If you want to...	Then...
Answer a call that is ringing on another extension in your group or in an associated group	1. Choose **Options > OPickUp**. If your phone supports auto-pickup, you are now connected to the call. 2. If the call rings, press **Answer** to connect to the call.
Answer a call that is ringing on a particular extension (line number)	1. Choose **Options > GPickUp**. 2. Enter the line number with the call that you want to pick up. For example, if the call that you want to pick up is ringing on line 12345, enter **12345**. If your phone supports auto-pickup, you are now connected to the call. 3. If the call rings, press **Answer** to connect to the call.

Tips

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

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

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

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

- If you use the BLF Pickup feature on your phone, see Using BLF to Determine a Line State, page 59.

Storing and Retrieving Parked Calls

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

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

- Directed Call Park—Use the **Transfer** softkey to direct the call to an available directed call park number that you dial or speed dial. To retrieve the call from a directed call park number, dial the park retrieval prefix, then dial or speed dial the same directed call park number. You can use a speed-dial as the directed call park number and to monitor whether a directed call park number is occupied or available.

If you want to...	Then...
Store an active call using Call Park	1. During a call, choose **Options > Park**. 2. Note the call park number that displays on your phone screen. 3. Press .
Retrieve a parked call	Enter the call park number from any Cisco Unified IP Phone in your network to connect to the call.
Direct and store an active call at a directed call park number	1. During a call, press **Transfer**. 2. Choose a speed-dial number with a park-unoccupied icon ○ to speed dial the directed call park number. A speed-dial number with park-occupied icon ● indicates the directed call park number is not available. **Note** If BLF is not configured for the speed-dial number, the icon will not show whether the directed call park number is available or not. 3. Press **Transfer** again to finish storing the call.
Retrieve a parked call from a directed call park number	From any Cisco Unified IP Phone in your network, enter the park retrieval prefix and dial the directed call park number.

Tip

You have a limited time to retrieve a parked call before it reverts to ringing at the original number. See your system administrator for details.

Logging Out of Hunt Groups

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

If you want to...	Then...
Log out of hunt groups to temporarily block hunt group calls	Choose **Options > HLog**. Your phone screen displays, "Logged out of Hunt Group."
Log in to receive hunt group calls	Choose **Options > HLog**.

Tip

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

Using a Shared Line

Your system administrator might ask you to use a shared line if you:

- Have multiple phones and want one phone number
- Share call-handling tasks with coworkers
- Handle calls on behalf of a manager

Understanding Shared Lines

Remote-in-Use

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

Sharing Call Information and Barging

Phones that share a line each display information about calls that are placed and received on the shared line. This information might include caller ID and call duration. (See the Privacy section for exceptions.)

When call information is visible in this way, you and coworkers who share a line can add yourselves to calls using either **Barge** or **cBarge**. See Using Barge to Add Yourself to a Shared-Line Call, page 57.

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

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

Privacy

The wireless IP Phone has Privacy enabled by default. Coworkers, who share your line, cannot see information about your calls. If you want coworkers who share your line to see information, you must have the Privacy feature configured on your phone. See Preventing Others from Viewing or Joining a Shared-Line Call, page 59.

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

Using Barge to Add Yourself to a Shared-Line Call

You can use barge featues (cBarge or Barge) to add yourself to calls on your shared line. (Calls must be non-private calls. See Understanding Shared Lines, page 57.)

Understanding Barge Features

cBarge and Barge

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

- cBarge converts the call into a standard conference, allowing you to add new participants. (See Making Conference Calls, page 45 for more information about standard conferences.)

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

Using Barge Features

The table below describes how to use barge features (cBarge or Barge) to add yourself to a call on a shared line.

If you want to...	Then...
See if the shared line is in use	Look for the icon and the "In Use Remote" message.
Add yourself to a call on a shared line	1. Highlight a remote-in-use call. You might need to use Line View. 2. Choose **Options > Barge** or **cBarge**.
View conference participants	See Viewing or Removing Conference Participants, page 49.
Leave a barged call	Choose **EndCall** or . If you disconnect after using Barge, the remaining parties hear a disconnect tone and the original call continues. If you disconnect after using cBarge, the call remains a conference call (provided at least three participants remain on the line).

Tips

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

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

- You will be disconnected from a call that you have joined using **Barge** if the call is put on hold, transferred, or turned into a conference call.

Preventing Others from Viewing or Joining a Shared-Line Call

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

If you want to...	Then...
Prevent others from viewing or barging calls on a shared line	1. Choose **Options > Private**. 2. To verify that Privacy is on, look for ⬤ (Privacy-enabled icon) next to the directory number.
Allow others to view or barge calls on a shared line	1. Choose **Options > Private**. 2. To verify that Privacy is off, look for ◯ (Privacy-disabled icon) next to the directory number.

Tips

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

Using BLF to Determine a Line State

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

If you want to...	Then...
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.
	Line is in Do Not Disturb state.
	Line is ringing.
	BLF indicator unavailable for this line.
See the state of a line listed in a speed-dial line	Look for one of these indicators next to the line number:
	Line is in-use.
	Line is idle.
	Line is in Do Not Disturb state.
	Line is ringing (BLF Pickup only).
	BLF indicator unavailable for this line.
Use BLF Pickup to answer a call ringing on a coworker's phone	Highlight the ringing line and press ⬤ (Select button).
	The call is redirected to your phone. If your phone supports auto-pickup, the call connects automatically. Otherwise, the call rings on your phone for you to answer.
	Note If you chose **Options > Pickup** or **GPickup** when the monitored line is not ringing, your phone will speed dial the line number.

Tips

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

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

Making and Receiving Secure Calls

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

Your phone can support these types of calls:

- *Authenticated* call—The identities of all phones participating in the call have been verified.

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

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

- *Non-secure* call—At least one of the participating phones or the connection does not support these security features, or the phones cannot be verified.

If you want to...	Then...
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 or conference Encrypted call or conference Neither security icon appears if the call is non-secure.
Verify that the phone on the other end of the connection is also secure	Look for the encrypted lock icon and listen for a security tone at the beginning of a call. When encrypted calling is configured on your phone, the lock icon is displayed. However, the conversation is protected only when the security tone plays at the beginning of a call, indicating that the call is protected on both ends of the call. If your call is connected to a non-protected phone, the secure tone is not played.
Determine if secure calls can be made in your company	Contact your system administrator.

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

Tracing Suspicious Calls

If you are receiving suspicious or malicious calls, your system administrator can add the Malicious Call Identification (MCID) feature to your phone. This feature enables you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.

If you want to...	Then...
Notify your system administrator about a suspicious or harassing call	Choose **Options > MCID**. Your phone plays a tone and displays the message, "MCID successful."

Prioritizing Critical Calls

In some specialized environments, such as military or government offices, you might need to make and receive urgent or critical calls. If you have the need for this specialized call handling, your system administrator can add Multilevel Precedence and Preemption (MLPP) to your phone.

Keep these terms in mind:

- *Precedence* indicates the priority associated with a call.
- *Preemption* is the process of ending an existing, lower priority call while accepting a higher priority call that is sent to your phone.

If you...	Then...
Want to choose a priority (precedence) level for an outgoing call	Contact your system administrator for a list of corresponding precedence numbers for calls.
Want to make a priority (precedence) call	Enter the MLPP access number (provided by your system administrator) followed by the phone number.
Hear a special ring (faster than usual) or special call waiting tone	You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.
Want to view priority level of a call	Look for an MLPP icon on your phone screen: 🟩 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).

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

Tips

- When you make or receive an MLPP-enabled call, you will hear special ring tones and call-waiting tones that differ from the standard tones.
- If you enter an invalid MLPP access number, a verbal announcement will alert you of the error.
- An MLPP-enabled call retains its priority and preemptive status when you:
  - Put the call on hold
  - Transfer the call
  - Add the call to a three-way conference
  - Answer the call using PickUp
- MLPP overrides the Do Not Disturb feature.

Using Cisco Extension Mobility

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

If you want to...	Then...
Log in to EM	1. Choose ◁ 🌐 > **EM Service** (name can vary).
	2. Enter your user ID and PIN (provided by your system administrator).
	3. If prompted, select a device profile.
Log out of EM	1. Choose ◁ 🌐 > **EM Service** (name can vary).
	2. When prompted to log out, press **Yes**.

Tips

- EM automatically logs you out after a certain amount of time. You system administrator establishes this time limit.

- Changes that you make to your EM profile (from the User Options web pages) take effect the next time that you log in to EM on a phone.

- Settings that are controlled on the phone only are not maintained in your EM profile.

Using the Application Button

The Application Button   (on left side of phone) can be used to start applications such as Push to Talk or other services on your phone.

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

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

For more information, see your system administrator.

Using the Push to Talk Service

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

If you want to...	Then...
Access Push To Talk service	See Subscribing to Phone Services, page 88 for systems using Cisco Unified CallManager 4.1 or later.
	See Setting Up Phone Services on the Web, page 94 for systems using Cisco Unified Communications Manager 5.0 or later.
Use Push to Talk service	1. Choose ◁ 🌐 > **Push to Talk** (name can vary). Push to Talk service is active when the ▪️ icon displays. 2. Use the button to start and end a transmission depending on how your service is configured. You can also use the **Talk** and **Stop** softkeys to toggle between transmitting and listening. **Note** Your system administrator will provide detailed information about how to use your Push to Talk service.

Using a Handset, Headset, and Speakerphone

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

If you want to...	Then...
Use the handset	Press ⬤ ; to hang up, press ⬤.
Use a wired headset	Lift the headset port cover ⬤ and plug the headset connector into the headset port. The ⬤ icon displays on the phone status line. Place and answer calls as usual.
	If you use AutoAnswer, see Using AutoAnswer, page 69 for exceptions.
	You can use the headset with all the controls on your phone, including ⬤ and ⬤.
	The headset audio remains active when the headset is connected to the phone.
Use a Bluetooth wireless headset	1. Enable the Bluetooth setting on your phone.
	2. Scan for a list of Bluetooth devices.
	3. Select and pair the Bluetooth headset with the phone.
	For more information, see Using Bluetooth Wireless Headsets, page 66.
Use the speaker mode	Press and hold ⬤ until the ⬤ icon displays.
	Note You can activate the speakerphone before making a call or during a call. The speaker mode remains active for future calls until toggled off.
	Note You can activate the speakerphone (on the phone) even when the phone is docked in the desktop charger and connected to a wired headset.

If you want to...	Then...
Switch to the speaker (from the handset) during a call	Press and hold 🔊 until the 🔵 icon displays. Press and hold 🔊 to toggle back to the handset.
Adjust the volume level for a call	During a call, press ▲▼ to adjust the volume for the handset, speaker, or headset. **Note** The new volume level is preserved for future calls after the phone is powered off.

Tip

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

Obtaining Headsets

Your phone supports wired headset jack types with a 2.5 mm, 3-band/ 4 connector. For information about purchasing headsets, see Headset Information, page 16.

Using Bluetooth Wireless Headsets

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

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

If you want to...	Then...
Enable/disable Bluetooth on your phone	1. Choose ▽ **> Phone Settings > Bluetooth**. 2. Highlight **Bluetooth** and press **Select**. 3. Select **Enable** or **Disable**, then press **Save**. If enabled, the Bluetooth enabled icon appears. If disabled, the icon disappears. **Note** Bluetooth must be enabled on the phone before you can perform tasks such as scanning, pairing, and unpairing.
Scan for Bluetooth devices	1. Choose ▽ **> Phone Settings > Bluetooth > Device List**. 2. Press **Scan**. A list of devices appears. **Note** It may take a few seconds for the scan to complete. You might need to rescan for a device. To rescan, press **Rescan** from Scan Results.
Pair a Bluetooth headset with the phone	1. From the Scan Results list, select a Bluetooth headset and press **Pair**. 2. When prompted, enter the Bluetooth Passkey, then press ◯ (Select) or **Options > OK**. **Note** Obtain the Bluetooth Passkey from your Bluetooth device documentation. Pairing must be completed within one minute or it will fail. 3. If the pairing succeeds, the newly paired headset is added to the Device List and becomes connected to the phone (if no prior Bluetooth connection exists between another device and the phone.) If a prior connection exists, first unpair or disconnect the other device from the phone. The Bluetooth device connected icon is displayed, and a checkmark appears next to the device name. 4. If the pairing fails, press **Back** to retry.
Connect a Bluetooth headset already paired (but not connected) with the phone	Do one of the following: • Tap on the headset to send a connection request to the phone. • Choose ▽ **> Phone Settings > Bluetooth > Device List**, highlight the headset, and press **Options > Connect**.

Unpair a Bluetooth headset from the phone	1. Choose ▽ > **Phone Settings > Bluetooth > Device List**. 2. Select a headset from the list, press **Options > Unpair**. 3. Press **Yes** to confirm. The headset disconnects from the phone and is removed from the Device List.
Disconnect a Bluetooth headset from the phone	1. Choose ▽ > **Phone Settings > Bluetooth > Device List**. 2. Select a headset from the list, press **Options > Disconn**. 3. Press **Yes** to confirm. The headset disconnects from the phone but remains on the Device List (without a checkmark next to the device name).
Switch from a Bluetooth headset to the speaker or handset during a call	1. Press and hold 🔊 . The Select Audio Path menu appears. 2. Select **Speaker** or **Handset**. 3. To switch modes again, press and hold 🔊, and select another audio mode. **Note** After the call, the phone remains in the last audio mode it used during the call.
Switch to the Bluetooth headset during a call from the speaker or handset	1. Press and hold 🔊. The Select Audio Path menu appears. 2. Select **Bluetooth**. **Note** If a wired headset is connected to the phone, the Bluetooth option will not be available for selection even if the Bluetooth connected icon is displayed. To use the Bluetooth headset, you must first unplug the wired headset.

Tips

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

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

- A Bluetooth device will be disconnected if the phone is powered off or if Bluetooth is disabled on the phone.

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

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

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

Using AutoAnswer

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

If you...	Then...
Use AutoAnswer with a headset	Keep headset mode active by ensuring the headset is plugged into the phone, even when not on a call.
	If your phone is set up to use AutoAnswer in headset mode, calls are answered automatically only if the wired headset ![icon] icon or the Bluetooth enabled ![icon] icon is in the phone status line. Otherwise, calls ring normally and you must manually answer them.

Changing Phone Settings

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

Customizing Rings

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

If you want to...	Then...
View the ring tone settings on your lines	1. Choose ▽ 📟 **> Phone Settings > Sound Settings.** 2. Select **Ring Tone > Current Settings**. 3. Press **View** to see the current line settings.
Change the ring tone on a line	1. Choose ▽ 📟 **> Phone Settings > Sound Settings.** 2. Select **Ring Tone > Current Settings**. 3. Press **View** to see the current line settings. 4. Select a line. **Note** To make a line selection, press the number key for the item, the ⬤ button, or the **Change** softkey. 5. Scroll to a ring tone in the list and press **Play** to hear a sample of the ring. 6. Press ⬤ and the 🔵 icon appears next to the chosen ring. 7. Choose **Options > Save** to make the change or **Options > Cancel**.
Assign a ring tone to a line	1. Choose ▽ 📟 **> Phone Settings > Sound Settings.** 2. Select **Ring Tone > Available Ring Tones**. 3. Scroll to a ring tone in the list and press **Play** to hear a sample of the ring. 4. Choose **Options > Apply** and select the line for the ring tone. ✅ displays by the selected line. 5. Press **Save** to make the change or **Cancel**.

If you want to...	Then...

Change the way the phone rings	1. Choose ▽ 🛠 > **Sound Settings > Alert Pattern**.
	
	2. Select one of the following:
	    • Ring Only
	    • Vibrate Only
	    • Silent
	    • Vibrate, Then Ring
	    • Vibrate And Ring
	
	The ● appears next to your selection.
	
	3. Press **Save** to make the change, or **Cancel**.
	
	Note This change applies only to the handset and not the desktop charger.

Tips

- You cannot modify the Ring Settings for the wireless IP phone from the User Options web pages.
- To return to the Settings menu, press **Back** after saving the change or press 🔴 to return to the main screen.

Customizing Volume Settings

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

If you want to...	Then...
Adjust the ring volume level	1. Choose ▽ 🛠 > **Phone Settings > Sound Settings > Volumes**. 2. Select **Ring.** **Note** To make a ring selection, press the number key for the item, the ⚪ button, or the **Change** softkey. 3. Press △ to increase the volume or ▽ to decrease the volume and hear a sample ring volume. 4. Press **Save** to make the change or **Cancel**.
Adjust the speaker volume level	1. Choose ▽ 🛠 > **Phone Settings > Sound Settings> Volumes**. 2. Select **Speaker.** 3. Press △ to increase the volume or ▽ to decrease the volume. 4. Press **Save** to make the change or **Cancel**.

If you want to...	Then...
Adjust the phone volume level	1. Choose ▽ 📇 > **Phone Settings > Sound Settings > Volumes.** 2. Select **Handset.** 3. Press △ to increase the volume or ▽ to decrease the volume. 4. Press **Save** to make the change or **Cancel.**
Adjust the headset volume level	1. Choose ▽ 📇 > **Phone Settings > Sound Settings.** 2. Select **Headset.** 3. Press △ to increase the volume or ▽ to decrease the volume. 4. Press **Save** to make the change or **Cancel.**
Select the devices that will ring	1. Choose ▽ 📇 > **Phone Settings > Sound Settings.** 2. **Select Ring Output.** 3. Select one of the following: • Headset • Speaker (default setting) • Headset and Speaker The 🔵 appears next to your selection. 4. Press **Save** to make the change or **Cancel.** Ring output applies only to wired headsets, not Bluetooth headsets.

Customizing the Phone Screen

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

If you want to...	Then...
Set up the left softkey to open the Phone Book	1. Choose ▽ 📇 > **Phone Settings > Customize Home Page.** 2. Press **Change.** 3. Select **Phone Book.** 4. Press **Save.** The left softkey will be displayed as "Ph Book" when the phone is idle.
Set up the left softkey to access your messages	1. Choose ▽ 📇 > **Phone Settings > Customize Home Page.** 2. Press **Change.** 3. Select **Message.** 4. Press **Save.** The left softkey will be displayed as "Message" when the phone is idle.

If you want to...	Then...
Change the phone display brightness	1. Choose ▽ 🖥️ **> Phone Settings > Display Settings**. 2. Highlight **Display Brightness**, then press ⬤ or **Change**. 3. Press △ to increase the brightness or ▽ to decrease the brightness. 4. Press **Save** to make the change or **Cancel**.

Change the length of time for the screen to display	1. Choose ▽ 🖥️ **> Phone Settings > Display Settings**.
	
	2. Highlight **Display Timeout**, then press ⬤ or **Change**.
	
	3. Select one of the following:
	
	    • 10 Seconds
	    • 30 Second (default setting)
	    • 1 Minute
	    • 2 Minutes
	
	4. Press **Save** to make the change or **Cancel**.
	
	Note When the display setting time has expired, the screen dims for 10 seconds, then goes dark.

Change the LED indication for service coverage	1. Choose ▽ 🖥️ **> Phone Settings > Display Settings**.
	
	2. Highlight **LED Coverage Indicator**, then press ⬤ or **Change**.
	
	3. Select one of the following:
	
	    • Enable (default setting)
	    • Disable
	
	4. Press **Save** to make the change or **Cancel**.

Change the language on your phone screen	1. Log in to your User Options web pages. (See Accessing Your User Options Web Pages, page 87.) 2. Change the language setting.

Changing Keypad Settings

You can set the keypad to automatically lock, to make tones, and to answer a call. See these sections for more information:

- Using Any Key to Answer the Phone, page 74
- Setting the Keypad to Automatically Lock, page 75
- Changing the Keypad Tones, page 76

Using Any Key to Answer the Phone

You can set your phone to allow the use of any key to answer a call.

If you want to...	Then...
Answer calls by pressing any key	1. Choose ▽ 🔧 > **Phone Settings > Keypad Settings**. 2. Select **Any Key Answer**. 3. Select **Enable**. 4. Press **Save** to make the change or **Cancel**. **Note** Under the Any Key Answer option, **Enabled** displays.
Disable the Any Key Answer option	1. Choose ▽ 🔧 > **Phone Settings > Keypad Settings**. 2. Select **Any Key Answer**. 3. Select **Disable**. 4. Press **Save** to make the change or **Cancel**. **Note** Under the Any Key Answer option, **Disabled** displays.

Setting the Keypad to Automatically Lock

To keep from pressing keys and redialing calls accidentally, use the keypad auto lock feature. You can set the length of time before your phone keypad automatically locks after completing a call.

If you want to...	Then...
Automatically lock the keypad after using the phone	1. Choose ▽ **> Phone Settings > Keypad Settings**. 2. Select **Keypad Auto Lock**. 3. Select one of these time intervals: • 15 seconds • 30 seconds • 60 seconds 4. Press **Save** to make the change or **Cancel**. **Note** After the chosen time interval expires, the icon displays, and the keypad is locked.
Unlock the keypad	1. Press any key and the screen displays "Unlock keypad?" 2. Press **Unlock** and then **OK**. **Note** You must press the **Unlock** and **OK** softkeys as soon as they appear, or the keypad remains locked.
Turn off the automatic keypad lock	1. Choose ▽ **> Phone Settings > Keypad Settings.** 2. Select **Keypad Auto Lock**. 3. Select **Disable**. 4. Press **Save** to make the change or **Cancel**. **Note** Under the Keypad Auto Lock option, **Disabled** displays.

Tips

- Auto lock is enabled only when the phone is idle and at the main screen.
- The keypad lock is temporarily disabled when you have an incoming call.

Changing the Keypad Tones

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

Change the keypad tone level	1. Choose ▽ 📠 **> Phone Settings > Keypad Settings**.
	 2. Select **Keypad Tone**.
	 3. Select one of the following:
	     • Disable—Plays no keypad tone.
	     • Normal—Plays tone when keys are pressed.
	     • Loud—Plays louder tone when keys are pressed.
	 The ⬤ icon appears next to your selection.
	 4. Press **Save** to make the change or **Cancel**.

Viewing Your Network Profile List

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

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

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

If you want to...	Then...
View the list of enabled Network Profiles	Choose ▽ 📠 **> Network Profiles**. The enabled profiles have the ✔ next to them. **Note** Because Network profiles are locked, your system administrator must make changes for you.

Tips

- When the 🔒 locked icon appears next to a menu, see your system administrator for information.
- If you need to change your EAP or LEAP username and password, see Setting Username and Passwords, page 15, and consult with your system administrator.

Using Call Logs and Directories

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

Using Call Logs

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

If you want to...	Then...
View your call logs	**1.** Press ▲ 📖 . **2.** Choose **Missed Calls,** or **Received Calls**, or **Placed Calls**. Each call log stores up to 100 records.
Dial from a call log	**1.** Press ▲ 📖 . **2.** Choose **Missed Calls,** or **Received Calls**, or **Placed Calls**. **3.** Scroll to a phone number. **Note** To edit the displayed number (to add or to remove a prefix), press **Options > EditDial** followed by ◀ or ▶ to reposition the cursor. Use the keypad to enter digits, or press **<<** to delete numbers. **4.** Press **Dial** or 📞 .
Display details for a single call record	**1.** Press ▲ 📖 . **2.** Choose **Missed Calls,** or **Received Calls**, or **Placed Calls**. **3.** Highlight a call record. **4.** Press **Details**. Doing so displays information such as called number, calling number, time of day, and call duration (for placed and received calls only).
Erase a single call record	**1.** Press ▲ 📖 . **2.** Choose **Missed Calls,** or **Received Calls**, or **Placed Calls**. **3.** Scroll to a call record. **4.** Choose **Options > Delete**, or choose **Options > Exit**.
Erase all call records in a single log	**1.** Press ▲ 📖 . **2.** Choose **Missed Calls,** or **Received Calls**, or **Placed Calls**. **3.** Choose **Options > Delete**, or choose **Options > Exit**.

If you want to...	Then...
Erase all call records in all call logs	1. Press ▲ 📖 to display call logs. 2. Press **Clear**. Doing so erases all call logs, or choose **Options > Exit**.
See if the line in the call log is busy before placing a call to that line	Look for Busy Lamp Field indicators. See Using BLF to Determine a Line State, page 59.

Tip

- 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.
- To view the complete call record of a multiparty call (for example, of a call that has been forwarded or transferred to you), highlight the call record and choose **Details**. The Details record shows two entries for each missed or received multiparty call. The entries are listed in reverse chronological order:
  - The first logged entry is the name/number of the last completed call of a multiparty call received on your phone.
  - The second logged entry is the name/number of the first completed call of a multiparty call received on your phone.

Directory Dialing

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

- Corporate Directory—Corporate contacts that you can access on your phone. Your system administrator sets up and maintains Corporate Directory.
- Personal Directory—If available, personal contacts and associated speed-dial codes that you can configure and access from your phone and User Options web pages. Personal Directory comprises the Personal Address Book (PAB) and Fast Dials.
  - PAB is a directory of your personal contacts.
  - Fast Dial allows you to assign codes to PAB entries for quick dialing.

Using Corporate Directory on Your Phone

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

If you want to...	Then...
Dial from a corporate directory (while not on another call)	**1.** Choose △ 📖 **> Directory Services > Corporate Directory** (name can vary).
	2. Use your keypad to enter a search criteria such as a name.
	3. Choose ◯ or **Options > Submit**.
	4. Scroll to a listing.
	Note To edit the displayed number (to add or to remove a prefix), choose **Options > EditDial** followed by ◁ or ▷ to reposition the cursor. Use the keypad to enter digits, or press **<<** to delete numbers.
	5. Press **Dial** or 📞 .
See if the phone line in the directory is busy	Look for Busy Lamp Field indicators. See Using BLF to Determine a Line State, page 59.

Tips

- Use the numbers on your keypad to enter characters on your phone screen. See Entering and Editing Text, page 15.
- Use the Navigation button on your phone to move between input fields.

Using Personal Directory on Your Phone

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

Cisco Unified CallManager Release 4.3 and Later

For information about how to set up and use the Personal Directory when connected to a Cisco Unified CallManager 4.3 or later system, refer to *Customizing Your Cisco IP Phone on the Web:*
http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Cisco Unified Communications Manager Release 5.1 and Later

This section describes how to set up and use Personal Directory on your phone when you are connected to a Cisco Unified Communications Manager 5.0 or later. Alternately, see Using Personal Directory on the Web, page 91.

If you want to...	Then...
Access Personal Directory (for PAB and Fast Dial codes)	1. Choose ▲ 📖 > **Directory Services > Personal Address Book (PAB) Service** (exact name may vary). 2. Enter your Cisco Unified Communications Manager user ID and PIN, then press **Options > Submit**.
Search for a PAB entry	1. Access **Personal Address Book**. 2. Enter search criteria and choose **Options > Submit**. **Note** To get a complete list of your PAB entries, do not enter any search criteria, and choose **Options > Submit**. 3. You can choose **Options > Previous** or **Next** to move through listings. 4. Scroll to the PAB listing that you want and press **Select or** ⬤ .
Dial from PAB entry	1. Search for a PAB entry. 2. Scroll to the listing and press **Select** or ⬤ . 3. Press **Dial**. 4. Scroll to the number that you want to dial and press **OK**. 5. Press **OK** again to dial the number.
Delete a PAB entry	1. Search for a PAB entry. 2. Scroll to the listing and press **Select** or ⬤ . 3. Choose **Options >Delete**. 4. Press **OK** to confirm the deletion or Cancel.
Edit a PAB entry	1. Search for a PAB entry. 2. Scroll to the listing and press **Select** or ⬤ . 3. Choose **Options > Edit** to modify a name or mail address. 4. If necessary, choose **Options > Phones** to modify a phone number. 5. Press **Update**.

If you want to...	Then...
Add a new PAB entry	1. Access **Personal Address Book.**
	2. Access the Search page and choose **Options > Submit**. (You do not need to input search information first.)
	3. Choose **Options > New.**
	4. Use the keypad to enter a name or nickname.
	5. Press **Phones** and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as a 9 or 1.
	6. Press **Submit** to add the entry to the database.
Assign a Fast Dial code to a PAB entry	1. Search for a PAB entry.
	2. Scroll to the listing and press **Select** or ⊙ .
	3. Choose **Options > Fast Dial.**
	4. Scroll to the Fast Dial code that you want to assign to the number and press **Select** or ⊙ .
Add a new Fast Dial code (not using a PAB entry)	1. Choose ⋀ 📖 **> Personal Address Book.**
	2. Select **Personal Fast Dials.**
	3. Scroll to a Fast Dial code that is unassigned and press **Select** or ⊙ .
	4. Press **Assign.**
	5. Enter a phone number.
	6. Press **Update.**
Search for Fast Dial codes	1. Choose ⋀ 📖 **> Personal Fast Dials.**
	2. You can choose **Options > Previous** or **Next** to move through listings.
	3. Scroll to the listing you want and press **Select** or ⊙ .
Place a call using a Fast Dial code	1. Search for a Fast Dial code.
	2. Scroll to the listing you want and press **Select** or ⊙ .
	3. Press **Dial.**
	4. Choose **OK** to complete the action.
Delete a Fast Dial code	1. Search for a Fast Dial code.
	2. Scroll to the listing you want and press **Select** or ⊙ .
	3. Choose **Options > Remove.**
Log out of Personal Directory	1. Choose ⋀ 📖 **> Personal Address Book** (exact name may vary).
	2. Choose **Logout.**

Tips

- Your system administrator can provide the user ID and PIN that you need to log in to Personal Directory.

- Personal Directory automatically logs you out after a certain amount of time. This time limit can vary. Ask your system administrator for more information.

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

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

Using the Phone Book on Your Phone

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

Note   You can customize the left softkey to open the Phone Book. If customized this way, the left softkey is displayed as **Ph Book**. For more information, see Customizing the Phone Screen, page 72.

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

If you want to...	Then...

Add a contact to your phone book	1. Choose △ 📖 > **Phone Book** or press **Ph Book** (if available).
	2. Do one of the following:
	  – Press **New** (if Phone Book is empty).
	  – Choose **Options > New** (if Phone Book is not empty).
	3. At the New Contact screen, fill in contact information.
	4. When finished, press **Options**, then choose **Save** to save the information, or press **Cancel**.

Assign a primary number for a contact	1. Choose △ 📖 > **Phone Book** or press **Ph Book** (if available). 2. Highlight a contact name and choose **Options > Details**. 3. Select a number: 📇 work phone, 🏠 home phone, 📱 mobile phone, or ☎ other phone, and choose **Options > Primary**. A ✔ (checkmark) appears next to that number. **Note** The default primary number for a contact is the work phone. You can assign any number as the primary number.
Change the name or company information for a contact	1. Choose △ 📖 > **Phone Book** or press **Ph Book** (if available). 2. Highlight a contact name and press ⬤ to view the details. You may also choose **Options > Details**. 3. Select the information field and press **Change**. 4. Enter your changes. When finished, press **Options**, then choose **Save** to save the information, or press **Cancel**.
Change a phone number for a contact	1. Choose △ 📖 > **Phone Book** or press **Ph Book** (if available). 2. Highlight a contact name and press ⬤ to view the details. You may also choose **Options > Details**. 3. Select a number: 📇 work phone, 🏠 home phone, 📱 mobile phone, or ☎ other phone, and choose **Options > Change**. 4. Enter your changes. When finished, press **Options**, then choose **Save** to save the information, or press **Cancel**.

If you want to...	Then...
Search for a contact in your phone book	1. Choose △ 📖 > **Phone Book** or press **Ph Book** (if available). 2. Choose **Options > Mode** and enter the text to search. You can search for first name, last name, nickname, and company name. **Note** You can enter search text in one of two ways: by pressing a key one or more times until you see the letter or number you need, or by having possible matches automatically display after pressing one or more keys (predictive text). Choose **Options > Mode** again to change the way you enter search text.
Remove a contact from the phone book	1. Choose △ 📖 > **Phone Book** or press **Ph Book** (if available). 2. Highlight a contact name and choose **Options > Delete**. The contact is removed and the speed dial for this contact number will be unassigned.
Dial the primary phone number for a contact	1. Choose △ 📖 > **Phone Book** or press **Ph Book** (if available). 2. Highlight a contact name. The primary phone number for this contact is displayed on the lower left. To dial this number, press 📞 or **Options > Dial**. **Note** The default primary number for a contact is the work phone. You can change the primary number to be any number for this contact.
Dial any phone number for a contact	1. Choose △ 📖 > **Phone Book** or press **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 you wish to dial: 📱 work phone, 🏠 home phone, ▯ mobile phone, or ☎ other phone. – Choose **Options > Details**, highlight a phone number, and press 📞 or **Options > Dial**.
Clear all entries from your phone book	1. Choose △ 📖 > **Phone Book** or press **Ph Book** (if available). 2. Press **Options** and select **DeleteAll**.
Copy a phone number from a call log or directory to a new phone book contact	1. Choose △ 📖 > **Missed Calls**, or **Received Calls**, or **Placed Calls**. 2. Scroll to a phone number, choose **Options > Store > New Contact**. The Store Contact screen appears. 3. Enter the information for: First Name, Last Name, Nickname, and Company. 4. When finished, choose **Options > Save**, then select the phone type to store the number.

If you want to...	Then...
Copy a phone number from a call log or directory to an existing phone book contact	1. Choose 〈 📖 〉 > **Missed Calls**, or **Received Calls**, or **Placed Calls**. 2. Scroll to a phone number, choose **Options** > **Store** > **Use Existing Contact**. 3. On the Phone Book contacts list, highlight a name. 4. Select the phone type to store the number.
Assign a speed dial to a contact number in your phone book (from the Speed Dial screen)	1. Choose 〈 📖 〉 > **Speed Dials.** 2. Highlight an unassigned speed dial and press **Assign**. A list of Phone Book contacts appears. 3. Highlight a name. Choose the primary number, or scroll left or right to choose another number, then press **Select**. The selected number is assigned to the speed dial. **Note** Speed dial 1 is always assigned to voicemail. You cannot remove or reassign this speed dial. **Note** To make a speed-dial call, see Placing a Call—Additional Options, page 35.
Assign a speed dial to a contact number in your phone book (from the main phone screen)	1. Press and hold an unassigned speed-dial number for about two seconds, then press **Yes**. The Phone Book main screen appears. 2. Highlight a contact and press **Select** to assign the speed dial to the primary number.
Unassign a speed dial	1. Choose 〈 📖 〉 > **Speed Dials**. 2. Highlight the assigned speed dial and press **Delete**. 3. Press **Yes** to confirm, or **No** to cancel.

Tips

- After you assign a speed dial to a contact number, a speed dial icon ▦ and number appear underneath the phone number in the contact details.
- You can store up to 100 contacts in the Phone Book, but can only assign 99 speed dials because speed dial 1 is reserved for voicemail.
- If you have contact information stored in another location (for example, in Microsoft Outlook or the Cisco Unified Wireless IP Phone 7920), ask your system administrator whether the file can be imported into your Phone Book.

Accessing Voice Messages

When the phone displays "You Have VoiceMail" or a red blinking light, you can access your messages from your phone.

✎

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

If you want to...	Then...
Set up and personalize your voice message service	1. Press **Message** or press and hold ⓵. 2. Follow the voice instructions. **Note** If you changed the left softkey on the main phone screen to **Phone Book**, the **Message** softkey will not be available. For more information, see Customizing the Phone Screen, page 72.
Check for your new voice messages	Look at your phone for these indicators: • A red blinking light • A text message, "You Have VoiceMail" • A flashing message waiting ✉ icon next to your directory number in Line View.
Listen to your voice messages or access the voice message system menu	1. Press **Message** or press and hold ⓵. 2. Enter your voice message password. 3. Follow the voice instructions to listen to your messages. **Note** If you changed the left softkey on the main phone screen to **Phone Book**, the **Message** softkey will not be available. For more information, see Customizing the Phone Screen, page 72.
Send a call to your voice message system	Press **iDivert**. The iDivert feature automatically transfers a call (including a ringing or held call) to your voice message system. Callers will hear your voice message greeting and can leave you a message.

Accessing Your User Options Web Pages

Your wireless IP phone is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to log in to your Cisco Unified Communications Manager User Options web pages, where you can control features, settings, and services for your wireless IP phone. This section includes information for:

Cisco Unified CallManager Release 4.3 and Later User Options Web Pages

This section describes how to access your User Options web pages and how to subscribe to phone services when you are connected to a Cisco Unified CallManager 4.3 or later system. For more details about the features you can configure and the phone services to which you can subscribe, refer to *Customizing Your Cisco IP Phone on the Web* at the following URL: http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Use these sections for more information about:

Logging In to the User Options Web Pages

This section describes how to log in and select a phone device for Cisco Unified CallManager Release 4.1 or later User Options web pages.

If you want to...	Then do this...
Log in to your User Options web pages	1. Obtain a User Options URL, user ID, and default password from your system administrator.
	2. Open a web browser on your computer, enter the URL, and log on.
	The Cisco Unified CallManager User Options main web page displays.
Select a device after logging in	1. From the general menu, select your device type (phone model) in the "Select a device" drop-down list. The context-sensitive menu appears with options appropriate for the wireless IP phone.
	2. Make changes to the options for your wireless IP phone.

Tips for Navigating the User Options Web Pages

- Select your device from the menu page to see all of your options.
- Click **Update** to apply and save your changes.
- Click **Return to the Menu** to get back to the context-sensitive menu.
- Click **Log Off** to exit the User pages.

Subscribing to Phone Services

Before you can access subscription phone services on your phone, you need to subscribe to them by using your computer to access the User Options web pages. See Accessing Your User Options Web Pages, page 89.

Phone services can include:

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

Refer to the following table for more information.

If you want to...	Then, do this after you log in and select your device type...
Subscribe to a service	1. From the main menu, choose **Configure your Cisco IP Phone Services**. 2. Select a service from the "Available Services" drop-down list and click **Continue**. 3. Enter more information upon request (such as a zip code or PIN). 4. Click **Subscribe**.
Change or end subscriptions	1. From the main menu, choose **Configure your Cisco IP Phone Services**. 2. Click a service in the "Your Subscribed Services" panel. 3. Click **Update** after making changes, or click **Unsubscribe**.
Access a service on your phone	1. Choose ◀ 🌐 (**Services**) > (**Service Name**). 2. Select the service that you want.
Learn how to use phone services	Refer to *Customizing Your Cisco IP Phone on the Web*: http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Cisco Unified Communications Manager Release 5.1 and Later User Options Web Pages

This section describes how to access your User Options web pages and how to subscribe to phone services when you are connected to a Cisco Unified Communications Manager 5.1 or later system. Use these sections for more details about accessing the User Options web pages and configuring features and subscribing to phone services:

- Accessing Your User Options Web Pages, page 89
- Configuring Features and Services on the Web, page 90

Accessing Your User Options Web Pages

This section describes how to log in and select a phone device for Cisco Unified Communications Manager Release 5.1 or later User Options web pages.

If you want to...	Then do this...
Log in to your User Options web pages	1. Obtain a User Options URL, user ID, and default password from your system administrator.
	2. Open a web browser on your computer, enter the URL, and log on.
	3. If prompted to accept security settings, click **Yes** or **Install Certificate**.
	The Cisco Unified Communications Manager User Options main web page displays. From this page, you can choose **User Options** to access User Settings, Directory features, a Personal Address Book, and Fast Dials.
	To access phone-specific options, select a device (see below).
Select a device after logging in	1. After you have logged in to your User Options web pages, choose **User Options > Device**.
	The Device Configuration page displays.
	2. If you have multiple devices assigned to you, verify that the appropriate device (phone model or Extension Mobility profile) is selected. If necessary, choose another device from the Name drop-down menu.
Configure user features	Choose **User Options** drop-down button to access these features: • User Settings • Directory • Personal Address Book • Fast Dials

If you want to...	Then do this...
Configure phone settings	Choose toolbar buttons to access these phone-specific options: • Line settings • Speed dials • Phone services • Service URL
Return to the Device Configuration page	Choose **User Options > Device** from any page to verify that you are configuring the correct device or to change devices.

Tip

Use the Device Configuration page to access all of the configuration options available for your phone (other pages might not provide access to all options).

Configuring Features and Services on the Web

These topics describe how to configure features and services from your User Options web pages after logging in. See Accessing Your User Options Web Pages, page 89.

- Setting Up Speed Dials on the Web, page 90
- Using Personal Directory on the Web, page 91
- Setting Up Phone Services on the Web, page 94
- Controlling User Settings on the Web, page 95
- Controlling Line Settings on the Web, page 96
- Using Cisco WebDialer, page 97

Setting Up Speed Dials on the Web

Depending on configuration, your phone can support several speed-dial features that are set up from the web:

- Line View Speed Dials
- Abbreviated Dials
- Fast Dials

> ✎
>
> **Note**   For help using speed-dial features, see Speed Dialing, page 52.

If you want to...	Then do this after you log in...
Set up Line View speed-dial numbers	1. Select the name for the Cisco Unified Wireless IP Phone 7925G device. 2. Click **Speed Dials**. 3. Enter a phone number as you would dial it. 4. Enter a label for the speed-dial number that is 11 characters or less. 5. Click **Save** **Note** If you have speed dials configured in your Line View, the speed-dial label appears next to the ⊞ icon.
Set up Abbreviated Dials	1. Select the name for the Cisco Unified Wireless IP Phone 7925G device. 2. Click **Speed Dials**. 3. Enter a phone number as you would dial it and label for an Abbreviated Dialing code. 4. Click **Save**. **Note** Make note of the number for the Abbreviated Dialing Code. Use this code with **Options > AbbrDial** to access the speed-dial number.
Set up Fast Dials	See Configuring Fast Dials on the Web, page 92. You can also set up Fast Dials on your phone. See the Using Personal Directory on Your Phone, page 79.

Tips

- You can have up to six numbers appear in your Line View screen (a combination of line and speed dial numbers).
- If your speed dial label contains more than 11 characters, use a shorter label because labels are shortened from the left. For example, "Customer Service" displays as ".....er Service".

Using Personal Directory on the Web

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

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

> ✎
>
> **Note** You can also access PAB and Fast Dials from your phone. See Using Personal Directory on Your Phone, page 79.

Using Your Personal Address Book on the Web

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

If you want to...	Then, do this after you log in...
Add a new PAB entry	1. Choose **User Options > Personal Address Book**. 2. Click **Add New**. 3. Enter information for the entry. 4. Click **Save**.
Search for a PAB entry	1. Choose **User Options > Personal Address Book**. 2. Specify search information and click **Find**. **Note** To locate all entries, leave search information blank and click **Find**.
Edit a PAB entry	1. Search for a PAB entry. 2. Click a name or nickname. 3. Edit the entry as needed and click **Save**.
Delete a PAB entry	1. Search for a PAB entry. 2. Select one or more entries. 3. Click **Delete Selected**.

Configuring Fast Dials on the Web

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

If you want to...	Then, do this after you log in...
Assign a Fast Dial code to a PAB entry	1. Create a PAB entry. See Using Your Personal Address Book on the Web, page 92. 2. Choose **User Options > Fast Dials**. 3. Click **Add New**. 4. Change the Fast Dial code, if desired. 5. Use the Search Options area to find the appropriate PAB entry. 6. Click a phone number in the Search Results area. 7. Click **Save**.

If you want to...	Then, do this after you log in...
Assign a Fast Dial code to a phone number (without using a PAB entry)	1. Choose **User Options > Fast Dials**. 2. Click **Add New.** 3. Change the Fast Dial code, if desired. 4. Enter a phone number. 5. Click **Save**.
Search for a Fast Dial entry	1. Choose **User Options > Fast Dials**. 2. Specify search information and click **Find**.
Edit a Fast Dial phone number	1. Choose **User Options > Fast Dials**. 2. Search for the Fast Dial entry that you want to edit. 3. Click a component of the entry. 4. Change the phone number. 5. Click **Save**.
Delete a Fast Dial entry	1. Search for a Fast Dial. 2. Select one or more entries. 3. Click **Delete Selected**.

Tips,

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

Using the Address Book Synchronization Tool

You can use the Address Book Synchronization tool (TABSynch) to synchronize your existing Microsoft Windows Address Book (if applicable) with your PAB. Then you can access entries from your Microsoft Windows Address Book on your wireless IP phone and User Options web pages. Your system administrator can give you access to TABSynch and provide detailed instructions.

Setting Up Phone Services on the Web

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

If you want to...	Then do this after you log in...
Subscribe to a service	**1.** Select the name for the Cisco Unified Wireless IP Phone 7925G device. **2.** Click **Phone Services**. **3.** Click **Add New**. **4.** Choose a service from the drop-down list and click **Next**. **5.** Change the service label and/or enter additional service information, if available (optional). **Note** If the label contains more than 11 characters, use a shorter name because labels are shortened from the left . For example, "Customer Service" displays as ".....er Service" **6.** Click **Save**.
Search for services	**1.** Select a device. **2.** Click **Phone Services**. **3.** Click **Find**.
Change or end services	**1.** Search for services. **2.** Select one or more entries. **3.** Click **Delete Selected**.
Change a service name	**1.** Search for services. **2.** Click on the service name. **3.** Change the information and click **Save**.

If you want to...	Then do this after you log in...
Add a service to an available screen slot	**1.** Select a device. **2.** Click **Service URL**. **Note** If you do not see this option, ask your system administrator to configure a service URL button for your phone. **3.** Choose a service from the Button Service drop-down list. **4.** If you want to rename the service, edit the label fields. **Note** Your phone uses the ASCII Label field if the phone does not support double-byte character sets. **5.** Click **Save**. **6.** Click **Reset** to reset your phone (necessary to see the new label on your phone).
Access a service on your phone	Choose ◁ 🌐 > (**Service Name**). **Note** The services available on your phone depend on the phone system configuration and the services you subscribed to. Ask your system administrator for more information. **Note** If only one service is configured, the service opens by default. If more than one service is configured, select an option from the menu on the phone screen.

Controlling User Settings on the Web

User settings include your password, PIN, and language (locale) settings. Your PIN and password allow you to access different features and services.

If you want to...	Then do this after you log in...
Change your password	**1.** Choose **User Options > User Settings**. **2.** In the Browser Password area, enter information. **Note** A password must be 5-127 characters. **3.** Click **Save**.
Change your PIN	**1.** Choose **User Options > User Settings**. **2.** In the Phone PIN area, enter information. **Note** A PIN must be 5-20 numbers. **3.** Click **Save**.

If you want to...	Then do this after you log in...
Change the language (locale) for your User Options web pages	1. Choose **User Options > User Settings**. 2. In the User Locale area, choose an item from the Locale drop-down list. 3. Click **Save.**
Change the language (locale) for your phone screen	1. Go to the Device Configuration page by choosing **User Options > Device**. 2. Choose an item from the User Locale drop-down list. 3. Click **Save.**

Tips

- Use your PIN to log in to Cisco Extension Mobility or Personal Directory on your phone.
- Use your password to log in to your User Options web pages and Cisco WebDialer on your personal computer.
- For more information about these services, ask your system administrator.

Controlling Line Settings on the Web

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

Note
- You can set up call forwarding (for your primary phone line) directly on your phone. See Forwarding Calls to Another Number, page 43.
- To learn about phone settings that you can access directly on your phone, see Changing Phone Settings, page 70.

If you want to...	Then do this after you log in...
Set up call forwarding per line	1. Select the name for the Cisco Unified Wireless IP Phone 7925G device. 2. Click **Line Settings**. 3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one. 4. In the Incoming Call Forwarding area, choose call forwarding settings for various conditions. 5. Click **Save.**

If you want to...	Then do this after you log in...
Change the voice message indicator setting per line	1. Select your device. 2. Click **Line Settings**. 3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one. 4. In the Message Waiting Lamp area, choose from various settings. **Note** Typically, the default message waiting setting prompts your phone to display a light and a message to indicate a new voice message. 5. Click **Save**.
Change or create a line text label that appears on your phone screen	1. Select your device. 2. Click **Line Settings**. 3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one. 4. In the Line Text Label area, enter a text label. **Note** If the label contains more than 11 characters, use a shorter name because labels are shortened from the left . For example, "Customer Service" displays as ".....er Service" 5. Click **Save**.

Tip

You cannot change the Ring Settings for the phone from the User Options web pages.

Using Cisco WebDialer

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

If you want to...	Then...
Use WebDialer with your User Options directory	**1.** Log in to your User Options web pages. See Accessing Your User Options Web Pages, page 89.
	2. Choose **User Options > Directory** and search for a coworker.
	3. Click the number that you want to dial.
	4. If this is your first time using WebDialer, set up preferences and click **Submit**. (See the last row in this table for details.)
	5. If the Make Call page appears, click **Dial**. (See the last row in this table to learn how to suppress this page in the future, if desired.)
	The call is now placed on your phone.
	6. To end a call, click **Hangup** or disconnect from your phone.
Use WebDialer with another online corporate directory (not your User Options directory)	**1.** Log in to a WebDialer-enabled corporate directory and search for coworkers.
	2. Click the number that you want to dial.
	3. When prompted, enter your user ID and password.
	4. If this is your first time using WebDialer, set up preferences and click **Submit**. (See the last row in this table for details.)
	5. If the Make Call page appears, click **Dial**. (See the last row in this table to learn how to suppress this page in the future, if desired.)
	The call is now placed on your phone.
	6. To end a call, click **Hangup** or disconnect from your phone.
Log out of WebDialer	Click the logout icon in the Make Call or Hang Up page.

If you want to...	Then...
Set up, view, or change WebDialer preferences	Access the Preferences page. The Preferences page appears the first time that you use WebDialer (after you click the number that you want to dial). To return to Preferences in the future, click the preferences icon from the Make Call or Hang Up page. The Preferences page contains the following options: • Preferred language—Determines the language used for WebDialer settings and prompts. • Use permanent device—Identifies the wireless IP phone and directory number (line) that you will use to place WebDialer calls. If you have one phone with a single line, the appropriate phone and line are automatically selected. Otherwise, choose a phone and/or line. Phones are specified by host name. To display the host name on your phone, choose (**Settings**) **> Network Profile > Network Configuration > Host Name**. • Use Extension Mobility—If selected, prompts WebDialer to use the wireless IP phone that is associated with your Extension Mobility profile (if available). • Do not display call confirmation—If selected, prompts WebDialer to suppress the Make Call page. This page appears by default after you click a phone number in a WebDialer-enabled online directory.

Understanding Additional Configuration Options

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

✎

Note   You can locate User Guides and other documents listed in this table from the following URL: http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

If you...	Then...	For more information...
Need to handle more calls on your phone line	Ask your system administrator to configure your line to support more calls.	Talk to your system administrator or phone support team.
Need more than one phone line	Ask your system administrator to configure one or more additional directory numbers for you.	Talk to your system administrator or phone support team.
Need different softkeys, such as iDivert, to display when phone is ringing or in use	Ask your system administrator to configure a new softkey template and assign it to your phone.	Talk to your system administrator or phone support team.
Need more speed dial numbers	Verify that you are using all your currently available speed dial numbers. If you need additional speed dial numbers, try using Abbreviated Dialing or subscribing to the Fast Dial service.	See Accessing Your User Options Web Pages, page 87.
Want to use one directory number for several phones	Request a shared line. This allows you to use one number for your desk phone and your wireless IP phone, for example.	See Using a Shared Line, page 57.

If you...	Then...	For more information...
Share phones or office space with coworkers	Consider using: • Call Park to store and retrieve calls without using the transfer feature. • Call Pickup to answer calls ringing on another phone. • A shared line to view or join coworkers calls. • Cisco Extension Mobility to apply your phone number and user profile to a shared phone	Ask your system administrator about these features and see the: • Tracing Suspicious Calls, page 62. • Using a Shared Line, page 57. • Using Cisco Extension Mobility, page 63.
Answer calls frequently or handle calls on someones behalf	Ask your system administrator to set up the AutoAnswer feature for your phone.	See Using AutoAnswer, page 69.
Determine the state of a phone line associated with a speed-dial, call log, or directory listing on your phone	Ask your administrator to set up the Busy Lamp Field (BLF) feature for your phone.	See Using BLF to Determine a Line State, page 59.
Want to temporarily apply your phone number and settings to a shared Cisco Unified IP Phone	Ask your system administrator about the Cisco Extension Mobility service.	See Using Cisco Extension Mobility, page 63.
Allow or prevent all phones with the same shared line to view call information or join a call on the shared line	Ask your system administrator to set up the Privacy feature for those phones.	See Preventing Others from Viewing or Joining a Shared-Line Call, page 59.

Troubleshooting Your Phone

This section provides troubleshooting information for your wireless IP phone.

General Troubleshooting

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

Symptom	Explanation
You cannot complete a call	One or more of the following factors might apply: • Your phone is out of the wireless network access point service area. **Note** When roaming with your phone, a green blinking light indicates that the phone is still within the wireless service coverage area. • You must log in to the Extension Mobility service. • You must enter a client matter code or forced authorization code after you dial a number. • Your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.
The main phone screen is not active	One of these messages appears on the status line: • Network busy—Not enough available bandwidth exists in wireless network to complete this call. Try again later. • Leaving service area—Phone is out of range of its associated access point and wireless network. • Locating network services—Phone is searching for a wireless network access point. • Authentication failed—Authentication server did not accept the security credentials. • Configuring IP—Phone is waiting for DHCP to assign an IP address.
The Settings menu is unresponsive	Your system administrator might have disabled Settings on your phone.
Join fails	**Join** requires multiple selected calls. Be sure that you have selected at least one call in addition to the active call, which is selected automatically. **Join** also requires the selected calls to be on the same line. If necessary, transfer calls to one line before joining them.

Symptom	Explanation
The softkey that you want to use does not appear	One or more of the following factors might apply: • You must press **Options** and scroll to reveal additional softkeys. • You must change the line state (for example, place a call or have a connected call). • Your phone is not configured to support the feature associated with that softkey.
Barge fails and results in a fast busy tone	One or more of the following factors might apply: • You cannot barge an encrypted call if the phone you are using is not configured for encryption. When your barge attempt fails for this reason, your phone plays a fast busy tone. • You cannot barge a call on another Cisco Unified Wireless IP Phone.
You are disconnected from a call that you joined using **Barge**	You will be disconnected from a call that you have joined using **Barge** if the call is put on hold, transferred, or turned into a conference call.
CallBack fails	The other party might have call forwarding enabled.
The phone shows an error message when you attempt to set up Call Forward All	Your phone may reject your attempt to set up Call Forward All directly on the phone if the target number that you enter would create a Call Forward All loop or would exceed the maximum number of links permitted in a Call Forward All chain (also known as a maximum hop count). Ask your system administrator for details.

Viewing Phone Administration Data

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

If you are asked to...	Then...
Access network or wireless network configuration data	Choose ▽ 🖾 **> Device Information > Network** or **WLAN** and select the configuration item that you want to view.
Access status data	Choose ▽ 🖾 **> Status** and select the status item that you want to view.
Access phone call and voice quality information	Choose ▽ 🖾 **> Status > Call Statistics**.

Using the Quality Reporting Tool

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

- Immediately report an audio problem on the current call
- Select a general problem from a list of categories and choose reason codes

Cisco One-Year Limited Hardware Warranty Terms

There are special terms applicable to your hardware warranty and various services that you can use during the warranty period. Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com at the following URL:

http://www.cisco.com/en/US/docs/general/warranty/English/1Y1DEN__.html

Index

A

abbreviated dialing **90**

accessibility **6**

accessories for phone **16**

ad hoc conference, See conference calls

answer/send button **22**

answering calls **37**

application button **22**

authenticated calls **60**

auto keylock **75**

AutoAnswer, using **69**

B

barge

  and privacy **59**

  and shared lines **57**

  using **58**

battery

  installing **7**

  removing **7**

  safety notices **3**

billing codes, dialing with **36**

BLF Pickup **60**

Bluetooth

  enabling **67**

  headset **65**

  qualified device ID **19**

button

  answer/send **22**

  application **22**

  left softkey **22**

  mute **22**

  navigation **21, 26**

  power/end **21**

  right softkey **21**

  select **21**

  shortcuts **28**

  speaker **21, 65**

  volume **22**

C

cable lock for desktop charger **18**

call forwarding **43**

  configuring from Communications Manager web page **96**

call history

  menu options **77**

  viewing and dialing from **77**

D

desktop charger

  cable lock **18**

dialing, options for **33**, **35**

directory

  corporate, using **79**

  option descriptions **78**

  personal, using **79**

  using from Communications Manager web page **98**

directory numbers, viewing **23**

DND **44**

Do Not Disturb **44**

documentation, accessing **2**

E

editing text **15**

encrypted calls **60**

ending a call, options for **39**

entering text **15**

Extension Mobility

  log in **63**

  log out **63**

  using **37**

F

feature buttons, using **26**

feature menus **26**

features

  accessibility **6**

  adding additional **100**

  availability of **31**

forwarding calls, options for **43**

H

handset

  using **65**

hanging up, options for **39**

headset

  Bluetooth **66**

  Bluetooth wireless **65**

  choosing ringer volume **70**, **71**

  mode, using **65**

  ordering **17**

  port **21**

  quality **16**

  using **16**, **65**

  using external devices **5**

  wired **65**, **66**

headset specifications **66**

healthcare environments **5**

help

  accessing **27**

  contents **27**

  using **27**

hold

  and switching calls **41**

  and transferring **41**

  using **39**

home screen display **25**

N

navigation button **21, 26**

network configuration data, locating **103**

network profile

  locked **76**

  viewing **76**

O

online help, using **27**

P

PAB

  dialing from **36**

  using from web page **92**

password

  changing EAP **76**

  network EAP **15**

  setting **15**

password, changing **95**

Personal Address Book, see PAB

phone

  handset mode **65**

  lock set **18**

  speaker mode **65**

Phone Book, using **82**

phone buttons

  description **20**

phone lines

  description of **28**

  viewing **23**

phone screen

active call **29**

  changing display brightness **72**

  changing display timeout **72**

  changing language **72**

  changing LED indication **72**

  cleaning **32**

  feature descriptions **23**

  features of **23**

  icons **24**

  menus **26**

phone services

  configuring **90**

phone status line icons **24**

pickup groups **54**

PIN, changing **95**

placed calls, records of **77**

placing calls, options for **33, 35**

power outage **5**

power supply **5**

power/end button **21**

powering on **14**

prioritizing calls **62**

privacy

  and shared lines **57**

  using **59**

push to talk

  accessing **64**

  button **64**

  using **64**

Q

Quality Reporting Tool (QRT), using **104**