL:  
[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_ipphon/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm)

If you...	Then...	For more information...
Need to handle more calls on your phone line	Ask your system administrator to configure your line to support more calls.	Talk to your system administrator or phone support team.
Need more than one phone line	Ask your system administrator to configure one or more additional directory numbers for you.	Talk to your system administrator or phone support team.
Need different softkeys, such as Mute or iDivert to display when phone is ringing or in use.	Ask your system administrator to configure a new softkey template and assign it to your phone.	Talk to your system administrator or phone support team.
Need more speed dial numbers	First make sure that you are using all of your currently available speed dial numbers.  If you need additional speed dial numbers, try using Abbreviated Dialing or subscribing to the Fast Dial service.	See the: <ul style="list-style-type: none"> <li>• “Speed Dialing” section on page 47</li> <li>• “User settings include your password, PIN, and language (locale) settings.” section on page 67</li> </ul>
Want to use one directory number for several phones	Request a shared line. This allows you to use one number for your desk phone and Cisco Unified Wireless IP Phone, for example.	See the “Using a Shared Line” section on page 38.

If you...	Then...	For more information...
Share phones or office space with co-workers	Consider using: <ul style="list-style-type: none"> <li>• Call Park to store and retrieve calls without using the transfer feature.</li> <li>• Call Pickup to answer calls ringing on another phone.</li> <li>• A shared line to view or join co-workers' calls.</li> <li>• Cisco Extension Mobility to apply your phone number and user profile to a shared phone</li> </ul>	Ask your system administrator about these features and see the: <ul style="list-style-type: none"> <li>• “Storing and Retrieving Parked Calls” section on page 40</li> <li>• “Using a Shared Line” section on page 38</li> <li>• “Using Cisco Extension Mobility” section on page 42.</li> </ul>
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 “Answering a Call” section on page 29.
Want to temporarily apply your phone number and settings to a shared Cisco Unified IP Phone	Ask your system administrator about the Cisco Extension Mobility service.	See the “Using Cisco Extension Mobility” section on page 42.



# Troubleshooting Your Phone

This section provides troubleshooting information for your Cisco Unified Wireless IP Phone.

## General Troubleshooting

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

Symptom	Explanation
You cannot complete a call	One or more of the following factors might apply: <ul style="list-style-type: none"> <li>You must log into the Extension Mobility service.</li> <li>You must enter a client matter code or forced authorization code after dialing a number.</li> <li>Your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.</li> </ul>
The Settings menu is unresponsive	Your system administrator might have disabled Settings on your phone.
The softkey that you want to use does not appear	One or more of the following factors might apply: <ul style="list-style-type: none"> <li>You must press ◀ or ▶ to reveal to additional softkeys.</li> <li>You must change the line state (for example, place a call or have a connected call).</li> <li>Your phone is not configured to support the feature associated with that softkey.</li> </ul>
<b>Join</b> fails	<b>Join</b> requires multiple selected calls. Be sure that you have selected at least one call in addition to the active call, which is selected automatically. <b>Join</b> also requires the selected calls to be on the same line. If necessary, transfer calls to one line before joining them.
<b>Barge</b> 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 <b>Barge</b>	You will be disconnected from a call that you have joined using <b>Barge</b> if the call is put on hold, transferred, or turned into a conference call.
Cisco <b>CallBack</b> fails	The other party might have call forwarding enabled.

# Viewing Phone Administration Data

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

If you are asked to...	Then...
Access network configuration data	Choose Menu > <b>Network Configuration</b> and select the network configuration item that you want to view.
Access status data	Choose Menu > <b>Phone Settings</b> > <b>Phone Status</b> and select the status item that you want to view.
Access wireless network information	Choose Menu > <b>Network Configuration</b> > <b>802.11b Configuration</b> and select the wireless network information that you want to view.
Access phone call and voice quality information	Choose Menu > <b>Phone Settings</b> > <b>Phone Status</b> > <b>Call Statistics</b> .

# 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 the current call
- Select a general problem from a list of categories and choose reason codes



# Cisco One-Year Limited Hardware Warranty Terms

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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:  
[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/cetrans.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/cetrans.htm)  
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 78-5235-03B0 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).



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**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>

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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:

[http://www.cisco.com/public/Support\\_root.shtml](http://www.cisco.com/public/Support_root.shtml).

**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.

Company product purchased from	
Company telephone number	
Product model number	
Product serial number	
Maintenance contract number	





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OL-9474-01