Cisco Unified Wireless IP Phone 7925G, 7925G-EX, and 7926G User Guide

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Overview

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 capabilities, or refer to the table below for pointers to commonly used sections.

If you want to...	Then...
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Use the Cisco Unified Wireless IP Phone 7925G Desktop Charger	See Cisco Unified Wireless IP Phone 7925G Desktop Charger, on page 115.

Additional Information

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

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

You can access the Cisco website at this URL:

http://www.cisco.com/

You can access international Cisco websites from this URL:

http://www.cisco.com/public/countries_languages.shtml

You can access the most current licensing information at this URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/all_models/openssl_license/7900_ssllic.html

Safety and Performance Information

Read the following safety notices before installing or using your wireless IP phone.

Warning | Important safety instructions

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

Warning | Save these instructions

Note | To see translations of the warnings that appear in this publication, refer to the statement number in the *Regulatory Compliance and Safety Information for the Cisco Unified Wireless IP Phone 7920 Series and Peripheral Devices* document that accompanied this product. You can also find the document at the following URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/prod_installation_guides_list.html

Warning | Read the installation instructions before connecting the system to the power source. Statement 1004

Warning | Voice over IP (VoIP) service and the emergency calling service do not function if power fails or is disrupted. After power is restored, you might have to reset or reconfigure equipment to regain access to VoIP and the emergency calling service. In the USA, this emergency number is 911. You need to be aware of the emergency number in your country. Statement 361

Warning | The plug-socket combination on the battery charger must be accessible at all times because it serves as the main disconnecting device. Statement 1019

Warning | 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. Statement 1045

Warning | Do not use the Cisco Unified Wireless IP Phone 7925G and 7926G 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 area.

Warning | Do not charge the battery of Cisco Unified Wireless IP Phone 7925G, 7925G-EX, and 7926G in a potentially explosive environment.

⚠️

Warning   Use CSA or ATEX qualified accessories with the Cisco Unified Wireless IP Phone 7925G-EX in a potentially explosive environment.

⚠️

Warning   Telephone receivers produce a magnetic field that can attract small magnetic objects such as pins and staples. To avoid the possibility of injury, do not place the handset near such objects.

Battery Safety Notices

These battery safety notices apply to the batteries that are approved by the Cisco Unified Wireless IP Phone 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. Statement 1015

⚠️

Warning   Ultimate disposal of this product should be handled according to all national laws and regulations. Statement 1040

⚠️

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

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

Standard battery

CP-BATT-7925G-STD

Extended use battery

CP-BATT-7925G-EXT

Use only the Cisco power supply that is compatible with your phone. To order your power supply, contact your local dealer and refer to the list of Cisco part numbers.

Australia

CP-PWR-7925G-AU=

Central Europe

CP-PWR-7925G-CE=

China

CP-PWR-7925G-CN=

Japan

CP-PWR-7925G-JP=

North America

CP-PWR-7925G-NA=

United Kingdom

CP-PWR-7925G-UK=

Note The battery and power supply are not provided with your phone. To order the battery and power supply, contact your local dealer.

Power Outage

The ability to access emergency service through the phone depends 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.

Regulatory Domains

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

Health-Care Environments

This product is not a medical device and uses an unlicensed frequency band that is susceptible to interference from other devices or equipment.

External Devices Usage

The following information applies when you use external devices with the Cisco Unified Wireless 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   In European Union countries, use only external headsets that are fully compliant with the EMC Directive [89/336/EC].

Cisco product security overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors, and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at http://www.access.gpo.gov/bis/ear/ear_data.html.

Accessibility Features

A list of accessibility features is available upon request. You can find more information about Cisco accessibility features at this URL:

www.cisco.com/go/accessibility

Features of Your Cisco Unified Wireless IP Phone

This chapter describes the features of the Cisco Unified Wireless IP Phone 7925G, 7925G-EX, and 7926G.

Cisco Unified Wireless IP Phone 7925G and 7926G

The Cisco Unified Wireless IP Phone 7925G and 7926G are 802.11 dual-band wireless devices that provide comprehensive voice communications in conjunction with Cisco Unified Communications Manager and with Cisco Aironet 802.11b/g and Cisco Aironet 802.11a access points (APs) in a private business communications network.

The phone is a qualified Bluetooth wireless device (Qualified Device ID [QDID] B014396). The phone 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.

The following figure shows the Cisco Unified Wireless IP Phone 7925G. The Cisco Unified Wireless IP Phone 7926G looks similar.

This phone model, like other network devices, must be configured and managed. This phone encodes G.711a, G.711u, G.729a, G.729ab, and G.722/iLBC codecs, and decodes G.711a, G711b, G.711u, G.729, G729a, G729b, and G729ab codecs. The phone also supports uncompressed wideband (16 bits, 16 kHz) audio.

The Cisco Unified Wireless IP Phone 7925G and 7926G is hearing aid compatible (HAC) but do not have any TTY features. They have a centered "dot" or "nib" on the 5 key that is a tactile identifier.

The physical characteristics include:

- Resistance to damage from dropping the phone
- Tolerance of antibacterial and alcohol-based wipes
- Latex- and lead-free
- Resistance against liquid splashes
- Dust resistance
- Shockproof and vibration-proof
- USB 1.1 interface

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:

- Use of Bluetooth wireless headsets, including certain hands-free call features
- Wireless access to your phone number and the corporate directory
- A local phone book that can store up to 200 contacts and speed-dial hot keys that can be assigned to phone book contacts
- Access to network data, XML applications, and web-based services
- Online customizing of phone features and services from your User Options web pages

• An online help system that displays information on the phone screen

The Cisco Unified Wireless IP Phone 7926G contains a bar code scanner.

Cisco Unified Wireless IP Phone 7925G-EX

Your Cisco Unified Wireless IP Phone 7925G-EX is an Atmospheres Explosibles (ATEX) Zone 2/Class 22 and Canadian Standards Association (CSA) Division 2/Class 1 certified full-feature telephone. The phone is certified for use in potentially explosive environments in the gas, oil, and chemical production fields as well as dust-filled environments. The phone has Ingress Protection 64 (IP 64) level protection, indicating dust-tight equipment that is protected against splashing water. The phone has an industry-standard yellow styling that offers fast recognition in emergency situations.

The phone is a qualified Bluetooth wireless device (Qualified Device ID [QDID] B014396). The phone 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.

The following figure shows the Cisco Unified Wireless IP Phone 7925G-EX.

This phone model, like other network devices, must be configured and managed. This phone encodes G.711a, G.711u, G.729a, G.729ab, and G.722/iLBC codecs, and decodes G.711a, G711b, G.711u, G.729, G729a, G729b, and G729ab codecs. The phone also supports uncompressed wideband (16 bits, 16 kHz) audio.

The Cisco Unified Wireless IP Phone 7925G-EX is hearing aid compatible (HAC) but does not have any TTY features. It also has a centered "dot" or "nib" on the 5 key that is a tactile identifier.

The physical characteristics include:

• Atmospheres Explosibles (ATEX) Zone 2/Class 22 certification prevents ignition of surrounding gas vapors by the phone.

- Canadian Standards Association (CSA) Division 2/Class 1 certification provides access to mobile collaborative communications.

- Industry-standard yellow styling offers fast recognition in emergency situations.

- Ingress Protection 64 (IP 64) level protection, indicating dust-tight equipment which is protected against splashing water.

- The large 2-inch color (176 x 220 pixels) display makes viewing easy.

- Resistance to damage from dropping the phone.

- Tolerance of antibacterial and alcohol-based wipes.

- Latex- and lead-free.

- Shockproof and vibration-proof.

- USB 1.1 interface.

Note ATEX Zone 2 certification: Zone 2 is defined as an area in which an explosive gas atmosphere is not likely to occur in normal operation and if it does occur, is likely to do so only infrequently and will exist for a short period only (for example, less than 10 hours per year).

Note CSA Class 1 Division II certification: Class 1 is a location where a quantity of flammable gas or vapor sufficient to produce an explosive or ignitable mixture may be present in the air. Division II is a location where a classified hazard does not normally exist but is possible under abnormal conditions.

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:

- Use of Bluetooth wireless headsets, including certain hands-free call features

- Wireless access to your phone number and the corporate directory

- A local phone book that can store up to 200 contacts and speed-dial hot keys that can be assigned to phone book contacts

- Access to network data, XML applications, and web-based services

- Online customizing of phone features and services from your User Options web pages

Potentially Explosive Environments

Your Cisco Unified Wireless IP Phone 7925G-EX is ATEX Zone 2 and CSA Class 1 Division II certified equipment. This means the phone can be operated in an area in which an explosive gas atmosphere is not likely to occur in normal operation and if it does occur, is likely to do so only infrequently and will exist for a short period only (for example, less than 10 hours per year). The phone can also be operated in a location where a quantity of flammable gas or vapor sufficient to produce an explosive or ignitable mixture may be

present in the air and where a classified hazard does not normally exist but is possible under abnormal conditions.

Buttons and Hardware

The following figure shows the Cisco Unified Wireless IP Phone 7926G. The Cisco Unified Wireless IP Phone 7925G and 7925G-EX are similar in appearance to the Cisco Unified Wireless IP Phone 7926G. The following table describes the functions of the keys on the phones.

1	Indicator light (LED)	Provides these indications:
		• Solid red: Phone is connected to AC power source and battery is charging.
		• Solid green: Phone is connected to AC power source and battery is fully charged.
		• Fast blinking red: There is an incoming call. Phone can be charging or fully charged.
		• Slow blinking red: There is a voice message. When phone is connected to AC power source, the red light displays longer than when using only the battery.
		• Slow blinking green (every 2 seconds): Phone is using only battery power. Phone is registered with the wireless network and is within service coverage area.

2	Headset port with cover	Port for plugging in a headset or ear bud has a protective cover.
3	Speaker button	Toggles the speaker mode on or off for the phone.
4	Right softkey button	Activates the Options menu for access to the list of softkeys. Sometimes displays a softkey label.
5	Navigation button	Accesses these menus and lists from the main screen: ▲ Directory ► Line View ▼ Settings ◄ Services Allows you to scroll up and down menus to highlight options and to move left and right through phone numbers and text entries.
6	Select button	Activates the Help menu from the main screen. Allows you to select a menu item, a softkey, a call, or an action.
7	Power/End button (red)	Turns the phone on or off, ends a connected call, or silences the ring during an incoming call. When you use menus, acts as a shortcut to return to the main screen.
8	Pound (#) key	Allows you to lock the keypad. Allows you to enter these special characters when you are entering text: # ? ( ) [ ] { }
9	Zero (0) key	Enters "0" when you dial a number. Allows you to enter a space or these special characters when you are entering text: , . ' " | _ ~ '
10	Asterisk (*) key	Toggles between ring and vibrate mode. Allows you to enter these special characters when you are entering text: * + - / = \ : ;
11	Keypad	Allows you to dial numbers, enter letters, and choose menu items by number.

12	One (1) key	Enters "1" when you dial a number. Allows you to access voice mail.
		Allows you to enter these special characters when you are entering text: **! @ < > $ % ^ &**
13	Answer/Send button (green)	Allows you to answer a ringing call or, after dialing a number, to place the call.
14	Left softkey button	Activates the softkey option displayed on the screen.
		When you set it up, allows you to directly access your messages or open the Phone Book when the phone is idle.
15	Mute button	Toggles the mute feature on or off.
16	Volume button	When the phone is idle, allows you to control the ring volume, turn on the vibrate option, or turn off the ring.
		When an incoming call is ringing, allows you to press this button once to silence the ring for the call.
		During a call, allows you to control the speaker volume for the handset, headset, and speaker mode.
		When the phone is docked in the desktop charger, the volume button on the phone controls the volume of the charger speaker.
17	Application button	Use with XML applications, such as Push to Talk or other services.
18	Bar code scanner	Use with Java MIDlet applications to allow you to scan bar codes.
		Note Available only on the Cisco Unified Wireless IP Phone 7926G.

Phone Screen Features

Because the Cisco Unified Wireless IP Phone has only two softkey buttons, the Options softkey displays the list of available feature options for the phone. The features in the Options list change depending on whether the phone is idle or in an active call. This is what your main screen looks like with the Options list open:

1	Phone Status line	Displays the following icons (if active) and your directory number:
		Battery icon: Indicates the level of charge in battery
		Battery removal icon: Indicates the battery is removed or is not recognized
		Signal icon: Indicates the degree of signal strength
		Dock icon: Indicates that the phone is docked in the Cisco Unified Wireless IP Phone 7925G Desktop Charger.
		Key Lock icon: Indicates the keypad is locked
		Speaker icon: Indicates speaker mode is active
		Mute icon: Indicates mute is active
		Headset icon: Indicates headset is active
		Ringer Off icon: Indicates the phone alert is silent
		Vibrate icon: Indicates the phone alert is vibrate only

		Vibrate and Ring icon: Indicates the phone alert is vibrate and ring
		Voice Message icon: Indicates you have a voice message
		Application icon: Indicates the application (such as Push to Talk) is active
		Bluetooth icon: Indicates the Bluetooth setting is enabled
		Bluetooth icon: Indicates a Bluetooth device is connected
	`10140`	Primary Phone line: Displays the phone number (directory number) for your primary phone line
2	Date and Time line `12:39 06/20/06`	Displays time and date information
3	Options Menu	Displays softkey features for the current call state
4	Softkey labels area `Ph Book - Options`	Displays softkey options and provides access to the **Options** list of softkey features
		Displays the active navigation arrows for the menu or screen
5	Status and information `Your current options`	Provides phone status or instructions
6	Main screen	Displays four menu icons and Help

Home Screen

When your phone is idle, the home screen displays. A home screen can be the main screen or Line View. Your system administrator determines how the home screen displays on your phone.

The following figure is a home screen with the main screen displayed.

The following figure is a home screen in Line View. To access the main screen, press ◄.

Feature Buttons and Menus

From the main screen, you can use the Navigation button to access feature menus.

If you want to...	Then...
Open a feature menu	Press an arrow on the Navigation button to access one of these menus from the main screen: Directory Line View Settings Services

If you want to...	Then...
Scroll through a menu or list	Press the Navigation button up or down.
Select a menu option	Perform one of these actions: • Press the keypad number key for the item. • Scroll to highlight the item, and then press the ◯ button (center of the Navigation button).
Go back one level in a feature menu	Press **Back**. **Note** To close the menu and return to the main screen, press from any menu level.
Reposition the cursor to edit a phone number or name	Press the Navigation button left or right.
Select a highlighted call or option	Press ◯.
Access Help	From the main screen, press ◯.

Phone Help System

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

If you want to...	Then...
View the main menu	Press ◯ and wait a few seconds for the menu to display. Main menu topics include: • About Your Cisco Unified IP Phone: Details about your phone • How do I...?: Procedures for common phone tasks • Calling Features: Descriptions and procedures for calling features • Help: Tips on using and accessing Help

If you want to...	Then...
Get help using Help	Press ⬤, wait for the online help main menu to display, and then choose Help.

Phone Buttons

The phone keypad and buttons provide shortcuts to frequently used functions.

If you want to …	Then see …
Lock the phone keypad	Keypad Automatic Lock, on page 101
Unlock the phone keypad	Keypad Automatic Lock, on page 101
Toggle between ring and vibrate mode	Custom Ringtones, on page 93
Listen to voice messages	Voice messages, on page 87
Adjust the volume during a call	Custom Volume Settings, on page 95
Change the ring pattern for your calls	Custom Ringtones, on page 93

Line and Call Terms

The terms lines and calls can be confusing. The following descriptions clarify these terms:

Lines

Each line corresponds to a directory number or intercom number that others can use to call you. Your phone supports up to six lines. To see your phone lines, press ▶ ▶ 📞 to open Line View. You have as many lines as you have directory numbers with phone line icons 📞 in the Line View list.

Calls

Each line can support multiple calls, typically up to four calls. Your phone can support up to 24 connected calls, 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.

Line and Call Icons

This is what your main screen looks like with two active calls, one on hold (23827) and another connected (3956933).
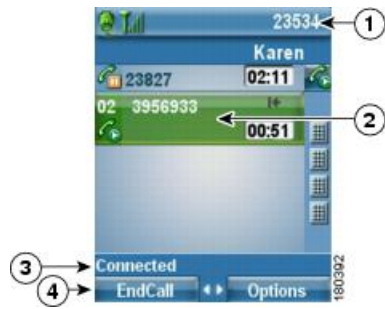
1	Phone Status line	Icons and your directory number
2	Call Activity area	Calling party information, connection duration, and call state icon
3	Status line	Status of the selected line
4	Softkey labels	Call feature and Options list

Your phone displays the following 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.
	Off-hook line	Line in use, but not connected to a call.
	Connected call	You are connected to the other party.
	Incoming call, or Busy Lamp Field (BLF)-monitored line is ringing (BLF Pickup)	See Line State (BLF), on page 65.
	BLF-monitored line is idle	See Line State (BLF), on page 65.
	BLF-monitored line is in-use	See Line State (BLF), on page 65.
	BLF-monitored line is in Do Not Disturb state	See Line State (BLF), on page 65.

Icon	Line or call state	Description
	BLF indicator is unavailable for this line	See Line State (BLF), on page 65.
	Remote line in use	A shared line is in use remotely. See Shared Line, on page 62.
	Call on hold	You have put this call on hold. See Hold and Resume, on page 41.
	Call forward enabled	You have forwarded your primary line. See Call Forward, on page 46.
	Authenticated call	See Suspicious Call Trace, on page 67.
	Encrypted call	See Suspicious Call Trace, on page 67.
	Idle Intercom line	The intercom line is not in use. See Intercom Call, on page 54.
	One-way Intercom call	The intercom line is sending or receiving one-way audio. See Intercom Call, on page 54.
	Two-way Intercom call	The recipient pressed the intercom line to activate two-way audio with the caller. See Intercom Call, on page 54.

Out-of-Range Alerts

Your system administrator can configure your phone to send you an audible alert (beep) when you are out of range of the wireless network. When you hear the alert, the (no signal) icon displays on the phone screen.

When you are out of range of the wireless network, you cannot use the phone for features requiring a wireless network connection, such as making and receiving calls.

If your system administrator enabled the out-of-range alert, depending on the configuration, you might hear a beep only once, or every 10, 30, or 60 seconds until you are back within range of the wireless network.

To reconnect to the wireless network after you hear the alert, move to another location until you see the signal icon on the phone screen again.

Feature Availability

The operation of your Cisco Unified Wireless IP Phone 7925G, 7925G-EX, and 7926G 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.

Bluetooth Wireless Headset Support

The Cisco Unified Wireless IP Phone supports the use of Bluetooth wireless headsets. For information about using headsets, see Headset Information, on page 26 and Handset, Headset, and Speakerphone, on page 107.

Hands-free Profile Support

Your phone supports certain features of the Hands-free Profile. The Hands-free Profile is a standard set of features that enable you to use hands-free devices (such as Bluetooth wireless headsets) to perform certain tasks without having to handle the phone. For example, instead of pressing **Redial** on your phone, you can redial a number from your Bluetooth wireless headset according to instructions from the headset manufacturer.

These hands-free features apply to Bluetooth wireless headsets used with your Cisco Unified Wireless IP Phone:

- Redial: Recalls the last number dialed.

- Reject incoming call: Uses the iDivert option to direct the call to voicemail.

- Three-way calling: When there is an active call and another incoming call or call on hold, you may choose to handle the calls in one of two ways:

    ◦ End the active call and answer or resume a waiting call.

    ◦ Put the active call on hold and answer or resume a waiting call.

Note   Hands-free devices may differ in how features are activated. Hands-free device manufacturers may also use different terms when referring to the same feature.

For more information on using hands-free features, see the documentation provided by the device manufacturer.

Related Topics

Phone Cleaning

Gently wipe the phone screen and phone with a soft, dry cloth or a moist wipe.

Note The Cisco Unified Wireless IP Phone 7925G and 7926G are resistant to dust and spills, but if you wish to further protect your phone, you can purchase a silicon case for it. For more information, see the *Cisco Unified Wireless IP Phone 7925G, 7925G-EX, and 7926G Accessory Guide*.

Phone Installation

Your system administrator configures your new Cisco Unified Wireless IP Phone to connect to the corporate wireless network and the IP telephony network.

A rechargeable Lithium ion battery powers the Cisco Unified Wireless IP Phone. Before you can use your phone, you must install the battery in the phone and charge the battery. Depending on the type of battery you have, the fully charged battery provides the following hours of service:

- The standard battery provides up to 9.5 hours of talk time or up to 180 hours of standby time.

- The extended battery provides up to 13 hours of talk time or up to 240 hours of standby time.

Note Using a Bluetooth wireless headset reduces the talk time and standby time for both types of batteries. In addition, how the system administrator configures your phone also affects its battery life. For more information, contact your system administrator.

- Install Phone Battery, page 17
- Phone Battery Charging, page 20
- After Battery Is Charged, page 23
- Set Username and Password, page 24
- Register with TAPS, page 25
- Cisco Unified Wireless IP Phone 7925G, 7925G-EX, and 7926G Accessories, page 25

Install Phone Battery

This section describes how to install the phone battery.

Procedure

Step 1 To remove the phone cover, follow the steps in the following figure.
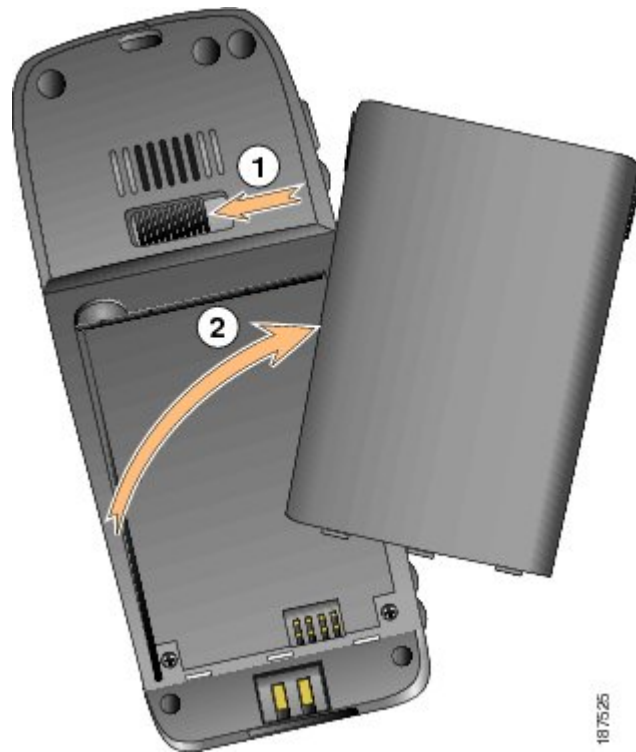
a) Push locking catch to the left to release the cover.
b) Lift and remove the cover of the battery compartment.

Step 2   To install the battery, follow the steps in the following figure.

a) Align battery to the bottom of the battery compartment, making sure that the metal contacts on the phone and battery face each other.

b) Press the battery into the battery compartment until it locks into place. Make sure that it lines up with the phone.

Step 3 To replace the phone cover, follow the steps in the following figure.
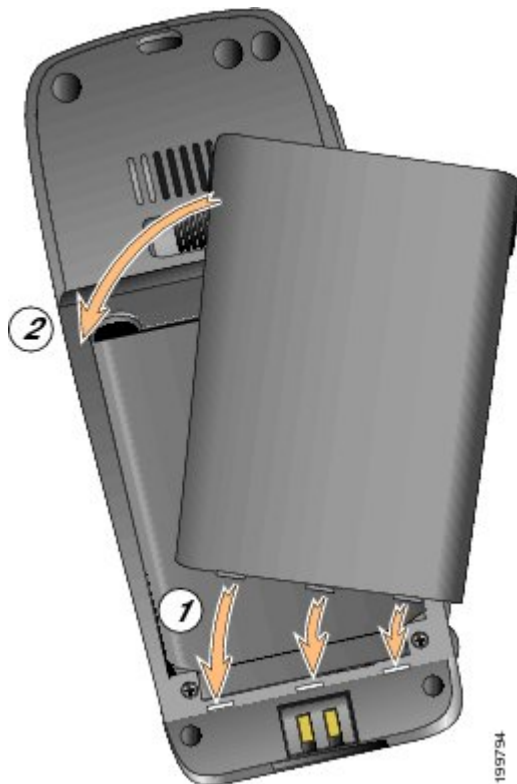
a) Align locking catches at the bottom of the cover to the notches on the phone.

b) Press the cover firmly against the phone until it clicks in place.

Phone Battery Charging

You can charge the battery in your Cisco Unified Wireless IP Phone by connecting the AC power supply or the USB cable to your phone. The following table shows the charging time, depending on the charging method selected.

Battery type	Charging time if AC power supply connected to phone	Charging time if phone connected to USB port on PC with USB cable
Standard	2 hours	5 hours
Extended	3 hours	7 hours

Note You can also charge your battery using a desktop charger or multicharger. For more information, see Cisco Unified Wireless IP Phone 7925G Desktop Charger, on page 115 and *Cisco Unified Wireless IP Phone 7925G, 7925G-EX, and 7926G Accessory Guide*.

Related Topics

Charge Battery with AC Power Supply

You can charge your battery quickly by connecting the AC power supply to the phone. To accommodate different AC power receptacles, you must insert the appropriate AC plug adapter on the AC power supply.

You can use the phone while the battery is being charged. After the battery is charged, you can unplug the power supply cord, or you can leave the phone plugged into the power cord.

Note Depending on configuration, your phone may automatically power off when it is connected to an AC power source. AC power sources include the power supply, desktop charger, or multicharger. If the phone is in use (during a call or is using an XML phone service) when it is connected to the AC power source, it powers off after the call or phone service terminates.

For more information, ask your system administrator.

To charge the battery in the phone using the AC power supply, the following figure shows the steps.

Procedure

Step 1	Lift the mini-USB port cover (bottom of phone).
Step 2	Swing the port cover to one side.
Step 3	Insert the AC power supply mini-USB connector in the port.
Step 4	Insert the AC plug adapter in the slot on the power supply.
Step 5	Insert the AC power supply in a wall outlet.
Step 6	Verify that the indicator light is red. The light indicates the charging status:

- Red: Battery charging in process

- Green: Battery charging is complete

Charge Battery with USB Cable and USB Port on PC

You can charge the battery in the phone by connecting your phone with a USB cable to a USB port on your PC. Charging takes longer when you use the USB port on the PC to charge the battery.

To use the USB cable and USB port to charge the battery, the following figure shows the steps.

Procedure

Step 1	Insert the mini-USB connector on the USB cable into the phone.
Step 2	Insert the USB A-type connector into the USB port on your PC.
Step 3	If the Found New Hardware Wizard opens,

    a) Click **Next** to use the wizard dialog box.

    b) In the Update New Software dialog, click **No, not this time**, and click **Next**.

c) Click **Install the Software automatically (Recommended)** and click **Next**.

d) After a few moments, the Cannot Install This Hardware dialog box appears. Click **Don't prompt me again to install this software**.

e) Click **Finish** to close the dialog box.

Step 4 Monitor the indicator light after the phone briefly displays `USB Connected` on the status line.
While the battery is charging, the indicator light is red. When the battery is fully charged, the indicator light turns green.

After Battery Is Charged

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

Tip

Your idle phone screen can turn off after a time interval. To alert you that the phone is still turned on and connected to the wireless network when using battery power, the indicator light flashes green every 2 seconds.

Power On Phone

Procedure

Step 1 Press and hold the (red button) until the phone powers on.

Step 2 You might need to enter a username and password to access the wireless network.
After completing authentication and registration with Cisco Unified Communications Manager, the phone displays the main screen and is ready to place or receive calls.

Related Topics

Signal Strength Indication

The icon indicates the strength of the signal between the wireless access point and your phone. Your phone must have at least one bar to place or receive calls.

When you move the phone out of signal range, you lose connection with the wireless LAN. The icon appears, and the status line displays the message `Leaving service area`.

Set Username and Password

When you power on your phone for the first time in some networks, you may need to set your username and password to access the wireless network. Contact your system administrator for assistance.

Procedure

Step 1   Choose ▼ (Settings) > **Network Profiles**.

Step 2   Highlight the current profile name (with) and press **View**.

> **Note**   The icon appears, indicating that this screen is locked. For assistance, contact your system administrator.

Step 3   Highlight **WLAN Configuration** and press **View**.

Step 4   Scroll to **Username**= or **Password** and press .

Step 5   Using the keypad, enter your username or password in the New Username or New Password field.

> **Note**   You can use up to 32 alphanumeric characters for the password.

Step 6   To confirm the changes, choose **Options** > **Save**.

Step 7   To return to the main screen, press (red button).

Related Topics

Text Entry

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

If you want to …	Then …
Enter characters	Press the number key until you highlight the character (lower- or uppercase) that you want to enter.
Enter numbers	Press the number key and locate the number that you want to enter.
Delete the last character	Press << once to delete the last character or number. To delete the whole character string, press and hold <<.
Enter a space	Press to enter a space between characters.

If you want to …	Then …
Enter special characters and symbols	Press [*] to display and enter these symbols: *** + - / = \ : ;**
	Press [0] to display and enter these symbols: **space , . ' " | _ ~ '**
	Press [#] to display and enter these symbols: **# ? ( ) [ ] { }**
	Press [1] to display and enter these symbols: **! @ < > $ % ^ &**
Cancel editing mode	Choose **Options** > **Cancel** to return to the menu option or main screen.

Register with TAPS

After your phone is connected to the wireless LAN network, your system administrator might ask you to autoregister your phone using Tool for Auto-Registered Phones Support (TAPS). Use TAPS for a new phone or to replace an existing phone.

Procedure

Step 1 To register with TAPS, enter the TAPS extension provided by your system administrator.

Step 2 Follow the voice prompts. You might need to enter your entire extension, including the area code.

Step 3 After your phone displays a confirmation message, disconnect. The phone restarts.

Cisco Unified Wireless IP Phone 7925G, 7925G-EX, and 7926G Accessories

Accessories that are available for your phone include the following:

- Standard and extended batteries
- AC power supplies for different geographical areas
- Desktop charger
- Multicharger
- Carrying cases
- Headsets
- Lock sets

Warning Use CSA or ATEX qualified accessories with the Cisco Unified IP Wireless Phone 7925G-EX in hazardous environments.

For a complete list and description of accessories, see the *Cisco Unified Wireless IP Phone 7925G, 7925G-EX, and 7926G Accessory Guide*.

For more information about the phone and the Cisco Unified Wireless IP Phone 7925G Desktop Charger, see Cisco Unified Wireless IP Phone 7925G Desktop Charger, on page 115.

Headset Information

To use a headset, see Handset, Headset, and Speakerphone, on page 107. Although Cisco performs some internal testing of third-party wired and Bluetooth wireless headsets for use with the Cisco Unified Wireless IP Phone 7925G, 7925G-EX, and 7926G, 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 Unified 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.

Cisco 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 External Devices Usage, on page xx 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, electric motors, large PC monitors. 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.

Bluetooth Wireless Headsets Notes

Using Bluetooth wireless headsets likely increases battery power consumption on your phone and may result in reducing battery life.

For a Bluetooth wireless headset to work, it does not need to be within direct line-of-sight of the phone, but some barriers, such as walls or doors, and interference from other electronic devices, can affect the connection.

Audio Quality

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, but some of the headsets on the sites listed below have been reported to perform well on Cisco Unified IP Phones.

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

For information about wired and Bluetooth wireless headsets for your phone, see the *Cisco Unified Wireless IP Phone 7925G, 7925G-EX, and 7926G Accessory Guide* and these web sites:

- http://www.plantronics.com
- http://www.jabra.com
- http://www.jawbone.com

Secure Phone with Lock Set and CableLock

You can secure the phone to a desktop by ordering the lock set from Cisco. For more information, refer to the *Cisco Unified Wireless IP Phone 7925G, 7925G-EX, and 7926G Accessory Guide*.

Note The lock set does not include the cable lock.

Procedure

Step 1 Put the security cable around a post or through a hole in the desktop. Insert the loops at the ends of the security cable through the C-ring.

Step 2 Insert the C-ring with cable loops through the slot on back of phone.

Step 3 Use the combination lock to secure the ends of the C-ring around cable loops and phone.

C H A P T E R 3

Calling Features

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

Basic Call Options

The following sections describe some easy ways to place a call on your wireless IP phone.

Note Your system administrator can configure your phone to alert you (by beeping) when it is out of range of the wireless network. You can only use your phone if it is within range of the wireless network. For more information, contact your system administrator.

Tips

- When you start to dial a number, your phone tries to anticipate the number you are dialing by displaying matching numbers from your Placed Calls log. This is called Auto Dial. To call a number displayed with Auto Dial, scroll to the number and press .

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

- To redial the last number, press two times.

- Your phone might be set up for international call logging, which is indicated by a plus (+) symbol on the call logs, redial, or call directory entries. Contact your system administrator for more information.

- If parties on a call hear a beep tone, the call might be monitored or recorded. Ask your system administrator for more information.

- If you press any digits while on an active call, the digits display on the screen for 2 seconds. The digits display again if you press additional digits.

- If you hear a beep tone from your phone, you might be out of range of the wireless network. Move to a location where you can see a strong signal icon on the phone if you wish to use your phone.

- For information on using your Bluetooth wireless headset to redial a number, see the documentation from your headset manufacturer.

Place Call with Handset

Procedure

Step 1 Dial the phone number.

Step 2 Press to place your call.
Note that you do not hear dial tone.

Related Topics

Place Call Using Speaker Mode

Procedure

Step 1 Press and hold 🔊 to activate the speaker.

Step 2 Dial the phone number.

Step 3 Press 📞 to place your call.

Step 4 Press and hold 🔊 again to turn off speaker mode.

Related Topics

Handset, Headset, and Speakerphone, on page 107

Redial Number

Procedure

Press 📞 twice or choose **Options** > **Redial**.

Place Call with Existing Active Call (Same Line)

Procedure

Step 1 Choose **Hold**.

Step 2 Choose **Options** > **NewCall**.
You hear dial tone.

Step 3 Dial, redial, or speed dial a number.

Related Topics

Hold and Resume, on page 41

Dial Call from Phone Book

Procedure

Step 1 Choose ⊿ 📖 .

Step 2 Choose **Phone Book** or **Ph Book** (if available).

Step 3 Highlight a contact name, and then perform one of the following actions:

- Scroll left or right until you see the icon for the phone number:

    ° 📇 Work phone

    ° 🏠 Home phone

    ° ▯ Mobile phone

    ° ☎ Other phone

- Choose **Options** > **Details**, highlight a phone number.

Step 4 Press 📞 or **Options** > **Dial**.

Related Topics

Internal Phone Book, on page 79

Dial Call Log Entry

Procedure

Step 1 Press ⊿ 📖 .

Step 2 Choose **Missed Calls**, **Received Calls**, or **Placed Calls**.

Step 3 Press the number key for the listing or scroll to a listing and press 📞 .

Related Topics

Call Logs, on page 71

Dial International Number

Procedure

Step 1   Press and hold .
The plus (+) symbol appears.

Step 2   Enter the phone number, including the country code, after the + symbol.

Step 3   Press or **Options** > **Dial**.

Advanced Call Options

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

Tips

You can see if a line associated with a speed-dial, call record, or directory listing is busy before placing a call to that line. Look for line status indicators, as described in Line State (BLF), on page 65.

Place Speed Dial to Contact Number

Procedure

Perform one of the following actions:

- Press and hold a speed-dial hot key for about 2 seconds.

  Note   If dialing a two-digit number, enter the first digit, then press and hold the second digit for about 2 seconds.

- Choose **(Directory)** > **Speed Dials**, highlight a speed dial, and press .

Related Topics

Dial Configured Speed-Dial Number

Use this procedure to dial a Line View speed-dial number, as set up on the web.

Procedure

Step 1
Press ▷ 📞 .

Step 2
Scroll to a speed dial ▦ .

Step 3
Press 📞 or ⬤ to make the call.

Related Topics

Place Call with Existing Active Call (Different Line)

Procedure

Step 1
Press **Hold**.

Step 2
Press ▷ 📞 .

Step 3
Scroll to another line and press ⬤ .

Step 4
Dial a number.

Step 5
Press 📞 to make the call.

Related Topics

Place Call on Secondary Line

Procedure

Step 1
Press ▷ 📞 and scroll to another line.

Step 2
Dial a number.

Step 3
Press 📞 to make the call.

Related Topics

Dial from Corporate Directory

Procedure

Step 1

Choose △ [image] > **Directory Services** > **Corporate Directory** (name can vary).

Step 2 Use your keypad to enter a name.

Step 3 Press **Options** > **Submit**.

Step 4 Press the number key for the listing or scroll to a listing.

Step 5 Press **Dial** or [image].

Related Topics

CallBack

Use CallBack to receive notification when a busy or ringing extension is available. For more information, contact your system administrator.

Procedure

Step 1 Choose **Options** > **CallBack** while listening to the busy tone or ring sound.

Step 2 Hang up the phone. Your phone alerts you when the line is free.

Step 3 Press **Dial** to place the call when the line is available.

Make Priority (Precedence) Call

Your phone may be set up for the Multilevel Precedence and Preemption (MLPP) feature. MLPP enables you to give important calls a higher priority.

To place an MLPP call:

Procedure

Step 1	Enter the MLPP access number.
Step 2	Press .
Step 3	Dial the phone number.
Step 4	Press .

Related Topics

Dial Personal Address Book (PAB) Entry

Procedure

Step 1	Choose > **Personal Directory** to log in.
Step 2	Choose **Personal Address Book** and search for a listing.
Step 3	Press **Options** > **Submit**.
Step 4	Scroll to a listing and press .

Related Topics

Place CMC or FAC Call

Your system administrator may set up your phone so that you need to enter a Client Matter Code (CMC) or a Forced Authorization Code (FAC) when making a call. The CMC identifies the client you are calling, while the FAC ensures that you are permitted to make the call.

For more information, contact your system administrator.

Procedure

Step 1	Dial a number.
Step 2	Press .
Step 3	After the tone, enter a CMC or an FAC.

Place Extension Mobility Profile Call

Procedure

Step 1

Choose ◄ > **EM Service** (name can vary).

Step 2   Enter your login information.

Related Topics

Cisco Extension Mobility, on page 89

Place Push to Talk Call

Procedure

Step 1

Choose ◄ > **Push to Talk Service** (name can vary).

Step 2   Use or **Talk** to transmit.

Step 3   Press or **Stop** to end.

Related Topics

Push to Talk Service, on page 90

Place Fast-Dial Call

Before you can use Fast Dial, your system administrator must configure this feature. Contact your system administrator for more information.

Procedure

Step 1

Choose ◄ > **Fast Dial Service** (name can vary).

Step 2   Scroll to or press the index number to find the entry.

Step 3   Press .

Related Topics

Call Answering

You can answer a call by using several options, if they are available on your phone.

Tips

- To use any button to answer a call, see Keypad Settings, on page 100.

- You can answer an incoming call even when the keypad is locked.

- If you were using an application or service before you answered an incoming call, your application or service resumes after you end the call.

- To switch from connected call to answer a ringing call (using the Bluetooth wireless headset), see the instructions from your Bluetooth wireless headset documentation.

- To send a call directly to voicemail (using the Bluetooth wireless headset), use the Call Reject feature on your Bluetooth wireless headset (exact feature name may vary). For more information, see your Bluetooth wireless headset documentation. If your system administrator has not configured **iDivert** for your phone, the phone ignores the call reject request.

Related Topics

Answer Call

Procedure

Press .

Related Topics

Silence Incoming Call Ring

You can stop an incoming call from ringing, and force it to forward to another phone number. The phone number that receives the call is the number set up as your no answer target number. This number can be your voicemail number or to another user's phone.

Procedure

Press [icon] or [icon].
The call continues silently, and then is forwarded to the no answer target number.

Switch from Connected Call to Answer Ringing Call (Using Handset)

Procedure

Press [icon] or [icon] to answer the new call and automatically put the first call on hold.

Related Topics

Answer Using Call Waiting

Procedure

Press **Answer**.

Send Call Directly to Voicemail (Using Handset)

Procedure

Press **iDivert**.

Related Topics

Answer Priority Call Using Handset

Procedure

Step 1 Disconnect the current call.

Step 2 Press **Answer** or [icon].

Related Topics

Answer Priority Call Using Bluetooth Wireless Headset

Procedure

Step 1	Disconnect the current call.
Step 2	Answer the ringing call. For more information, see your Bluetooth wireless headset documentation.

Related Topics

AutoAnswer Calls

Ask your system administrator to set up the AutoAnswer feature. After ringing once or twice, the call automatically connects to the handset or headset without you needing to press 🔄.

Related Topics

Call Disconnect

You can end a call using one of the following options.

End Call

Procedure

Choose 🔴, **EndCall**, or **Options** > **EndCall**.

Disconnect One Call, Preserve Another Call on Same Line

Procedure

Choose **EndCall** or **Options** > **EndCall**. If necessary, remove the call from hold first.

Hold and Resume

You can hold and resume calls. When you put a call on hold, the Hold icon ![hold icon] appears next to the caller ID in the call view.

If the Hold Reversion feature is enabled for your phone, calls that you leave on hold revert back to ringing on your phone after a certain length of time. These "reverting" calls remain on hold until you resume them.

Your phone indicates the presence of a reverting call by:

- Alerting you at intervals with a single ring (or flash or beep, depending on your phone line setting).

- Briefly displaying a `Hold Reversion` message in the status bar at the bottom of the phone screen.

> **Note** If there is an active call and a held call on the line, you can end the active call or place it on hold when you resume the held call.

Tips

- Engaging the Hold feature typically generates music or a beeping tone for the person on hold.

- If you receive an alert for an incoming call and a reverting call at the same time, by default your phone shifts the focus of the phone screen to display the incoming call. Your system administrator can change this focus priority setting.

- If you use a shared line, Hold Reversion rings only on the phone that put the call on hold, not on the other phones that share the line.

- Your system administrator determines the Hold Reversion alert duration.

- To remove a call from hold on current line (using Bluetooth wireless headset), see the instructions from your Bluetooth wireless headset documentation.

Place Call on Hold

Engaging the Hold feature typically generates music or a beeping tone that the person on hold hears.

Procedure

Step 1 Make sure the call you want to put on hold is highlighted.

Step 2 Press **Hold**.

Remove Call from Hold on Current Line (Using Handset)

Procedure

Step 1   Make sure the appropriate call is highlighted.

Step 2   Press **Resume**.

Remove Call from Hold on Different Line

Procedure

Step 1

Press to change to another line.

Step 2   Press **Resume**.
Note   If a single call is holding on this line, the call automatically resumes.

Step 3   If another call is holding, scroll to the appropriate call and press **Resume.**

Move Call on Shared Line to Wireless Phone or to Desk Phone

Procedure

Step 1   From the phone with the active call on the shared line, press **Hold**.

Step 2   From your other phone with the shared line, press **Resume**.

Mute

With Mute enabled, you can hear other parties on a call, but they cannot hear you. You can use Mute with the phone or a headset.

Mute and Unmute Call

Procedure

Step 1

To mute the phone, press 🎤 on left side of phone. The 🎤 icon appears at the top of the phone screen.

Step 2

To unmute, press 🎤 again. The 🎤 icon disappears.

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.

Tips

- The phone can have up to six lines, but the phone screen displays only one line. To see other lines, you

  must press ▷ 📞 **(Line View)**.

- The phone can have multiple calls per line, but no more than 24 calls per phone.

- To switch from connected call to answer ringing call (using Bluetooth wireless headset), place the first call on hold or end the call when you answer the ringing call. For more information, see your Bluetooth wireless headset documentation.

Switch Between Connected Calls on One Line

Procedure

Step 1   Highlight the call that you want to switch to.

Step 2   Press **Resume**.
If there is an active call, it is placed on hold and the selected call is resumed.

Switch Between Connected Calls on DifferentLines

Procedure

Step 1

Press to change to another line.

If a single call is holding on the line, the call automatically resumes.

Step 2 If another call is holding, scroll to highlight the appropriate call and press **Resume**.

Switch from Connected Call to Answer Ringing Call (Using Handset)

Procedure

Step 1 If the call is ringing on the current line, press .

Step 2

If the call is ringing on a different line, press to switch to the other line and press .

Any active call is placed on hold.

Call Transfer

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

Tips

- If on-hook transfer is enabled on your phone, you can either disconnect to complete the transfer, or choose **Options** > **Trnsfer** and then disconnect.

- If on-hook transfer is not enabled on your phone, you must use **Trnsfer** again before you disconnect. Otherwise, your call will be placed on hold instead of transferred.

- You cannot use **Trnsfer** to redirect a call on hold. To remove the call from hold before you transfer it, choose **Resume**.

Transfer Call Without Talking to Transfer Recipient

Procedure

Step 1	From an active call, choose **Options** > **Trnsfer**.
Step 2	Dial the target number.
Step 3	Choose **Options** > **Trnsfer** again to complete the transfer or **EndCall** to cancel.
	Note If your phone supports on-hook transfer, you can also complete the transfer by disconnecting.

Talk To Transfer Recipient Before Transferring Call (Consult Transfer)

Procedure

Step 1	From an active call, choose **Options** > **Trnsfer**.
Step 2	Dial the target number.
Step 3	Wait for the transfer recipient to answer.
Step 4	Choose **Options** > **Trnsfer** again to complete the transfer or **EndCall** to cancel.
	If your phone supports on-hook transfer, you can also complete the transfer by disconnecting.

Transfer Two Current Calls to Each Other (Direct Transfer) Without Staying on Line

Procedure

Step 1	Scroll to highlight any call on the same line.
Step 2	Choose **Options** > **Select**. The ✔ icon appears by the selected call.
Step 3	Scroll to highlight the other call on the same line.
Step 4	To transfer the checked call to the highlighted line, choose **Options** > **DirTrfr**.
	The two calls connect to each other and drop you from the call.
Step 5	If you want to stay on the line with the callers, choose **Options** > **Join**.

Redirect Call to Voicemail

The call can be automatically transferred to your voicemail. You can use iDivert with a call that is active, ringing, or on hold.

Procedure

Choose **Options** > **iDivert**.

Call Forward

You can use the following Call Forward features to redirect incoming calls from your phone to another number:

Unconditional call forwarding (Call Forward All)

Applies to all calls that you receive.

Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Coverage)

Applies to certain calls that you receive, according to conditions.

You can access Call Forward All on your phone or from your User Options web pages. Conditional call forwarding features are accessible only from your User Options web pages.

When your phone is set up to Call Forward All, you see both of these indicators:

- The icon next to the primary line.

- The call forward target number in the status line.

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 on which call forwarding is not enabled, the call rings as usual.

- Your system administrator can enable a call forward override feature that allows the person receiving your forwarded calls to reach you. With override enabled, a call placed from the target phone to your phone does not forward, but rings through.

- Your phone may reject your attempt to set up Call Forward All directly on the phone if the target number that you enter would create a call forwarding loop or would exceed the maximum number of links that are permitted in a call forwarding chain.

Set Up Call Forward All on Primary Line

Procedure

Choose **Options** > **CFwdAll**, and enter a target phone number. The icon and the Call Forward All target number display on the screen.

Cancel Call Forward All on Primary Line

Procedure

Choose **Options** > **CFwdAll**. The icon and Call Forward All target number clear from the display.

Set Up or Cancel Call Forwarding Remotely or For Nonprimary Line on Phone

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.

Procedure

Step 1 Log in to your User Options web pages.

Step 2 Access your call forwarding options.

Related Topics

Do Not Disturb

You can use the Do Not Disturb (DND) feature to turn off only the ringer on your phone or to turn off all audible and visual notifications of incoming calls. Your system administrator enables DND for your phone.

When DND and Call Forward are both enabled on your phone, calls are forwarded and the caller does not hear a busy tone.

DND interacts with other types of calls as follows:

- DND does not affect intercom calls.

- DND does not block priority calls. Priority calls always ring.

- If both DND and AutoAnswer are enabled, only intercom calls are autoanswered.

Turn On DND

Procedure

Step 1 To turn on DND, perform one of the following:

- Choose **Options** > **DND**.

- Press ▻ , and select the DND radio button to turn DND on (⦿).

Do Not Disturb is active appears on the phone and the ringtone is turned off.

Step 2 To turn off DND, perform one of the following:

- Choose **Options** > **DND**.

- Press ▻ , and select the DND radio button to turn DND off (◯).

Customize DND Settings

If your system administrator configured DND settings to appear on the User Options page, follow these steps to customize your settings.

Procedure

Step 1 Log in to your User Options web pages.

Step 2 From the drop-down menu, choose **User Options** > **Device**.

Step 3 Set the following options:

Do Not Disturb

Set to enable or disable DND.

DND Option

Choose either **Call Reject** (to turn off all audible and visual notifications) or **Ringer Off** (to turn off only the ringer).

DND Incoming Call Alert

(applies to either DND option set): Set the alert to beep only, flash only, disable the alert, or choose **None** to use the alert setting that your system administrator configured.

Related Topics

Conference Calls

Your Cisco Unified IP Phone allows you to talk simultaneously with multiple parties in a conference call.

Conference Features

You can create a conference in various ways, depending on your needs and the features that are available on your phone:

- Conference: Allows you to create a standard (ad hoc) conference by calling each participant. Use the **Confrn** softkey. Conference is available on most phones.

- Join: Allows you to create a standard (ad hoc) conference by combining existing calls. Use the **Join** softkey.

- cBarge: Allows you to create a standard (ad hoc) conference by adding yourself to a call on a shared line. Use the **cBarge** softkey. **cBarge** is available only on phones that use shared lines.

- Meet Me: Allows you to create or join a conference by calling a conference number. Use the **MeetMe** softkey.

Ad Hoc Conference

An Ad Hoc conference allows you to call each participant into a conference call. Most phones have the ability to set up a conference call.

For more information, see .

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 initiating it, the conference might end. To all the conference to continue, transfer the conference before hanging up.

Create Conference

Your system administrator determines whether noninitiators of a conference can add or remove participants.

Procedure

Step 1	From a connected call, choose **Options** > **Confrn**.
Step 2	Enter the participant's phone number.
Step 3	Wait for the call to connect.
Step 4	Choose **Options** > **Confrn** again to add the participant to your call.
Step 5	Repeat to add additional participants.

End Participation in Conference

Procedure

Choose one of the following options:

-
- **EndCall**
- **Options** > **EndCall**

Join Conference

A Join conference allows you to combine two or more existing calls to create a conference in which you are a participant.

Tips

- If you frequently join more than two parties into a single conference, you might find it easier to first select the calls that you want to join, and then press **Options** > **Join** to complete the action.

- After the calls are joined, the caller ID changes to `Conference`.

- You may be able to combine multiple conference calls by using the **Join** or **DirTrfr** softkeys. Check with your system administrator to see if this feature is available to you.

Related Topics

Create Conference by Joining Together Existing Calls on SingleLine

Use this procedure when you want to connect calls that are on the same line.

Procedure

Step 1

From an active call, press , highlight another a call that you want to include in the conference, and choose **Options** > **Select**.

The icon appears next to the selected call.

Note that the active call is automatically selected.

Step 2 Repeat this step for each call that you want to add.

Step 3 From a selected call, choose **Options** > **Join**.

Create Conference by Joining Together Existing Calls on Multiple Lines

Procedure

Step 1 From an active call, choose **Options** > **Join**.

Step 2

Press and select the line for calls that you want to include in the conference.

One of the following actions occurs:

- The calls are joined.

- You are prompted to select the calls that you want to join. Highlight the calls and choose **Options** > **Select**, and then **Options** > **Join** to complete the action.

Step 3 If your phone does not support Join for calls on multiple lines, transfer the calls to a single line before using Join.

Barge Conference

You can create a conference by using **cBarge** to add yourself to a call on a shared line.

Create Conference by Barging Call on Shared Line

Procedure

Step 1   Press ![telephone icon] to select a call on a shared line.

Step 2   Choose **Options** > **cBarge**.

Related Topics

Shared Line, on page 62

Conference Participants List, on page 53

Meet Me Conference

Meet Me conferencing allows you to start or join a conference by calling the conference number. The conference ends when all the participants hang up.

Tip

If you call a secure Meet Me conference number from a nonsecure phone, your phone displays the message `Device Not Authorized`.

Related Topics

Secure Calls, on page 66

Conference Participants List, on page 53

Verify Conference Call Security, on page 54

Start Meet Me Conference

Participants hear a busy tone if they call the conference before you join the Meet Me conference. In this case, participants must call back.

Procedure

Step 1   Obtain a Meet Me phone number from your system administrator.

Step 2   Distribute the number to participants.

Step 3   When you are ready to start the meeting, choose **Options** > **MeetMe**.

Step 4   Dial the Meet Me conference number.

Step 5   Press ![call icon].

Participants can now join the conference by dialing in.

Join Meet Me Conference

Procedure

Step 1   Dial the Meet Me conference number (provided by the conference initiator).

Step 2   Press .

Step 3   If you hear a busy tone, the conference initiator has not joined the conference. You must hang up and try your call again.

Conference Participants List

During a conference, you can view a list of participants and remove participants. Your system administrator determines whether you can remove participants.

View List of Conference Participants or Remove Participants

Procedure

Step 1   Press to select an active conference.

Step 2   Choose **Options** > **ConfList**.
Participants are listed in the order in which they join the conference with the most recent additions at the top.

The conference initiator is marked with an asterisk (*) next to the name.

Step 3   To update the list, choose **Options** > **Update**. The screen updates with the latest list of participants.

Step 4   To remove a participant, highlight the participant's name and choose **Options** > **Remove**.
You can remove participants only if you initiated the conference.

Step 5   To remove the last person who entered the conference call, choose **Options** > **RmLstC**.
You can remove participants only if you initiated the conference call.

Verify Conference Call Security

Procedure

Step 1 Look for the ⬚ or ⬚ icon after `Conference` on the phone screen. This icon indicates that the conference is secure.

Step 2 Look for the ⬚ or ⬚ icon beside the participant's name on the phone screen to see if the participant's call is secure.

End Participation in Conference

Procedure

Choose one of the following actions:

- ⬚

- **EndCall**

- **Options** > **EndCall**

The call disconnects from the conference.

Intercom Call

You can place an intercom call to a target phone that autoanswers the call in speakerphone mode with mute activated. The one-way intercom call allows you to deliver a short message to the recipient. If the handset or headset is in use, the recipient hears the audio. Any current call activity that your recipient is engaged in continues simultaneously.

The target destination receives an intercom-alert tone and can then choose to:

- Listen to the caller by selecting the intercom line with microphone muted (you can hear the caller, but the caller cannot hear you).

- End the intercom call by pressing the **EndCall** softkey. Do this if you do not want to hear the message.

- Talk to the caller by selecting the intercom line, and use either the handset, headset, or speaker. The intercom call becomes a two-way connection so that you can talk with the caller.

When using the intercom feature, be aware of the following:

- From an intercom line, you can only dial other intercom lines.

- You can use only one intercom line at a time.

- When your active call is being monitored or recorded, you cannot receive or place intercom calls.

- You cannot place an intercom call on hold.

Tip

If you log in to your phone every day using your Extension Mobility profile, make sure that your system administrator configures your Extension Mobility profile to include the intercom feature.

Place Intercom Call to Preconfigured Intercom Target

Procedure

Step 1

Press ▷ .

Step 2 Select (intercom line) to dial the target intercom number.

Step 3 After you hear the intercom-alert tone, begin speaking.

Place Intercom Call to Any Intercom Number

Procedure

Step 1

Press ▷ .

Step 2 Select (intercom line) and dial the intercom target number.

Step 3 After you hear the intercom-alert tone, begin speaking.

Receive Intercom Call

Procedure

Step 1 When you hear the intercom-alert tone, handle the call in one of these ways:

- Listen to the message in one-way audio.

- Talk to the caller by pressing ▷ and selecting the intercom line.

Step 2   End the call by pressing **EndCall**.

Speed Dial

Speed dialing allows you to press a hot key or select from a listing to place a call. Depending on configuration, your phone can support the Speed Dial features in this section.

Speed-Dial Hot Key

A speed-dial hot key allows you to quickly dial a Phone Book contact number stored locally on your phone. You can set up 99 speed-dial hot keys from your phone.

On the main Phone Book screen, depending on the type of phone assigned, the following speed-dial icons display:

- Work phone
- Home phone
- Mobile phone
- Other phone

In the Phone Book contact details, the speed-dial icon (▦) displays under the number assigned to a speed-dial hot key.

Related Topics

Make Speed-Dial Call

Procedure

To make a call, perform one of the following actions:

- Press and hold the speed-dial hot key.
- Select a number from **Directory** > **Speed Dials**.

Line View Speed Dial

A Line View speed dial allows you to quickly dial a number that is not stored in your local Phone Book. You set up line view speed-dial numbers from the User Options web page. Up to six numbers (a combination of line and speed-dial numbers) can be displayed on the phone.

Abbreviated Dial

Abbreviated Dial allows you to dial a number using an Abbreviated Dialing code. You set up Abbreviated Dials from the User Options web page.

Fast Dial

A Fast Dial allows you to make a call from a Fast Dial listing. You must first subscribe to the Fast Dial service and set up Fast Dial codes from your User Options web page. You can also assign a Fast Dial code to a Personal Address Book entry on the web.

Note   Your system administrator can configure Fast Dial features for you.

Speed Dial and Fast Dial

Before using Speed Dial and Fast Dial, you must set up speed dial features from the Phone Book.

Call Phone Book Contact Using Speed-Dial Hot Keys

Procedure

Step 1   Set up speed-dial hot keys from the Phone Book.

Step 2   Perform one of the following actions:

• Press and hold a speed-dial hot key for about 2 seconds.

Note   When dialing a two-digit number, enter the first digit, and then press and hold the second digit for about 2 seconds.

•

Choose ▲ 📖 > **Speed Dials** , highlight a speed dial, and press 📞.

Call Noncontact Numbers Using Speed Dial

Procedure

Step 1   Set up speed-dial numbers from your User Options web pages.

Step 2   To place a call, press ▶ ☎ .

Step 3   Scroll to a speed-dial number with its label and press 📞.

Note   The Line View displays your directory numbers, followed by your speed-dial numbers which are identified with the ⊞ icon. Six items (lines plus speed dials) can display.

Make Call Using Abbreviated Dial

Procedure

Step 1   Set up Abbreviated Dialing codes from your User Options web pages.

Step 2   To place a call, enter the Abbreviated Dialing code.

Step 3   Choose **Options** > **AbbrDial**.

Make Call Using Fast Dial

Procedure

Step 1   Subscribe to the Fast Dial service and set up Fast Dial codes from your User Options web pages.

Step 2   To place a call, choose ◀ 🌐 > **Fast Dial** service on your phone (exact name might vary).

Step 3   Scroll to a listing and press 📞.

Related Topics

Make Line View Speed-Dial Call

Procedure

Select a speed dial (⊞) from the Line View.

Call PickUp

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

Tips

- If multiple calls are available for pickup, your phone picks up the oldest call first (the call that has been ringing for the longest time).

- If you choose **GPickUp** and enter a line number, your phone picks up the ringing call on that particular line (if available).

-
  If you have multiple lines and want to pick up the call on a nonprimary line, first press ▷ 📞 **(Line View)** to switch to the desired line, and then choose **Options** and a Call PickUp softkey.

- Depending on how your phone is configured, you might receive an audio or visual alert about a call to your pickup group.

- If you use the BLF Pickup feature on your phone, see Line State (BLF), on page 65.

Pick Up Call Within Call Pickup Group

Procedure

Step 1   Choose **Options** > **PickUp**.
If your phone supports autopickup, you are now connected to the call.

Step 2   If the call rings on your phone, press **Answer** to connect to the call.

Pick Up Call Outside of Call Pickup Group

Procedure

Step 1 Choose **Options** > **GPickUp**.

Step 2 Enter the group pickup number.
If your phone supports autopickup, you are now connected to the call.

Step 3 If the call rings, press **Answer** to connect to the call.

Pick Up Call Within Group or in Associated Group

Procedure

Step 1 Choose **Options** > **OPickUp** .
If your phone supports autopickup, you are now connected to the call.

Step 2 If the call rings, press **Answer** to connect to the call.

Answer Call Ringing on Particular Extension (Line Number)

Procedure

Step 1 Choose **Options** > **GPickUp**.

Step 2 Enter the line number with the call that you want to pick up. For example, if the call that you want to pick up
is ringing on line 12345, enter **12345**.
If your phone supports autopickup, you are now connected to the call.

Step 3 If the call rings, press **Answer** to connect to the call.

Call Park

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

Call Park

Use the **Park** softkey to store the call. Your phone displays the call park number to identify your call. You must record this number and then use the same number to retrieve the call.

Directed Call Park

Use the **Transfer** softkey to direct the call to an available directed call park number that you dial or speed dial. To retrieve the call from a directed call park number, dial the park retrieval prefix, and then dial or speed dial the same directed call park number. You can use a speed-dial as the directed call park number and to monitor whether a directed call park number is occupied or available. For information about the available directed call park numbers, contact your system administrator.

Tip

You have a limited time to retrieve a parked call before it reverts to ringing at the original number. For information on the length of time, contact your system administrator.

Store and Retrieve Active Call Using Call Park

Procedure

Step 1 During a call, choose **Options** > **Park**.

Step 2 Note the call park number that appears on your phone screen.

Step 3 Press .

Step 4 Enter the call park number from any Cisco Unified IP Phone in your network to connect to the call.

Direct, Store, and Retrieve Active Call at Directed Call Park Number

Procedure

Step 1 During a call, press **Transfer**.

Step 2 Choose a speed-dial number with a park-unoccupied icon to speed dial the directed call park number.

A speed-dial number with park-occupied icon indicates the directed call park number is not available.

Note If BLF is not configured for the speed-dial number, the icon does not show whether the directed call park number is available or not.

Step 3 Press **Transfer** again to finish storing the call.

Step 4 From any Cisco Unified IP Phone in your network, enter the park retrieval prefix and dial the directed call park number.

Hunt Groups

If your organization receives a large number of incoming calls, you might be a member of a hunt group. A hunt group includes a series of directory numbers that share the incoming call load. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group and directs the call to that phone. When you are away from your phone, you can prevent hunt group calls from ringing your phone by logging out of hunt groups. When you return to your phone, you must log in to the hunt group.

Tip

Logging out of hunt groups does not prevent non-hunt-group calls from ringing your phone.

Log In and Out of Hunt Groups

Procedure

Step 1   To log in, choose **Options** > **HLog**.
Step 2   To log out, choose **Options** > **HLog** again.
Your phone screen displays the message `Logged out of Hunt Group.`

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 coworkers

• Handle calls on behalf of a manager

Note   The phone can support a maximum of 24 calls on a shared line.

In Use Remote Message

The `In Use Remote` message and icon display on your phone when another phone that shares your line has a connected call and Privacy is disabled. You can place and receive calls as usual on the shared line, even when the `In Use Remote` message or icon appears.

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.

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**.

Barge

Allows you to join a shared-line call with an IP phone that has the built-in bridge enabled.

cBarge

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

Related Topics

Privacy

The Cisco Unified Wireless IP Phone has Privacy enabled by default. When Privacy is enabled, coworkers who share your line cannot see information about your calls. If you want coworkers who share your line to see information, you must disable the Privacy feature that is configured on your phone.

Related Topics

Barge and Shared-Line Calls

You can use barge features (cBarge or Barge) to add yourself to calls on your shared line. Calls must be nonprivate calls.

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

• **cBarge** converts the call into a standard conference, allowing you to add new participants.

• **Barge** allows you to add yourself to the call but does not convert the call into a conference or allow you to add new participants.

Tips

• When you barge a call, other parties hear a beep tone announcing your presence. With **cBarge**, other parties hear a brief audio interruption and the phone screen changes to display conference details.

• If a phone that is using the shared line has Privacy enabled, call information and barge softkeys do not appear on the other phones that share the line.

• If the call you joined using **Barge** is put on hold, transferred, or turned into a conference call, your connection to the call drops.

Related Topics

View Shared Line Status

Procedure

Look for the icon and the `In Use Remote` message.

Add Yourself to Call on Shared Line

Procedure

Step 1 Highlight a remote-in-use call. You might need to use Line View.

Step 2 Choose **Options** > **Barge** or **cBarge**.
For more information, see Conference Participants List, on page 53.

Leave Barged Call

Procedure

Choose **EndCall** or .
If you disconnect after using **Barge**, the remaining parties hear a disconnect tone and the original call continues.

If you disconnect after using **cBarge**, the call remains a conference call (provided at least three participants remain on the line).

Privacy and Shared-Line Calls

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.

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 cannot view or barge calls on any of your shared lines.

Prevent Others from Viewing or Barging Calls on Shared Line

Procedure

Step 1   Choose **Options** > **Private**.

Step 2   To verify that Privacy is on, look for ● (Privacy-enabled icon) next to the directory number.

Allow Others to View or Barge Calls on Shared Line

Procedure

Step 1   Choose **Options** > **Private**.

Step 2   To verify that Privacy is off, look for ○ (Privacy-disabled icon) next to the directory number.

Line State (BLF)

The Busy Lamp Field (BLF) allows you to view the state of a phone line that is associated with a speed dial, call log, or directory listing on your phone. If you use BLF Pickup, you can answer a ringing call for the line that you are monitoring. Your system administrator determines which BLF features are configured for your phone.

Tips

- Your phone might play an audible indicator to alert you when a call is ringing on the monitored line (BLF Pickup only).

- BLF Pickup answers the oldest ringing call first (if the line that you are monitoring has more than one ringing call).

Line State Icons

Line state icons display in the call logs, directory, and speed-dial lines. The following table describes the line state indicators displayed next to the line number.

Icon	Description
📞	Line is in use.
☎	Line is idle.

Icon	Description
	Line is in Do Not Disturb state.
	Line is ringing.
	Line status indicator unavailable for this line.

Answer Call Ringing on Coworker's Phone Using BLF Pickup

Procedure

Step 1 Highlight the ringing line and press (**Select** button).
The call redirects to your phone. If your phone supports autopickup, the call connects automatically.

Step 2 If the call rings on your phone, answer it.
Note   If you chose **Options** > **Pickup** or **GPickup** when the monitored line is not ringing, your phone speed-dials the line number.

Secure Calls

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

Your phone can support these types of calls:

Authenticated call

The identities of all phones participating in the call have been verified.

Encrypted call

The phone is receiving and transmitting encrypted audio (your conversation) within the Cisco IP network. Encrypted calls are also authenticated.

Protected call

The phone is receiving and transmitting encrypted audio (your conversation) with another phone. A protected call provides a similar level of security as an encrypted call, but adds additional security. If the call is protected at both ends, a security tone plays at the beginning of the conversation. Some features, such as conference calling, shared lines, Extension Mobility, and join across lines are not available when protected calling is configured. Protected calls are not authenticated.

Nonsecure call

At least one of the participating phones or the connection does not support these security features, or the phones cannot be verified.

Note There are interactions, restrictions, and limitations that affect how security features work on your phone. For more information, contact your system administrator.

To determine whether secure calls can be made in your company, contact your system administrator.

Security Icons

The following table describes the security icons that display in the top right corner of the call activity area, next to the call duration timer.

Icon	Description
	Authenticated call or conference
	Encrypted call or conference
No icon	Nonsecure call

When encrypted calling is configured on your phone, the Lock icon displays. However, the conversation is protected only when the security tone plays at the beginning of a call, indicating that the call is protected on both ends of the call. If your call is connected to a nonprotected phone, the secure tone does not play.

Suspicious Call Trace

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.

Notify System Administrator About Suspicious or Harassing Call

Procedure

If you are on a suspicious of harassing call, choose **Options** > **MCID**.
Your phone plays a tone and displays the message `MCID successful`. Your system administrator receives information about the call.

Priority Call

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.

The following table describes the icons that display for priority calls. Calls list on your display in priority order (highest to lowest).

Icon	Description
no icon	Routine (normal) call
■	Priority call
⬚	Medium priority (immediate) call
⬚	High priority (flash) call
⬚	Highest priority (flash override) or Executive Override call

Contact your system administrator to obtain the MLPP codes for priority calls. You need these codes to place priority calls.

When you hear a special ring (faster than usual) or special call-waiting tone, the call is a priority (precedence) call. The MLPP icon on your phone screen indicates the priority level of the call.

When you hear a continuous tone interrupting an active call, you or the other party are receiving a call that must preempt the current call. Disconnect immediately to allow the higher priority call to ring through.

Tips

- When you make or receive an MLPP-enabled call, you hear special ringtones and call-waiting tones that differ from the standard tones.

- If you enter an invalid MLPP access number, a verbal announcement alerts you of the error.

- An MLPP-enabled call retains its priority and preemptive status when you:

  ◦ Put the call on hold

  ◦ Transfer the call

  ◦ Add the call to a three-way conference

  ◦ Answer the call using PickUp

• MLPP overrides the Do Not Disturb feature.

Make Priority (Precedence) Call

Procedure

Enter the MLPP access number (provided by your system administrator) followed by the phone number.

Accept Higher-Priority Call

Procedure

Answer the call as usual. If necessary, end an active call first.

Call Logs and Directories

This section describes how you can use call logs and directories in the Directory menu.

Call Logs

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

Tips

- Your phone can be set up for international call logging, which is indicated by a plus (+) symbol on the call logs, redial, or call directory entries. Contact your system administrator for more information.

- To view the complete call record of a multiparty call (for example, of a call that has been forwarded or transferred to you), highlight the call record and choose **Details**. The Details record shows two entries for each missed or received multiparty call. The entries are listed in reverse chronological order:

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

  ◦ The second logged entry is the name and number of the first completed call of a multiparty call received on your phone.

- Individual entries in the log show the current line status.

Related Topics

Line State (BLF), on page 65

View Call Logs

Procedure

Step 1
Press ![book icon] .

Step 2 Choose **Missed Calls**, **Received Calls**, or **Placed Calls**.
Each call log stores up to 100 records.

Dial Call Log

Procedure

Step 1
Press ![book icon] .

Step 2 Choose **Missed Calls**, **Received Calls**, or **Placed Calls**.
Step 3 Scroll to a phone number.
Step 4 To edit the displayed number (to add or to remove a prefix), press **Options** > **EditDial** followed by ◄ or ►
to reposition the cursor.
Step 5 Use the keypad to enter digits, or press ≪ to delete numbers.
Step 6 Press **Dial** or ![phone icon].

Display Details for Single Call Record

Procedure

Step 1
Press ![book icon] .

Step 2 Choose **Missed Calls**, **Received Calls**, or **Placed Calls**.
Step 3 Highlight a call record.
Step 4 Press **Details** to display information such as called number, calling number, time of day, and call duration
(for placed and received calls only).

Erase Single Call Record

Procedure

Step 1

Press ⌂ .

Step 2 Choose **Missed Calls**, **Received Calls**, or **Placed Calls**.

Step 3 Scroll to a call record.

Step 4 Choose **Options** > **Delete**, or choose **Options** > **Exit**.

Erase All Call Records in Single Log

Procedure

Step 1

Press ⌂ .

Step 2 Choose **Missed Calls**, **Received Calls**, or **Placed Calls**.

Step 3 Choose **Options** > **Delete**, or choose **Options** > **Exit**.

Erase All Call Records in All Call Logs

Procedure

Step 1

Press ⌂ to display call logs.

Step 2 Press **Clear** to erase call logs, or choose **Options** > **Exit**.

Directories

Depending on configuration, your phone can provide access to a corporate directory and a personal directory.

Corporate Directory

Contains corporate contacts that you can access on your phone. Your system administrator sets up and maintains the Corporate Directory.

Personal Directory

If available, contains personal contacts and associated speed-dial codes that you can configure and access from your phone and User Options web pages. The Personal Directory comprises the Personal Address Book (PAB) and Fast Dials.

- PAB is a directory of your personal contacts.

- Fast Dial allows you to assign codes to PAB entries for quick dialing.

Corporate Directory

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

Tips

- 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.

- You can copy a corporate directory record to your local Phone Book.

- Individual entries in the directory show the current status.

Related Topics

Dial from Corporate Directory (While Not on Call)

Procedure

Step 1   Choose ▲ 📖 > **Directory Services** > **Corporate Directory** (name can vary).

Step 2   Use your keypad to enter a search criteria, such as a name.

Step 3   Press ⬤ or **Search**.

Step 4   Scroll to a listing.

Step 5   To edit the displayed number (to add or to remove a prefix), perform the following steps:

a) Choose **Options** > **EditDial** followed by ◄ or ► to reposition the cursor.

b) Use the keypad to enter digits, or press **<<** to delete digits.

Step 6   Press **Dial** or [icon].

Personal Directory

The Personal Directory feature set contains your Personal Address Book (PAB) and Fast Dials.

Personal Directory Setup with Cisco Unified Communications Manager Release 4.3 and Later

For information about how to set up and use the Personal Directory when connected to a Cisco Unified Communications Manager Release 4.3 or later system, refer to *Customizing Your Cisco IP Phone on the Web* at the following URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Personal Directory Setup with Cisco Unified Communications Manager Release 5.0 and Later

This section describes how to set up and use Personal Directory on your phone when you are connected to a Cisco Unified Communications Manager Release 5.0 or later. Alternately, see Personal Directory on Web, on page 130.

Tips

- Your system administrator can provide 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.

- Your phone might be set up for international call logging, which is indicated by a plus (+) symbol on the call logs, redial, or call directory entries. For more information, contact your system administrator.

Access Personal Directory (for PAB and Fast Dial Codes)

Procedure

Step 1   Choose ⌃ [icon] > **Directory Services** > **Personal Address Book (PAB) Service** (exact name may vary).

Step 2   Enter your Cisco Unified Communications Manager user ID and PIN, and press **Options** > **Submit**.

Search for PAB Entry

Procedure

Step 1 Access **Personal Address Book**.

Step 2 Enter search criteria and choose **Options** > **Submit**.
Note To get a complete list of your PAB entries, choose **Options** > **Submit** without entering search criteria.

Step 3 You can choose **Options** > **Previous** or **Options** > **Next** to move through listings.

Step 4 Scroll to the PAB listing that you want and press **Select** or ◯.

Dial from PAB Entry

Procedure

Step 1 Search for a PAB entry.

Step 2 Scroll to the listing and press **Select** or ◯.

Step 3 Press **Dial**.

Step 4 Scroll to the number that you want to dial and press **OK**.

Step 5 Press **OK** again to dial the number.

Delete PAB Entry

Procedure

Step 1 Search for a PAB entry.

Step 2 Scroll to the listing and press **Select** or ◯.

Step 3 Choose **Options** > **Delete**.

Step 4 Press **OK** to confirm the deletion or press **Cancel**.

Edit PAB Entry

Procedure

Step 1   Search for a PAB entry.

Step 2   Scroll to the listing and press **Select** or ⬤.

Step 3   Choose **Options** > **Edit** to modify a name or mail address.

Step 4   If necessary, choose **Options** > **Phones** to modify a phone number.

Step 5   Press **Update**.

Add New PAB Entry

Procedure

Step 1   Access **Personal Address Book**.

Step 2   Access the Search page and choose **Options** > **Submit**. You do not need to input search information first.

Step 3   Choose **Options** > **New** .

Step 4   Use the keypad to enter a name or nickname.

Step 5   Press **Phones** and use the keypad to enter phone numbers. Be sure to include any necessary access codes. such as 9 or 1.

Step 6   Press **Submit** to add the entry to the database.

Assign Fast Dial Code to PAB Entry

Procedure

Step 1   Search for a PAB entry.

Step 2   Scroll to the listing and press **Select** or ⬤.

Step 3   Choose **Options** > **Fast Dial**.

Step 4   Scroll to the Fast Dial code that you want to assign to the number and press **Select** or ⬤.

Add New Fast Dial Code (Not Using PAB Entry)

Procedure

Step 1 Choose △ 📖 > **Personal Address Book**.

Step 2 Select **Personal Fast Dials**.

Step 3 Scroll to a Fast Dial code that is unassigned and press **Select** or ⚪.

Step 4 Press **Assign**.

Step 5 Enter a phone number.

Step 6 Press **Update**.

Search for Fast-Dial Codes

Procedure

Step 1 Choose △ 📖 > **Personal Fast Dials**.

Step 2 You can choose **Options** > **Previous** or **Options** > **Next** to move through listings.

Step 3 Scroll to the listing you want and press **Select** or ⚪.

Place Call Using Fast-Dial Code

Procedure

Step 1 Search for a Fast-Dial code.

Step 2 Scroll to the listing you want and press **Select** or ⚪.

Step 3 Press **Dial**.

Step 4 Choose **OK** to complete the action.

Delete Fast Dial Code

Procedure

Step 1   Search for a Fast Dial code.

Step 2   Scroll to the listing you want and press **Select** or ⬤.

Step 3   Choose **Options** > **Remove**.

Log Out of Personal Directory

Procedure

Step 1   Choose △ 📖 > **Personal Address Book** (exact name can vary).

Step 2   Choose **Logout**.

Internal Phone Book

You can store information (such as work phone and mobile phone numbers, and company name) for up to 100 contacts in the Phone Book on your phone.

Note   You can customize the left softkey to open the Phone Book. If customized this way, the left softkey is displayed as **Ph Book**. For more information, see Custom Phone Screen, on page 97.

Note   Your system administrator can import up to 100 contacts into your Phone Book if they are stored in a file using XML or CSV format, such as your contacts in Microsoft Outlook or the Cisco Unified Wireless IP Phone 7920. For more information, contact your system administrator.

Tips

- After you assign a speed dial to a contact number, a speed dial icon ⊞ and number appear underneath the phone number in the contact details.

- You can store up to 100 contacts in the Phone Book, but you can assign only 99 speed dials because Speed Dial 1 is reserved for voicemail.

• If you have contact information stored in another location (for example, in Microsoft Outlook or the Cisco Unified Wireless IP Phone 7920), ask your system administrator whether the file can be imported into your Phone Book.

Add Contact to Phone Book

Procedure

Step 1 Choose △ 📖 > **Phone Book** or press **Ph Book** (if available).

Step 2 Perform one of the following actions:

• Press **New** (if Phone Book is empty).

• Choose **Options** > **New** (if Phone Book is not empty).

Step 3 At the New Contact screen, fill in the contact information.

Step 4 When finished, press **Options**, and then choose **Save** to save the information or press **Cancel**.

Assign Primary Number for Contact

Procedure

Step 1 Choose △ 📖 > **Phone Book** or press **Ph Book** (if available).

Step 2 Highlight a contact name and choose **Options** > **Details**.

Step 3 Select a number:

• 📇 Work phone

• 🏠 Home phone

• 📱 Mobile phone

• 📧 Other phone

Step 4 Choose **Options** > **Primary**.

A ✔ (checkmark) appears next to that number.

Note The default primary number for a contact is the work phone. You can assign any number as the primary number.

Step 5 When finished, press **Options**, and then choose **Save** to save the information or press **Cancel**.

Change Name or Company Information for Contact

Procedure

Step 1

Choose △ [icon] > **Phone Book** or press **Ph Book** (if available).

Step 2 Highlight a contact name and press ⚪ to view the details.
You may also choose **Options** > **Details**.

Step 3 Select the information field and press **Change**.

Step 4 Enter your changes.

Step 5 When finished, press **Options**, then choose **Save** to save the information, or press **Cancel**.

Change Phone Number for Contact

Procedure

Step 1

Choose △ [icon] > **Phone Book** or press **Ph Book** (if available).

Step 2 Highlight a contact name and press ⚪ to view the details.
You may also choose **Options** > **Details**.

Step 3 Select a number:

- [icon] Work phone

- [icon] Home phone

- [icon] Mobile phone

- [icon] Other phone

Step 4 Choose **Options** > **Change**.

Step 5 Enter your changes.

Step 6 When finished, press **Options**, and then choose **Save** to save the information or press **Cancel**.

Search for Contact in Phone Book

Procedure

Step 1

Choose △ > **Phone Book** or press **Ph Book** (if available).

Step 2 Choose **Options** > **Mode** and enter the text to search. You can search for first name, last name, nickname, and company name.
You can enter search text in one of two ways:

- By pressing a key one or more times until you see the letter or number you need.

- By having possible matches automatically display after pressing one or more keys (predictive text).

Step 3 Choose **Options** > **Mode** again to change the way you enter search text.

Remove Contact from Phone Book

Procedure

Step 1

Choose △ > **Phone Book** or press **Ph Book** (if available).

Step 2 Highlight a contact name and choose **Options** > **Delete**.
The contact is removed and the speed dial for this contact number is unassigned.

Dial Primary Phone Number for Contact

Procedure

Step 1

Choose △ > **Phone Book** or press **Ph Book** (if available).

Step 2 Highlight a contact name. The primary phone number for this contact displays on the lower left. To dial this number, press or **Options** > **Dial**.
The default primary number for a contact is the work phone. You can change the primary number to be any number for this contact.

Dial Any Phone Number for Contact

Procedure

Step 1

Choose △ 📖 > **Phone Book** or press **Ph Book** (if available).

Step 2   Highlight a contact name, and then perform one of the following:

   • Scroll left or right until you see the icon for the phone number you wish to dial:

      ◦ 📇 Work phone

      ◦ 🏠 Home phone

      ◦ 📱 Mobile phone

      ◦ ☎ Other phone

   • Choose **Options** > **Details**, highlight a phone number, and press 📞 or **Options** > **Dial**.

Clear All Entries from Phone Book

Procedure

Step 1

Choose △ 📖 > **Phone Book** or press **Ph Book** (if available).

Step 2   Press **Options** and select **DeleteAll**.

Copy Phone Number from Call Log to New Phone Book Contact

Procedure

Step 1

Choose △ 📖 .

Step 2   Select one of the following items:

   • **Missed Calls**

> • **Received Calls**
>
> • **Placed Calls**

Step 3 Scroll to a phone number, choose **Options** > **Store** > **New Contact**. The Store Contact screen appears.

Step 4 Enter the First Name, Last Name, Nickname, and Company information.

Step 5 When finished, choose **Options** > **Save**, and then select the phone type to store the number.

Copy Phone Number from Call Log to Existing Phone Book Contact

Procedure

Step 1

Choose ⚠ 📖 .

Step 2 Select one of the following items:

> • **Missed Calls**
>
> • **Received Calls**
>
> • **Placed Calls**

Step 3 Scroll to a phone number, choose **Options** > **Store** > **Use Existing Contact**.

Step 4 On the Phone Book contacts list, highlight a name.

Step 5 Select the phone type to store the number.

Copy Phone Number from Directory to New Phone Book Contact

Procedure

Step 1

Choose ⚠ 📖 > **Corporate Directory** (name can vary).

Step 2 Use your keypad to enter the search criteria, such as the name, and then press **Search**.

Step 3 When the listing appears, choose **Options** > **Store** > **New Contact**. The Store Contact screen appears.

Step 4 Enter the First Name, Last Name, Nickname, and Company information.

Step 5 When finished, choose **Options** > **Save**, and then select the phone type to store the number.

Copy Phone Number from Directory to Existing Phone Book Contact

Procedure

Step 1

Choose ▲ 📖 > **Corporate Directory** (name can vary).

Step 2   Use your keypad to enter the search criteria, such as the name, and then press **Search**.

Step 3   When the listing appears, choose **Options** > **Store** > **Use Existing Contact**.

Step 4   On the Phone Book contacts list, highlight a name.

Step 5   Select the phone type to store the number.

Assign Speed Dial to Contact Number in Phone Book (from Speed Dial Screen)

Speed Dial 1 is always assigned to voicemail. You cannot remove or reassign this speed dial.

Procedure

Step 1

Choose ▲ 📖 > **Speed Dials**.

Step 2   Highlight an unassigned speed dial and press **Assign**. A list of Phone Book contacts appears.

Step 3   Highlight a name. Choose the primary number, or scroll left or right to choose another number, and then press **Select**. The selected number is assigned to the speed dial.

Related Topics

Assign Speed Dial to Contact Number in Phone Book (From Main Screen)

Procedure

Step 1   Press and hold an unassigned speed-dial number for about 2 seconds, and then press **Yes**. The Phone Book main screen appears.

Step 2   Highlight a contact and press **Select** to assign the speed dial to the primary number.

Unassign Speed Dial

Procedure

Step 1

Choose > **Speed Dials**.

Step 2   Highlight the assigned speed dial and press **Delete**.

Step 3   Press **Yes** to confirm, or **No** to cancel.

Voice messages

You can use your Cisco Unified Wireless IP Phone to access a voicemail service.

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

When you have a voice message, you see the following indications:

- Red blinking light

- Text message `You Have VoiceMail`

- Flashing message waiting ✉ icon next to your directory number in Line View.

For information about the commands that your voicemail service supports, see the voicemail service user documentation.

This chapter contains the following sections:

Set Up and Personalize Voicemail Service

Procedure

Step 1 Press **Message** or press and hold 📱 1️⃣.

Step 2 Follow the voice instructions.
If you changed the left softkey on the main screen to access the Phone Book (**Ph Book**), the **Message** softkey is not available.

Listen to Voicemail or Access the Voicemail System Menu

Procedure

Step 1 Press **Message** or press and hold .

Step 2 Enter your voicemail password.

Step 3 Follow the instructions to listen to your messages.
If you changed the left softkey on the main screen to access the Phone Book (**Ph Book**), the **Message** softkey is not available.

Send Call to Voicemail System

The iDivert feature automatically transfers a call (including a ringing or held call) to your voicemail system. Callers hear your voicemail greeting and can leave you a message.

Procedure

Press **iDivert**.

CHAPTER 6

Applications

Phone applications allow you to access the following:

- Cisco Extension Mobility, page 89
- Application Button, page 90
- Java MIDlets, page 91
- Bar Code Scanner, page 91

Cisco Extension Mobility

Cisco Extension Mobility (EM) allows you to temporarily configure a Cisco Unified IP Phone as your own. After 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 set up EM for you.

Tips

- EM automatically logs you out after a certain amount of time. Your system administrator establishes this time limit.
- 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 only on the phone are not maintained in your EM profile.

Log In to EM

Procedure

Step 1

Choose ◄ 🌐 > **EM Service** (name can vary).

Step 2   Enter your user ID and PIN (provided by your system administrator).

Step 3   If prompted, select a device profile.

Log Out of EM

Procedure

Step 1

Choose ◄ 🌐 > **EM Service** (name can vary).

Step 2   When prompted to log out, press **Yes**.

Application Button

Use the **Application** button 🔘 (on left side of phone) to start applications such as Push to Talk or other services on your phone.

Depending on how your system administrator sets up the **Application** button, you may be able to use it from the main screen only, or you may use it from any menu or service, or even when the phone is locked.

The **Application** button can also be configured to start an application immediately after you press it or only after you hold it for several seconds.

For more information, contact your system administrator.

Push to Talk Service

The Push to Talk service provides immediate communication (similar to a two-way radio) with members of your organization. Your system administrator must set up the Push to Talk service, and then you must subscribe to the service.

✎

Note   Your system administrator provides detailed information about how to use your Push to Talk service.

Instructions for accessing Push to Talk depend on your system:

- for systems using Cisco Unified Communications Manager Release 4.3 or later, see

- for systems using Cisco Unified Communications Manager Release 5.0 or later, see

Use Push to Talk Service

Procedure

Step 1 Choose ◄ > **Push to Talk** (name can vary).

Push to Talk service is active when the icon appears.

Step 2 Use the button to start and end a transmission depending on how your service is configured.

Step 3 Use the **Talk** and **Stop** softkeys to toggle between transmitting and listening.

Java MIDlets

Java MIDlets are special applications that provide you with specific services. An example of a MIDlet would be the Bar Code Scanner application that is used by the Cisco Unified Wireless IP Phone 7926G.

To use a MIDLet, you need to subscribe to the service. To access a MIDlet, you press the Applications button (on the left side of the phone).

Your administrator can set up a MIDlet to automatically launch when you turn on the phone. The MIDlet starts and then minimizes to the background until you need to use it.

You can manually stop the launched MIDlet. To start the MIDlet later, you either launch the MIDlet or turn the phone off and on.

For more information, contact your system administrator.

Bar Code Scanner

Your system administrator can configure the Cisco Unified Wireless IP Phone 7926G to scan bar codes using the scanning module on the top of the phone. The phone uses a Java MIDlet to read the bar code data and display information such as pricing, location, and inventory information. Contact your system administrator for information about using the bar code scanner.

Note The Cisco Unified Wireless IP Phone 7926G must be running Firmware Version 1.4(1) or later to support the bar code scanner.

Bar Code Scanner

Phone Customization

You can personalize your Cisco Unified Wireless IP Phone by adjusting sound settings, volume levels, display options, and keypad settings. You can also view your Network Profiles from the Settings menu.

Custom Ringtones

You can customize your phone by choosing a ring type for each line.

Tips

- You cannot modify the Ring Settings for the wireless IP phone from the User Options web pages.

- To return to the Settings menu, press **Back** after saving the change or press to return to the main screen.

View Ringtone Settings on Lines

Procedure

Step 1
Choose ▽ > **Phone Settings** > **Sound Settings**.

Step 2 Select **Ring Tone** > **Current Settings**.

Step 3 Press **View** to see the current line settings.

Change Ringtone on Line

Procedure

Step 1
Choose ▽ > **Phone Settings** > **Sound Settings**.

Step 2 Select **Ring Tone** > **Current Settings**.

Step 3 Press **View** to see the current line settings.

Step 4 Select a line by pressing the number key for the item, the ⬤ button, or the **Change** softkey.

Step 5 Scroll to a ringtone in the list and press **Play** to hear a sample of the ring.

Step 6 Press ⬤ and the ● icon appears next to the chosen ring.

Step 7 Choose **Options** > **Save** to make the change or choose **Options** > **Cancel**.

Assign Ringtone to Line

Procedure

Step 1
Choose ▽ > **Phone Settings** > **Sound Settings**.

Step 2 Select **Ring Tone** > **Available Ring Tones**.

Step 3 Scroll to a ringtone in the list and press **Play** to hear a sample of the ring.

Step 4 Choose **Options** > **Apply** and select the line for the ringtone.

☑ appears by the selected line.

Step 5 Press **Save** to make the change or press **Cancel**.

Change Phone Alert Type

Procedure

Step 1

Choose ▽ ![icon] > **Phone Settings** > **Sound Settings** > **Alert Pattern**.

Step 2   Select one of the following items:

- **Ring Only**
- **Vibrate Only**
- **Silent**
- **Vibrate, Then Ring**
- **Vibrate And Ring**

The ● icon appears next to your selection.

Step 3   Press **Save** to make the change or press **Cancel**.
Note   This change applies only to the handset and not to the desktop charger.

Custom Volume Settings

You can adjust the ring and speaker volume settings for your phone.

Adjust Ring Volume Level

Procedure

Step 1

Choose ▽ ![icon] > **Phone Settings** > **Sound Settings** > **Volumes**.

Step 2   Select **Ring**.

Step 3   To make a ring selection, press the number key for the item, the ● button, or the **Change** softkey.

Step 4   Press ▲ to increase the volume or ▽ to decrease the volume and hear a sample ring volume.

Step 5   Press **Save** to make the change or press **Cancel**.

Adjust Speaker Volume Level

Procedure

Step 1
Choose ▼ > **Phone Settings** > **Sound Settings** > **Volumes**.

Step 2 Select **Speaker**.

Step 3 Press ▲ to increase the volume or ▼ to decrease the volume.

Step 4 Press **Save** to make the change or press **Cancel**.

Adjust Phone Volume Level

Procedure

Step 1
Choose ▼ > **Phone Settings** > **Sound Settings** > **Volumes**.

Step 2 Select **Handset**.

Step 3 Press ▲ to increase the volume or ▼ to decrease the volume.

Step 4 Press **Save** to make the change or press **Cancel**.

Adjust Headset Volume Level

Procedure

Step 1
Choose ▼ > **Phone Settings** > **Sound Settings** > **Volumes**.

Step 2 Select **Headset**.

Step 3 Press ▲ to increase the volume or ▼ to decrease the volume.

Step 4 Press **Save** to make the change or press **Cancel**.

Select Devices that Ring

Ring output applies only to wired headsets, not Bluetooth headsets.

Procedure

Step 1
Choose ▼ > **Phone Settings** > **Sound Settings**.

Step 2   Select **Ring Output**.

Step 3   Select one of the following:

- **Headset**

- **Speaker** (default setting)

- **Speaker and Headset**

The ● icon appears next to your selection.

Step 4   Press **Save** to make the change or press **Cancel**.

Custom Phone Screen

You can customize the left softkey (when the phone is idle), the brightness of your phone screen display, and the language on your phone screen.

Set Up Left Softkey to Open Phone Book

Procedure

Step 1
Choose ▼ > **Phone Settings** > **Customize Home Page**.

Step 2   Press **Change**.

Step 3   Select **Phone Book**.

Step 4   Press **Save**. The left softkey displays as **Ph Book** when the phone is idle.

Set Up Left Softkey to Access Messages

Procedure

Step 1
Choose ▽ > **Phone Settings** > **Customize Home Page**.

Step 2 Press **Change**.

Step 3 Select **Message**.

Step 4 Press **Save**. The left softkey displays as **Message** when the phone is idle.

Change Phone Display Brightness

Procedure

Step 1
Choose ▽ > **Phone Settings** > **Display Settings**.

Step 2 Highlight **Display Brightness**, and then press ⬤ or **Change**.

Step 3 Press △ to increase the brightness or ▽ to decrease the brightness.

Step 4 Press **Save** to make the change or press **Cancel**.

Change Screen Display Time

Procedure

Step 1
Choose ▽ > **Phone Settings** > **Display Settings**.

Step 2 Highlight **Display Timeout**, and then press ⬤ or **Change**.

Step 3 Select one of the following:

- **10 Seconds**

- **30 Seconds** (default setting)

- **1 Minute**

- **2 Minutes**

Step 4 Press **Save** to make the change or press **Cancel**.

When the display setting time expires, the screen dims for 10 seconds, and then goes dark.

Change Service Coverage LED Indication

Procedure

Step 1

Choose ⑦ 📦 > **Phone Settings** > **Display Settings**.

Step 2 Highlight **LED Coverage Indicator**, and then press ⭕ or **Change**.

Step 3 Select one of the following:

- **Enable** (default setting)

- **Disable**

Step 4 Press **Save** to make the change or press **Cancel**.

Change Phone Screen Language

Procedure

Step 1 Log in to your User Options web pages.

Step 2 Change the language setting.

Related Topics

User Options, on page 125

Change Font Size

Procedure

Step 1

Choose ⑦ 📦 > **Phone Settings** > **Display Settings**.

Step 2 Highlight **Font Size**, and then press ⭕ or **Change**.

Step 3 Select one of the following choices:

　　　　　　　　　　　• **Default** (default setting)

　　　　　　　　　　　• **Increased**

Step 4 　Press **Save** to make the change or press **Cancel**.

Keypad Settings

You can set the keypad to automatically lock, to make tones, and to answer a call.

Any Key Answer

You can configure the phone to answer a call when you press any key on the keypad.

Set Up Ability to Answer Calls by Pressing Any Key

Procedure

Step 1 　Choose ▼ > **Phone Settings** > **Keypad Settings**.

Step 2 　Select **Any Key Answer**.

Step 3 　Select **Enable**.

Step 4 　Press **Save** to make the change or press **Cancel**.
　　　　　Under the Any Key Answer option, `Enabled` appears.

Disable Any Key Answer Option

Procedure

Step 1 　Choose ▼ > **Phone Settings** > **Keypad Settings**.

Step 2 　Select **Any Key Answer**.

Step 3 　Select **Disable**.

Step 4 　Press **Save** to make the change or press **Cancel**.
　　　　　Under the Any Key Answer option, `Disabled` appears.

Keypad Automatic Lock

To keep from pressing keys and redialing calls accidentally, use the Keypad Auto Lock feature. You can set the length of time before your phone keypad automatically locks after you end a call.

Tips

- Auto lock is enabled only when the phone is idle and at the main screen.

- The keypad lock is temporarily disabled when you have an incoming call.

Automatically Lock Keypad After Using Phone

Procedure

Step 1   Choose ▽ > **Phone Settings** > **Keypad Settings**.

Step 2   Select **Keypad Auto Lock**.

Step 3   Select one of these time intervals:

- **15 seconds**

- **30 seconds**

- **60 seconds**

Step 4   Press **Save** to make the change or press **Cancel**.

After the chosen time interval expires, the   icon appears and the keypad locks.

Unlock Keypad

Procedure

Step 1   Press any key and Unlock keypad? appears on the screen.

Step 2   Press **Unlock** and then press **OK**. You must press the softkeys as soon as they appear, or the keypad remains locked.

Turn Off Automatic Keypad Lock

Procedure

Step 1 Choose ▼ > **Phone Settings** > **Keypad Settings**.

Step 2 Select **Keypad Auto Lock**.

Step 3 Select **Disable**.

Step 4 Press **Save** to make the change or press **Cancel**.
Under the Keypad Auto Lock option, `Disabled` appears.

Keypad Tones

You can enable or disable the tones that play when you press a key on your keypad.

Change Keypad Tone Level

Procedure

Step 1 Choose ▼ > **Phone Settings** > **Keypad Settings**.

Step 2 Select **Keypad Tone**.

Step 3 Select one of the following:

Disable

Does not play tones when keys are pressed.

Normal

Plays tones when keys are pressed.

Loud

Plays louder tones when keys are pressed.

The ● icon appears next to your selection.

Step 4 Press **Save** to make the change or press **Cancel**.

Network Profile List

Network profiles provide predefined settings for access to the wireless network 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 wireless network configurations at locations that use different service set identifiers (SSID) or authentication types.

Your phone can have up to four enabled network profiles. Your phone automatically scans the profiles and selects the network profile with the matching SSID and settings for that specific wireless network.

Note   Consult with your system administrator if you need to have additional network profiles added or settings changed in a profile.

Tips

- When the Locked icon appears next to a menu, contact your system administrator for information.
- If you need to change your username and password, see Set Username and Password, on page 24, and consult with your system administrator.

View List of Enabled Network Profiles

Procedure

Choose > **Network Profiles**.

The enabled profiles have a next to them.

Note   Because network profiles are locked, your system administrator must make changes for you.

Hardware Diagnostics

You can perform various diagnostic functions on your phone.

Check Keypad Button Functions

You can verify that the keypad buttons are functional on your phone.

Procedure

Step 1
    Choose ⩔   > **Phone Settings** > **Diagnostics**.

Step 2   Select **Keypad**.

Step 3   Press any key. If the key is functional, `Pressed` appears.

Perform Audio Diagnostics

You can verify that the speaker and microphone on your phone are functional.

Procedure

Step 1
    Choose ⩔   > **Phone Settings** > **Diagnostics**.

Step 2   Select **Audio**. The ringer sounds and the speaker activates.

Step 3   Speak into the microphone to ensure that both the microphone and speaker are working.

Perform WLAN Diagnostics

You can run the Site Survey utility from the Diagnostics menu to verify that the access points (AP) are providing adequate coverage. For more information on using the Site Survey utility, see *Cisco Unified Wireless IP Phone 7925G, 7925G-EX, and 7926G Administration Guide*.

Procedure

Step 1
    Choose ⩔   > **Phone Settings** > **Diagnostics**.

Step 2   Select **WLAN**.

Perform Scanner Diagnostics

You can ensure that the bar code scanner is functional.

Procedure

Step 1   Choose ▽ > **Phone Settings** > **Diagnostics**.

Step 2   Select **Scanner**.

Step 3   Position the scanner in front of a bar code and press **Scan**.

Additional Configuration Options

Your system administrator can configure your phone to use specific softkey templates along with special services and features, if appropriate. The following table provides an overview of some configuration options that you might want to discuss with your 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/en/US/products/hw/phones/ps379/products_user_guide_list.html

If you...	Then...	For more information...
Need to handle more calls on your phone line	Ask your system administrator to configure your line to support more calls.	Talk to your system administrator or phone support team.
Need more than one phone line	Ask your system administrator to configure one or more additional directory numbers for you.	Talk to your system administrator or phone support team.
Need different softkeys, such as 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.
Want to use Java MIDlets	Ask your system administrator to configure the Java software modules for your phone.	Talk to your system administrator or phone support team.
Need more speed-dial numbers	Verify that you are using all 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 User Options, on page 125.
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 your wireless IP phone, for example.	See Shared Line, on page 62.

If you...	Then...	For more information...
Share phones or office space with coworkers	Consider using: • Call Park to store and retrieve calls without using the transfer feature. • Call Pickup to answer calls ringing on another phone. • A shared line to view or join coworkers' calls. • Cisco Extension Mobility to apply your phone number and user profile to a shared phone	Ask your system administrator about these features and see the: • Suspicious Call Trace, on page 67. • Shared Line, on page 62. • Cisco Extension Mobility, on page 89.
Answer calls frequently or handle calls for someone else	Ask your system administrator to set up the AutoAnswer feature for your phone.	See AutoAnswer, on page 113.
Determine the state of a phone line associated with a speed-dial, call log, or directory listing on your phone	Ask your administrator to set up the Busy Lamp Field (BLF) feature for your phone.	See Line State (BLF), on page 65.
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 Cisco Extension Mobility, on page 89.
Allow or prevent all phones with the same shared line to view call information or join a call on the shared line	Ask your system administrator to set up the Privacy feature for those phones.	See Privacy and Shared-Line Calls, on page 64.

Handset, Headset, and Speakerphone

This section describes how to use the handset, headset, and speakerphone of your Cisco Unified Wireless IP Phone 7925G, 7925G-EX, and 7926G.

Handset, Headset, and Speakerphone Actions

You can use your phone as a mobile handset, as a speakerphone, or with a headset (wired or Bluetooth wireless).

Tips

- If you unplug the headset or remove the phone from the desktop charger, the phone reverts to the speaker mode for features that typically use the speakerphone for incoming calls, such as AutoAnswer or intercom calls.

- You can use the headset and speaker with all the controls on your phone, including 🎤 and ⬛⬛.

Note   If you change the volume while on an active call, the new volume level is preserved for future calls after the phone is turned off.

Use Handset

Procedure

Step 1 To answer or make a call from the handset, press [icon].

Step 2 To hang up, press [icon].

Use Wired Headset

Procedure

Step 1 Lift the headset port cover [icon] and plug the headset connector into the headset port.

The [icon] icon appears on the phone status line.

Step 2 Place and answer calls as usual.
If you use AutoAnswer, see AutoAnswer, on page 113 for exceptions.

The headset audio remains active when the headset is connected to the phone.

Use Bluetooth Wireless Headset

Procedure

Step 1 Enable the Bluetooth setting on your phone.

Step 2 Scan for a list of Bluetooth devices.

Step 3 Select and pair the Bluetooth headset with the phone.

Related Topics

Bluetooth Wireless Headsets, on page 109

Use Speaker Mode

You can activate the speakerphone before making a call or during a call. The speaker mode remains active for future calls until toggled off. You can activate the speakerphone (on the phone) even when the phone is docked in the desktop charger and connected to a wired headset.

Procedure

Press and hold ◀ until the ◀ icon appears.

Switch To and From Speaker During Call

Procedure

Step 1   To switch to speaker mode, press and hold ◀ until the ◀ icon appears.

Step 2   To switch from speaker mode to handset mode, press and hold ◀ to toggle back to the handset.

Headsets

Your phone supports wired headset jack types with a 2.5 mm, 3-band, 4-connector plug. For information about purchasing headsets, see Headset Information, on page 26.

Bluetooth Wireless Headsets

Your phone supports the use of Bluetooth wireless headsets. Enable the Bluetooth setting on your phone before performing tasks such as scanning, pairing, and unpairing.

Note   Before pairing the Bluetooth headset with the phone, follow the instructions in the headset documentation to enable it for operation.

Tips

• Only one Bluetooth device can be connected to the phone at one time.

• A Bluetooth device must remain within 10 m of the phone to keep the connection.

• A Bluetooth device disconnects if the phone is turned off or if Bluetooth is disabled on the phone.

- If a device that was previously paired with the phone is used to connect to another Bluetooth device, you must first unpair it, and then pair it again with the phone.

- If a Bluetooth headset becomes disconnected (it goes out of range of the phone or the phone battery loses power), it should automatically reconnect when it is in range again or the battery is recharged. If it does not reconnect, you can tap the Bluetooth headset once to reestablish the connection.

- If a Bluetooth headset is in power-save mode and becomes disconnected from the phone, you may need to tap the headset once to "wake" it to reestablish a connection.

Enable or Disable Bluetooth on Phone

Procedure

Step 1

Choose ▽ > **Phone Settings** > **Bluetooth**.

Step 2   Highlight **Bluetooth** and press **Select**.

Step 3   Select **Enable** or **Disable**, and then press **Save**.

If enabled, the Bluetooth Enabled icon ▮ appears. If disabled, the icon disappears.

> **Note**   Bluetooth must be enabled on the phone before you can perform tasks such as scanning, pairing, and unpairing.

Scan for Bluetooth Devices

Procedure

Step 1

Choose ▽ > **Phone Settings** > **Bluetooth** > **Device List**.

Step 2   Press **Scan**. A list of devices appears.

> **Note**   It may take a few seconds for the scan to complete.

Step 3   To rescan for a device, press **Rescan** from Scan Results.

Pair Bluetooth Headset with Phone

Procedure

Step 1   From the Scan Results list, select a Bluetooth headset and press **Pair**.

Step 2

When prompted, enter the Bluetooth Passkey, and then press ◯ (Select) or **Options** > **OK**.

Note   Obtain the Bluetooth Passkey from your Bluetooth device documentation. Pairing must be completed within 1 minute or it fails.

If the pairing succeeds, the newly paired headset is added to the Device List and becomes connected to the phone (if no prior Bluetooth connection exists between another device and the phone).

Step 3   If a prior connection exists, first unpair or disconnect the other device from the phone.
The Bluetooth Device Connected icon displays, and a check mark appears next to the device name.

Step 4   If the pairing fails, press **Back** to retry.

Related Topics

Connect Bluetooth Headset Already Paired (but Not Connected) with Phone

Procedure

Perform one of the following actions:

- Tap on the headset to send a connection request to the phone.

- Choose ▼ > **Phone Settings** > **Bluetooth** > **Device List**, highlight the headset, and press **Options** > **Connect**.

Unpair Bluetooth Headset from Phone

Procedure

Step 1

Choose ▼ > **Phone Settings** > **Bluetooth** > **Device List**.

Step 2   Select a headset from the list, press **Options** > **Unpair**.

Step 3   Press **Yes** to confirm.
The headset disconnects from the phone and is removed from the Device List.

Disconnect Bluetooth Headset from Phone

Procedure

Step 1 Choose ⍌ 🧰 > **Phone Settings** > **Bluetooth** > **Device List**.

Step 2 Select a headset from the list, press **Options** > **Disconn**.

Step 3 Press **Yes** to confirm.
The headset disconnects from the phone but remains on the Device List (without a check mark next to the device name).

Switch from Bluetooth Headset to Speaker or Handset During Call

Procedure

Step 1 Press and hold 🔊. The Select Audio Path menu appears.

Step 2 Select **Speaker** or **Handset**.

Step 3 To switch modes again, press and hold 🔊, and select another audio mode.

Note After the call, the phone remains in the last audio mode it used during the call.

Switch to Bluetooth Headset During Call from Speaker or Handset

Procedure

Step 1 Press and hold 🔊. The Select Audio Path menu appears.

Step 2 Select **Bluetooth**.

Note If a wired headset is connected to the phone, you cannot select the Bluetooth option even if the Bluetooth connected icon is displayed. To use the Bluetooth headset, you must first unplug the wired headset.

AutoAnswer

You can use AutoAnswer if you receive a high volume of incoming calls or handle calls on behalf of others. Your system administrator configures AutoAnswer to work with either your speaker or headset.

If AutoAnswer is configured, keep headset mode active by ensuring that your headset is plugged into the phone, even when you are not on a call.

If your phone is set up to use AutoAnswer in headset mode, calls are answered automatically only if the Wired Headset icon or the Bluetooth Enabled icon is in the phone status line. Otherwise, calls ring normally and you must manually answer them.

AutoAnswer

C H A P T E R 9

Cisco Unified Wireless IP Phone 7925G Desktop Charger

This chapter describes the Cisco Unified Wireless IP Phone 7925G Desktop Charger for use with Cisco Unified Wireless IP Phone 7925G, 7925G-EX, and 7926G.

- Cisco Unified Wireless IP Phone 7925G Desktop Charger Overview, page 115
- Connect Charger to External Power, page 118
- Pair Charger and Wireless Phone, page 119
- Dock Phone in Charger, page 120
- Undock Phone, page 122
- Change Charger Speaker Volume, page 122
- Charge Spare Battery, page 122
- Cisco Unified Wireless IP Phone 7925G Desktop Charger Notes, page 123

Cisco Unified Wireless IP Phone 7925G Desktop Charger Overview

The Cisco Unified Wireless IP Phone 7925G Desktop Charger provides the following features:

- Charges the docked phone battery from line power
- Contains a speakerphone, with the volume controlled by the phone volume buttons
- Supports Bluetooth through the speakerphone
- Displays status information using the Power/Bluetooth Status LED and Battery LED
- Contains an additional port at the back of the station for charging a spare battery
- Works on line power or from the spare battery for the phone

The following figure shows the Cisco Unified Wireless IP Phone 7925G docked in the Cisco Unified Wireless IP Phone 7925G Desktop Charger.

Figure 1: Cisco Unified Wireless IP Phone 7925G docked in the charger

The Cisco Unified Wireless IP Phone 7925G Desktop Charger supports the following phones:

- Cisco Unified Wireless IP Phone 7925G

- Cisco Unified Wireless IP Phone 7925G-EX

- Cisco Unified Wireless IP Phone 7926G

The two LEDs on the Cisco Unified Wireless IP Phone 7925G Desktop Charger change color, as described in the following table.

LED	Color	Flash rate	Meaning
Power/Bluetooth Status	Unlit	Solid	The charger is not plugged into line power.
	Green	Solid	The charger is plugged into line power.
	Blue	Flashing slowly	Bluetooth is connecting or disconnecting from the charger.
		Solid	The charger is connected to the phone using Bluetooth.
Battery	Unlit	Solid	No spare battery is installed.
	Red	Solid	The spare battery is charging.
	Green	Solid	The spare battery is fully charged.
	Amber-yellow	Solid	The station is powered by the spare battery with adequate charge.
		Flashing	The station is powered by the spare battery, but the battery is low.
		Flashing and dimming slowly	The station is powered by the spare battery, but the battery is rapidly depleting.

The spare battery charges only when the Cisco Unified Wireless IP Phone 7925G Desktop Charger is plugged into line power.

The Cisco Unified Wireless IP Phone 7925G Desktop Charger supports Bluetooth Version 2.1 + Extended Data Rate (EDR) using Hands-free Version 1.5.

The following figure shows the location of the Control button. The Control button is used when pairing the charger with the phone.

Control
button

Connect Charger to External Power

Procedure

Step 1   Connect one end of the power cord to the station, as shown in the following figure.

Step 2   Plug the other end of the power cord into the nearest electrical outlet.
The Power/Bluetooth Status LED lights green.

Pair Charger and Wireless Phone

After you have the Cisco Unified Wireless IP Phone 7925G Desktop Charger powered up, you must make the charger and your wireless phone communicate. This communication is called "pairing." The phone and Cisco Unified Wireless IP Phone 7925G Desktop Charger communicate using Bluetooth technology.

The charger automatically enters pairing mode after it is powered up the first time.

Note   If the charger is already paired to the phone, then press and hold the **Control** button on the charger for 5 seconds to manually pair the charger and phone.

Before You Begin

• The Cisco Unified Wireless IP Phone 7925G Desktop Charger is connected to external power or a charged spare battery is installed in the spare battery port.

Procedure

Step 1	Insert the phone into the charger and turn on the phone.
Step 2	Press and hold the **Control** button on the side of the charger for 5 seconds. The Power/Bluetooth Status LED flashes and the charger enters pairing mode.
Step 3	On the phone, choose ▽ 🛠️ > **Phone Settings** > **Bluetooth**.
Step 4	If the first item in the Bluetooth menu displays `Bluetooth Disabled`, press **Select**, select **Enable**, and press **Save.**
Step 5	Choose **Device List**.
Step 6	Press **Scan**. A list of devices appears. The scan may take a few seconds to complete.
Step 7	If `Cisco Dock 7900` does not appear on the device list, press **Rescan**.
Step 8	From the device list, select **Cisco Dock 7900** and press **Pair**.
Step 9	If prompted, enter **0000** for the passkey. The pairing completes, the charger is listed in the Device List, and the charger is paired with the phone.
Step 10	Press the **End** button on the phone.

Dock Phone in Charger

When you undock the phone, Bluetooth disconnects and the phone uses the local speaker for audio.

Note   If the Bluetooth disconnects when the phone is docked, undock and dock the phone again.

Before You Begin

The Cisco Unified Wireless IP Phone 7925G Desktop Charger must be connected to an electrical outlet or have a charged, spare battery installed.

Procedure

Step 1	Place the phone into the charger, as shown in the following figure.

When the phone docks and pairing has been set up, the Power LED flashes blue. While the Power LED flashes blue, the phone and Cisco Unified Wireless IP Phone 7925G Desktop Charger are pairing. When pairing completes, the Phone LED lights solid blue and the phone displays the dock icon .

If you are on a call when you dock the phone,

- If the Cisco Unified Wireless IP Phone 7925G Desktop Charger is powered, there is a slight delay while the Bluetooth connection completes, and then the call continues using the Cisco Unified Wireless IP Phone 7925G Desktop Charger speaker.

- If the Cisco Unified Wireless IP Phone 7925G Desktop Charger does not have power (electrical output or spare battery), the phone cannot connect to the charger using Bluetooth. The call continues, but you need to undock the phone to continue the call.

Step 2 If Bluetooth does not connect, manually connect the phone with the charger:

a) Select ▼ > **Phone Settings** > **Bluetooth** > **Device List**.

b) Select **Cisco Dock 7900**.

Step 3 Select **Options** > **Connect**.
The phone and charger connection is made.

Step 4 If pairing does not happen,

a) Select **Options** > **Unpair**.

b) At the unpair prompt, select **Yes**.
The charger is removed from the Bluetooth device list.

c) Pair the charger and phone again.

Related Topics

Undock Phone

Procedure

To undock the phone, remove the phone from the cradle.
If you are on a call when you undock the phone, the Power/Bluetooth Status LED flashes blue while the Cisco Unified Wireless IP Phone 7925G Desktop Charger disconnects. The call then continues on the phone.

Change Charger Speaker Volume

Procedure

Use the volume keys on the phone to raise or lower the speaker volume.

Charge Spare Battery

Use this procedure to install a spare battery so that it can be recharged. After the spare battery is fully charged, you can use it as a power source (for a limited time) for the Cisco Unified Wireless IP Phone 7925G Desktop Charger.

Prerequisites

- The Cisco Unified Wireless IP Phone 7925G Desktop Charger must be plugged into the electrical outlet.

Procedure

Step 1   Insert the spare battery into the Cisco Unified Wireless IP Phone 7925G Desktop Charger as shown in the following figure. The battery contacts must be facing the base of the charger.

The Battery LED lights green if the battery is charged, or red if the battery is charging.

Step 2   If the Battery LED does not light up as red or green, check that the battery was installed correctly (label side up). You may need to remove the battery, reorient it, and reinsert it firmly against the contacts.

Cisco Unified Wireless IP Phone 7925G Desktop Charger Notes

Unplugging the Cisco Unified Wireless IP Phone 7925G Desktop Charger from the electrical outlet has the following consequences:

- As long as a charged spare battery is in place, the station functions normally. The spare battery provides power for the speakerphone.

  ◦ When the Battery LED starts flashing amber-yellow, the charge on the spare battery is low. Active calls continue and new calls can be placed, as long as there is sufficient power in the spare battery. When the spare battery power is low, the speakerphone does not operate, but calls can continue.

  ◦ When the Battery LED flashes amber-yellow and dims, the spare battery charge has dropped too low. Active calls disconnect and new calls cannot be placed. The Cisco Unified Wireless IP Phone 7925G Desktop Charger should be connected to an electrical outlet or a charged spare battery installed.

- If an uncharged spare battery is in place, the station does not function. The Cisco Unified Wireless IP Phone 7925G Desktop Charger must be plugged into an electrical outlet, or a charged spare battery installed.

User Options

Your Cisco Unified Wireless IP Phone 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 Communications Manager User Options web pages, where you can control features, settings, and services for your wireless IP phone. This section includes information for:

User Options Web Pages with Cisco Unified Communications Manager Release 4.3 and Later

This section describes how to access your User Options web pages and how to subscribe to phone services when you are connected to a Cisco Unified Communications Manager Release 4.3 or later system. For more details about the features you can configure and the phone services to which you can subscribe, refer to *Customizing Your Cisco IP Phone on the Web* at the following URL: http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

User Options Web Pages Usage

This section describes how to log in and select a phone device for Cisco Unified Communications Manager Release 4.3 or later User Options web pages.

Log In to User Options Web Pages

Procedure

Step 1 Obtain a User Options URL, user ID, and default password from your system administrator.

Step 2 Open a web browser on your computer, enter the URL, and log in.

The Cisco Unified Communications Manager User Options main web page appears.

Select Device After Log In

Procedure

Step 1 From the general menu, select your device type (phone model) in the Select a device drop-down list. The context-sensitive menu appears with options appropriate for the Cisco Unified Wireless IP Phone.

Step 2 Make changes to the options for your Cisco Unified Wireless IP Phone.

User Options Web Pages Navigation Tips

• Select your device from the menu page to see all of your options.

• Click **Update** to apply and save your changes.

• Click **Return to the Menu** to get back to the context-sensitive menu.

• Click **Log Off** to exit the User Options pages.

Phone Services Subscriptions

Before you can access subscription phone services on your phone, you need to subscribe to them by using your computer to access the User Options web pages.

Phone services can include:

• Web-based information, such as stock quotes, movie listings, and weather reports

• Network data, such as corporate calendars and searchable directories

• Phone features, such as the Fast Dial service and a Personal Address Book

For more information, see *Customizing Your Cisco IP Phone on the Web* at:

http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Related Topics

User Options Web Pages Usage, on page 128

Subscribe to Service

Procedure

Step 1 From the main menu, choose **Configure your Cisco IP Phone Services**.

Step 2 Select a service from the Available Services drop-down list and click **Continue**.

Step 3 Enter more information upon request (such as a zip code or PIN).

Step 4 Click **Subscribe**.

Change or End Subscriptions

Procedure

Step 1 From the main menu, choose **Configure your Cisco IP Phone Services**.

Step 2 Click a service in the Your Subscribed Services section.

Step 3 Click **Update** after making changes, or click **Unsubscribe**.

Access Service on Phone

Procedure

Step 1 Choose **(Services)** > **(Service Name)** .

Step 2 Select the service that you want.

User Options Web Pages with Cisco Unified Communications Manager Release 5.1 and Later

This section describes how to access your User Options web pages and how to subscribe to phone services when you are connected to a Cisco Unified Communications Manager Release 5.1 or later system. Use these sections for more details about accessing the User Options web pages and configuring features and subscribing to phone services.

User Options Web Pages Usage

This section describes how to log in and select a phone device for Cisco Unified Communications Manager Release 5.1 or later User Options web pages.

Log In to User Options Web Pages

Procedure

Step 1 Obtain a User Options URL, user ID, and default password from your system administrator.

Step 2 Open a web browser on your computer, enter the URL, and log in.

Step 3 If prompted to accept security settings, click **Yes** or **Install Certificate**.
The Cisco Unified Communications Manager User Options main web page appears. From this page, you can choose **User Options** to access User Settings, Directory features, a Personal Address Book, and Fast Dials.

Select Device After Login

Procedure

Step 1 After you have logged in to your User Options web pages, choose **User Options** > **Device**.
The Device Configuration page appears.

Step 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.

Configure User Features

Procedure

Choose **User Options** to access these features:

- **User Settings**
- **Directory**
- **Personal Address Book**
- **Fast Dials**

Configure Phone Settings

Procedure

Choose toolbar buttons to access these phone-specific options:

- **Line settings**
- **Speed dials**
- **Phone services**
- **Service URL**

Return to Device Configuration Page

Use the Device Configuration page to access all of the configuration options available for your phone (other pages might not provide access to all options).

Procedure

Choose **User Options** > **Device** from any page to verify that you are configuring the correct device or to change devices.

Features and Services Setup From Web

These topics describe how to configure features and services from your User Options web pages after logging in.

Related Topics

Speed Dial on Web

Depending on configuration, your phone can support several speed-dial features that are set up from the web:

- Line View Speed Dials
- Abbreviated Dials
- Fast Dials

✎

Note   For help using speed-dial features, see .

Tips

- You can have up to six numbers appear in your Line View screen (a combination of line and speed-dial numbers).

- If your speed-dial label contains more than 11 characters, use a shorter label because labels are shortened from the left. For example, "Customer Service" displays as "…er Service" on the screen.

Set Up Line View Speed-Dial Numbers

Procedure

Step 1 Select the name for the device.

Step 2 Click **Speed Dials**.

Step 3 Enter a phone number as you would dial it.

Step 4 Enter a label for the speed-dial number that is 11 characters or less.

Step 5 Click **Save**.

Note If you have speed dials configured in your Line View, the speed-dial label appears next to the ▦ icon.

Set Up Abbreviated Dials

Procedure

Step 1 Select the name for the device.

Step 2 Click **Speed Dials**.

Step 3 Enter a phone number as you would dial it and label for an Abbreviated Dialing code.

Step 4 Click **Save**.

Note Make note of the number for the Abbreviated Dialing Code. Use this code with **Options** > **AbbrDial** to access the abbreviated-dial number.

Fast Dials Setup

For more information, see Personal Directory on Web, on page 130.

You can also set up Fast Dials on your phone. See the Personal Directory, on page 75.

Personal Directory on Web

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

- Personal Address Book (PAB)

- Fast Dials

- Address Book Synchronization Tool (TABSynch)

✎

Note   You can also access PAB and Fast Dials from your phone.

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, which are labeled "raw" in the User Options web pages, do not display a configurable text label.

Related Topics

Personal Directory, on page 75

Add New PAB Entry on Web

Procedure

Step 1   Choose **User Options** > **Personal Address Book**.

Step 2   Click **Add New**.

Step 3   Enter information for the entry.

Step 4   Click **Save**.

Search for PAB Entry on Web

Procedure

Step 1   Choose **User Options** > **Personal Address Book**.

Step 2   Specify search information and click **Find**.

Note   To locate all entries, leave search information blank and click **Find**.

Edit PAB Entry on Web

Procedure

Step 1 Search for a PAB entry.

Step 2 Click a name or nickname.

Step 3 Edit the entry as needed and click **Save**.

Delete PAB Entry on Web

Procedure

Step 1 Search for a PAB entry.

Step 2 Select one or more entries.

Step 3 Click **Delete Selected**.

Assign Fast Dial Code to PAB Entry on Web

Procedure

Step 1 Create a PAB entry.

Step 2 Choose **User Options** > **Fast Dials**.

Step 3 Click **Add New**.

Step 4 Change the Fast Dial code, if desired.

Step 5 Use the Search Options area to find the appropriate PAB entry.

Step 6 Click a phone number in the Search Results area.

Step 7 Click **Save**.

Related Topics

Assign Fast Dial Code to Phone Number (Without Using PAB Entry) on Web

Procedure

Step 1   Choose **User Options** > **Fast Dials**.

Step 2   Click **Add New**.

Step 3   Change the Fast Dial code, if desired.

Step 4   Enter a phone number.

Step 5   Click **Save**.

Search for Fast-Dial Entry on Web

Procedure

Step 1   Choose **User Options** > **Fast Dials**.

Step 2   Specify search information and click **Find**.

Edit Fast-Dial Phone Number on Web

Procedure

Step 1   Choose **User Options** > **Fast Dials**.

Step 2   Search for the Fast Dial entry that you want to edit.

Step 3   Click a component of the entry.

Step 4   Change the phone number.

Step 5   Click **Save**.

Delete Fast Dial Entry on Web

Procedure

Step 1   Search for a Fast Dial.

Step 2   Select one or more entries.

Step 3   Click **Delete Selected**.

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. Then you can access entries from your Microsoft Windows Address Book on your wireless IP phone and User Options web pages. Your system administrator can give you access to TABSynch and provide detailed instructions.

Phone Services Setup on 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.

Subscribe to Service on Web

Procedure

Step 1   Select the name for the device.

Step 2   Click **Phone Services**.

Step 3   Click **Add New**.

Step 4   Choose a service from the drop-down list and click **Next**.

Step 5   Change the service label or enter additional service information, if available (optional).
If the label contains more than 11 characters, use a shorter name because labels are shortened from the left. For example, "Customer Service" displays as `...er Service` on the screen.

Step 6   Click **Save**.

Search for Services on Web

Procedure

Step 1   Select a device.

Step 2   Click **Phone Services**.

Step 3   Click **Find**.

Change or End Services on Web

Procedure

Step 1	Search for services.
Step 2	Select one or more entries.
Step 3	Click **Delete Selected**.

Change Service Name on Web

Procedure

Step 1	Search for services.
Step 2	Click on the service name.
Step 3	Change the information and click **Save**.

Add Service to Available Screen Slot on Web

Procedure

Step 1	Select a device.
Step 2	Click **Service URL**. If you do not see this option, ask your system administrator to configure a service URL button for your phone.
Step 3	Choose a service from the Button Service drop-down list.
Step 4	If you want to rename the service, edit the label fields. Your phone uses the ASCII Label field if the phone does not support double-byte character sets.
Step 5	Click **Save**.
Step 6	Click **Reset** to reset your phone and see the new label. You cannot see the label until the phone resets.

Access Phone Service on Web

Note The services available on your phone depend on the phone system configuration and the services you subscribed to. Ask your system administrator for more information.

Procedure

Step 1

Choose ◄ 🌐 > **(Service Name)**.
If only one service is configured, the service opens by default.

Step 2 If more than one service is configured, select an option from the menu on the phone screen.

User Settings on Web

User settings include your password, PIN, and language (locale) settings. Your PIN and password allow you to access different features and services.

Tips

- 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 Web Dialer on your personal computer.

- For more information about these services, ask your system administrator.

Change Password on Web

Procedure

Step 1 Choose **User Options** > **User Settings**.
Step 2 In the Browser Password area, enter the password.
A password must be 5 to 127 characters.

Step 3 Click **Save**.

Change PIN on Web

Procedure

Step 1 Choose **User Options** > **User Settings**.
Step 2 In the Phone PIN area, enter the PIN.
A PIN must be 5 to 20 numbers.

Step 3 Click **Save**.

Change Language (Locale) for User Options Web Pages on Web

Procedure

Step 1   Choose **User Options** > **User Settings**.

Step 2   In the User Locale area, choose an item from the Locale drop-down list.

Step 3   Click **Save**.

Change Language (Locale) for Phone Screen on Web

Procedure

Step 1   Go to the Device Configuration page by choosing **User Options** > **Device**.

Step 2   Choose an item from the User Locale drop-down list.

Step 3   Click **Save**.

Line Settings on 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 Call Forward, on page 46.

- To learn about phone settings that you can access directly on your phone, see Phone Customization, on page 93.

Tip

You cannot change the Ring Settings for the phone from the User Options web pages.

Set Up Call Forwarding per Line on Web

Procedure

Step 1 Select the name for the device.

Step 2 Click **Line Settings**.

Step 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.

Step 4 In the Incoming Call Forwarding area, choose call forwarding settings for various conditions.

Step 5 Click **Save**.

Change Voice Message Indicator Setting Per Line on Web

Procedure

Step 1 Select your device.

Step 2 Click **Line Settings**.

Step 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.

Step 4 In the Message Waiting Lamp area, choose from various settings.
Typically, the default message waiting setting prompts your phone to display a light and a message to indicate a new voice message.

Step 5 Click **Save**.

Change or Create Line Text Label that Appears on Phone Screen on Web

Procedure

Step 1 Select your device.

Step 2 Click **Line Settings**.

Step 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.

Step 4 In the Line Text Label area, enter a text label.
If the label contains more than 11 characters, use a shorter name because labels are shortened from the left. For example, "Customer Service" displays as `...er Service` on the screen.

Step 5 Click **Save**.

Cisco WebDialer

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

Use Web Dialer with User Options Directory

Procedure

Step 1 Log in to your User Options web pages.

Step 2 Choose **User Options** > **Directory** and search for a coworker.

Step 3 Click the number that you want to dial.

Step 4 If this is your first time using Web Dialer, set up preferences and click **Submit**.

Step 5 If the Make Call page appears, click **Dial**.

Step 6 The call is now placed on your phone.

Step 7 To end a call, click **Hangup** or disconnect from your phone.

Related Topics

Use WebDialer with Another Online Corporate Directory (not User Options Directory)

Procedure

Step 1 Log in to a WebDialer-enabled corporate directory and search for coworkers.

Step 2 Click the number that you want to dial.

Step 3 When prompted, enter your user ID and password.

Step 4 If this is your first time using WebDialer, set up your preferences and click **Submit**.

Step 5 If the Make Call page appears, click **Dial**.
The call is now placed on your phone.

Step 6 To end a call, click **Hangup** or disconnect from your phone.

Log Out of Web Dialer

Procedure

Click the logout icon in the Make Call or Hang Up page.

Set Up, View, or Change Web Dialer Preferences

Procedure

Step 1   Access the Preferences page.
The Preferences page appears the first time that you use WebDialer, after you click the number that you want to dial.

Step 2   To return to Preferences in the future, click the **Preferences** icon from the Make Call or Hang Up page.
The Preferences page contains the following options:

Preferred language

Determines the language used for WebDialer settings and prompts.

Use permanent device

Identifies the wireless IP phone and directory number (line) that you use to place Web Dialer calls. If you have one phone with a single line, the appropriate phone and line are automatically selected. Otherwise, choose a phone or line. Phones are specified by host name.

To display the host name on your phone, choose ▽ **(Settings)** > **Network Profile** > **Network Configuration** > **Host Name**.

Use Extension Mobility

If selected, prompts WebDialer to use the wireless IP phone that is associated with your Extension Mobility profile (if available).

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 Web-Dialer-enabled online directory.

Troubleshooting

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, contact your system administrator.

Symptom	Explanation
You cannot complete a call	One or more of the following factors might apply: • Your phone is out of the wireless network access point service area. **Note** When roaming with your phone, a green blinking light indicates that the phone is still within the wireless service coverage area. • You must log in to the Extension Mobility service. • You must enter a client matter code or forced authorization code after you dial a number. • Your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.

Symptom	Explanation
The main screen is not active	One of these messages appears on the status line: • `Network busy`: Not enough available bandwidth exists in wireless network to complete this call. Try again later. • `Leaving service area`: Phone is out of range of its associated access point and wireless network. • `Locating network services`: Phone is searching for a wireless network access point. • `Authentication failed`: Authentication server did not accept the security credentials. • `Configuring IP`: Phone is waiting for DHCP to assign an IP address.
The Settings menu is unresponsive	Your system administrator might have disabled access to the Settings menu on your phone.
Join fails	**Join** requires multiple selected calls. Be sure that you have selected at least one call in addition to the active call, which is selected automatically. **Join** also requires the selected calls to be on the same line. If necessary, transfer calls to one line before joining them.
The softkey that you want to use does not appear	One or more of the following factors might apply: • You must press **Options** and scroll to reveal additional softkeys. • You must change the line state (for example, place a call or have a connected call). • Your phone is not configured to support the feature associated with that softkey.
Barge fails and results in a fast busy tone	One or more of the following factors might apply: • 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 cannot barge a call on another Cisco Unified Wireless IP Phone.
You are disconnected from a call that you joined using **Barge**	You are disconnected from a call that you joined using **Barge** if the call is put on hold, transferred, or turned into a conference call.
CallBack fails	The other party might have call forwarding enabled.

Symptom	Explanation
The phone shows an error message when you attempt to set up Call Forward All	Your phone may reject your attempt to set up Call Forward All directly on the phone if the target number that you enter would create a Call Forward All loop or would exceed the maximum number of links permitted in a Call Forward All chain (also known as a maximum hop count). Ask your system administrator for details.

Phone Administration Data

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

Access Network or Wireless Network Configuration Data

Procedure

Step 1
Choose ▼ > **Device Information**.

Step 2 Choose **Network** or **WLAN**.

Step 3 Select the configuration item that you want to view.

Access Status Data

Procedure

Step 1
Choose ▼ > **Status**.

Step 2 Select the status item that you want to view.

Access Phone Call and Voice Quality Information

Procedure

Choose ▼ > **Status** > **Call**.

Use Quality Reporting Tool

Your system administrator may temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. 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.

Procedure

Choose **Options** > **QRT**.

Cisco Unified Wireless IP Phone 7925G Desktop Charger Problems

This section provides information to help you troubleshoot Cisco Unified Wireless IP Phone 7925G Desktop Charger problems.

Power/Bluetooth Status LED

This section describes situations that are identified by the Power/Bluetooth Status LED. Under normal circumstances, the Power/Bluetooth Status LED lights green, which indicates that the Cisco Unified Wireless IP Phone 7925G Desktop Charger is plugged into line power.

Power/Bluetooth Status LED Unlit

Problem

The Power/Bluetooth Status LED is unlit.

Cause

The Cisco Unified Wireless IP Phone 7925G Desktop Charger is not plugged into line power. If the Battery LED is also unlit, you cannot use the Cisco Unified Wireless IP Phone 7925G Desktop Charger.

Solution

Plug the charger into line power.

Power/Bluetooth LED Flashes Blue

Problem

The Power/Bluetooth Status LED is flashing blue.

Cause

The Cisco Unified Wireless IP Phone 7925G Desktop Charger is entering or leaving Bluetooth pairing mode.

Solution

This is a normal action.

Battery LED

This section describes situations that are identified by the Battery LED. When the Battery LED lights green, the spare battery is fully charged.

Battery LED Unlit

Problem

The Battery LED is unlit.

Cause

No spare battery is installed in the Cisco Unified Wireless IP Phone 7925G Desktop Charger, or battery is not making contact correctly.

Solution

If a battery is not installed, this situation is normal. If a battery is installed, remove the battery and place it back into the charger. Also, check that the Power/Bluetooth Status LED lights green.

Battery LED is red

Problem

The Battery LED is red.

Cause

The spare battery is charging.

Solution

This situation is normal.

Battery LED Is amber-yellow

Problem

The Battery LED is amber-yellow.

Cause

The Cisco Unified Wireless IP Phone 7925G Desktop Charger is running on the power from the spare battery. When the Battery LED flashes amber-yellow, the spare battery charge is low. When the amber-yellow Battery LED is dimming, the spare battery charge is rapidly depleting.

Solution

Plug the charger into line power.

Warranty

- Cisco one-year limited hardware warranty terms, page 147

Cisco one-year limited hardware warranty terms

Special terms apply to your hardware warranty and services that you can use during the warranty period.

Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com at the following URL:

http://www.cisco.com/en/US/docs/general/warranty/English/1Y1DEN__.html

Cisco one-year limited hardware warranty terms

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