Cisco Unified Wireless IP Phone 7925G for Cisco Unified Communications Manager 7.0

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Common Phone Tasks

Place a call	Dial the number and press 📞.
Answer a call	Press 📞, **Answer**, or ⚫.
Disconnect	Press 📞 or **EndCall**.
Hold/resume a call	Press **Hold** or **Resume**.
Transfer a call to a new number	Choose **Options >Trnsfer**, enter a target number, then press **Options >Trnsfer** again.
Redial a number	Press 📞 twice or **Options > Redial**.
Forward your extension	Choose **Options > CFwdAll**. Enter the number to which you want to forward all calls. To cancel, choose **Options > CFwdAll**.
Use your call logs	Choose **Directory** (**Book**) > **Missed Calls, Received Calls,** or **Placed Calls**. To dial, scroll to a listing and press **Dial** or 📞.
Move a shared line call between desk phone and wireless phone	From the phone with the active call, press **Hold**. From the other phone, select the shared-line call and press **Resume** to retrieve the call.

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QUICK REFERENCE

Cisco Unified Wireless IP Phone 7925G for Cisco Unified Communications Manager 7.0

Using the Phone

Shortcut Keys and Buttons

Softkey Definitions

Entering Text

Phone Screen Icons

Common Phone Tasks

Using the Phone

Power on/off the phone	Press 📵 and hold until phone powers on or off.
Access phone features	Press **Options** for feature list: • Press number key for feature *or* • Scroll to feature and press ⚫.
Access Main menu options	Press a navigation arrow for: • Directory menu (**Book**) • Line view (**Phone**) • Settings menu (**Tools**) • Services menu (**World**) Press number key for menu option.
Access your Phone Book	Press **Ph Book** or **Directory > Phone Book**.
Adjust display brightness	Choose **Settings > Phone Settings > Display Settings**, and select **Display Brightness**. Press ▲ or ▼, then press **Save**.

Shortcut Keys and Buttons

Toggle ringer to vibrate or ring	Press and hold ✳.
Adjust ringer, handset, or speaker volume	Press ▮ up or down.
Mute/unmute your phone	Press 🎤 to toggle.
Activate speaker or handset	Press and hold 🔊. To use the handset, press and hold button again.
Access voice messages	Press and hold 1@✉.
Lock the keypad	Press and hold # ⌐.
Unlock the keypad	Press **Unlock**, then press **OK**.

Softkey Definitions

AbbrDial	Dial using a speed dial index number
Barge	Add yourself to a call on a shared line
CallBack	Receive notification when a busy extension becomes available
CFwdAll	Set up/cancel call forwarding
ConfList	View conference participants
Confrn	Create a conference call
DirTrfr	Transfer two calls to each other
DND	Turn on/off Do Not Disturb (DND)
EditDial	Edit a number in a call log
GPickUp	Answer a call that is ringing in another group or on another line
HLog	Log in or out of your hunt group
iDivert	Send a call to your voice messaging system
Join	Join several calls already on a single line to create a conference
MCID	Report suspicious calls
MeetMe	Host a Meet-Me conference call
Message	Access your voicemail
Park	Store a call using Call Park
Ph Book	Open your Phone Book
PickUp	Answer a call in your group
QRT	Submit call problems to the system administrator
Remove	Remove a conference participant
RmLstC	Drop the last party added to a conference call
Trnsfer	Transfer a call

Entering Text

Character—Press key one or more times.

Space—Press ⬚.

Number—Press the number key.

Symbol—Press these keys:

✳	to enter *** + - / = \ : ;**
0	to enter **space , . ' " | _ ~ '**
#	to enter **# ? ( ) [ ] { }**
1	to enter **! @ < > $ % ^ &**

Phone Screen Icons

Line and Call States

	Call on hold
	Shared line in use
	Call Forwarding enabled
	Incoming call, or BLF-monitored line is ringing (BLF Pickup only)
	BLF-monitored line is in-use
	BLF-monitored line is idle
	BLF-monitored line is in Do Not Disturb state
	Speed-dial, call log, or directory listing (BLF status unknown)
	Intercom line in idle state
	Intercom line in one-way audio
	Intercom line in two-way audio

Line Features

	Phone line
	Service URL
	Voice message

Other Features

	Mute on
	Headset active
	Bluetooth enabled
	Bluetooth device connected
	Speaker mode active
	Ringer off (silent mode)
	Ring and vibrate on
	Vibrate only on
	Application active
	Radio signal status
	No radio signal
	Battery charge status
	Keypad locked
	Business number for a contact
	Home number for a contact
	Mobile number for a contact
	Other number for a contact

Contents

Getting Started

Using this Guide

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

If you want to...	Then...
Review safety information	See Safety and Performance Information, page 2.
Connect your phone to the network	See Connecting Your Phone, page 7.
Use your phone after it is installed	Start with the An Overview of Your Phone, page 19.
Learn about the buttons and menus	See Understanding Feature Buttons and Menus, page 26.
Learn about the phone screen	See Understanding Phone Screen Features, page 23.
Make calls	See Placing a Call—Basic Options, page 33.
Put calls on hold	See Using Hold and Resume, page 39.
Mute calls	See Using Mute, page 40.
Transfer calls	See Transferring Calls, page 41.
Make conference calls	See Making Conference Calls, page 45.
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Share a phone number	See Using a Shared Line, page 57.
Answer calls ringing on another phone	See Picking Up a Redirected Call on Your Phone, page 54.
Use your phone as a speakerphone	See Using a Handset, Headset, and Speakerphone, page 65.
Set up speed dialing	See Speed Dialing, page 52.
Change the ring volume or tone	See Customizing Rings, page 70.
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Listen to voice messages	See Accessing Voice Messages, page 86.
Customizing your phone using the User Options web pages	See Accessing Your User Options Web Pages, page 87.
See softkey and icon definitions	Refer to the Quick Reference Card in the front of this guide.

Finding Additional Information

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

http://www.cisco.com/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/

International Cisco websites can be accessed 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**

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device. Statement 1071

SAVE THESE INSTRUCTIONS

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.

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 wireless IP phone 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   **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 where such objects may be picked up.**

Battery Safety Notices

These battery safety notices apply to the batteries that are approved by the Cisco Unified Wireless IP Phone 7925G 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

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Caution   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=

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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

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

Regulatory Domains

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

Healthcare Environments

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

Using External Devices

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.

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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.

Connecting Your Phone

Your system administrator will configure 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 7925G. Before you can use your phone, you must install the battery in the phone and then charge the battery. Depending on the type of battery you have, the fully charged battery provides these hours of service:

- The standard battery provides up to 11 hours of talk time or up to 150 hours of standby time.
- The extended battery provides up to 15 hours of talk time or up to 200 hours of standby time.

Installing the Phone Battery

This section describes how to install the phone battery. Use the following graphics to do the following:

1. Remove the phone cover
2. Install the battery
3. Replace the cover

To remove the phone cover, follow the steps in the graphic below:

| 1 | Push locking catch to the left to release the cover. |
| 2 | Lift and remove the cover of the battery compartment. |

To install the battery, follow the steps in the graphic below:
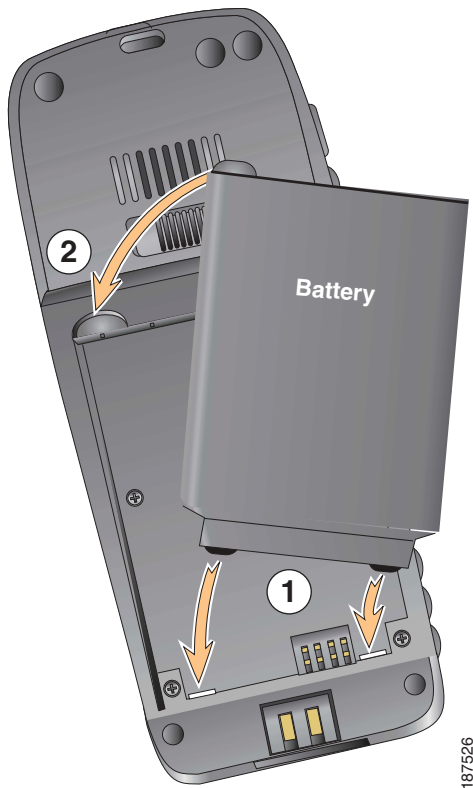
1	Align battery to the bottom of the battery compartment, making sure that the metal contacts on the phone and battery face each other.
2	Press the battery into the battery compartment until it locks into place. Make sure that it lines up with the phone.

To replace the phone cover, follow the steps in the graphic below:
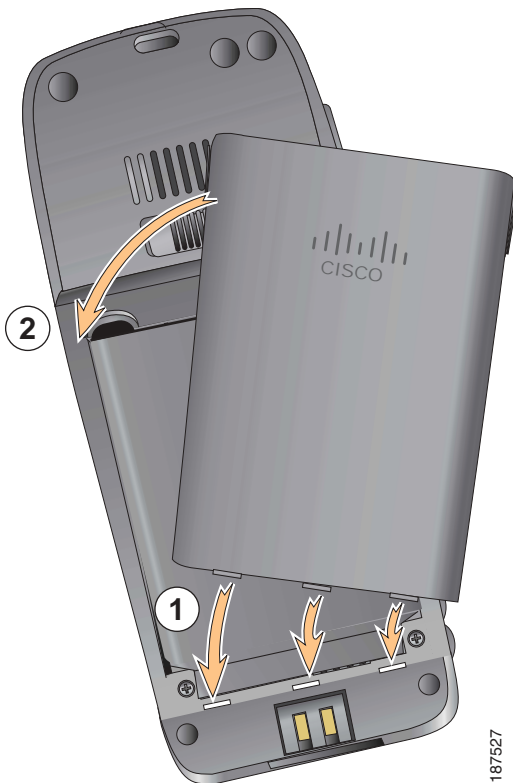
| 1 | Align locking catches at the bottom of the cover to the notches on the phone. |
| 2 | Press the cover firmly against the phone until it clicks in place. |

Charging the Phone Battery

You can charge the battery in your wireless IP phone by connecting the AC power supply or the USB cable to your phone. For more information, see these sections:

- Using the AC Power Supply to Charge the Battery, page 11
- Using the USB Cable and USB Port on the PC to Charge the Battery, page 13

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

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> **Note**   You can also charge your battery by using a desktop charger or multi-charger. For more information, see the *Cisco Unified Wireless IP Phone 7925G Accessory Guide*.

Using the AC Power Supply to Charge the Battery

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 multi-charger. 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 will power off upon termination of the call or phone service.
>
> For more information, ask your system administrator.

To charge the battery in the phone using the AC power supply, follow the steps in this graphic:

1	Lift the mini-USB port cover (bottom of phone).
2	Swing the port cover to one side.
3	Insert the AC power supply mini-USB connector in the port.
4	Insert the AC plug adapter in the slot on the power supply.
5	Insert the AC power supply in a wall outlet.
6	Indicator light—Indicates the charging status: • Red—Battery charging in process • Green—Battery charging is complete

Using the USB Cable and USB Port on the PC to Charge the Battery

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, use this diagram and follow the steps:

If you want to...	Then...
Charge the battery using the USB cable	1. Insert the mini-USB connector on the USB cable into the phone.
	2. Insert the USB A-type connector into the USB port on your PC.
	Note If the Found New Hardware Wizard opens, use the next procedure to stop it.
	3. 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.

If you want to...	Then...
Stop Found New Hardware Wizard from opening when connecting to USB port	1. Click **Next** to use the wizard dialog box. 2. In the Update New Software dialog, click **No, not this time**, and click **Next**. 3. Click **Install the Software automatically (Recommended)** and click **Next**. 4. After a few moments, the Cannot Install This Hardware dialog displays. Click **Don't prompt me again to install this software**. 5. Click **Finish** to close the dialog box.

Powering On the Phone

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

If you want to...	Then...
Power on the phone	1. Press and hold the ⬤ (red button) until the phone powers on. 2. You might need to enter a username and password to access the wireless network. For more information, see Setting Username and Passwords, page 15. 3. After completing authentication and registration with Cisco Unified Communications Manager, the phone displays the main screen and is ready to place or receive calls.
Check signal strength	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, "Leaving service area."

Tip

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

Setting Username and Passwords

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

If you want to...	Then...
Set username and password	1. Choose ▽ (**Settings**) **> Network Profiles**.
	2. Highlight the current profile name (with) and press **View**.
	Note 🔒 icon displays indicating that this screen is locked. For assistance, contact your system administrator.
	3. Highlight **WLAN Configuration** and press **View**.
	4. Scroll to **Username** or **Password** and press ⬤ .
	5. Using the keypad, enter your username or password in the New Username or New Password field.
	For assistance, see Entering and Editing Text, page 15.
	Note You can use up to 32 alphanumeric characters for the EAP/LEAP password.
	6. To confirm the changes, choose **Options > Save**.
	7. To return to the main screen, press 🔴 (red button).

Entering and Editing Text

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 upper case) 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 or 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.

Registering with TAPS

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

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

Accessories for the Cisco Unified Wireless IP Phone 7925G

Accessories that are available for your phone include the following:

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

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

Headset Information

To use a headset, see Using a Handset, Headset, and Speakerphone, page 65. Although Cisco Systems performs some internal testing of third-party wired and Bluetooth wireless headsets for use with the Cisco Unified Wireless IP Phone 7925G, 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 Systems recommends the use of good quality external devices, like headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of these devices and their proximity to other devices such as cell phones and two-way radios, some audio noise may still occur. See Using External Devices, page 5 for more information.

The primary reason that a particular headset would be inappropriate for the Cisco Unified IP Phone is the potential for an audible hum. This hum can be heard by either the remote party or by both the remote party and you, the Cisco Unified IP Phone user. Some potential humming or buzzing sounds can be caused by a range of outside sources, for example, electric lights, being near electric motors, large PC monitors. 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.

Using Bluetooth Wireless Headsets

Using Bluetooth wireless headsets will likely increase battery power consumption on your phone and might 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, could affect the connection.

Audio Quality Subjective to the User

Beyond the physical, mechanical and technical performance, the audio portion of a headset must sound good to you (the user) and to the party on the far end. Sound is subjective and Cisco cannot guarantee the performance of any headsets, 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 Accessory Guide* and these web sites:

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

Securing the Phone with a Lock Set and Cable Lock

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

To install the lock set, use the diagram and follow these steps:

If you want to...	Then...
Install the lock set on the phone	**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.
	2. Insert the C-ring with cable loops through the slot on back of phone.
	3. Use the combination lock to secure the ends of the C-ring around cable loops and phone.
	The phone is secured to the desktop area.

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Note   The lock set does not include the cable lock.

An Overview of Your Phone

Your Cisco Unified Wireless IP Phone 7925G is a full-feature telephone and 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.

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 handsfree call features.
- Wireless access to your phone number and the corporate directory.
- A local phone book that can store up to 100 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.

Understanding Buttons and Hardware

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

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—Incoming call. (Phone can be charging or fully charged.)
		• Slow blinking red—Voice message. (When phone is connected to AC power source, red light displays longer than when using only the battery.)
		• Slow blinking green (every two 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 using menus, acts as a shortcut to return to the main screen.
8	Pound (#) key	Allows you to lock the key pad. Allows you to enter these special characters when you are entering text: **# ? ( ) [ ] { }**

9	Zero (0) key	Enters "0" when dialing 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 dialing a number. Allows you to access the voice messaging system. 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 set up by you, 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.
17	Application button	Used with XML applications, such as Push to Talk or other services. For more information, see Using the Push to Talk Service, page 64.

Understanding Phone Screen Features

Because the Cisco Unified Wireless IP Phone 7925G 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 phone screen looks like with the Options list open.

1	Phone Status line	Displays these icons (if active) and your directory number:
		Battery icon—Shows the level of charge in battery
		Battery removal icon—Shows the battery is removed or is not recognized
		Signal icon—Shows the degree of signal strength
		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 phone screen	Displays four menu icons and Help

Understanding the Home Screen Display

The home screen is the display on your phone screen when it is idle. A home screen can be the main phone screen or Line View. Your system administrator determines how the home screen is displayed on your phone.
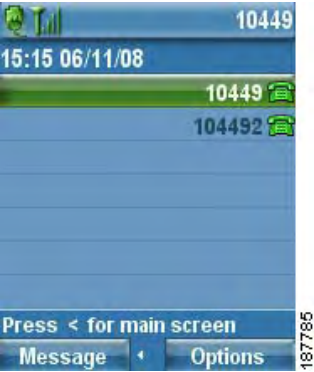
Home Screen with Main Phone Screen Displayed

This is a home screen with the main phone screen displayed.

Home Screen in Line View

This is a home screen in Line View. To access the main phone screen, press ◄ .

# Understanding Feature Buttons and Menus

From the main phone 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 phone screen: Directory Line View Settings Services
Scroll through a menu or list	Press the Navigation button up or down.

If you want to...	Then...
Select a menu option	Do 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 phone 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 ⬤ .

Accessing the Help System on Your Phone

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

Using Phone Buttons

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

If you want to...	Then...	For more information, see...
Lock the phone keypad	Press and hold the ⊞ key until "Keypad Locked" displays on the status line and the icon displays at the top of the Main screen. **Note** The keypad lock is temporarily disabled when you have an incoming call.	Setting the Keypad to Automatically Lock, page 75
Unlock the phone keypad	Press **Unlock**. As soon as the screen displays "Unlock Keypad?", press **OK**, and the icon disappears . **Note** You must press the **Unlock** and **OK** softkeys as soon as they appear, or the keypad remains locked.	
Toggle between ring and vibrate mode	Press and hold ✶ until the screen displays "Vibrate On!" and the icon displays at the top. To switch back to the ring mode, press and hold ✶ until the screen displays "Vibrate Off!" and the icon disappears. **Note** You can also use the Volume button to set vibrate.	Customizing Rings, page 70
Listen to voice messages	Press and hold the 1 until the phone connects to your voice messaging system.	Accessing Voice Messages, page 86
Adjust the volume during a call	Press for a call on the handset, speaker, or headset.	Using Phone Buttons, page 28
Change the ring pattern for your calls	When the phone is idle, press to set the ring volume, vibrate, or silent mode.	Customizing Rings, page 70

Understanding Lines vs. Calls

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

- Lines—Each 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 might adjust this number according to your needs. Only one call can be active at any time; other calls are automatically placed on hold.

Understanding Line and Call Icons

This is what your main phone 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 these 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 BLF-monitored line is ringing (BLF Pickup)	See Using BLF to Determine a Line State, page 59.

Icon	Line or call state	Description
	BLF-monitored line is idle	See Using BLF to Determine a Line State, page 59.
	BLF-monitored line is in-use	See Using BLF to Determine a Line State, page 59.
	BLF-monitored line is in Do Not Disturb state	See Using BLF to Determine a Line State, page 59.
	BLF indicator is unavailable for this line	See Using BLF to Determine a Line State, page 59.
	Remote line in use	A shared line is in use remotely. See Using a Shared Line, page 57.
	Call on hold	You have put this call on hold. See Using Hold and Resume, page 39.
	Call forward enabled	You have forwarded your primary line. See Forwarding Calls to Another Number, page 43.
	Authenticated call	See Tracing Suspicious Calls, page 62.
	Encrypted call	See Tracing Suspicious Calls, page 62.
	Idle Intercom line	The intercom line is not in use. See Placing or Receiving Intercom Calls, page 50.
	One-way Intercom call	The intercom line is sending or receiving one-way audio. See Placing or Receiving Intercom Calls, page 50.
	Two-way Intercom call	The recipient pressed the intercom line to activate two-way audio with the caller. See Placing or Receiving Intercom Calls, page 50.

Understanding 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, this icon   (no signal) will be displayed on the phone screen.

When you are out of range of the wireless network, you will not be able to 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.

Understanding Feature Availability

The operation of your Cisco Unified Wireless IP Phone 7925G 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 7925G supports the use of Bluetooth wireless headsets. For information about using headsets, see Headset Information, page 16 and Using a Handset, Headset, and Speakerphone, page 65.

Handsfree Profile Support on the Phone

Your phone supports certain features of the Handsfree Profile, which is a standard set of features that enable users of handsfree devices (such as Bluetooth wireless headsets) to perform certain tasks without having to handle the phone, allowing users to be "handsfree." 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 handsfree features apply to Bluetooth wireless headsets used with your Cisco Unified Wireless IP Phone 7925G:

- 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.

For more information, see the following sections:

- Placing a Call—Basic Options, page 33
- Answering a Call, page 37
- Using Hold and Resume, page 39
- Switching Between Multiple Calls, page 41

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

For more information on using handsfree features, see the documentation provided by the device manufacturer.

Cleaning the Phone

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

Note The Cisco Unified Wireless IP Phone 7925G is 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 Accessory Guide*.

Basic Call Handling

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

Placing a Call—Basic Options

Here are some easy ways to place a call on your 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, see your system administrator.

If you want to...	Then...	For more information, see...
Place a call using the handset	1. Dial the phone number. 2. Press 📞 to place your call. **Note** No dial tone occurs.	Answering a Call, page 37
Place a call using the speaker mode on the handset	1. Press and hold 🔊 button to activate the speaker. 2. Dial the phone number. 3. Press 📞 to place your call. **Note** Press and hold 🔊 button again to turn off speaker mode.	Using a Handset, Headset, and Speakerphone, page 65
Redial a number using the handset	Press 📞 twice or choose **Options > Redial**.	
Redial a number using your Bluetooth wireless headset	See the documentation from your headset manufacturer.	
Place a call while another call is active (using the same line)	1. Choose **Hold**. 2. Choose **Options > NewCall**. 3. Dial, redial, or speed dial a number. **Note** You hear dial tone with NewCall.	Using Hold and Resume, page 39

If you want to...	Then...	For more information, see...
Dial a number from the Phone Book	1. Choose ⋀ 📖 > **Phone Book** or **Ph Book** (if available). 2. Highlight a contact name, then do one of the following: – Scroll left or right until you see the icon for the phone number: 📠 work phone, 🏠 home phone, 📱 mobile phone, or ☎ other phone. – Choose **Options > Details**, highlight a phone number. 3. Press 📞 or **Options > Dial**.	Using the Phone Book on Your Phone, page 82
Dial from a call log	1. Press ⋀ 📖 . 2. Choose **Missed Calls**, or **Received Calls**, or **Placed Calls**. 3. Press the number key for the listing or scroll to a listing and press 📞 .	Using Call Logs, page 77
Dial an international number	4. Press and hold 0️⃣ Enter the phone number, including the country code, after the "+" symbol. 5. Press 📞 or **Options > Dial**.	

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 "+" symbol on the call logs, redial, or call directory entries. See 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 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 [signal icon] on the phone if you wish to use your phone.

Placing a Call—Additional Options

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

If you want to...	Then...	For more information, see...
Speed dial a contact number in your local phone book	Do one of the following: • Press and hold a speed-dial hot key for about two seconds. **Note** If dialing a two-digit number, enter the first digit, then press and hold the second digit for about two seconds. • Choose △ [book icon] (**Directory**)> **Speed Dials**, highlight a speed dial, and press [call icon] .	Using the Phone Book on Your Phone, page 82 Speed Dialing, page 52
Speed dial a phone number (for a Line View speed-dial number set up on the web)	1. Press ▷ [phone icon] . 2. Scroll to a speed dial [keypad icon] . 3. Press [call icon] or [button] to make the call.	Speed Dialing, page 52
Place a call while another call is active (using a different line)	1. Press **Hold**. 2. Press ▷ [phone icon] . 3. Scroll to another line and press [button] . 4. Dial a number. 5. Press [call icon] to make the call.	Using Hold and Resume, page 39
Place the call on a secondary line	1. Press ▷ [phone icon] and scroll to another line. 2. Dial a number. 3. Press [call icon] to make the call.	Switching Between Multiple Calls, page 41

If you want to...	Then...	For more information, see...
Dial from a corporate directory on your phone	1. Choose △ 📖 > **Directory Services > Corporate Directory** (name can vary). 2. Use your keypad to enter a name. 3. Press **Options > Submit**. 4. Press the number key for the listing or scroll to a listing. 5. Press **Dial** or 📞 .	Directory Dialing, page 78
Use CallBack to receive notification when a busy or ringing extension is available	1. Choose **Options > CallBack** while listening to the busy tone or ring sound. 2. Disconnect. Your phone alerts you when the line is free. 3. Press **Dial** to place the call when the line is available.	Your system administrator
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.	Using BLF to Determine a Line State, page 59.
Make a priority (precedence) call	1. Enter the MLPP access number. 2. Press 📞 . 3. Dial the phone number. 4. Press 📞 .	Prioritizing Critical Calls, page 62
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. 3. Press **Options > Submit**. 4. Scroll to a listing and press 📞 .	Directory Dialing, page 78
Place a call using a billing or tracking code	1. Dial a number. 2. Press 📞 . 3. After the tone, enter a client matter code (CMC) or a forced authorization code (FAC).	Your system administrator

If you want to...	Then...	For more information, see...
Place a call using your Extension Mobility profile	1. Choose ◁ 🌐 > **EM Service** (name can vary). 2. Enter log in information.	Using Cisco Extension Mobility, page 63
Place a Push to Talk call	1. Choose ◁ 🌐 > **Push to Talk Service** (name can vary). 2. Use 🔘 or **Talk** to transmit. 3. Press 🔘 or **Stop** to end.	Using the Push to Talk Service, page 64
Place a call using Fast Dial	**Note** Before using this option, your system administrator must configure this feature. Contact your system administrator for more information. 1. Choose ◁ 🌐 > **Fast Dial Service** (name can vary). 2. Scroll to or press the index number to find the entry. 3. Press 📞.	

Answering a Call

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

If you want to...	Then...	For more information, see...
Answer a call	Press 📞.	Using Any Key to Answer the Phone, page 74
Silence the ring for an incoming call	Press 🔴 or ▯. The call continues silently, then forwards to the no answer target.	
Switch from a connected call to answer a ringing call (using the handset)	Press ⚪ or 📞. Doing so answers the new call and automatically puts the first call on hold.	Switching Between Multiple Calls, page 41

If you want to...	Then...	For more information, see...
Switch from a connected call to answer a ringing call (using the Bluetooth wireless headset)	See the instructions from your Bluetooth wireless headset documentation.	Switching Between Multiple Calls, page 41
Answer using call waiting	Press **Answer**.	
Send call directly to your voice messaging system (using the handset)	Press **iDivert**.	Accessing Voice Messages, page 86
Send call directly to your voice messaging system (using the Bluetooth wireless headset)	This feature is commonly referred to as Call Reject by Bluetooth wireless device manufacturers. For more information, see your headset documentation. **Note** If iDivert is not configured for your phone by the system administrator, the phone ignores the call reject request.	Accessing Voice Messages, page 86
Retrieve a parked call on another phone	Use Call Park.	Tracing Suspicious Calls, page 62
Use your phone to answer a call ringing elsewhere	Use Call Pickup.	Picking Up a Redirected Call on Your Phone, page 54
Answer a priority call using the handset	Disconnect the current call and press **Answer** or 📞 .	Prioritizing Critical Calls, page 62
Answer a priority call using the Bluetooth wireless headset	Disconnects the current call and answer a ringing call. See the instructions from your Bluetooth wireless headset documentation.	Prioritizing Critical Calls, page 62
Automatically connect to an incoming call after a ring or two	Ask your system administrator to set up the Auto Answer feature. After ringing once or twice, the call automatically connects to the handset or headset without pressing 📞 .	Using AutoAnswer, page 69

Tips

- To use any button to answer a call, see Changing Keypad Settings, page 74.

- 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 will resume after you end the call.

Ending a Call

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

If you want to...	Then...
End the call	Choose 📞, **EndCall**, or **Options > EndCall**.
Disconnect one call but preserve another call on the same line	Choose **EndCall** or **Options > EndCall**. If necessary, remove the call from hold first.

Using Hold and Resume

You can hold and resume calls. When you put a call on hold, the 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 will 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.

If you want to...	Then...
Put a call on hold	1. Make sure the call you want to put on hold is highlighted. 2. Press **Hold**. **Note** Engaging the Hold feature typically generates music or a beeping tone.
Remove a call from hold on the current line (using the handset)	1. Make sure the appropriate call is highlighted. 2. Press **Resume**.

If you want to...	Then...
Remove a call from hold on the current line (using the Bluetooth wireless headset)	See the instructions from your Bluetooth wireless headset documentation.
	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.
Remove a call from hold on a different line	1. Press ▷ 📠 to change to another line.
	2. Press **Resume**.
	Note If a single call is holding on this line, the call automatically resumes. If another call is holding, scroll to the appropriate call and press **Resume.**
Move a call on a shared line to your wireless phone or to your desk phone	1. From the phone with the active call on the shared line, press **Hold**.
	2. From your other phone with the shared line, press **Resume**.

Tips

- Engaging the Hold feature typically generates music or a beeping tone.
- If you receive an alert for an incoming call and a reverting call at the same time, by default your phone will shift 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.
- The duration between Hold Reversion alerts is determined by your system administrator.

Using 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.

If you want to...	Then...
Toggle Mute on	During a call, press 🎤 on left side of phone. The 🎤 icon displays at the top of the phone screen.
Toggle Mute off	Press 🎤 . The 🎤 icon disappears.

Switching Between Multiple Calls

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

If you want to...	Then...
Switch between connected calls on one line	1. Make sure the call that you want to switch to is highlighted. 2. Press **Resume**. Any active call is placed on hold and the selected call is resumed.
Switch between connected calls on different lines	1. Press ▷ 🖼 to change to another line. 2. If a single call is holding on the line, the call automatically resumes. If another call is holding, scroll to highlight the appropriate call and press **Resume**.
Switch from a connected call to answer a ringing call (using the handset)	Press 📞, or 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.
Switch from a connected call to answer a ringing call (using the Bluetooth wireless headset)	You can place the first call on hold or end the call when you answer the ringing call. For more information, see the documentation from your Bluetooth wireless headset manufacturer.

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.

Transferring Calls

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

If you want to...	Then...
Transfer a call without talking to the transfer recipient	1. From an active call, choose **Options >Trnsfer**. 2. Dial the target number. 3. Choose**Options > Trnsfer** again to complete the transfer or **EndCall** to cancel. **Note** If your phone supports on-hook transfer, you can alternately complete the transfer by disconnecting.
Talk to the transfer recipient before transferring a call (consult transfer)	1. From an active call, choose **Options > Trnsfer**. 2. Dial the target number. 3. Wait for the transfer recipient to answer. 4. Choose **Options > Trnsfer** again to complete the transfer or **EndCall** to cancel. **Note** If your phone supports on-hook transfer, you can alternately complete the transfer by disconnecting.
Transfer two current calls to each other (direct transfer) without staying on the line	1. Scroll to highlight any call on the same line. 2. Choose **Options > Select**. ✓ displays by the selected call. 3. Scroll to highlight the other call on the same line. 4. Choose **Options > DirTrfr**. The two calls connect to each other and drop you from the call. **Note** If you want to stay on the line with the callers, use Join instead.
Redirect a call to your voice messaging system	Choose **Options > iDivert**. The call is automatically transferred to your voice message greeting. You can use iDivert with a call that is active, ringing, or on hold.

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, disconnecting without using **Trnsfer** again places the call on hold.

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

Forwarding Calls to Another Number

When enabled by your system administrator, you can use these call forwarding 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.

If you want to...	Then...
Set up Call Forward All on your primary line	Choose **Options > CFwdAll**, and enter a target phone number.
Cancel Call Forward All on your primary line	Choose **Options > CFwdAll**.
Verify that Call Forward All is enabled on your primary line	Look for both of these indicators: • The ⬜ icon next to the primary line. • The call forward target number in the status line.
Set up or cancel call forwarding remotely, or for a non-primary line on your phone	**1.** Log in to your User Options web pages. (See Accessing Your User Options Web Pages, page 89.) **2.** Access your call forwarding options. (See Controlling Line Settings on the Web, page 96.) **Note** When call forwarding is enabled for any line other than the primary line, your phone does not provide you with confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options web pages.

Tips

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

- Your system administrator can 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 is not forwarded, 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 permitted in a call forwarding chain.

Using 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 interaction with other types of calls includes:

- DND does not affect intercom calls or non-intercom priority calls.

- If both DND and auto-answer are enabled, only intercom calls will be auto-answered.

If you want to...	Then...
Turn on DND	Do one of the following: • Choose **Options > DND**. • Press ▷ 🖃 , then select the DND radio button to turn it on (⦿). "Do Not Disturb is active" displays on the phone and the ring tone is turned off.

Turn off DND	Do one of the following: • Choose **Options > DND**. • Press ▷ 📞 , then select the DND radio button to turn it off (⚪).

Customize DND settings	If your system administrator configured DND settings to appear on the User Options page, follow these steps:
	1. Log in to your User Options web pages. See Accessing Your User Options Web Pages, page 87.
	2. From the drop-down menu, choose **User Options > Device**.
	3. Set the following options:
	    • Do Not Disturb—Set to enable/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 configured by your system administrator).

Making Conference Calls

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

Using 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.

Using Conference

Conference allows you to call each participant. Conference is available on most phones.

If you want to...	Then...
Create a conference	1. From a connected call, choose **Options** > **Confrn**.
	2. Enter the participant's phone number.
	3. Wait for the call to connect.
	4. Choose **Options > Confrn** again to add the participant to your call.
	5. Repeat to add additional participants.
Add new participants to an existing conference	Repeat the steps listed above.
	Your system administrator determines whether non-initiators of a conference can add or remove participants.
See a list of conference participants or remove participants	Choose **Options > ConfList**. See Viewing or Removing Conference Participants, page 49.
End your participation in a conference	Choose (📞), **EndCall**, or **Options > EndCall**.

Tips

- Calls must be on the same line before you can add them to a conference. If calls are on different lines, transfer them to a single line before using **Confrn** or **Join**.
- Depending on how your phone is configured, if you leave a conference after initiating it, the conference might end. To avoid this, transfer the conference before hanging up.

Using Join

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

If you want to...	Then...
Create a conference by joining together existing calls that are on a single line	1. From an active call, press ▷ , highlight another a call that you want to include in the conference, and choose **Options > Select**. The selected call displays this icon. Note that the active call is automatically selected. 2. Repeat this step for each call that you want to add. 3. From a selected call, choose **Options > Join**.
Create a conference by joining together existing calls that are on multiple lines	1. From an active call, choose **Options > Join**. 2. Press ▷ and select the line for calls that you want to include in the conference. One of the following occurs: – The calls are joined. – You may be prompted to slect the call(s) that you want to join. Highlight the call(s) and choose **Options > Select**, then **Options > Join** to complete the action. **Note** If your phone does not support Join for calls on multiple lines, transfer the calls to a single line before using Join.
See a list of conference participants or remove participants	Choose **Options > ConfList**. See Viewing or Removing Conference Participants, page 49.

Tips

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

Using cBarge

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

If you want to...	Then...
Create a conference by barging a call on a shared line	1. Press ▷ 📞 to select a call on a shared line. 2. Choose **Options > cBarge**. See Using a Shared Line, page 57.
See a list of conference participants or remove participants	Choose **Options > ConfList**. See Viewing or Removing Conference Participants, page 49.

Using Meet-Me

Meet-Me conferencing allows you to start or join a conference by calling the conference number.

If you want to...	Then...
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, choose **Options > MeetMe.** 4. Dial the Meet-Me conference number. 5. Press 📞. Participants can now join the conference by dialing in. **Note** Participants hear a busy tone if they call the conference before the initiator has joined. In this case, participants must call back.
Join a Meet-Me conference	1. Dial the Meet-Me conference number (provided by the conference initiator). 2. Press 📞. **Note** You will hear a busy tone if you call the conference before the initiator has joined. In this case, try your call again.
End a Meet-Me conference	All participants must hang up. The conference does not automatically end when the conference initiator disconnects.

Tip

If you call a secure Meet-Me conference number from a non-secure phone, your phone displays the message, "Device Not Authorized." For more information, see Making and Receiving Secure Calls, page 60.

Viewing or Removing Conference Participants

During a standard (ad hoc) conference, you can view a list of participants and remove participants.

If you want to...	Then...
View a list of conference participants or remove participants	1. Press ▷ 📞 to select an active conference. 2. Choose **Options > ConfList**. Participants are listed in the order in which they join the conference with the most recent additions at the top.
Get an updated list of participants	While viewing the conference list, choose **Options > Update**.
See who initiated the conference	While viewing the conference list, locate the participant listed at the bottom of the list with an asterisk (*) next to the name.
Remove any conference participant	While viewing the conference list, highlight the participant's name and choose **Options > Remove**. You can remove participants only if you initiated the conference.
Drop the last participant added to the conference	While viewing the conference list, highlight the participant's name and choose **Options > RmLstC**. You can remove participants only if you initiated the conference call.
Verify that a conference call is secure	Look for the 🔒 or 🔒 icon after "Conference" on the phone screen.
Verify that a participant is calling from a secure phone	Look for the 🔒 or 🔒 icon beside the participant's name on the phone screen.
Add more participants	See Using Conference, page 46.
End your participation in a conference	Choose ⌃, **EndCall**, or **Options > EndCall**.

Placing or Receiving Intercom Calls

You can place an intercom call to a target phone that auto-answers 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 recipient's handset or headset is in use, the audio is sent to the device in use. 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 into 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.

If you want to...	Then...
Place an intercom call to a preconfigured intercom target	1. Press ▷ 📞 . 2. Select 📺 (intercom line) to dial the target intercom number. After you hear the intercom-alert tone, begin speaking.

If you want to...	Then...
Place an intercom call to any intercom number	1. Press ▷ 📞 . 2. Select 📶 (intercom line) and dial the intercom target number. After you hear the intercom-alert tone, begin speaking.
Receive an intercom call	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. • End the call by pressing **EndCall**.

Advanced Call Handling

Advanced call-handling tasks involve special features that your system administrator might configure for your phone depending on your call-handling needs and work environment.

Speed Dialing

Speed dialing allows you to press a hot key or select from a listing to place a call. Depending on configuration, your phone can support these speed-dial features:

- Speed-Dial Hot Key, page 52
- Line View Speed Dial, page 52
- Abbreviated Dial, page 53
- Fast Dial, page 53

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. To make a call, simply press and hold the speed-dial hot key or select a number from **Directory > Speed Dials**.

On the main Phone Book screen, depending on the type of phone assigned, these speed-dial icons are displayed:

Work Phone

Home Phone

Mobile Phone

Other Phone

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

For more information, see Using Speed Dial and Fast Dial, page 53 and Using the Phone Book on Your Phone, page 82.

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.

To make a call, select a speed dial (⊞) from the Line View.

For more information, see Using Speed Dial and Fast Dial, page 53 and Setting Up Speed Dials on the Web, page 90.

Abbreviated Dial

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

To make a call, use the Abbreviated Dialing code and the AbbrDial softkey.

For more information, see Using Speed Dial and Fast Dial, page 53 and Setting Up Speed Dials on the Web, page 90.

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.

To make a call, choose the Fast Dial service option and select from a Fast Dial listing.

For more information, see Using Speed Dial and Fast Dial, page 53, Setting Up Speed Dials on the Web, page 90, and Using Personal Directory on the Web, page 91.

> ✎
>
> **Note**   Your system administrator can configure speed-dial features for you.

Using Speed Dial and Fast Dial

Before using this feature, you must set up speed-dial features from the Phone Book (see Using the Phone Book on Your Phone, page 82) or on your User Options web pages (See Accessing Your User Options Web Pages, page 87).

If you want to...	Then...
Use speed-dial hot keys to call Phone Book contacts	1. Set up speed-dial hot keys from the Phone Book. 2. Do one of the following: – Press and hold a speed-dial hot key for about two seconds. **Note** When dialing a two-digit number, enter the first digit, then press and hold the second digit for about two seconds. – Choose △ 📖 > **Speed Dials**, highlight a speed dial, and press 📞.

If you want to...	Then...
Use speed-dial numbers to call other numbers (not in Phone Book)	1. Set up speed-dial numbers from your User Options web pages. 2. To place a call, press ▷ 🖨 . 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 identified with ⊞ . Six items (lines plus speed dials) can display.
Use Abbreviated Dial	1. Set up Abbreviated Dialing codes from your User Options web pages. 2. To place a call, enter the Abbreviated Dialing code. 3. Choose **Options > AbbrDial**.
Use Fast Dial	1. Subscribe to the Fast Dial service and set up Fast Dial codes from your User Options web pages. See Accessing Your User Options Web Pages, page 87. 2. To place a call, choose ◁ 🌐 > **Fast Dial service** on your phone (exact name might vary). 3. Scroll to a listing and press 🟢 .

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.

If you want to...	Then...
Answer a call that is ringing on another extension within your call pickup group	1. Choose **Options > PickUp**. If your phone supports auto-pickup, you are now connected to the call. 2. If the call rings on your phone, press **Answer** to connect to the call.
Answer a call that is ringing on another extension outside of your call pickup group	1. Choose **Options > GPickUp**. 2. Enter the group pickup number. If your phone supports auto-pickup, you are now connected to the call. 3. If the call rings, press **Answer** to connect to the call.