CISCO™

USER GUIDE

Cisco Unified IP Phone Guide 7970G and 7971G for Cisco Unified Communications Manager Express Version 7.1

1 Overview
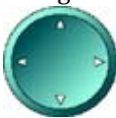
This guide provides phone, soft key, and feature descriptions for the Cisco Unified IP phone 7970G and 7971G multiline touch-screen phones.

Physical Layout

Your Cisco Unified IP Phone 7970 and 7971 provides touch-screen access, in addition to soft keys and dedicated buttons, allowing you to place and receive phone calls, put calls on hold, transfer calls, make conference calls, and so on.

	Item	Description
1	Programmable buttons	Depending on configuration, programmable buttons provide access to:
		• Phone lines (line buttons)
		• Speed-dial numbers (speed-dial buttons, including the BLF speed-dial feature)
		• Web-based services (for example, a Personal Address Book button)
		• Phone features (for example, a Privacy button)
		Buttons light to indicate status:
		Green, steady—Active call
		Green, flashing—Held call
		Amber, steady—Privacy in use
		Amber, flashing—Incoming call
		Red, steady—Remote line in use (shared line or BLF status)
2	Footstand button	Allows you to adjust the angle of the phone base.

3	Display button	Awakens the touch screen from sleep mode or disables it for cleaning.
		No color—Ready for input
		Green flashing—Disabled Green steady—Sleep mode
4	Messages button	Autodials your voice message service (varies by service).
5	Directories button	Opens or closes the Directories menu. Use it to access call logs and directories.
6	Help button	Activates the Help menu. (not available)
7	Settings button	Opens or closes the Settings menu. Use it to change touch screen and ring settings.
8	Services button	Opens or closes the Services menu.
9	Volume button	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).
10	Speaker button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Mute button	Toggles the Mute feature on or off. When Mute is on, the button is lit.
12	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
13	Navigation button	Allows you to scroll through menus and highlight items. When the phone is on-hook, displays phone numbers from your Placed Calls log.
14	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
15	Soft key buttons	Each activates a soft key option (displayed on your touch screen).
16	Handset light strip	Indicates an incoming call or new voice message.
17	Touch screen	Shows phone features.

Connecting Your Phone

This section shows and describes the connectors on your Cisco IP phone.

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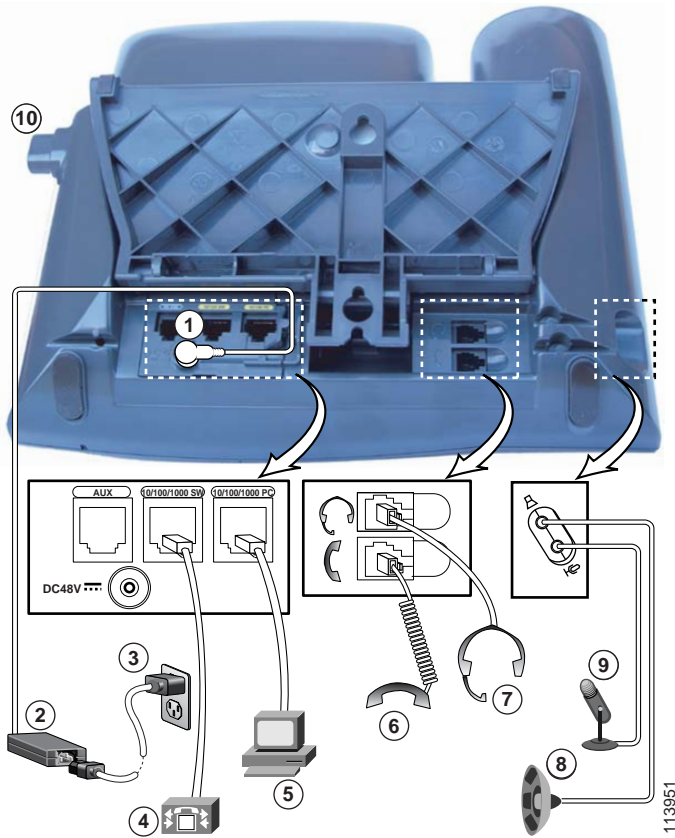
1	DC adapter port (DC48V)	6	Handset port
2	AC-to-DC power supply	7	Headset port
3	AC power cord	8	Reserved for future use
4	Network port (10/100[1]SW)	9	Reserved for future use
5	Access port (10/100[1] PC)	10	Footstand button

1. Your phone may show 10/100/1000.

Adjusting the Handset Rest

When you connect your phone, you can adjust the handset rest so that the receiver will not slip out of the cradle. To adjust the handset:

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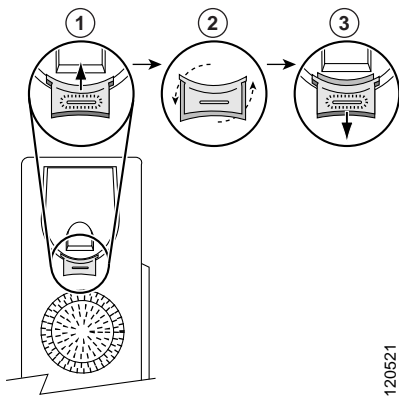
Touch Screen Features

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

1	Primary phone line	Displays the phone number (directory number) for your primary phone line.
2	Programmable button indicators	Programmable buttons can serve as phone line buttons, speed-dial buttons, phone service buttons or phone feature buttons. Icons and labels indicate how these buttons are configured.
3	Soft key labels	Each displays a soft key function. Soft key labels are touch-sensitive.
4	Status line	Displays audio mode icons, status information, and prompts.
5	Call activity area	Displays current calls per line, including caller ID, call duration, and call state for the highlighted line (standard view). Items in this area are touch-sensitive.
6	Phone tab	Indicates call activity. Press this tab to return to the call activity area, if needed.
7	Feature tabs	Each indicates an open feature menu. Tabs are touch-sensitive.

Choosing Touch Screen Items

To choose items on your phone's touch screen, use one of the following methods:

- By touch, press (or tap) touch-sensitive items on the touch screen with your fingertip. Use only your fingertip to press the touch screen, because using any other objects could damage the display. Be aware that pressing a phone number can cause the phone to dial the number.

- By item number, press the corresponding number on your keypad. For example, press **4** to choose the fourth item in a menu.

- By scrolling, press the Navigation button to highlight an item. Press a soft key to finish the action, or tap the item on the touch screen with your fingertip.

Cleaning and Maintaining the Touch Screen

To disable the touch screen for cleaning, press and hold for more than one second. flashes. The screen remains disabled for about a minute, unless you enable it.

To enable the touch screen (after disabling it), press (flashing) and hold for more than one second.

To wake the touch screen from sleep mode, press the touch screen or any button, or lift the handset. After a period of inactivity (determined by your system administrator), the touch screen enters sleep mode to save power. In this mode, the touch screen appears blank and remains lit.

⚠️
Caution   Use only a soft dry cloth to wipe the touch screen. Do not use any liquids or powders on the phone because they can contaminate phone components and cause failures.

Feature Buttons and Menus

To open or close a feature menu, press a feature button:

Messages

Services

Help

Directories

Settings

To scroll through a list or menu, press the Navigation button.

To go back one level in a feature menu, press **Exit**. Pressing Exit from the top level of a menu closes the menu.

To switch between open feature menus, press a feature tab on your touch screen. Each feature menu has a corresponding tab. The tab is visible when the feature menu is open.

Line and Call Icons

The difference between lines and calls is as follows:

- Lines—Each corresponds to a directory number that others can use to call you. Your phone can support up to eight lines. To see your phone lines, look at the right side of your touch screen. You have as many lines as you have directory numbers and phone line icons: ☎ .
- Calls—Each line can support multiple calls. By default, your phone supports two connected calls per line. Only one call can be active at any time; other calls are automatically placed on hold.

Your phone displays icons to indicate the line and call state.

Icon	Line or call state	Description
☎	On-hook line	No call activity on this line.
☎	Off-hook line	You are dialing a number or an outgoing call is ringing.
☎	Connected call	You are connected to the other party.
☎	Ringing call	A call is ringing on one of your lines.
☎	Call on hold	You have put the call on hold.
☎	Remote-in-use	Another phone that shares your line has a connected call.
☎	Authenticated call	See the "Making and Receiving Secure Calls" section on page 16.
☎	Encrypted call	See the "Making and Receiving Secure Calls" section on page 16.
☎	Idle line (BLF)	See the "Using BLF to Determine a Line State" section on page 17.
☎	Busy line (BLF)	See the "Using BLF to Determine a Line State" section on page 17.

2 Operating Your Phone

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

> ✎
> **Note** The following procedures might require you to enter information using the keypad. Press the backspace (<<) soft key to erase digits that you enter incorrectly.

Placing a Call—Basic Options

To place a call using the handset, pick up the handset and enter a number.

To place a call using the speakerphone, press 🔊 and enter a number.

To place a call using a headset, press 🎧 and enter a number. Or, if 🟢 is lit, press **New Call** and enter a number.

To redial a number, press **Redial** to dial the last number, or press the Navigation button (with the phone idle) to see your Placed Calls.

To place a call while another call is active (using the same line):

1. Press **Hold**.
2. Press **New Call**.
3. Enter a number.

To dial from a call log:

1. Choose 📖 > **Missed Calls**, **Received Calls**, or **Placed Calls**.

2. Press the listing on the touch screen.

To dial on-hook, without a dial tone (predial), enter a number, then go off-hook by lifting the handset, pressing the number on the touch screen, or pressing **Dial**, 📞, or 🔊.

When you predial, your phone tries to anticipate the number you are dialing by displaying matching numbers (if available) from your Placed Calls log. This is called Auto Dial. To call a number displayed with Auto Dial, press the number, or scroll to it and go off-hook.

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

Placing a Call—Additional Options

To place a call while another call is active (using a different line):

1. Press ⚫ for a new line. The first call is automatically placed on hold.

2. Enter a number.

To speed dial a number:

- Press ⚫ (a speed-dial button).

- Use the Abbreviated Dial feature.

- Use the Fast Dial feature.

To dial from a corporate directory on your phone:

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

2. Enter a name and press **Search**.

3. Highlight a listing and go off-hook.

To use Cisco CallBack to receive notification when a busy or ringing extension is available:

1. Press **CallBack** while listening to the busy tone.

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

3. Place the call again.

To 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 Busy Line Feature indicators.

To dial from a Personal Address Book (PAB) entry:

1. Choose 📖 > **Personal Directory** to log in.

2. Choose **Personal Address Book** and search for a listing.

To place a call using your Extension Mobility profile, log in to the Extension Mobility service on a phone.

Answering a Call

To answer with a headset, press 📞, if unlit. Or, if 🟢 is lit, press **Answer** or 🟠 (flashing).

To answer with the speakerphone, press 🔊, **Answer**, or 🟠 (flashing).

To switch from a connected call to answer a new call, press **Answer** or, if the call is ringing on a different line, press 🟠 (flashing).

To answer using call waiting, press **Answer**.

To send a call to your voice messaging system, press **DND**.

To retrieve a parked call on another phone, use Call Pickup.

To use your phone to answer a call ringing elsewhere, use Call Pickup.

Ending a Call

To hang up while using the handset, return the handset to its cradle or press **EndCall**.

To hang up while using a headset, press 🟢 . To keep headset mode active, press **EndCall**.

To hang up while using the speakerphone, press 🔊 or **EndCall**.

To hang up one call, and preserve another call on the same line, press **EndCall**. If necessary, remove the call from hold first.

Using Hold and Resume

Engaging the Hold feature typically generates music or a beep. A held call is indicated by the call-on-hold icon: 📞 To put a call on hold:

1. Make sure the call you want to put on hold is highlighted.
2. Press **Hold**.

To remove a call from hold on the current line:

1. Make sure the appropriate call is highlighted.
2. Press **Resume**.

To remove a call from hold on a different line, press 🟢 (flashing) for the appropriate line. If a single call is holding on this line, the call automatically resumes. If multiple calls are holding, scroll to the appropriate call and press **Resume**.

Using Mute

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

To toggle Mute on, press 🔇 .

To toggle Mute off, press 🔴 .

Switching Between Multiple Calls

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

To switch between connected calls on one line, use the following method:

1. Make sure the call that you want to switch to is highlighted.
2. Press **Resume**. Any active call is placed on hold and the selected call is resumed.

To switch between connected calls on different lines, press 🟢 for the line that you are switching to. If a single call is holding on the line, the call automatically resumes. If multiple calls are holding, highlight the appropriate call and press **Resume**.

To switch from a connected call to answer a ringing call, press **Answer**, or if the call is ringing on a different line, press 🟠 (flashing). Any active call is placed on hold and the selected call is resumed.

Viewing Multiple Calls

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

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

Transferring Calls

To transfer a call without talking to the transfer recipient (blind transfer):

1. From an active call, press **Transfer.**
2. Enter the target number.
3. Press **Transfer** again to complete the transfer or **EndCall** to cancel.

> ✎
> **Note** If your phone supports on-hook transfer, you can complete the transfer by hanging up.

To talk to the transfer recipient before transferring a call (consultative transfer):

1. From an active call, press **Transfer.**
2. Enter the target number.
3. Wait for the transfer recipient to answer.
4. Press **Transfer** again to complete the transfer or **EndCall** to cancel.

> ✎
> **Note** If your phone supports on-hook transfer, you can complete the transfer by hanging up.

To redirect a ringing call to your voice messaging system, press **DND**. The call is automatically transferred to your voice message system.

Transferring Calls to Voice Mail

To transfer a call to the recipient's voice mail:

1. Press **TrnsfVM**.
2. Enter the recipient's extension number and press **TrnsfVM** again.

Forwarding All Calls to Another Number

To set up call forwarding on your primary line, press **CFwdALL** and enter a target phone 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 can restrict the call forwarding feature to numbers within your company. Call forwarding is phone line specific. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual. Your system administrator can change call forwarding conditions for your phone lines.

To cancel call forwarding on your primary line, press **CFwdALL**.

To verify that call forwarding is enabled on your primary line, look for:

- The call forward icon above the primary phone number: ☎ .
- The call forward target number in the status line.

Do Not Disturb

For visual call alerting and information without audible ringing, use Do Not Disturb (DnD). Calls receive normal call-forward-busy and no-answer treatment.

To activate the Do-Not-Disturb feature:

1. Press the **more** soft key to locate the **DnD** soft key.
2. Press the **DnD** soft key. A text message displays to indicate that the phone is in Do-Not-Disturb mode.

To deactivate the Do-Not-Disturb feature, repeat Steps 1 and 2 in the idle state.

Conference Calls

Your Cisco Unified IP Phone provides three types of conference calls: Standard, Meet-Me, and Ad Hoc conference calls.

Standard Conference Calls

A standard conference call involves three parties.

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

- **Confrn**—Use this soft key to establish a standard conference by calling each participant. Standard conference calling is a default feature available on most phones.
- **Join**—Use this soft key to establish a standard conference by joining several calls already on one line.

Meet-Me Conference Calls

A Meet-Me conference call involves up to 32 parties.

Create a Meet-Me conference by calling the Meet-Me phone number at a specified time.

Ad Hoc Conference Calls

An Ad Hoc conference call involves up to 8 parties.

Create an Ad Hoc conference call the same way you do a standard conference call.

Starting and Joining a Standard Conference

Create a conference by calling participants. Calls must be on the same line before you can add them to a conference. If calls are on different lines, transfer them to a single line before using **Confrn** or **Join**.

Depending on how your phone is configured, if you leave a conference after creating it, the conference might end. To avoid this, transfer the conference before hanging up.

To add new participants to an existing conference:

1. From a connected call, press **Confrn**. (You might need to press the **more** soft key to see **Confrn**.)
2. Enter the participant's phone number.
3. Wait for the call to connect.
4. Press **Confrn** again to add the participant to your call.
5. Repeat to add additional participants.

Participate in a conference

Answer the phone when it rings.

To view a list of conference participants:

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

To get an updated list of participants, while viewing the conference list, press **Update**.

To see who started the conference, while viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name.

To drop the last party added to the conference, press **RmLstC**. You can remove participants only if you initiated the conference call.

To remove any conference participant:

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

To end your participation in a conference, hang up or press **EndCall**.

Starting or Joining a Meet-Me Conference Call

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

To start a Meet-Me conference:

1. Obtain a Meet-Me phone number from your system administrator.
2. Distribute the number to participants.
3. When you are ready to start the meeting, go off-hook to invoke a dial tone, then press **MeetMe.**
4. Dial the Meet-Me conference number. Participants can now join the conference by dialing in.

Participants hear a busy tone if they call the conference before the initiator has joined. In this case, participants must call back.

To join a Meet-Me conference, dial the Meet-Me conference number (provided by the conference initiator).

To end a Meet-Me conference, all participants must hang up. The conference does not automatically end when the conference initiator disconnects.

Starting or Joining an Ad Hoc Conference Call

Ad hoc conferences are created when one party calls another, then either party decides to add another party to the call. This is the default behavior. Your system can be configured so that only the conference creator can add parties to the conference.

The default is that the conference is maintained if three parties remain in the conference. Any party can hang up and the conference is maintained. Your system can be configured so that the conference drops when the creator hangs up. Your system can also be configured so that the conference drops when the last local party hangs up.

Ad hoc conference supports up to eight parties.

Start a Conference Call

To add new participants to an existing conference:

1. From a connected call, press **Confrn**. (You may need to press the **more** soft key to see **Confrn**.)
2. Enter the participant's phone number.
3. Wait for the call to connect.
4. Press **Confrn** again to add the participant to your call.
5. Repeat to add additional participants.

View a List of Participants

To view a list of conference participants:

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

To get an updated list of participants, while viewing the conference list, press **Update**.

To see who started the conference, while viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name.

To drop the last party added to the conference, press **RmLstC**. You can remove participants only if you initiated the conference call.

Remove Participants

To remove any conference participant:

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

To end your participation in a conference, hang up or press **EndCall**.

Speed Dialing

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

- Speed-dial buttons
- Abbreviated Dialing
- Fast Dials

✎
Note   To set up speed-dial buttons and Abbreviated Dial, you must access your User Options web pages. To set up Fast Dials, you must access the Personal Directory feature. Alternately, your system administrator can configure speed-dial features for you.

To use speed-dial buttons:

1. Set up speed-dial buttons.
2. To place a call, press ⬤ (a speed-dial button).

✎
Note   If your phone supports the Busy Lamp Field (BLF) speed-dial feature, you can see if the speed-dial number is busy before dialing. See the "Using BLF to Determine a Line State" section on page 17.

Use Abbreviated Dial

1. Set up Abbreviated Dialing codes.
2. To place a call, enter the Abbreviated Dialing code and press **AbbrDial**.

Use Fast Dial

1. Create a Personal Address Book entry and assign a Fast Dial code.
2. To place a call, access the Fast Dial service on your phone.

Picking Up a Redirected Call on Your Phone

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. Pressing **PickUp** and **GPickUp** connects you to the call that h as been ringing for the longest time.

If you have multiple lines and want to pick up the call on a nonprimary line, first press ⬤ for the desired line, then press a **Call PickUp** soft key.

To pick up a call that is on hold or a call that is ringing at another extension:

1. Press the **PickUp** soft key.
2. Dial the extension number of the Cisco Unified IP phone that you want to pick up. Control of the call is transferred to your phone.

To selectively pick up a call ringing at a number that belongs to a pickup group:

- Press the **GPickUp** soft key. If only one pickup group is defined in the entire Cisco Unified Communications Manager Express system, control of the call is transferred to your phone.
- If the ringing phone and your phone are in the same pickup group, press the asterisk (*) to transfer control of the call to your phone.
- If the ringing phone and your phone are in different pickup groups, dial the pickup group number where the phone is ringing to transfer control of the call to your phone.

Using a Shared Line

Your system administrator can 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

Remote-in-Use Icon

The remote-in-use icon ![icon] appears when another phone that shares your line has a connected call. You can place and receive calls as usual on the shared line, even when the remote-in-use icon appears.

Join a Shared-Line Call (SCCP)

Users can join a call on a shared line using the **cBarge** softkey.

To join the shared-line call:

1. Highlight the remote-in-use call that you want to join.
2. Press **more** to navigate to **cBarge** and press **cBarge**.

Join a Shared Line Call (SIP)

User can join a nonprivate call on a shared line call by using either **Barge** or **cBarge** soft keys.

- **Barge** allows you to add yourself to the call by hosting the conference on your phone and does not allow others to join the conference.
- **cBarge** allows you to add yourself to the conference and allows others to join the conference.

To join a shared line call:

1. Highlight the remote-in-use call that you want to join.
2. Press **Barge** or **cBarge** to join the call.

> **Tip** When you **Barge** a call, other parties hear a beep announcing your presence. You are disconnected from a call that you have joined using **Barge** if the call is put on hold, transferred, or turned into a conference call by the **Barge** initiator.

> **Tip** If a phone that is using the shared line has Privacy enabled, call information and **Barge/cBarge** soft keys do not appear on the other phones that share the line.

Hold a Shared-Line Call (SIP)

Users can put calls on a shared line on hold like calls on any other line.

To place a call on hold while on a shared-line call:

- Highlight the call that you want to put on hold.
- Press the **Hold** soft key.

Resume a Shared Line Call (SIP)

Users can resume a nonprivate call placed on hold on a shared line call.

To resume a shared line call:

1. Highlight the call that you want to resume.
2. Press **Resume** to resume the call.

Enabling Privacy on Shared-Line (SIP)

Users can prevent others from viewing, barging or resuming a Shared-Line Call by enabling the phone's privacy feature.

To prevent other from viewing or barging calls:

1. Press privacy line button ⬤.
2. Verify the private icon ◉ next to an amber line button   is on.
3. Press privacy button again to disable privacy.

Recording a Live Call

Call initiators can use the **LiveRcd**

soft key to record an active call, private line or conference call.

To record a call:

1. Press **LiveRcd**. This puts the other party on-hold and initiates a call to the configured live record number.
2. Press **LiveRcd** again to stop the recording.

Parking and Retrieving Calls (SCCP)

Call park allows a user to place a call on hold at a designated parking slot from which the call can be retrieved by anyone on the system.

To park a call:

*   Press the **Park** soft key.

    The Cisco Unified Communications Manager Express system automatically selects an available call park slot and displays the number on the Cisco Unified IP phone screen.

To park a call to a specific call park slot:

*   Press the **Transfer** softkey followed by the call park slot number provided by your administrator.

To retrieve a parked call:

*   If your phone receives a call park notification, press the **PickUp** soft key followed by the asterisk (*****).

- Press the **PickUp** soft key and dial the call park slot number.

Parking and Retrieving Calls (SIP)

Call park allows a user to place a call on hold at a designated parking slot from which the call can be retrieved by anyone on the system.

✎

Note Contact your system administrator for your call park slot number.

To park a call:

- Press the **Park** soft key.

  The Cisco Unified Communications Manager Express system automatically selects an available call park slot and displays the number on the Cisco Unified IP phone screen.

To retrieve a parked call:

- Dial the park slot extension.

To park a call to a directed call park slot:

- Press the **Transfer** softkey followed by the call park slot number provided by your system administrator.

To retrieve a call parked at a directed call park slot:

- Dial the retrieval park-slot extension.

Making and Receiving Secure Calls

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

Your phone is capable of supporting these types of calls:

- *Authenticated* call—The identities of all phones participating in the call are verified.
- *Encrypted* call—The phone is receiving and transmitting encrypted audio (your conversation) within the Cisco Unified IP network. Encrypted calls are also 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.

To check the security level of a call, look for a security icon in the top right corner of the call activity area, next to the call duration timer:

 Authenticated call

 Encrypted call

Neither security icon appears if the call is nonsecure.

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

✎

Note Interactions, restrictions, and limitations affect how security features work on your phone. For more information, ask your system administrator.

Using Cisco Extension Mobility

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

Cisco EM automatically logs you out after a specified amount of time. This time limit is established by your system administrator. Changes that you make to your Cisco EM profile (from the User Options web pages) are effective the next time that you log in to Cisco EM on a phone. Settings that are controlled on the phone only are not maintained in your Cisco EM profile.

To log in to Cisco EM, use the following method:

1. Choose ⊙ > **Cisco EM Service** (name can vary).
2. Enter your user ID and PIN (provided by your system administrator).
3. Press **Submit**. The phone temporarily configures your user profile and settings.

To log out of Cisco EM, use the following method:

1. Choose ⊙ > **Cisco EM Service** (name can vary).
2. When prompted to log out, press **Yes**.

Using BLF to Determine a Line State

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

To see the state of a speed-dial line, look for one of these indicators next to the line number:

☎ + 🔴 Line is in-use.
☎ + ⚪ Line is idle.
⊞ BLF indicator unavailable for this line.

To see the state of a line listed in a call log or directory, look for one of these indicators next to the line number:

☎ Line is in-use.
☎ Line is idle.
⊞ BLF indicator unavailable for this line.

Using a Handset, Headset, and Speakerphone

To use the handset, lift it to go off-hook; replace it to go on-hook.

To use a headset, press 🎧 to toggle headset mode on and off. If you use Auto Answer, see the "Using AutoAnswer" section on page 20 for exceptions. You can use the headset in conjunction with all of the controls on your phone, including ⬭ and ✦.

To use the speakerphone, press 🔊 to toggle speakerphone mode on or off. Many of the actions you can take to dial a number or answer a call automatically trigger speakerphone mode, assuming that the handset is in its cradle and 🎧 is not lit.

To switch to the speakerphone or a headset (from the handset) during a call, press 🔊 or 🎧, then hang up the handset.

To switch to the handset (from the speakerphone or headset) during a call, lift the handset (without pushing any buttons).

To adjust the volume level for a call, press ⬭ during a call or after invoking a dial tone. This action adjusts the volume for the handset, speakerphone, or headset, depending on which device is in use. Press **Save** to preserve the volume level for future calls.

Calling a Busy Extension (Whisper Intercom)

The Whisper Intercom feature allows the user to make an intercom call to a busy extension. The recipient can hear the caller or hear the whisper intercom, and the original caller on the receiving phone does not hear the whisper intercom. The phone receiving a whisper intercom displays the extension and name of the party initiating the whisper intercom and a *zipzip* tone is played before the called party hears the caller's voice. The receiving party must select the intercom line button on their phone to speak to the caller.

Note For intercom users to know whether the intercom is using one-way or two-way audio, the lamp for both intercom buttons are colored amber for one-way whisper intercom and green for two-way audio.

To place an intercom call:

- Dial the intercom directory number from your intercom line. The intercom recipient hears the intercom caller audio without answering the call.

To answer an intercom call:

- Press the intercom button to talk to the intercom caller.

To end a whisper intercom call:

- Press **Endcall**.

Placing a Priority (Precedence) 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.

Priority Level of an MLPP Call

To see the priority level of an MLPP call, look for an MLPP icon on your phone screen:

🟩 Priority call

🔲 Medium priority (immediate) call

🔲 High priority (flash) call

🟥 Highest priority (flash override) or Executive override call

Higher priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal (routine).

Note Contact your system administrator for a list of corresponding precedence numbers for calls.

To Make a Priority (Precedence) Call:

Enter the MLPP access number (provided by your system administrator) followed by the Precedence level (0-4) and the phone number.

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

To Answer an MLPP Call:

End an active call (if necessary) and answer the MLPP call.

If the active call has lower precedence than the incoming call then the active call is preempted.

Tips

- When you are receiving a priority (precedence) call, an MLPP icon on your phone screen indicates the priority level of the call.
- When you make or receive an MLPP-enabled call, you hear special ring tones and call-waiting tones that differ from the standard tones.
- When 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.
- When you have more than 1 active call, the call with the lowest precedence is preempted. Similarly, for outgoing calls, the call with lower precedence is preempted first.

Switching an In-Progress Call to Another Phone Using SNR

The Single Number Reach (SNR) feature allows you to switch an in-progress call on your desktop phone to your remote destination phone, such as a mobile phone. You can pick up an in-progress call on the desktop phone or remote destination phone without losing the call. All unanswered calls are forwarded to your voice mail.

Note Your system administrator must configure this feature for your IP Phone. Contact your system administrator for more information.

Switch an in-progress Call from Your Desktop Phone to Your Remote Destination Phone

To switch an in-progress call on your desktop phone to your remote destination phone:

1. Press the **Mobility** soft key.
2. Select **Send Call to Mobile Phone.**
3. Answer the in-progress call on your remote destination phone.

The desktop phone line button turns red and handset icons and the calling party number appear on the phone display. You cannot use same phone line for any other calls, but if your desk phone supports multiple lines, you can use another line to make or receive calls.

Switch an in-progress Call from a Remote Destination Phone to Your Desktop Phone

1. Press **Resume** on your desk phone and start talking on your desk phone.
2. Hang up the call on your remote phone to disconnect the phone.

Change Your Remote Destination Phone Number

You can replace the existing remote destination phone number with a new phone number.

To change the existing remote destination phone number:

1. Press **Services** button and select **My Phone Apps**.
2. Select **Single Number Reach**.
3. Use << soft key to type your new remote destination phone number. Make sure you add the appropriate dialing prefix or access code (if applicable) to your remote destination number.
4. Press **Submit**.

Enable or Disable Single Number Reach

You can enable or disable Single Number Reach (SNR) on your phone by using the **Mobility** soft key.

- To disable SNR, press **Mobility** soft key and select **Disable Mobile Connect**.
- To enable SNR, press **Mobility** soft key and select **Mobile Connect On**.

Using AutoAnswer

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

To use AutoAnswer with a headset, keep 🟢 lit (headset mode active), even when you are not on a call.

To keep headset mode active, do the following:

- Press **EndCall** to hang up.
- Press **NewCall** or **Dial** to place new calls.

If your phone is set up to use AutoAnswer in headset mode, calls are automatically answered only if 🟢 is lit. Otherwise, calls ring normally and you must manually answer them.

To use AutoAnswer with the speakerphone, keep the handset in the cradle and headset mode inactive (⚫ unlit). Otherwise, calls ring normally and you must manually answer them.

Customizing Rings and Message Indicators

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

To change the ring tone per line, use the following method:

1. Choose ⬜ > **User Preferences** > **Rings**.
2. Choose a phone line or the default ring setting.
3. Choose a ring tone to play a sample of it.
4. Press **Select** and **Save** to set the ring tone, or press **Cancel**.

To change the ring pattern per line (flash-only, ring once, beep-only, etc.), use the following method:

1. Log in to your User Options web pages.
2. Access your call ring pattern settings.

> ✎
> **Note**   Before you can access this setting, your system administrator must enable it for you.

To adjust the volume level for the phone ringer, press ⬜ while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume is saved automatically.

To change the way that the voice message light on your handset works, use the following method:

1. Log in to your User Options web pages.
2. Access your message indicator settings.

> ✎
> **Note**   Typically, the default system policy is to indicate a new voice message by displaying a steady light on the handset light strip.

Customizing the Touch Screen

To change the touch screen brightness:

1. Choose 🎧 > **User Preferences** > **Brightness**.
2. To make adjustments, press **Up**, **Down**, or ⬤▬▬ .
3. Press **Save** or press **Cancel**.

To adjust the touch screen to accommodate your viewing angle:

1. Choose ☑ > **User Preferences** > **Viewing Angle**.
2. To make adjustments, press **Up**, **Down** or ⬤▬▬ .
3. Press **Save**, or press **Cancel**.

To change the background image, use the following method:

1. Choose ☑ > **User Preferences** > **Background Images**.
2. Scroll through available images and press **Select** to choose an image.
3. Press **Preview** to see a larger view of the background image.
4. Press **Exit** to return to the selection menu.
5. Press **Save** to accept the new image, or press **Cancel**.

To change the language on your touch screen:

1. Log in to your User Options web pages.
2. Access your user settings.

To change the line text label:

1. Log in to your User Options web pages.

Access your line label settings.

3 Phone Features Index

The following list is an alphabetical list of features and functions for your Cisco Unified IP phone.

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