



# **Cisco Unified Wireless IP Phone 7921G Guide for Cisco Unified Communications Manager 4.3, 5.1, 6.0 and Later**



**INCLUDING LICENSE AND WARRANTY**

## **Americas Headquarters**

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883



## Common Phone Tasks

Hold/resume a call	Press <b>Hold</b> or <b>Resume</b> .
Transfer a call to a new number	Choose <b>Options &gt; Transfer</b> , enter a target number, then press <b>Options &gt; Transfer</b> again.
Redial a number	Press  twice or <b>Options &gt; Redial</b> .
Start a standard conference call	Choose <b>Options &gt; Confrn</b> . Dial a number, then choose <b>Options &gt; Confrn</b> again. Repeat for each party.
Forward your extension	Choose <b>Options &gt; CFwdAll</b> . Enter the number to which you want to forward all calls. To cancel, choose <b>Options &gt; CFwdAll</b> .
Use your call logs	Choose <b>Directory (Book) &gt; Missed Calls, Received Calls, or Placed Calls</b> . To dial, scroll to a listing and press <b>Dial</b> or  .
Move a shared line call between desk phone and wireless phone	From the phone with the active call, press <b>Hold</b> . From the other phone, select the shared-line call and press <b>Resume</b> to retrieve the call.



Cisco, Cisco Systems, the Cisco logo, and the Cisco Systems logo are registered trademarks or trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries. All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0705R)

© 2008 Cisco Systems, Inc. All rights reserved.

OL-15163-01










### QUICK REFERENCE











## Cisco Unified Wireless IP Phone 7921G for Cisco Unified Communications Manager 4.3, 5.1, 6.0 and Later

- Using the Phone
- Shortcut Keys and Buttons
- Softkey Definitions
- Entering Text
- Phone Screen Icons
- Common Phone Tasks

## Using the Phone

Power on the phone	Press  and hold until phone powers on.
Place a call	Dial the number, then press  . (No dial tone occurs).
Answer a call	Press  , <b>Answer</b> , or  button.
Disconnect	Press  or <b>EndCall</b> .
Access phone features	Press <b>Options</b> for feature list: <ul style="list-style-type: none"> <li>• Press number key for feature <i>or</i></li> <li>• Scroll to feature and press .</li> </ul>
Access Main menu options	Press a navigation arrow for: <ul style="list-style-type: none"> <li>• Directory menu (<b>Book</b>)</li> <li>• Line view (<b>Phone</b>)</li> <li>• Settings menu (<b>Tools</b>)</li> <li>• Services menu (<b>World</b>)</li> </ul> Press number key for menu option.
Power off the phone	Press and hold  until phone powers off.

## Shortcut Keys and Buttons


Lock/unlock the keypad	Press and hold  (# key). To unlock, press any key and <b>Yes</b> .
Toggle ringer to vibrate	Press and hold  (* key). To activate ring, press  .
Access voice messages	Press and hold  (1 key).
Adjust ring volume	Press  up or down.
Adjust handset or speaker volume	Press  up or down during a call.
Mute your phone	Press  . To unmute, press button again.
Activate speaker	Press and hold  . To use the handset, press and hold button again.

## Softkey Definitions

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


## Entering Text


**Character**—Press key one or more times to enter a lower- or upper-case character.


**Space**—Press .


**Number**—Press the number key.

**Symbol**—Press these keys:











 to enter \* + - / = \ : ;























 to enter space , . ‘ “ | \_ ~ ’

 to enter # ? ( ) [ ] { }

 to enter ! @ < > \$ % ^ &

## Phone Screen Icons

Line and Call States	
	Incoming call
	Call on hold
	Connected call
	Off hook
	Shared line in use
	Call Forwarding enabled
	Busy line in a speed-dial, call log, or directory listing (BLF)
	Idle line in a speed-dial, call log, or directory listing (BLF)
	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
	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
	Docked in desktop charger
	Docked in desktop charger with ringer off (silent mode)
	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 1**

- Using this Guide 1
- Finding Additional Information 2
- Safety and Performance Information 2
- Cisco Product Security Overview 6
- Accessibility Features 6
- Notices 6
  - OpenSSL/Open SSL Project 6
  - License Issues 6

## **Connecting Your Phone 9**

- Installing or Removing the Phone Battery 9
- Charging the Phone Battery 10
  - Using the AC Power Supply to Charge the Battery 11
  - Using the USB Cable and USB Port on the PC to Charge the Battery 12
- Powering On the Phone 13
- Setting Username and Passwords 14
  - Entering and Editing Text 14
- Accessories for the Cisco Unified Wireless IP Phone 7921G 15
  - Headset Information 16
  - Securing the Phone with a Lock Set and Cable Lock 17

## **An Overview of Your Phone 19**

- Understanding Buttons and Hardware 20
- Understanding Phone Screen Features 22
- Understanding Feature Buttons and Menus 24
  - Accessing the Help System on Your Phone 25
  - Using Phone Buttons 26

Understanding Lines vs. Calls	26
Understanding Line and Call Icons	27
Understanding Feature Availability	28
Cleaning the Phone	28
<b>Basic Call Handling</b>	<b>29</b>
Placing a Call—Basic Options	29
Placing a Call—Additional Options	31
Answering a Call	34
Ending a Call	35
Using Hold and Resume	36
Using Mute	37
Switching Between Multiple Calls	37
Switching an In-Progress Call to Another Phone	37
Transferring Calls	38
Forwarding All Calls to Another Number	40
Using Do Not Disturb	40
Making Conference Calls	41
Understanding Types of Conference Calls	41
Starting and Joining a Standard Conference	42
Starting or Joining a Meet-Me Conference Call	44
Placing or Receiving Intercom Calls	44
<b>Advanced Call Handling</b>	<b>46</b>
Speed Dialing	46
Using Speed Dial and Fast Dial	47
Picking Up Redirected Calls on Your Phone	48
Storing and Retrieving Parked Calls	49
Logging Out of Hunt Groups	50
Using a Shared Line	51
Understanding Shared Lines	51
Adding Yourself to a Shared-Line Call	52
Preventing Others from Viewing or Joining a Shared-Line Call	53

Using BLF to Determine a Line State	54
Making and Receiving Secure Calls	55
Tracing Suspicious Calls	55
Prioritizing Critical Calls	56
Using Cisco Extension Mobility	57
Managing Business Calls Using a Single Phone Number	58
Using Push to Talk Service	60

## **Using a Handset, Headset, and Speakerphone** 61

Obtaining a Headset	62
Using AutoAnswer	63

## **Changing Phone Settings** 64

Customizing Rings	64
Customizing Volume Settings	65
Customizing the Phone Screen	67
Changing Keypad Settings	68
Using Any Key to Answer the Phone	68
Setting the Keypad to Automatically Lock	69
Changing the Keypad Tones	70
Viewing Your Network Profile List	70

## **Using Call Logs and Directories** 71

Using Call Logs	71
Directory Dialing	72
Using Corporate Directory on Your Phone	73
Using Personal Directory on Your Phone	73
Cisco Unified CallManager Release 4.3 and Later	73
Cisco Unified Communications Manager Release 5.1 and Later	74
Using the Phone Book on Your Phone	76

**Accessing Voice Messages 80**

**Accessing Your User Options Web Pages 81**

Cisco Unified CallManager Release 4.3 and Later User Options Web Pages 81

Logging In to the User Options Web Pages 81

Subscribing to Phone Services 82

Cisco Unified Communications Manager Release 5.1 and Later User Options Web Pages 83

Accessing Your User Options Web Pages 83

Configuring Features and Services on the Web 84

Setting Up Speed Dials on the Web 85

Using Personal Directory on the Web 86

Setting Up Phone Services on the Web 88

Controlling User Settings on the Web 89

Controlling Line Settings on the Web 90

Using Cisco WebDialer 91

Setting Up Phones and Access Lists for Mobile Connect 93

**Understanding Additional Configuration Options 96**

**Troubleshooting Your Phone 98**

General Troubleshooting 98

Viewing Phone Administration Data 99

Using the Quality Reporting Tool 99

**Cisco One-Year Limited Hardware Warranty Terms 100**

**Index 103**



# 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.

<b>If you want to...</b>	<b>Then...</b>
Review safety information	See <a href="#">Safety and Performance Information, page 2</a> .
Connect your phone to the network	See <a href="#">Connecting Your Phone, page 9</a> .
Use your phone after it is installed	Start with the <a href="#">An Overview of Your Phone, page 19</a> .
Learn about the buttons and menus	See <a href="#">Understanding Feature Buttons and Menus, page 24</a> .
Learn about the phone screen	See <a href="#">Understanding Phone Screen Features, page 22</a> .
Make calls	See <a href="#">Placing a Call—Basic Options, page 29</a> .
Put calls on hold	See <a href="#">Using Hold and Resume, page 36</a> .
Mute calls	See <a href="#">Using Mute, page 37</a> .
Transfer calls	See <a href="#">Transferring Calls, page 38</a> .
Make conference calls	See <a href="#">Making Conference Calls, page 41</a> .
Forward calls to another number	See <a href="#">Forwarding All Calls to Another Number, page 40</a> .
Share a phone number	See <a href="#">Using a Shared Line, page 51</a> .
Answer calls ringing on another phone	See <a href="#">Picking Up Redirected Calls on Your Phone, page 48</a> .
Use your phone as a speakerphone	See <a href="#">Using a Handset, Headset, and Speakerphone, page 61</a> .
Set up speed dialing	See <a href="#">Speed Dialing, page 46</a> .
Change the ring volume or tone	See <a href="#">Customizing Rings, page 64</a> .
View your missed calls	See <a href="#">Using Call Logs and Directories, page 71</a> .
Listen to voice messages	See <a href="#">Accessing Voice Messages, page 80</a> .
Customizing your phone using the User Options web pages	See <a href="#">Accessing Your User Options Web Pages, page 81</a> .
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 Unified IP Phone documentation on the World Wide Web at this URL:

[http://www.cisco.com/en/US/products/hw/phones/ps379/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.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](http://www.cisco.com/public/countries_languages.shtml)

## 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 Cisco Unified Wireless IP Phone 7921G 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 7921G 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 replacement battery, contact your local dealer. Use only the batteries that have a Cisco part number.

**Standard battery**—CP-BATT-7921G-STD

**Extended use battery**—CP-BATT-7921G-EXT

---

**Caution**

---

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

**Australia**—CP-PWR-7921G-AU=

**Central Europe**—CP-PWR-7921G-CE=

**China**—CP-PWR-7921G-CN=

**Japan**—CP-PWR-7921G-JP=

**North America**—CP-PWR-7921G-NA=

**United Kingdom**—CP-PWR-7921G-UK=

---

## 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 may use 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.



---

**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.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to [export@cisco.com](mailto:export@cisco.com).

## Accessibility Features

A list of accessibility features is available upon request.

## Notices

The following notices pertain to this software license.

## OpenSSL/Open SSL Project

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>).

This product includes cryptographic software written by Eric Young ([eay@cryptsoft.com](mailto:eay@cryptsoft.com)).

This product includes software written by Tim Hudson ([tjh@cryptsoft.com](mailto:tjh@cryptsoft.com)).

## License Issues

The OpenSSL toolkit stays under a dual license, i.e. both the conditions of the OpenSSL License and the original SSLeay license apply to the toolkit. See below for the actual license texts. Actually both licenses are BSD-style Open Source licenses. In case of any license issues related to OpenSSL please contact [openssl-core@openssl.org](mailto:openssl-core@openssl.org).

### **OpenSSL License:**

Copyright © 1998-2007 The OpenSSL Project. All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

1. Redistributions of source code must retain the copyright notice, this list of conditions and the following disclaimer.

2. Redistributions in binary form must reproduce the above copyright notice, this list of conditions, and the following disclaimer in the documentation and/or other materials provided with the distribution.
3. All advertising materials mentioning features or use of this software must display the following acknowledgment: “This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>)”.
4. The names “OpenSSL Toolkit” and “OpenSSL Project” must not be used to endorse or promote products derived from this software without prior written permission. For written permission, please contact [openssl-core@openssl.org](mailto:openssl-core@openssl.org).
5. Products derived from this software may not be called “OpenSSL” nor may “OpenSSL” appear in their names without prior written permission of the OpenSSL Project.
6. Redistributions of any form whatsoever must retain the following acknowledgment:
7. “This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>)”.

THIS SOFTWARE IS PROVIDED BY THE OpenSSL PROJECT “AS IS” AND ANY EXPRESSED OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE OpenSSL PROJECT OR ITS CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

This product includes cryptographic software written by Eric Young ([ey@cryptsoft.com](mailto:ey@cryptsoft.com)). This product includes software written by Tim Hudson ([tjh@cryptsoft.com](mailto:tjh@cryptsoft.com)).

### **Original SSLeay License:**

Copyright © 1995-1998 Eric Young ([ey@cryptsoft.com](mailto:ey@cryptsoft.com)). All rights reserved.

This package is an SSL implementation written by Eric Young ([ey@cryptsoft.com](mailto:ey@cryptsoft.com)).

The implementation was written so as to conform with Netscapes SSL.

This library is free for commercial and non-commercial use as long as the following conditions are adhered to. The following conditions apply to all code found in this distribution, be it the RC4, RSA, lhash, DES, etc., code; not just the SSL code. The SSL documentation included with this distribution is covered by the same copyright terms except that the holder is Tim Hudson ([tjh@cryptsoft.com](mailto:tjh@cryptsoft.com)).

Copyright remains Eric Young’s, and as such any Copyright notices in the code are not to be removed. If this package is used in a product, Eric Young should be given attribution as the author of the parts of the library used. This can be in the form of a textual message at program startup or in documentation (online or textual) provided with the package.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

1. Redistributions of source code must retain the copyright notice, this list of conditions and the following disclaimer.
2. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
3. All advertising materials mentioning features or use of this software must display the following acknowledgement:
4. “This product includes cryptographic software written by Eric Young (eay@cryptsoft.com)”.
5. The word ‘cryptographic’ can be left out if the routines from the library being used are not cryptography-related.
6. If you include any Windows specific code (or a derivative thereof) from the apps directory (application code) you must include an acknowledgement: “This product includes software written by Tim Hudson (tjh@cryptsoft.com)”.

THIS SOFTWARE IS PROVIDED BY ERIC YOUNG “AS IS” AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE AUTHOR OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

The license and distribution terms for any publicly available version or derivative of this code cannot be changed. i.e. this code cannot simply be copied and put under another distribution license [including the GNU Public License].



# 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 7921G. 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 or Removing the Phone Battery

To install or remove the battery, follow these steps:

If you want to...	Then...
Install the battery	<ol style="list-style-type: none"> <li data-bbox="391 768 1255 824">1. Insert the battery catches in the slots at the bottom of the phone. Ensure metal contacts on the battery and the phone face each other.</li> <li data-bbox="391 833 1053 865">2. Press the battery to the phone until it locks into place.</li> </ol>
Remove the battery	<ol style="list-style-type: none"> <li data-bbox="391 881 946 914">1. Push up on the locking catch with one hand.</li> <li data-bbox="391 922 1255 979">2. With the other hand, hold the battery at the edges and pull out to remove the battery.</li> </ol>



<b>1</b>	Locking catch—Push up to release the battery.
<b>2</b>	Battery catches—Insert these into the slots near the bottom of the phone at battery installation.
<b>3</b>	Metal contacts—Match the contacts on the battery to the contacts on the phone.

## 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 12](#)

Battery Type	Charging Time if AC Power Supply Connected to Phone	Charging Time if Phone Connected to USB Port on PC with USB Cable
Standard	2 hours	5 hours
Extended	3 hours	7 hours

**Note**

You can also charge your battery by using a desktop charger or a multi-charger. For more information, see the [Cisco Unified Wireless IP Phone 7921G 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.

To charge the battery in the phone using the AC power supply, use this diagram:



181054

1	AC plug adapter—Insert the AC plug adapter into the slot on the power supply.
2	AC power supply—Insert into an AC outlet.
3	Phone connector on AC power supply cable—Insert into the connector slot at bottom of phone.
4	Indicator light—Indicates the charging status: <ul style="list-style-type: none"> <li>• Red—Battery charging in process</li> <li>• Green—Battery charging is completed</li> </ul>

## 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:






180350

If you want to...	Then...
Charge the battery using the USB cable	<ol style="list-style-type: none"> <li>1. Insert the phone connector on the USB cable into the phone.</li> <li>2. Insert the USB A-type connector into the USB port on your PC.</li> </ol> <p><b>Note</b> If the Found New Hardware Wizard opens, use the following procedure to stop it.</p> <ol style="list-style-type: none"> <li>3. Monitor the indicator light after the phone briefly displays “USB Connected” on the status line.</li> </ol> <p>While the battery is charging, the indicator light is red. When the battery is fully charged, the indicator light turns green.</p>
Stop Found New Hardware Wizard from opening when connecting to USB port	<ol style="list-style-type: none"> <li>1. Click <b>Next</b> to use the wizard dialog box.</li> <li>2. In the Update New Software dialog, click <b>No, not this time</b>, and click <b>Next</b>.</li> <li>3. Click <b>Install the Software automatically (Recommended)</b> and click <b>Next</b>.</li> <li>4. After a few moments, the Cannot Install This Hardware dialog displays. Click <b>Don't prompt me again to install this software</b>.</li> <li>5. Click <b>Finish</b> to close the dialog box.</li> </ol>

## Powering On the Phone

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







If you want to...	Then...
Power on the phone	<ol style="list-style-type: none"> <li>1. Press and hold the  (red button) until the phone powers on.</li> <li>2. You might need to enter a username and password to access the wireless network. For more information, see <a href="#">Setting Username and Passwords, page 14</a>.</li> <li>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.</li> </ol>
Check signal strength	<p>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.</p> <p>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.”</p>

## 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	<ol style="list-style-type: none"><li>1. Choose   (<b>Settings</b>) &gt; <b>Network Profiles</b>.</li><li>2. Highlight the current profile name (with ) and press <b>View</b>.</li></ol> <p><b>Note</b>  icon displays indicating that this screen is locked. For assistance, contact your system administrator.</p> <ol style="list-style-type: none"><li>3. Highlight <b>WLAN Configuration</b> and press <b>View</b>.</li><li>4. Scroll to <b>Username</b> or <b>Password</b> and press .</li><li>5. Using the keypad, enter your username or password in the New Username or New Password field.</li></ol> <p>For assistance, see <a href="#">Entering and Editing Text, page 14</a>.</p> <p><b>Note</b> You can use up to 32 alphanumeric characters for the EAP/LEAP password.</p> <ol style="list-style-type: none"><li>6. To confirm the changes, choose <b>Options</b> &gt; <b>Save</b>.</li><li>7. To return to the main screen, press  (red button).</li></ol>

## 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.

If you want to...	Then...
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.
Enter special characters and symbols	<p>Press  to display and enter these symbols * + - / = \ : ;</p> <p>Press  to display and enter these symbols space , . ‘ “   _ ~ ’</p> <p>Press  to display and enter these symbols # ? ( ) [ ] { }</p> <p>Press  to display and enter these symbols ! @ &lt; &gt; \$ % ^ &amp;</p>
Cancel editing mode	Choose <b>Options</b> > <b>Cancel</b> 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 7921G

The following phone accessories are available for your phone:

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

For a complete list and description of accessories, see the [Cisco Unified Wireless IP Phone 7921G Accessory Guide](#).

## Headset Information

To use a headset, see [Using a Handset, Headset, and Speakerphone, page 61](#). Although Cisco Systems performs some internal testing of third-party headsets for use with the Cisco Unified IP Phones, 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.

In some instances, the mechanics or electronics of various headsets can cause remote parties to hear an echo of their own voice when they speak to Cisco Unified IP Phone users.

Cisco Systems recommends the use of good quality external devices, like headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of these devices and their proximity to other devices such as cell phones and two-way radios, some audio noise may still occur. See [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.

### **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 headsets for your phone, see the [Cisco Unified Wireless IP Phone 7921G Accessory Guide](#) and these web sites:

- <http://www.plantronics.com>
- <http://www.jabra.com>

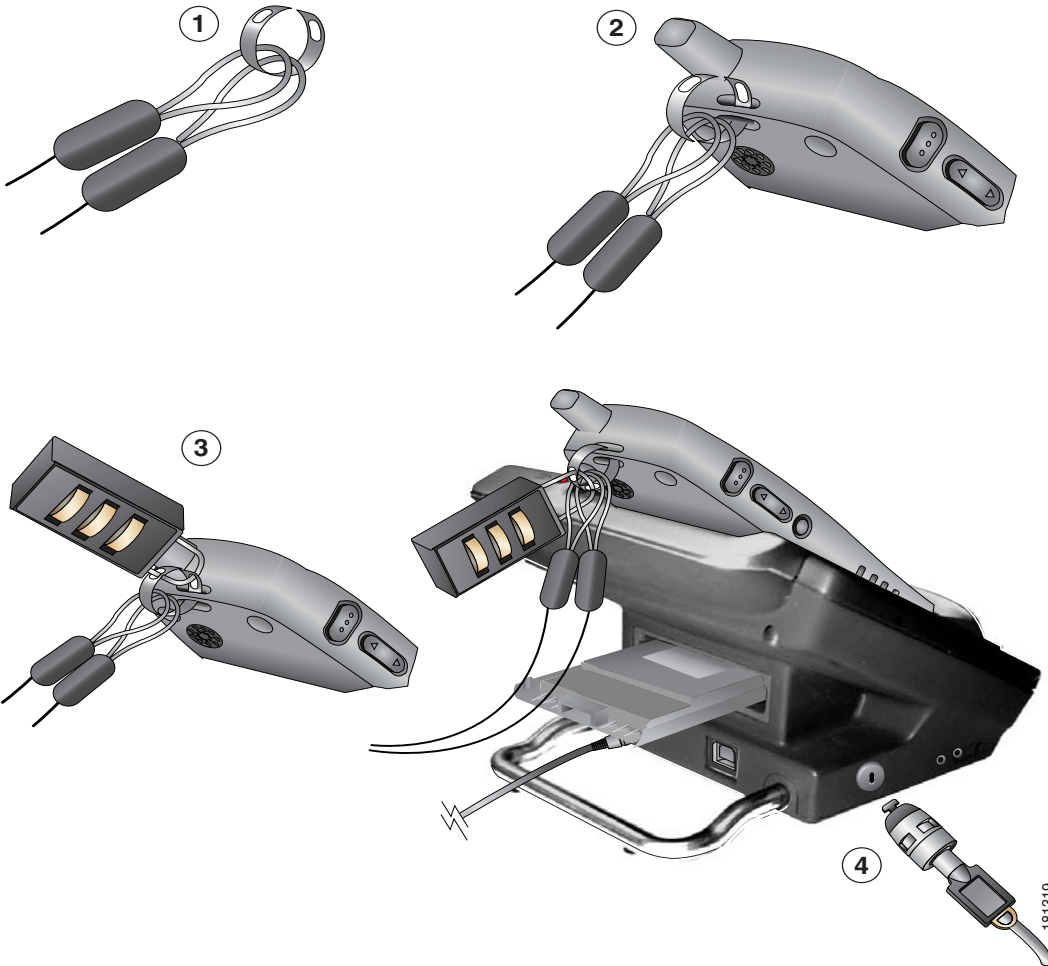


## Securing the Phone with a Lock Set and Cable Lock

You can secure the Cisco Unified Wireless IP Phone 7921G to a desk top by ordering the lock set from Cisco. For more information, refer to the [Cisco Unified Wireless IP Phone 7921G 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	<ol style="list-style-type: none"> <li data-bbox="393 375 1231 431">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.</li> <li data-bbox="393 444 1224 475">2. Insert the C-ring with cable loops through the slot on back of phone.</li> <li data-bbox="393 488 1251 545">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.</li> <li data-bbox="393 599 1056 630">4. To secure the desktop charger, use a laptop cable lock.</li> </ol>



You can secure your Cisco Unified Wireless IP Phone 7921G Desktop Charger by using a laptop cable lock. The lock connects to the security slot on the side of the desktop charger, and the cable can be secured to a desktop. The diagram shows where to insert the lock.



**Note** The lock set does not include the cable lock.

# An Overview of Your Phone

---

Your Cisco Unified Wireless IP Phone 7921G is a full-feature telephone that provides voice communication over the same wireless LAN that your computer uses, allowing you to place and receive phone calls, put calls on hold, transfer calls, make conference calls, and so on.

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

Depending on the configuration, your phone supports:

- Wireless access to your phone number and the corporate directory.
- A phone book that can store up to 100 contacts, and speed-dial hot keys that can be assigned to these local 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 figure below to identify buttons and hardware on your phone.



180258

<p><b>1</b> Indicator light (LED)</p>	<p>Provides these indications:</p> <ul style="list-style-type: none"> <li>• Solid red—Phone is connected to AC power source, and battery is charging.</li> <li>• Solid green—Phone is connected to AC power source, and battery is fully charged.</li> <li>• Fast blinking red—Incoming call. (Phone can be charging or fully charged.)</li> <li>• Slow blinking red—Voice message. (When phone is connected to AC power source, red light displays longer than when using only the battery.)</li> <li>• 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.</li> </ul>
---------------------------------------	---














2	Headset port 	Port for plugging in a headset or ear bud.
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 	<p>Accesses these menus and lists from the main screen.</p> <p>Directory </p> <p>Line View </p> <p>Settings </p> <p>Services </p> <p>Allows you to scroll up and down menus to highlight options and to move left and right through phone numbers and text entries.</p>
6	Select button 	<p>Activates the Help menu from the main screen.</p> <p>Allows you to select a menu item, a softkey, a call, or an action.</p>
7	Power/End button (red) 	<p>Turns the phone on or off, ends a connected call, or silences the ring during an incoming call.</p> <p>When using menus, acts as a shortcut to return to the main screen.</p>
8	Pound (#) key 	<p>Allows you to lock the key pad.</p> <p>Allows you to enter these special characters when you are entering text: # ? ( ) [ ] { }</p>
9	Zero (0) key 	<p>Enters “0” when dialing a number. Allows you to enter a space or these special characters when you are entering text: , . ‘ “   _ ~ ’</p>


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	Applications button 	Used with XML applications, such as Push to Talk or directory services. For more information, see <a href="#">Using Push to Talk Service, page 60</a> .

## Understanding Phone Screen Features

Because the Cisco Unified Wireless IP Phone 7921G has only two softkeys, 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.












<b>1</b>	Phone Status line	Displays these icons (if active) and your directory number:
		Battery icon—Shows the level of charge in battery
		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 plugged in to phone
		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.
		Desk Top Charger icon—Indicates the phone is docked in the charger
		Desk Top Charger silent icon—Indicates the ringer for the phone docked in the charger is off
		Voice Message icon—Indicates you have a voice message
		Application icon—Indicates the application (such as Push to Talk) is active
	10140	Primary Phone line—Displays the phone number (directory number) for your primary phone line






<b>2</b>	Date and Time line 12:39 06/20/06	Displays time and date information
<b>3</b>	Options Menu	Displays softkey features for the current call state
<b>4</b>	Softkey labels area Message - Hide	Displays softkey options and provides access to the <b>Options</b> list of softkey features
		Displays the active navigation arrows for the menu or screen
<b>5</b>	Status and information Your current options	Provides phone status or instructions
<b>6</b>	Main phone screen	Displays four menu icons and Help

## Understanding Feature Buttons and Menus

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



<b>If you want to...</b>	<b>Then...</b>
Open a feature menu	Use the Navigation button to press one of these arrows that open a menu: Accesses these menus and lists 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: <ul style="list-style-type: none"> <li>• Press the keypad number key for the item.</li> <li>• Scroll to highlight the item, and then press the  button (center of the navigation button).</li> </ul>
Go back one level in a feature menu	Press <b>Back</b> . <b>Note</b> 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: <ul style="list-style-type: none"> <li>• About Your Cisco Unified IP Phone—Details about your phone</li> <li>• How do I...?—Procedures for common phone tasks</li> <li>• Calling Features—Descriptions and procedures for calling features</li> <li>• Help—Tips on using and accessing Help</li> </ul>
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 or unlock the phone keypad	<p>Press and hold the  key (3 seconds). The screen displays “Keypad Locked!”, and the  icon displays at the top of the Main screen.</p> <p>Press any key, and the screen displays “Unlock Keypad?” Press <b>Yes</b>, the  icon disappears and the screen displays “Keypad Unlocked!” or press <b>No</b> to retain the keypad lock.</p> <p><b>Note</b> The keypad lock is temporarily disabled when you have an incoming call.</p>	<a href="#">Setting the Keypad to Automatically Lock, page 69</a>
Toggle between ring and vibrate mode	<p>Press and hold the  key. The screen displays “Vibrate On!” and the  icon displays at the top.</p> <p>To switch back to the ring mode, press and hold the  key. The screen displays “Vibrate Off!”, and the  icon disappears.</p> <p><b>Note</b> You can also use the Volume button to set vibrate.</p>	<a href="#">Customizing Rings, page 64</a>
Listen to voice messages	<p>Press and hold the  key. The phone connects to your voice messaging system.</p>	<a href="#">Accessing Voice Messages, page 80</a>
Adjust the volume during a call	<p>Press  for a call on the handset, speaker, or headset.</p>	<a href="#">Using Phone Buttons, page 26</a>
Change the ring pattern for your calls	<p>When the phone is idle, press  to set the ring volume, vibrate, or silent mode.</p>	<a href="#">Customizing Rings, page 64</a>

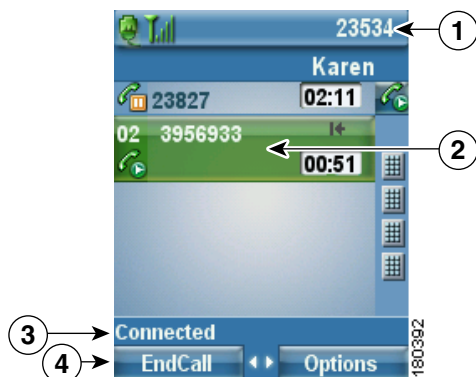
## Understanding Lines vs. Calls

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	A call is ringing on one of your lines.
	Remote line in use	A shared line is in use remotely. See <a href="#">Using a Shared Line, page 51</a> .
	Call on hold	You have put this call on hold. See <a href="#">Using Hold and Resume, page 36</a> .
	Call forward enabled	You have forwarded your primary line. See <a href="#">Forwarding All Calls to Another Number, page 40</a> .

Icon	Line or call state	Description
	Authenticated call	See <a href="#">Tracing Suspicious Calls, page 55</a> .
	Encrypted call	See <a href="#">Tracing Suspicious Calls, page 55</a> .
	Idle line (BLF)	See <a href="#">Using BLF to Determine a Line State, page 54</a> .
	Busy line ( BLF)	See <a href="#">Using BLF to Determine a Line State, page 54</a> .
	Line in Do Not Disturb (BLF)	See <a href="#">Using BLF to Determine a Line State, page 54</a> .
	Line state unknown (BLF)	See <a href="#">Using BLF to Determine a Line State, page 54</a> .
	Idle Intercom line	The intercom line is not in use. See <a href="#">Placing or Receiving Intercom Calls, page 44</a> .
	One-way Intercom call	The intercom line is sending or receiving one-way audio. See <a href="#">Placing or Receiving Intercom Calls, page 44</a> .
	Two-way Intercom call	The recipient pressed the intercom line to activate two-way audio with the caller. See <a href="#">Placing or Receiving Intercom Calls, page 44</a> .

## Understanding Feature Availability

The operation of your Cisco Unified Wireless IP Phone 7921G 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.

## Cleaning the Phone

Gently wipe the phone screen and phone with a soft, dry cloth. Do not use any liquids or powders on the phone. Using anything other than a soft, dry cloth can contaminate phone components and cause failures.








**Note** If you need to clean or disinfect your phone, you can purchase a silicon cover for your Cisco Unified Wireless IP Phone 7921G. For more information, refer to the [Cisco Unified Wireless IP Phone 7921G 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.

If you want to...	Then...	For more information, see...
Place a call using the handset	<ol style="list-style-type: none"> <li>1. Dial the phone number.</li> <li>2. Press  to place your call.</li> </ol> <p><b>Note</b> No dial tone occurs.</p>	<a href="#">Answering a Call, page 34</a>
Place a call using the speaker mode on the handset	<ol style="list-style-type: none"> <li>1. Press and hold  button to activate the speaker.</li> <li>2. Dial the phone number.</li> <li>3. Press  to place your call.</li> </ol> <p><b>Note</b> Press and hold  button again to turn off speaker mode.</p>	<a href="#">Using a Handset, Headset, and Speakerphone, page 61</a>
Redial a number	Press  twice or choose <b>Options &gt; Redial</b> .	
Place a call while another call is active (using the same line)	<ol style="list-style-type: none"> <li>1. Choose <b>Hold</b>.</li> <li>2. Choose <b>Options &gt; NewCall</b>.</li> <li>3. Dial, redial, or speed dial a number.</li> </ol> <p><b>Note</b> You hear dial tone with NewCall.</p>	<a href="#">Using Hold and Resume, page 36</a>
















If you want to...	Then...	For more information, see...
Dial a number from the Phone Book	<ol style="list-style-type: none"> <li>1. Choose   (Directory) &gt; <b>Phone Book</b> or <b>Ph Book</b> (if available).</li> <li>2. Highlight a contact name, then do one of the following: <ul style="list-style-type: none"> <li>- Scroll left or right until you see the icon for the phone number: <ul style="list-style-type: none"> <li> work phone,</li> <li> home phone,  mobile phone,</li> <li>or  other phone.</li> </ul> </li> <li>- Choose <b>Options</b> &gt; <b>Details</b>, highlight a phone number.</li> </ul> </li> <li>3. Press  or <b>Options</b> &gt; <b>Dial</b>.</li> </ol>	<a href="#">Using the Phone Book on Your Phone, page 76</a>
Dial from a call log	<ol style="list-style-type: none"> <li>1. Press   (Directory).</li> <li>2. Choose <b>Missed Calls</b>, or <b>Received Calls</b>, or <b>Placed Calls</b>.</li> <li>3. Press the number key for the listing or scroll to a listing and press .</li> </ol>	<a href="#">Using Call Logs, page 71</a>









## 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.








## 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	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>Press and hold a speed-dial hot key for about two seconds.</li> </ul> <p><b>Note</b> If dialing a two-digit number, enter the first digit, then press and hold the second digit for about two seconds.</p> <ul style="list-style-type: none"> <li>Choose   (Directory) &gt; <b>Speed Dials</b>, highlight a speed dial, and press .</li> </ul>	<p><a href="#">Using the Phone Book on Your Phone, page 76</a></p> <p><a href="#">Speed Dialing, page 46</a></p>
Speed dial a phone number (for a Line View speed-dial number set up on the web)	<ol style="list-style-type: none"> <li>Press   (Line View).</li> <li>Scroll to a speed dial .</li> <li>Press  or  to make the call.</li> </ol>	<p><a href="#">Speed Dialing, page 46</a></p>
Place a call while another call is active (using a different line)	<ol style="list-style-type: none"> <li>Press <b>Hold</b>.</li> <li>Press   (Line View).</li> <li>Scroll to another line and press .</li> <li>Dial a number.</li> <li>Press  to make the call.</li> </ol>	<p><a href="#">Using Hold and Resume, page 36</a></p>
Place the call on a secondary line	<ol style="list-style-type: none"> <li>Press   (Line View) and scroll to another line.</li> <li>Dial a number.</li> <li>Press  to make the call.</li> </ol>	<p><a href="#">Switching Between Multiple Calls, page 37</a></p>

If you want to...	Then...	For more information, see...
Dial from a corporate directory on your phone	<ol style="list-style-type: none"> <li>1. Choose   (Directory) &gt; Directory Services &gt; Corporate Directory (name can vary).</li> <li>2. Use your keypad to enter a name.</li> <li>3. Press Options &gt; Submit.</li> <li>4. Press the number key for the listing or scroll to a listing.</li> <li>5. Press Dial or .</li> </ol>	<a href="#">Directory Dialing, page 72</a>
Use Cisco CallBack to receive notification when a busy or ringing extension is available	<ol style="list-style-type: none"> <li>1. Choose Options &gt; CallBack while listening to the busy tone or ring sound.</li> <li>2. Disconnect. Your phone alerts you when the line is free.</li> <li>3. Press Dial to place the call when the line is available.</li> </ol>	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.	<a href="#">Using BLF to Determine a Line State, page 54.</a>
Make a priority (precedence) call	<ol style="list-style-type: none"> <li>1. Enter the MLPP access number.</li> <li>2. Press .</li> <li>3. Dial the phone number.</li> <li>4. Press .</li> </ol>	<a href="#">Prioritizing Critical Calls, page 56</a>
Dial from a Personal Address Book (PAB) entry	<ol style="list-style-type: none"> <li>1. Choose   (Services) &gt; PAB Service.</li> <li>2. Enter login information.</li> <li>3. Select Personal Address Book.</li> <li>4. Use your keypad to enter a name.</li> <li>5. Press Options &gt; Submit.</li> <li>6. Scroll to a listing and press .</li> </ol>	<a href="#">Directory Dialing, page 72</a>



If you want to...	Then...	For more information, see...
Place a call using a billing or tracking code	<ol style="list-style-type: none"> <li>1. Dial a number.</li> <li>2. Press .</li> <li>3. After the tone, enter a client matter code (CMC) or a forced authorization code (FAC).</li> </ol>	Your system administrator
Place a call using your Extension Mobility profile	<ol style="list-style-type: none"> <li>1. Choose   (Services) &gt; EM Service (name can vary).</li> <li>2. Enter log in information.</li> </ol>	<a href="#">Using Cisco Extension Mobility, page 57</a>
Make a call from a cellular phone using Mobile Voice Access	<ol style="list-style-type: none"> <li>1. Dial your assigned Mobile Voice access number.</li> <li>2. Enter your cellular phone number (if requested) and PIN.</li> <li>3. Press 1 to make a call to an enterprise IP phone.</li> <li>4. Dial a wireless IP phone number other than your wireless IP phone number.</li> </ol>	<a href="#">Managing Business Calls Using a Single Phone Number, page 58</a>
Place a Push to Talk call.	<ol style="list-style-type: none"> <li>1. Choose   (Services) &gt;Push to Talk Service (name can vary).</li> <li>2. Use  or Talk to transmit.</li> <li>3. Press  or Stop to end.</li> </ol>	<a href="#">Using Push to Talk Service, page 60</a>







### Tip


Obtain this information from your system administrator before using Mobile Voice Access to make a call:

- Mobile Voice Access number
- End user PIN

## 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 and release  to connect to the incoming call.	<a href="#">Using Any Key to Answer the Phone, page 68</a>
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	Press  or  . Doing so answers the new call and automatically puts the first call on hold.	<a href="#">Switching Between Multiple Calls, page 37</a>
Answer using call waiting	Press <b>Answer</b> .	
Send call directly to your voice messaging system	Press <b>iDivert</b> .	<a href="#">Accessing Voice Messages, page 80</a>
Retrieve a parked call on another phone	Use Call Park.	<a href="#">Tracing Suspicious Calls, page 55</a>
Use your phone to answer a call ringing elsewhere	Use Call Pickup.	<a href="#">Picking Up Redirected Calls on Your Phone, page 48</a>
Answer a priority call	Disconnect the current call and press <b>Answer</b> or  .	<a href="#">Prioritizing Critical Calls, page 56</a>


If you want to...	Then...	For more information, see...
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  .	<a href="#">Using AutoAnswer, page 63</a>
Answer a call on your cellular phone or other remote destination	<p>Set up Mobile Connect and answer your phone.</p> <p>When you enable Mobile Connect: Your Cisco Unified Wireless IP Phone 7921G and remote destinations receive calls simultaneously.</p> <p>When you answer the call on your Cisco Unified Wireless IP Phone 7921G, the remote destinations stop ringing, are disconnected, and display a missed call message.</p> <p>When you answer the call on one remote destination, the other remote destinations stop ringing, are disconnected, and a missed call message is shown on the other remote destinations.</p>	<a href="#">Managing Business Calls Using a Single Phone Number, page 58</a>

### Tips


- To use any button to answer a call, see [Changing Keypad Settings, page 68](#).
- You can answer an incoming call even when the keypad is locked.

## Ending a Call

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

If you want to...	Then...
End the call	Choose  , <b>EndCall</b> , or <b>Options &gt; EndCall</b> .
Disconnect one call but preserve another call on the same line	Choose <b>EndCall</b> or <b>Options &gt; EndCall</b> . 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	<ol style="list-style-type: none"><li>1. Make sure the call you want to put on hold is highlighted.</li><li>2. Press <b>Hold</b>.</li></ol> <p><b>Note</b> Engaging the Hold feature typically generates music or a beeping tone.</p>
Remove a call from hold on the current line	<ol style="list-style-type: none"><li>1. Make sure the appropriate call is highlighted.</li><li>2. Press <b>Resume</b>.</li></ol>
Remove a call from hold on a different line	<ol style="list-style-type: none"><li>1. Press   (<b>Line View</b>) to change to another line.</li><li>2. Press <b>Resume</b>.</li></ol> <p><b>Note</b> If a single call is holding on this line, the call automatically resumes. If another call is holding, scroll to the appropriate call and press <b>Resume</b>.</p>
Move a call on a shared line to your wireless phone or to your desk phone	<ol style="list-style-type: none"><li>1. From the phone with the active call on the shared line, press <b>Hold</b>.</li><li>2. From your other phone with the shared line, press <b>Resume</b>.</li></ol>

## Tips

- Engaging the Hold feature typically generates music or a beeping tone.
- 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	<ol style="list-style-type: none"> <li>1. Make sure the call that you want to switch to is highlighted.</li> <li>2. Press <b>Resume</b>.</li> </ol> Any active call is placed on hold and the selected call is resumed.
Switch between connected calls on different lines	<ol style="list-style-type: none"> <li>1. Press  (Line View) to change to another line.</li> <li>2. If a single call is holding on the line, the call automatically resumes. If another call is holding, scroll to highlight the appropriate call and press <b>Resume</b>.</li> </ol>
Switch from a connected call to answer a ringing call	Press  , or if the call is ringing on a different line, press  (Line View) to switch to the other line and press  . Any active call is placed on hold.

### 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.

## Switching an In-Progress Call to Another Phone


You can switch in-progress calls between the desktop phone and your cellular phone or other remote destination.

If you want to...	Then...
Switch an in-progress call on your wireless IP phone to a cellular phone	<ol style="list-style-type: none"> <li>1. Press the <b>Mobility</b> softkey and select <b>Send call to mobile</b>.</li> <li>2. Answer the in-progress call on your cellular phone.</li> <li>3. Your wireless IP phone display changes to idle while the call continues on your cellular phone.</li> </ol>
Switch an in-progress call from a cellular phone to your wireless IP phone	<ol style="list-style-type: none"> <li>1. Hang up the call on your cellular phone to disconnect the cellular phone, but not the call.</li> <li>2. Press <b>Resume</b> on your wireless IP phone within four seconds and start talking on your wireless IP phone.</li> </ol>

## Transferring Calls

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

If you want to...	Then...
Transfer a call without talking to the transfer recipient	<ol style="list-style-type: none"> <li>1. From an active call, choose <b>Options &gt; Transfer</b>.</li> <li>2. Dial the target number.</li> <li>3. Choose <b>Options &gt; Transfer</b> again to complete the transfer or <b>EndCall</b> to cancel.</li> </ol> <p><b>Note</b> If your phone supports on-hook transfer, you can alternately complete the transfer by disconnecting.</p>
Talk to the transfer recipient before transferring a call (consult transfer)	<ol style="list-style-type: none"> <li>1. From an active call, choose <b>Options &gt; Transfer</b>.</li> <li>2. Dial the target number.</li> <li>3. Wait for the transfer recipient to answer.</li> <li>4. Choose <b>Options &gt; Transfer</b> again to complete the transfer or <b>EndCall</b> to cancel.</li> </ol> <p><b>Note</b> If your phone supports on-hook transfer, you can alternately complete the transfer by disconnecting.</p>


If you want to...	Then...
Transfer two current calls to each other (direct transfer) without staying on the line	<ol style="list-style-type: none"> <li>1. Scroll to highlight any call on the same line.</li> <li>2. Choose <b>Options &gt; Select</b>.  displays by the selected call.</li> <li>3. Scroll to highlight the other call on the same line.</li> <li>4. Choose <b>Options &gt; DirTrfr</b>. The two calls connect to each other and drop you from the call.</li> </ol> <p><b>Note</b> If you want to stay on the line with the callers, use Join instead.</p>
Redirect a call to your voice messaging system	<p>Choose <b>Options &gt; iDivert</b>.</p> <p>The call is automatically transferred to your voice message greeting. You can use iDivert with a call that is active, ringing, or on hold.</p>

## Tips

- If on-hook transfer is enabled on your phone, you can either 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 All Calls to Another Number

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

If you want to...	Then...
Set up call forwarding on your primary line	<ol style="list-style-type: none"><li>1. Choose <b>Options</b> &gt; <b>CFwdAll</b>.</li><li>2. Enter a target phone number.</li></ol>
Cancel call forwarding on your primary line	Choose <b>Options</b> > <b>CFwdAll</b> .
Verify that call forwarding is enabled on your primary line	Look for the call forward target number in the status line and the  icon next to the primary line.
Set up or cancel call forwarding for any line on your phone.	<ol style="list-style-type: none"><li>1. Log in to your User Options web pages. See <a href="#">Accessing Your User Options Web Pages, page 83</a>.</li><li>2. Choose <b>Forward all calls...</b></li><li>3. Choose your primary line or any secondary line.</li></ol>



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

## Tips

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





# Using Do Not Disturb

You can use Do Not Disturb (DND) to block incoming calls from ringing your phone. Your system administrator enables DND for your phone.

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

Your intercom lines still ring when DND is active.



If you want to...	Then...
Turn on DND	<ol style="list-style-type: none"> <li>1. Press  (Line View).</li> <li>2. 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.</li> </ol>
Turn off DND	<ol style="list-style-type: none"> <li>1. Press  (Line View).</li> <li>2. Select the DND radio button to turn if off ().</li> </ol>
Customize DND settings	<ol style="list-style-type: none"> <li>1. Log in to your User Options web pages. See <a href="#">Accessing Your User Options Web Pages, page 81</a>.</li> <li>2. From the drop-down menu, choose <b>User Options &gt; Device</b>.</li> <li>3. You can set the following options: <ul style="list-style-type: none"> <li>• Do Not Disturb—Turn DND on/off.</li> <li>• DND Incoming Call Alert—Set the alert to beep only, flash only, or disable all visible and audible alert notifications.</li> </ul> </li> </ol>

## Making Conference Calls

Your Cisco Unified IP Phone allows you to join three or more people into one telephone conversation, creating a conference call.

## Understanding Types of Conference Calls

There are two types of conference calls: Standard (ad hoc) and Meet-Me.

### Standard Conference Calls

You can create a standard (ad hoc) conference in different ways, depending on your needs and the softkeys available on your phone:

- **Confrn**—Use this softkey to establish a standard conference by calling each participant. Standard conference calling is a default feature available on most phones.
- **Join**—Use this softkey to establish a standard conference by joining several calls already on one line.
- **cBarge**—Use this softkey to add yourself to an existing call on a shared line and to turn the call into a standard conference call. This feature is available only on phones that use shared lines.





See [Starting and Joining a Standard Conference, page 42](#) for additional instructions.


## Meet-Me Conference Calls

You can create a Meet-Me conference by calling the Meet-Me phone number at a specified time. See [Starting or Joining a Meet-Me Conference Call, page 44](#) for additional instructions.

## Starting and Joining a Standard Conference

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

If you want to...	Then...
<ul style="list-style-type: none"><li>• Create a conference by calling participants</li><li>• Add new participants to an existing conference</li></ul>	<ol style="list-style-type: none"><li>1. From a connected call, choose <b>Options &gt; Confrn.</b></li><li>2. Enter the participant's phone number.</li><li>3. Wait for the call to connect.</li><li>4. Choose <b>Options &gt; Confrn</b> again to add the participant to your call.</li><li>5. Repeat to add additional participants.</li></ol>
Create a conference by joining two or more existing calls	<ol style="list-style-type: none"><li>1. Press  (<b>Line View</b>) to make sure that you have two or more calls on a single line.</li><li>2. Scroll to a call that you want to add to the conference.</li><li>3. Choose <b>Options &gt; Select.</b> The selected call displays this  icon.</li><li>4. Repeat this process for each call that you want to add.</li><li>5. From the selected call, choose <b>Options &gt; Join.</b></li></ol> <p><b>Note</b> The active call is automatically selected.</p>
Participate in a conference	Answer the phone when it rings.
Create a conference by barging a call on a shared line	<ol style="list-style-type: none"><li>1. Press  (<b>Line View</b>) to select a call on a shared line.</li><li>2. Choose <b>Options &gt; cBarge.</b> See <a href="#">Using a Shared Line, page 51.</a></li></ol>
View a list of conference participants	<ol style="list-style-type: none"><li>1. Press  (<b>Line View</b>) to select an active conference.</li><li>2. Choose <b>Options &gt; ConfList.</b> Participants are listed in the order in which they join the conference with the most recent additions at the top.</li></ol>
Get an updated list of participants	While viewing the conference list, choose <b>Options &gt; Update.</b>
See who started the conference	While viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name.



If you want to...	Then...
Drop the last party added to the conference	While viewing the conference list, choose <b>Options &gt; RmLstC</b> . You can remove participants only if you initiated the conference call.
Remove any conference participant	<ol style="list-style-type: none"> <li>1. Highlight an active conference.</li> <li>2. Choose <b>Options &gt; Conflist</b>.</li> <li>3. Scroll to highlight the participant's name.</li> <li>4. Choose <b>Options &gt; Remove</b>.</li> </ol> <p>You can remove participants only if you initiated the conference.</p>
End your participation in a conference	Choose  , <b>EndCall</b> , or <b>Options &gt; EndCall</b> .

### 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.

## Starting or Joining a Meet-Me Conference Call

Meet-Me conferencing allows you to start (initiate) or join a conference by dialing the conference number.

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

### 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 55](#).

## 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:









- End the intercom call by pressing the **EndCall** softkey. Do this if you do not want to hear the message.
- Listen to the caller by selecting the intercom line with microphone muted (you can hear the caller, but the caller cannot hear you).
- Talk to the caller by selecting the intercom line using 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.
- If you answer an intercom call while another intercom line is active, the first intercom call is dropped.



**Note** Cisco Extension Mobility does not support intercom lines.

If you want to...	Then...
Place an intercom call to a preconfigured (speed-dial) intercom target	<ol style="list-style-type: none"> <li>1. Press   (<b>Line View</b>).</li> <li>2. Select  (intercom line) to dial the target intercom number. After you hear the intercom-alert tone, begin speaking.</li> </ol>
Place an intercom call to any intercom number	<ol style="list-style-type: none"> <li>1. Press   (<b>Line View</b>).</li> <li>2. Select  (intercom line) and dial the intercom target number. After you hear the intercom-alert tone, begin speaking.</li> </ol>
Receive an intercom call	<p>When you hear the intercom-alert tone, handle the call in one of these ways:</p> <ul style="list-style-type: none"> <li>• Listen to the message in one-way audio.</li> <li>• Talk to the caller by pressing   (<b>Line View</b>) and selecting the intercom line.</li> <li>• End the call by pressing <b>EndCall</b>.</li> </ul>

# 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 46](#)
- [Line View Speed Dial, page 46](#)
- [Abbreviated Dial, page 47](#)
- [Fast Dial, page 47](#)


### 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 47](#) and [Using the Phone Book on Your Phone, page 76](#).

### 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 47](#) and [Setting Up Speed Dials on the Web, page 85](#).

### 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 47](#) and [Setting Up Speed Dials on the Web, page 85](#).

### 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 47](#), [Setting Up Speed Dials on the Web, page 85](#), and [Using Personal Directory on the Web, page 86](#).







---







**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 76](#)) or on your User Options web pages (See [Accessing Your User Options Web Pages, page 81](#)).

If you want to...	Then...
Use speed-dial hot keys to call Phone Book contacts	<ol style="list-style-type: none"> <li>1. Set up speed-dial hot keys from the Phone Book.</li> <li>2. Do one of the following: <ul style="list-style-type: none"> <li>– Press and hold a speed-dial hot key for about two seconds.</li> </ul> <p><b>Note</b> When dialing a two-digit number, enter the first digit, then press and hold the second digit for about two seconds.</p> <ul style="list-style-type: none"> <li>– Choose   (Directory)&gt; Speed Dials, highlight a speed dial, and press  .</li> </ul> </li> </ol>

If you want to...	Then...
Use speed-dial numbers to call other numbers (not in Phone Book)	<ol style="list-style-type: none"> <li>1. Set up speed-dial numbers from your User Options web pages.</li> <li>2. To place a call, press  (Line View).</li> <li>3. Scroll to a speed-dial number with its label and press .</li> </ol> <p><b>Note</b> The Line View displays your directory numbers, followed by your speed-dial numbers identified with . Six items (lines plus speed dials) can display.</p>
Use Abbreviated Dial	<ol style="list-style-type: none"> <li>1. Set up Abbreviated Dialing codes from your User Options web pages.</li> <li>2. To place a call, enter the Abbreviated Dialing code.</li> <li>3. Choose <b>Options &gt; AbbrDial</b>.</li> </ol>
Use Fast Dial	<ol style="list-style-type: none"> <li>1. Subscribe to the Fast Dial service and set up Fast Dial codes from your User Options web pages. See <a href="#">Accessing Your User Options Web Pages, page 81</a>.</li> <li>2. To place a call, choose   (Services) &gt; <b>Fast Dial service</b> on your phone (exact name might vary).</li> <li>3. Scroll to a listing and press .</li> </ol>

## Picking Up Redirected Calls 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	<ol style="list-style-type: none"> <li>1. Choose <b>Options &gt; PickUp</b>. If your phone supports auto-pickup, you are now connected to the call.</li> <li>2. If the call rings on your phone, press <b>Answer</b> to connect to the call.</li> </ol>



If you want to...	Then...
Answer a call that is ringing on another extension outside of your group	<ol style="list-style-type: none"> <li>1. Choose <b>Options &gt; GPickUp</b> (if available).</li> <li>2. Enter the group pickup code. If your phone supports auto-pickup, you are now connected to the call.</li> <li>3. If the call rings on your phone, press <b>Answer</b> to connect to the call.</li> </ol>
Answer a call that is ringing on another extension in your group or in an associated group	<ol style="list-style-type: none"> <li>1. Choose <b>Options &gt; OPickUp</b> (if available). If your phone supports auto-pickup, you are now connected to the call.</li> <li>2. If the call rings on your phone, press <b>Answer</b> to connect to the call.</li> </ol>




### Tips

- Depending on how your phone is configured, you might receive an audio and/or visual alert about a call to your pickup group.
- Pressing **PickUp** and **GPickUp** connects you to the call that has been ringing for the longest time.
- Pressing **OPickUp** connects you to the call in the pickup group with the highest priority.
- If you have multiple lines and want to pick up the call on a non-primary line, first press   (**Line View**) to switch to the desired line, then choose **Options** and a Call PickUp softkey.

## 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	<ol style="list-style-type: none"> <li>1. During a call, choose <b>Options &gt; Park</b>.</li> <li>2. Note the call park number that displays on your phone screen.</li> <li>3. Press .</li> </ol>
Retrieve a parked call	Enter the call park number from any Cisco Unified IP Phone in your network to connect to the call.
Direct and store an active call at a directed call park number	<ol style="list-style-type: none"> <li>1. During a call, press <b>Transfer</b>.</li> <li>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.</li> </ol> <p><b>Note</b> 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.</p> <ol style="list-style-type: none"> <li>3. Press <b>Transfer</b> again to finish storing the call.</li> </ol>
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 <b>Options &gt; HLog</b> . Your phone screen displays, “Logged out of Hunt Group.”
Log in to receive hunt group calls	Choose <b>Options &gt; HLog</b> .

### 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 a Cisco Unified Wireless IP Phone 7921G 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 [Adding Yourself to a Shared-Line Call](#), page 52.

**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 Cisco Unified Wireless IP Phone 7921G 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 53.



#### Note



---

The Cisco Unified Wireless IP Phone 7921G can support a maximum of 24 calls on a shared line.

---

## Adding Yourself to a Shared-Line Call

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



If you want to...	Then...
See if the shared line is in use	Look for the  icon and the “In Use Remote” message.
Add yourself to a call on a shared line using the <b>Barge</b> softkey	<ol style="list-style-type: none"><li>1. Highlight a remote-in-use call. You might need to use Line View.</li><li>2. Choose <b>Options &gt; Barge</b>. Other parties hear a beep tone announcing your presence.</li></ol>
Add yourself to a call on a shared line using the <b>cBarge</b> softkey	<ol style="list-style-type: none"><li>1. Highlight a remote-in-use call. You might need to use Line View.</li><li>2. Choose <b>Options &gt; cBarge</b>. Other parties hear a tone and brief audio interruption, and call information changes on the phone screen.</li></ol>
Add new conference participants to a call that you have barged	Barge the call using <b>cBarge</b> , if available. <b>Note</b> cBarge converts the call into a standard conference call, allowing you to add new participants. See <a href="#">Making Conference Calls, page 41</a> .
Move a shared-line call to another phone	Press <b>Hold</b> . On another phone with the same shared line, press <b>Resume</b> .
Leave a barged call	Choose <b>EndCall</b> 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

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

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

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







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

### Tips

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

## Using BLF to Determine a Line State

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



If you want to...	Then...
See the state of a speed-dial line	<p data-bbox="362 360 1013 389">Look for one of these indicators next to the line number:</p> <ul data-bbox="362 412 596 570" style="list-style-type: none"><li data-bbox="362 412 596 456"> Line is in-use.</li><li data-bbox="362 472 569 516"> Line is idle.</li><li data-bbox="362 532 878 570"> BLF indicator unavailable for this line.</li></ul>
See the state of a line listed in a call log or directory	<p data-bbox="362 592 1013 621">Look for one of these indicators next to the line number:</p> <ul data-bbox="362 644 596 802" style="list-style-type: none"><li data-bbox="362 644 596 688"> Line is in-use.</li><li data-bbox="362 704 569 748"> Line is idle.</li><li data-bbox="362 764 878 802"> BLF indicator unavailable for this line.</li></ul>

## 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.
- *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  Encrypted call Neither security icon appears if the call is non-secure.
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 <b>Options &gt; MCID</b> . Your phone plays a tone and displays the message, “MCID successful.”

# Prioritizing Critical Calls

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

Keep these terms in mind:

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

If you...	Then...
Want to choose a priority (precedence) level for an outgoing call	Contact your system administrator for a list of corresponding precedence numbers for calls.
Want to make a priority (precedence) call	Enter the MLPP access number (provided by your system administrator) followed by the phone number.
Hear a special ring (faster than usual) or special call waiting tone	You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.
Want to view priority level of a call	Look for an MLPP icon on your phone screen:  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).
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	<ol style="list-style-type: none"> <li>1. Choose   (Services) &gt; EM Service (name can vary).</li> <li>2. Enter your user ID and PIN (provided by your system administrator).</li> <li>3. If prompted, select a device profile.</li> </ol>
Log out of EM	<ol style="list-style-type: none"> <li>1. Choose   (Services) &gt; EM Service (name can vary).</li> <li>2. When prompted to log out, press Yes.</li> </ol>

### Tips

- EM automatically logs you out after a certain amount of time. Your system administrator establishes this time limit.
- Changes that you make to your EM profile (from the User Options web pages) take effect the next time that you log in to EM on a phone.
- Settings that are controlled on the phone only are not maintained in your EM profile.

# Managing Business Calls Using a Single Phone Number

With Mobile Connect and Mobile Voice Access installed, you can use your cellular phone to handle calls associated with your wireless IP phone number. A smartphone is a mobile phone with personal computer capabilities such as web browsing, email, address book, and calendar.

If you want to...	Then...
Configure Mobile Connect	Use the User Options web pages to set up remote destinations and create access lists to allow or block calls from specific phone numbers from being passed to the remote destinations. See <a href="#">Setting Up Phones and Access Lists for Mobile Connect</a> , page 93.
Answer a call using your cellular phone	See <a href="#">Answering a Call</a> , page 34.
Switch an in-progress call between your desk phone and cellular phone	See <a href="#">Switching an In-Progress Call to Another Phone</a> , page 37.
Put a call that has been picked up on a smartphone on hold	<ol style="list-style-type: none"><li>1. Press the <i>Enterprise Hold</i> (name may vary) softkey on the smartphone. The other party is placed on hold.</li><li>2. On your smartphone, press the <i>Resume Softkey</i> (name may vary). See <a href="#">Switching an In-Progress Call to Another Phone</a>, page 37.</li></ol>
Transfer a call that has been picked up on a smartphone to another number	<ol style="list-style-type: none"><li>1. Press the <i>Enterprise Transfer</i> (name may vary) softkey on the smartphone.</li><li>2. Dial your enterprise access code for transferring calls to initiate a new call. The other party is placed on hold.</li><li>3. Press the <i>Enterprise Transfer</i> softkey to complete the call transfer.</li></ol>
Initiate a conference call on a call that has been picked up on a smartphone	<ol style="list-style-type: none"><li>1. Press the <i>Enterprise Conference</i> (name may vary) softkey on the smartphone.</li><li>2. Dial your enterprise access code for conferencing to initiate a new call. The other party is placed on hold.</li><li>3. Press the <i>Enterprise Conference</i> softkey to complete the conference set-up and include both callers in the conference.</li></ol>
Connect to Mobile Voice Access	<ol style="list-style-type: none"><li>1. From any phone, dial your assigned Mobile Voice Access number.</li><li>2. Enter the number you are calling from, if prompted, and your PIN.</li></ol>





If you want to...	Then...
Turn on Mobile Connect from your cellular phone	<ol style="list-style-type: none"> <li>1. Dial your assigned Mobile Voice access number.</li> <li>2. Enter your cellular phone number (if requested) and PIN.</li> <li>3. Press 2 to enable Mobile Connect.</li> <li>4. Choose whether to turn Mobile Connect on for all configured phones or just one: <ul style="list-style-type: none"> <li>- All phones—Enter 2.</li> <li>- One phone—Enter 1 and enter the number you want to add as a remote destination, followed by #.</li> </ul> </li> </ol>
Make a call from your cellular phone	See <a href="#">Placing a Call—Additional Options, page 31</a> .
Turn off Mobile Connect from your cellular phone	<ol style="list-style-type: none"> <li>1. Dial your assigned Mobile Voice access number.</li> <li>2. Enter your cellular phone number (if requested) and PIN.</li> <li>3. Press 3 to disable Mobile Connect.</li> <li>4. Choose whether to turn Mobile Connect off for all configured phones or just one: <ul style="list-style-type: none"> <li>- All phones—Enter 2.</li> <li>- One phone—Enter 1 and enter the number you want to remove as a remote destination, followed by #.</li> </ul> </li> </ol>

## Tips

- When calling Mobile Voice Access, you need to enter the number you are calling from in addition to the PIN if any of the following are true:
  - The number you are calling from is not one of your remote destinations.
  - The number is blocked by you or your carrier (shown as “Unknown Number”).
  - The number is not accurately matched in the Cisco Unified Communications Manager database; for example, if your number is 510-666-9999, but it is listed as 666-9999 in the database, or your number is 408-999-6666, but it is entered as 1-408-999-6666 in the database.
- If you incorrectly enter any requested information (such as cellular phone number or PIN) three times in a row, the Mobile Voice Access call disconnects, and you are locked out for a period of time. Contact your system administrator if you need assistance.












# Using 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 <a href="#">Subscribing to Phone Services, page 82</a> for systems using Cisco Unified CallManager 4.1 or later. See <a href="#">Setting Up Phone Services on the Web, page 88</a> for systems using Cisco Unified Communications Manager 5.0 or later.
Use Push to Talk service	<ol style="list-style-type: none"><li data-bbox="297 508 1219 581">1. Choose   (Services) &gt; <b>Push to Talk</b> (name can vary). Push to Talk service is active when the  icon displays.</li><li data-bbox="297 589 1219 678">2. Use the  button to start and end a transmission depending on how your service is configured. You can also use the <b>Talk</b> and <b>Stop</b> softkeys to toggle between transmitting and listening.</li></ol> <p data-bbox="297 686 1219 747"><b>Note</b> Your system administrator will provide detailed information about how to use your Push to Talk service.</p>

# Using a Handset, Headset, and Speakerphone

You can use your phone as a mobile handset, a speakerphone, with a headset, or with the speakerphone in the desktop charger.

If you want to...	Then...
Use the handset	Press  ; to hang up, press  .
Use a headset	<p>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 <a href="#">Using AutoAnswer, page 63</a> for exceptions.</p> <p>You can use the headset with all the controls on your phone, including  and .</p> <p>The headset audio remains active when the headset is connected to the phone.</p>
Use the speaker mode	<p>Press and hold  for one second before placing a call or during a call to activate speaker mode. The  icon displays when the speaker is active.</p> <p><b>Note</b> Speaker mode remains active for future calls until toggled off.</p>
Switch to the speaker (from the handset) during a call	<p>Press and hold  for one second, and  displays.</p> <p>Press and hold  to toggle back to the handset.</p>


If you want to...	Then...
Switch to the desktop charger speakerphone	<ol style="list-style-type: none"> <li data-bbox="439 215 1139 277">1. Place the wireless IP phone in the desktop charger cradle. “AC connected!” displays on the screen.</li> <li data-bbox="439 285 1197 423">2. Press down on the top of the phone. “Docking connected!” displays on the screen and the  icon displays on the phone status line. The desktop charger speaker and microphone are connected.</li> <li data-bbox="439 431 1204 570">3. Place and receive calls. Use all the buttons on your phone, including  and . You can use the headset to answer calls when the phone is in the desktop charger.</li> </ol> <p data-bbox="439 578 1204 699"><b>Note</b> The internal, single-direction microphone is located on the lower left side of the phone (two small holes). For best results, place the desktop charger in front of you when using the speakerphone.</p>
Switch to the handset from the desktop charger speakerphone	<ol style="list-style-type: none"> <li data-bbox="439 730 1204 792">1. Hold the top of the phone and move it forward before lifting it off the desktop charger.</li> <li data-bbox="439 800 1197 862">2. Use the handset to continue with the call. The desktop charger speaker and microphone disconnect.</li> </ol> <p data-bbox="439 870 1143 932"><b>Note</b> You cannot turn off the desktop speaker by using the  button.</p>
Adjust the volume level for a call	<p data-bbox="439 958 1204 1049">During a call, press  to adjust the volume for the handset, speaker, headset or desktop charger.</p> <p data-bbox="439 1057 1157 1118"><b>Note</b> The new volume level is preserved for future calls after the phone is powered off.</p>

## Obtaining a Headset

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

## 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	<p>Keep headset mode active by ensuring the headset is plugged into the phone, even when not on a call.</p> <p>If your phone is set up to use AutoAnswer in headset mode, calls are answered automatically only if the  icon is in the phone status line. Otherwise, calls ring normally and you must manually answer them.</p>
Use AutoAnswer with the desktop charger speaker	<p>Keep the handset in the desktop charger cradle, so the speaker is active.</p> <p>If your phone is set up to use AutoAnswer in speaker mode, calls are answered automatically using the desktop charger speaker.</p> <p><b>Note</b> You cannot turn off the desktop charger speaker. You must remove the phone from the cradle to disable the desktop charger speaker.</p>

### Tip








AutoAnswer is disabled when the Do Not Disturb feature is active.

# Changing Phone Settings



You can personalize your Cisco Unified Wireless IP Phone 7921G 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	<ol style="list-style-type: none"><li>1. Choose  (Settings) &gt; Phone Settings &gt; Sound Settings.</li><li>2. Select <b>Ring Tone</b> &gt; <b>Current Settings</b>.</li><li>3. Press <b>View</b> to see the current line settings.</li></ol>
Change the ring tone on a line	<ol style="list-style-type: none"><li>1. Choose  (Settings) &gt; Phone Settings &gt; Sound Settings.</li><li>2. Select <b>Ring Tone</b> &gt; <b>Current Settings</b>.</li><li>3. Press <b>View</b> to see the current line settings.</li><li>4. Select a line.</li></ol> <p><b>Note</b> To make a line selection, press the number key for the item, the  button, or the <b>Change</b> softkey.</p> <ol style="list-style-type: none"><li>5. Scroll to a ring tone in the list and press <b>Play</b> to hear a sample of the ring.</li><li>6. Press  and the  icon appears next to the chosen ring.</li><li>7. Choose <b>Options</b> &gt; <b>Save</b> to make the change or <b>Options</b> &gt; <b>Cancel</b>.</li></ol>
Assign a ring tone to a line	<ol style="list-style-type: none"><li>1. Choose  (Settings) &gt; Phone Settings &gt; Sound Settings.</li><li>2. Select <b>Ring Tone</b> &gt; <b>Available Ring Tones</b>.</li><li>3. Scroll to a ring tone in the list and press <b>Play</b> to hear a sample of the ring.</li><li>4. Choose <b>Options</b> &gt; <b>Apply</b> and select the line for the ring tone.  displays by the selected line.</li><li>5. Press <b>Save</b> to make the change or <b>Cancel</b>.</li></ol>










If you want to...	Then...
Change the way your phone rings	<ol style="list-style-type: none"> <li>1. Choose ▾  (Settings) &gt; Sound Settings &gt; Alert Pattern.</li> <li>2. Select one of the following: <ul style="list-style-type: none"> <li>• Ring Only</li> <li>• Vibrate Only</li> <li>• Silent</li> <li>• Vibrate, Then Ring</li> <li>• Vibrate And Ring</li> </ul> <p>The  appears next to your selection.</p> </li> <li>3. Press <b>Save</b> to make the change or <b>Cancel</b>.</li> </ol>







### 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	<ol style="list-style-type: none"> <li>1. Choose ▾  (Settings) &gt; Phone Settings &gt; Sound Settings &gt; Volumes.</li> <li>2. Select <b>Ring</b>.</li> </ol> <p><b>Note</b> To make a ring selection, press the number key for the item, the  button, or the <b>Change</b> softkey.</p> <ol style="list-style-type: none"> <li>3. Press  to increase the volume or  to decrease the volume and hear a sample ring volume.</li> <li>4. Press <b>Save</b> to make the change or <b>Cancel</b>.</li> </ol>
Adjust the speaker volume level	<ol style="list-style-type: none"> <li>1. Choose ▾  (Settings) &gt; Phone Settings &gt; Sound Settings &gt; Volumes.</li> <li>2. Select <b>Speaker</b>.</li> <li>3. Press  to increase the volume or  to decrease the volume.</li> <li>4. Press <b>Save</b> to make the change or <b>Cancel</b>.</li> </ol>

If you want to...	Then...
Adjust the phone volume level	<ol style="list-style-type: none"> <li>1. Choose ▼  (Settings) &gt; Phone Settings &gt; Sound Settings &gt; Volumes.</li> <li>2. Select <b>Handset</b>.</li> <li>3. Press ▲ to increase the volume or ▼ to decrease the volume.</li> <li>4. Press <b>Save</b> to make the change or <b>Cancel</b>.</li> </ol>
Adjust the headset volume level	<ol style="list-style-type: none"> <li>1. Choose ▼  (Settings) &gt; Phone Settings &gt; Sound Settings.</li> <li>2. Select <b>Headset</b>.</li> <li>3. Press ▲ to increase the volume or ▼ to decrease the volume.</li> <li>4. Press <b>Save</b> to make the change or <b>Cancel</b>.</li> </ol>
Adjust the desktop charger speaker volume level	<ol style="list-style-type: none"> <li>1. Choose ▼  (Settings) &gt; Phone Settings &gt; Sound Settings</li> <li>2. Select <b>Docking Speaker</b>.</li> <li>3. Press ▲ to increase the volume or ▼ to decrease the volume.</li> <li>4. Press <b>Save</b> to make the change or <b>Cancel</b>.</li> </ol>
Adjust the desktop charger ring volume level	<ol style="list-style-type: none"> <li>1. Choose ▼  (Settings) &gt; Phone Settings &gt; Sound Settings.</li> <li>2. Select <b>Docking Ring</b>.</li> <li>3. Press ▲ to increase the volume or ▼ to decrease the volume and hear a sample ring volume.</li> <li>4. Press <b>Save</b> to make the change or <b>Cancel</b>.</li> </ol>
Select the devices that will ring	<ol style="list-style-type: none"> <li>1. Choose ▼  (Settings) &gt; Phone Settings &gt; Sound Settings.</li> <li>2. Select <b>Ring Output</b>.</li> <li>3. Select one of the following: <ul style="list-style-type: none"> <li>• Headset</li> <li>• Speaker (default setting)</li> <li>• Headset and Speaker</li> </ul> <p>The  appears next to your selection.</p> </li> <li>4. Press <b>Save</b> to make the change or <b>Cancel</b>.</li> </ol>

## 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	<ol style="list-style-type: none"> <li>1. Choose ▼  (Settings) &gt; Phone Settings &gt; Customize Home Page.</li> <li>2. Press <b>Change</b>.</li> <li>3. Select <b>Phone Book</b>.</li> <li>4. Press <b>Save</b>. The left softkey will be displayed as “Ph Book” when the phone is idle.</li> </ol>
Set up the left softkey to access your messages	<ol style="list-style-type: none"> <li>1. Choose ▼  (Settings) &gt; Phone Settings &gt; Customize Home Page.</li> <li>2. Press <b>Change</b>.</li> <li>3. Select <b>Message</b>.</li> <li>4. Press <b>Save</b>. The left softkey will be displayed as “Message” when the phone is idle.</li> </ol>
Change the phone display brightness	<ol style="list-style-type: none"> <li>1. Choose ▼  (Settings) &gt; Phone Settings &gt; Display Settings.</li> <li>2. Select <b>Display Brightness</b>.</li> </ol> <p><b>Note</b> To make a display brightness selection, press the number key for the item, the  button, or the <b>Change</b> softkey.</p> <ol style="list-style-type: none"> <li>3. Press ▲ to increase the brightness or ▼ to decrease the brightness.</li> <li>4. Press <b>Save</b> to make the change or <b>Cancel</b>.</li> </ol>
Change the length of time for the screen to display	<ol style="list-style-type: none"> <li>1. Choose ▼  (Settings) &gt; Phone Settings &gt; Display Settings.</li> <li>2. Select <b>Display Timeout</b>.</li> <li>3. Select one of the following: <ul style="list-style-type: none"> <li>• 10 seconds</li> <li>• 30 second (default setting)</li> <li>• 1 minute</li> <li>• 2 minutes</li> </ul> </li> <li>4. Press <b>Save</b> to make the change or <b>Cancel</b>.</li> </ol> <p><b>Note</b> When the display setting time has expired, the screen dims for 10 seconds, then goes dark.</p>

If you want to...	Then...
Change the LED indication for service coverage	<ol style="list-style-type: none"> <li>1. Choose ▼  (Settings) &gt; Phone Settings &gt; Display Settings.</li> <li>2. Select LED Coverage Indicator.</li> <li>3. Select one of the following: <ul style="list-style-type: none"> <li>• Enable (default setting)</li> <li>• Disable</li> </ul> </li> <li>4. Press <b>Save</b> to make the change or <b>Cancel</b>.</li> </ol>
Change the language on your phone screen	<ol style="list-style-type: none"> <li>1. Log in to your User Options web pages. (See <a href="#">Accessing Your User Options Web Pages, page 81.</a>)</li> <li>2. Change the language setting.</li> </ol>



## 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 68](#)
- [Setting the Keypad to Automatically Lock, page 69](#)
- [Changing the Keypad Tones, page 70](#)




## 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	<ol style="list-style-type: none"> <li>1. Choose ▼  (Settings) &gt; Phone Settings &gt; Keypad Settings.</li> <li>2. Select <b>Any Key Answer</b>.</li> <li>3. Select <b>Enable</b>.</li> <li>4. Press <b>Save</b> to make the change or <b>Cancel</b>.</li> </ol> <p><b>Note</b> Under the Any Key Answer option, <b>Enabled</b> displays.</p>
Disable the Any Key Answer option	<ol style="list-style-type: none"> <li>1. Choose ▼  (Settings) &gt; Phone Settings &gt; Keypad Settings.</li> <li>2. Select <b>Any Key Answer</b>.</li> <li>3. Select <b>Disable</b>.</li> <li>4. Press <b>Save</b> to make the change or <b>Cancel</b>.</li> </ol> <p><b>Note</b> Under the Any Key Answer option, <b>Disabled</b> displays.</p>

## 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	<ol style="list-style-type: none"> <li>1. Choose ▾  (Settings) &gt; Phone Settings &gt; Keypad Settings.</li> <li>2. Select <b>Keypad Auto Lock</b>.</li> <li>3. Select one of these time intervals: <ul style="list-style-type: none"> <li>• 15 seconds</li> <li>• 30 seconds</li> <li>• 60 seconds</li> </ul> </li> <li>4. Press <b>Save</b> to make the change or <b>Cancel</b>.</li> </ol> <p><b>Note</b> After the chosen time interval expires, the  icon displays, and the keypad is locked.</p>
Unlock the keypad	<ol style="list-style-type: none"> <li>1. Press any key and the screen displays “Unlock keypad?”</li> <li>2. Press <b>Yes</b> to unlock the keypad or <b>No</b> to keep the lock.</li> </ol>
Turn off the automatic keypad lock	<ol style="list-style-type: none"> <li>1. Choose ▾  (Settings) &gt; Phone Settings &gt; Keypad Settings.</li> <li>2. Select <b>Keypad Auto Lock</b>.</li> <li>3. Select <b>Disable</b>.</li> <li>4. Press <b>Save</b> to make the change or <b>Cancel</b>.</li> </ol> <p><b>Note</b> Under the Keypad Auto Lock option, <b>Disabled</b> displays.</p>

### 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	<ol style="list-style-type: none"><li>1. Choose  (Settings) &gt; Phone Settings &gt; Keypad Settings.</li><li>2. Select <b>Keypad Tone</b>.</li><li>3. Select one of the following:<ul style="list-style-type: none"><li>• Disable—Plays no keypad tone.</li><li>• Normal—Plays tone when keys are pressed.</li><li>• Loud—Plays louder tone when keys are pressed.</li></ul>The  icon appears next to your selection.</li><li>4. Press <b>Save</b> to make the change or <b>Cancel</b>.</li></ol>
------------------------------	--



## 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 Cisco Unified Wireless IP Phone 7921G 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  (Settings) > Network Profiles. The enabled profiles have the  next to them. <b>Note</b> 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 14](#), 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	<ol style="list-style-type: none"> <li>1. Press  (Directory).</li> <li>2. Choose <b>Missed Calls</b>, or <b>Received Calls</b>, or <b>Placed Calls</b>. Each call log stores up to 100 records.</li> </ol>
Dial from a call log	<ol style="list-style-type: none"> <li>1. Press  (Directory).</li> <li>2. Choose <b>Missed Calls</b>, or <b>Received Calls</b>, or <b>Placed Calls</b>.</li> <li>3. Scroll to a phone number.</li> </ol> <p><b>Note</b> To edit the displayed number (to add or to remove a prefix), press <b>Options &gt; EditDial</b> followed by  or  to reposition the cursor. Use the keypad to enter digits, or press <b>&lt;&lt;</b> to delete numbers.</p> <ol style="list-style-type: none"> <li>4. Press <b>Dial</b> or .</li> </ol>
Display details for a single call record	<ol style="list-style-type: none"> <li>1. Press  (Directory).</li> <li>2. Choose <b>Missed Calls</b>, or <b>Received Calls</b>, or <b>Placed Calls</b>.</li> <li>3. Highlight a call record.</li> <li>4. Press <b>Details</b>. Doing so displays information such as called number, calling number, time of day, and call duration (for placed and received calls only).</li> </ol>
Erase a single call record	<ol style="list-style-type: none"> <li>1. Press  (Directory).</li> <li>2. Choose <b>Missed Calls</b>, or <b>Received Calls</b>, or <b>Placed Calls</b>.</li> <li>3. Scroll to a call record.</li> <li>4. Choose <b>Options &gt; Delete</b>, or choose <b>Options &gt; Exit</b>.</li> </ol>
Erase all call records in a single log	<ol style="list-style-type: none"> <li>1. Press  (Directory).</li> <li>2. Choose <b>Missed Calls</b>, or <b>Received Calls</b>, or <b>Placed Calls</b>.</li> <li>3. Choose <b>Options &gt; Delete</b>, or choose <b>Options &gt; Exit</b>.</li> </ol>

If you want to...	Then...
Erase all call records in all call logs	<ol style="list-style-type: none"> <li>1. Press   (<b>Directory</b>) to display call logs.</li> <li>2. Press <b>Clear</b>. Doing so erases all call logs, or choose <b>Options &gt; Exit</b>.</li> </ol>
See if the line in the call log is busy before placing a call to that line	Look for Busy Lamp Field indicators. See <a href="#">Using BLF to Determine a Line State, page 54</a> .

### Tip

To view the complete call record of a multiparty call (for example, of call that has been forwarded or transferred to you), highlight the call record and press **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)	<ol style="list-style-type: none"> <li>1. Choose   (Directory) &gt; Directory Services &gt; Corporate Directory (name can vary).</li> <li>2. Use your keypad to enter a search criteria such as a name.</li> <li>3. Choose  or Options &gt; Submit.</li> <li>4. Scroll to a listing.</li> </ol> <p><b>Note</b> To edit the displayed number (to add or to remove a prefix), choose Options &gt; EditDial followed by  or  to reposition the cursor. Use the keypad to enter digits, or press &lt;&lt; to delete numbers.</p> <ol style="list-style-type: none"> <li>5. Press Dial or  .</li> </ol>
See if the phone line in the directory is busy	Look for Busy Lamp Field indicators. See <a href="#">Using BLF to Determine a Line State, page 54</a> .

### Tips

- Use the numbers on your keypad to enter characters on your phone screen. See [Entering and Editing Text, page 14](#).
- 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](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 86](#).

If you want to...	Then...
Access Personal Directory (for PAB and Fast Dial codes)	<ol style="list-style-type: none"> <li>Choose  (Directory) &gt; Directory Services &gt; Personal Address Book (PAB) Service (exact name may vary).</li> <li>Enter your Cisco Unified Communications Manager user ID and PIN, then press <b>Options</b> &gt; <b>Submit</b>.</li> </ol>
Search for a PAB entry	<ol style="list-style-type: none"> <li>Access <b>Personal Address Book</b>.</li> <li>Enter search criteria and choose <b>Options</b> &gt; <b>Submit</b>.</li> </ol> <p><b>Note</b> To get a complete list of your PAB entries, do not enter any search criteria, and choose <b>Options</b> &gt; <b>Submit</b>.</p> <ol style="list-style-type: none"> <li>You can choose <b>Options</b> &gt; <b>Previous</b> or <b>Next</b> to move through listings.</li> <li>Scroll to the PAB listing that you want and press <b>Select</b> or .</li> </ol>
Dial from PAB entry	<ol style="list-style-type: none"> <li>Search for a PAB entry.</li> <li>Scroll to the listing and press <b>Select</b> or .</li> <li>Press <b>Dial</b>.</li> <li>Scroll to the number that you want to dial and press <b>OK</b>.</li> <li>Press <b>OK</b> again to dial the number.</li> </ol>
Delete a PAB entry	<ol style="list-style-type: none"> <li>Search for a PAB entry.</li> <li>Scroll to the listing and press <b>Select</b> or .</li> <li>Choose <b>Options</b> &gt; <b>Delete</b>.</li> <li>Press <b>OK</b> to confirm the deletion or <b>Cancel</b>.</li> </ol>
Edit a PAB entry	<ol style="list-style-type: none"> <li>Search for a PAB entry.</li> <li>Scroll to the listing and press <b>Select</b> or .</li> <li>Choose <b>Options</b> &gt; <b>Edit</b> to modify a name or mail address.</li> <li>If necessary, choose <b>Options</b> &gt; <b>Phones</b> to modify a phone number.</li> <li>Press <b>Update</b>.</li> </ol>

If you want to...	Then...
Add a new PAB entry	<ol style="list-style-type: none"> <li>1. Access <b>Personal Address Book</b>.</li> <li>2. Access the Search page and choose <b>Options &gt; Submit</b>. (You do not need to input search information first.)</li> <li>3. Choose <b>Options &gt; New</b>.</li> <li>4. Use the keypad to enter a name or nickname.</li> <li>5. Press <b>Phones</b> and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as a 9 or 1.</li> <li>6. Press <b>Submit</b> to add the entry to the database.</li> </ol>
Assign a Fast Dial code to a PAB entry	<ol style="list-style-type: none"> <li>1. Search for a PAB entry.</li> <li>2. Scroll to the listing and press <b>Select</b> or .</li> <li>3. Choose <b>Options &gt; Fast Dial</b>.</li> <li>4. Scroll to the Fast Dial code that you want to assign to the number and press <b>Select</b> or .</li> </ol>
Add a new Fast Dial code (not using a PAB entry)	<ol style="list-style-type: none"> <li>1. Choose  <b>(Directory) &gt; Personal Address Book</b>.</li> <li>2. Select <b>Personal Fast Dials</b>.</li> <li>3. Scroll to a Fast Dial code that is unassigned and press <b>Select</b> or .</li> <li>4. Press <b>Assign</b>.</li> <li>5. Enter a phone number.</li> <li>6. Press <b>Update</b>.</li> </ol>
Search for Fast Dial codes	<ol style="list-style-type: none"> <li>1. Choose  <b>(Directory) &gt; Personal Fast Dials</b>.</li> <li>2. You can choose <b>Options &gt; Previous</b> or <b>Next</b> to move through listings.</li> <li>3. Scroll to the listing you want and press <b>Select</b> or .</li> </ol>
Place a call using a Fast Dial code	<ol style="list-style-type: none"> <li>1. Search for a Fast Dial code.</li> <li>2. Scroll to the listing you want and press <b>Select</b> or .</li> <li>3. Press <b>Dial</b>.</li> <li>4. Choose <b>OK</b> to complete the action.</li> </ol>
Delete a Fast Dial code	<ol style="list-style-type: none"> <li>1. Search for a Fast Dial code.</li> <li>2. Scroll to the listing you want and press <b>Select</b> or .</li> <li>3. Choose <b>Options &gt; Remove</b>.</li> </ol>
Log out of Personal Directory	<ol style="list-style-type: none"> <li>1. Choose  <b>(Directory) &gt; Personal Address Book</b> (exact name may vary).</li> <li>2. Choose <b>Logout</b>.</li> </ol>

## 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.


















## 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 67](#).


If you want to...	Then...
Add a contact to your phone book	<ol style="list-style-type: none"><li>1. Choose   (Directory) &gt; <b>Phone Book</b> or press <b>Ph Book</b> (if available).</li><li>2. Do one of the following:<ul style="list-style-type: none"><li>– Press <b>New</b> (if Phone Book is empty).</li><li>– Choose <b>Options</b> &gt; <b>New</b> (if Phone Book is not empty).</li></ul></li><li>3. At the New Contact screen, fill in contact information.</li><li>4. When finished, press <b>Options</b>, then choose <b>Save</b> to save the information, or press <b>Cancel</b>.</li></ol>
Assign a primary number for a contact	<ol style="list-style-type: none"><li>1. Choose   (Directory) &gt; <b>Phone Book</b> or press <b>Ph Book</b> (if available).</li><li>2. Highlight a contact name and choose <b>Options</b> &gt; <b>Details</b>.</li><li>3. Select a number:  work phone,  home phone,  mobile phone, or  other phone, and choose <b>Options</b> &gt; <b>Primary</b>. A  (checkmark) appears next to that number.</li></ol> <p><b>Note</b> The default primary number for a contact is the work phone. You can assign any number as the primary number.</p>

If you want to...	Then...
Change the name or company information for a contact	<ol style="list-style-type: none"> <li>1. Choose   (Directory) &gt; Phone Book or press Ph Book (if available).</li> <li>2. Highlight a contact name and press  to view the details. You may also choose Options &gt; Details.</li> <li>3. Select the information field and press Change.</li> <li>4. Enter your changes. When finished, press Options, then choose Save to save the information, or press Cancel.</li> </ol>
Change a phone number for a contact	<ol style="list-style-type: none"> <li>1. Choose   (Directory) &gt; Phone Book or press Ph Book (if available).</li> <li>2. Highlight a contact name and press  to view the details. You may also choose Options &gt; Details.</li> <li>3. Select a number:  work phone,  home phone,  mobile phone, or  other phone, and choose Options &gt; Change.</li> <li>4. Enter your changes. When finished, press Options, then choose Save to save the information, or press Cancel.</li> </ol>
Search for a contact in your phone book	<ol style="list-style-type: none"> <li>1. Choose   (Directory) &gt; Phone Book or press Ph Book (if available).</li> <li>2. Choose Options &gt; Mode and enter the text to search. You can search for first name, last name, nickname, and company name.</li> </ol> <p><b>Note</b> 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).</p> <p>Choose Options &gt; Mode again to change the way you enter search text.</p>
Remove a contact from the phone book	<ol style="list-style-type: none"> <li>1. Choose   (Directory) &gt; Phone Book or press Ph Book (if available).</li> <li>2. Highlight a contact name and choose Options &gt; Delete. The contact is removed and the speed dial for this contact number will be unassigned.</li> </ol>
Dial the primary phone number for a contact	<ol style="list-style-type: none"> <li>1. Choose   (Directory) &gt; Phone Book or press Ph Book (if available).</li> <li>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 &gt; Dial.</li> </ol> <p><b>Note</b> The default primary number for a contact is the work phone. You can change the primary number to be any number for this contact.</p>

If you want to...	Then...
Dial any phone number for a contact	<ol style="list-style-type: none"> <li>1. Choose   (Directory) &gt; Phone Book or press Ph Book (if available).</li> <li>2. Highlight a contact name, then do one of the following: <ul style="list-style-type: none"> <li>- 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.</li> <li>- Choose Options &gt; Details, highlight a phone number, and press  or Options &gt; Dial.</li> </ul> </li> </ol>
Clear all entries from your phone book	<ol style="list-style-type: none"> <li>1. Choose   (Directory) &gt; Phone Book or press Ph Book (if available).</li> <li>2. Press Options and select DeleteAll.</li> </ol>
Copy a phone number from a call log or directory to a new phone book contact	<ol style="list-style-type: none"> <li>1. Choose   (Directory) &gt; Missed Calls, or Received Calls, or Placed Calls.</li> <li>2. Scroll to a phone number, choose Options &gt; Store &gt; New Contact. The Store Contact screen appears.</li> <li>3. Enter the information for: First Name, Last Name, Nickname, and Company.</li> <li>4. When finished, choose Options &gt; Save, then select the phone type to store the number.</li> </ol>
Copy a phone number from a call log or directory to an existing phone book contact	<ol style="list-style-type: none"> <li>1. Choose   (Directory) &gt; Missed Calls, or Received Calls, or Placed Calls.</li> <li>2. Scroll to a phone number, choose Options &gt; Store &gt; Use Existing Contact.</li> <li>3. On the Phone Book contacts list, highlight a name.</li> <li>4. Select the phone type to store the number.</li> </ol>

If you want to...	Then...
Assign a speed dial to a contact number in your phone book (from the Speed Dial screen)	<ol style="list-style-type: none"> <li>1. Choose   (Directory) &gt; Speed Dials.</li> <li>2. Highlight an unassigned speed dial and press <b>Assign</b>. A list of Phone Book contacts appears.</li> <li>3. Highlight a name. Choose the primary number, or scroll left or right to choose another number, then press <b>Select</b>. The selected number is assigned to the speed dial.</li> </ol> <p><b>Note</b> Speed dial 1 is always assigned to voicemail. You cannot remove or reassign this speed dial.</p> <p><b>Note</b> To make a speed-dial call, see <a href="#">Placing a Call—Additional Options, page 31</a>.</p>
Assign a speed dial to a contact number in your phone book (from the main phone screen)	<ol style="list-style-type: none"> <li>1. Press and hold an unassigned speed-dial number for about two seconds, then press <b>Yes</b>. The Phone Book main screen appears.</li> <li>2. Highlight a contact and press <b>Select</b> to assign the speed dial to the primary number.</li> </ol>
Unassign a speed dial	<ol style="list-style-type: none"> <li>1. Choose   (Directory) &gt; Speed Dials.</li> <li>2. Highlight the assigned speed dial and press <b>Delete</b>.</li> <li>3. Press <b>Yes</b> to confirm, or <b>No</b> to cancel.</li> </ol>

### Tip





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.

# 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	<ol style="list-style-type: none"> <li>1. Press <b>Message</b> or press and hold .</li> <li>2. Follow the voice instructions.</li> </ol> <p><b>Note</b> If you changed the left softkey on the main phone screen to <b>Phone Book</b>, the <b>Message</b> softkey will not be available. For more information, see <a href="#">Customizing the Phone Screen, page 67</a>.</p>
Check for your new voice messages	<p>Look at your phone for these indicators:</p> <ul style="list-style-type: none"> <li>• A red blinking light</li> <li>• A text message, “You Have VoiceMail”</li> <li>• A flashing message waiting  icon next to your directory number in  (Line View)</li> </ul>
Listen to your voice messages or access the voice message system menu	<ol style="list-style-type: none"> <li>1. Press <b>Message</b> or press and hold .</li> <li>2. Enter your voice message password.</li> <li>3. Follow the voice instructions to listen to your messages.</li> </ol> <p><b>Note</b> If you changed the left softkey on the main phone screen to <b>Phone Book</b>, the <b>Message</b> softkey will not be available. For more information, see <a href="#">Customizing the Phone Screen, page 67</a>.</p>
Send a call to your voice message system	<p>Press <b>iDivert</b>.</p> <p>The iDivert feature automatically transfers a call (including a ringing or held call) to your voice message system. Callers will hear your voice message greeting and can leave you a message.</p>



# Accessing Your User Options Web Pages

---

Your Cisco Unified Wireless IP Phone 7921G 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, page 81](#)
- [Cisco Unified Communications Manager Release 5.1 and Later User Options Web Pages, page 83](#)

## 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 Unified IP Phone on the Web* at the following URL:

[http://www.cisco.com/en/US/products/hw/phones/ps379/products\\_user\\_guide\\_list.html](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, page 81](#)
- [Subscribing to Phone Services, page 82](#)

## 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	<ol style="list-style-type: none"> <li>1. Obtain a User Options URL, user ID, and default password from your system administrator.</li> <li>2. Open a web browser on your computer, enter the URL, and log on. The Cisco Unified CallManager User Options main web page displays.</li> </ol>

If you want to...	Then do this...
Select a device after logging in	<ol style="list-style-type: none"> <li>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.</li> <li>2. Make changes to the options for your wireless IP phone.</li> </ol>

### 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 83](#).

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	<ol style="list-style-type: none"> <li>1. From the main menu, choose <b>Configure your Cisco IP Phone Services</b>.</li> <li>2. Select a service from the “Available Services” drop-down list and click <b>Continue</b>.</li> <li>3. Enter more information upon request (such as a zip code or PIN).</li> <li>4. Click <b>Subscribe</b>.</li> </ol>
Change or end subscriptions	<ol style="list-style-type: none"> <li>1. From the main menu, choose <b>Configure your Cisco IP Phone Services</b>.</li> <li>2. Click a service in the “Your Subscribed Services” panel.</li> <li>3. Click <b>Update</b> after making changes, or click <b>Unsubscribe</b>.</li> </ol>

If you want to...	Then, do this after you log in and select your device type...
Access a service on your phone	<ol style="list-style-type: none"> <li>1. Choose   (Services) &gt; (Service Name).</li> <li>2. Select the service that you want.</li> </ol>
Learn how to use phone services	Refer to <i>Customizing Your Cisco Unified IP Phone on the Web</i> : <a href="http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html">http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html</a>

## 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 5.0 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 83](#)
- [Configuring Features and Services on the Web, page 84](#)

## 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	<ol style="list-style-type: none"> <li>1. Obtain a User Options URL, user ID, and default password from your system administrator.</li> <li>2. Open a web browser on your computer, enter the URL, and log on.</li> <li>3. If prompted to accept security settings, click <b>Yes</b> or <b>Install Certificate</b>.</li> </ol> <p>The Cisco Unified Communications Manager User Options main web page displays. From this page, you can choose <b>User Options</b> to access User Settings, Directory features, a Personal Address Book, and Fast Dials.</p> <p>To access phone-specific options, select a device (see below).</p>

If you want to...	Then do this...
Select a device after logging in	<ol style="list-style-type: none"> <li data-bbox="389 191 1188 250">1. After you have logged in to your User Options web pages, choose <b>User Options &gt; Device</b>. The Device Configuration page displays.</li> <li data-bbox="389 305 1188 425">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.</li> </ol>
Configure user features	Choose <b>User Options</b> drop-down button to access these features: <ul style="list-style-type: none"> <li data-bbox="397 480 583 509">• User Settings</li> <li data-bbox="397 522 545 552">• Directory</li> <li data-bbox="397 565 701 594">• Personal Address Book</li> <li data-bbox="397 607 551 636">• Fast Dials</li> </ul>
Configure phone settings	Choose toolbar buttons to access these phone-specific options: <ul style="list-style-type: none"> <li data-bbox="397 688 580 717">• Line settings</li> <li data-bbox="397 730 564 760">• Speed dials</li> <li data-bbox="397 773 602 802">• Phone services</li> <li data-bbox="397 815 577 844">• Service URL</li> </ul>
Return to the Device Configuration page	Choose <b>User Options &gt; Device</b> 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 83](#).

- [Setting Up Speed Dials on the Web, page 85](#)
- [Using Personal Directory on the Web, page 86](#)
- [Setting Up Phone Services on the Web, page 88](#)
- [Controlling User Settings on the Web, page 89](#)
- [Controlling Line Settings on the Web, page 90](#)
- [Using Cisco WebDialer, page 91](#)


## 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 46](#).

If you want to...	Then do this after you log in...
Set up Line View speed-dial numbers	<ol style="list-style-type: none"> <li>1. Select the name for the Cisco Unified Wireless IP Phone 7921G device.</li> <li>2. Click <b>Speed Dials</b>.</li> <li>3. Enter a phone number as you would dial it.</li> <li>4. Enter a label for the speed-dial number that is 11 characters or less.</li> <li>5. Click <b>Save</b></li> </ol> <p><b>Note</b> If you have speed dials configured in your Line View, the speed-dial label appears next to the  icon.</p>
Set up Abbreviated Dials	<ol style="list-style-type: none"> <li>1. Select the name for the Cisco Unified Wireless IP Phone 7921G device.</li> <li>2. Click <b>Speed Dials</b>.</li> <li>3. Enter a phone number as you would dial it and label for an Abbreviated Dialing code.</li> <li>4. Click <b>Save</b>.</li> </ol> <p><b>Note</b> Make note of the number for the Abbreviated Dialing Code. Use this code with <b>Options &gt; AbbrDial</b> to access the speed-dial number.</p>
Set up Fast Dials	<p>See <a href="#">Configuring Fast Dials on the Web, page 87</a>.</p> <p>You can also set up Fast Dials on your phone. See the <a href="#">Using Personal Directory on Your Phone, page 73</a>.</p>

### 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 73](#).

## Using Your Personal Address Book on the Web

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

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

## Configuring Fast Dials on the Web

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

If you want to...	Then, do this after you log in...
Assign a Fast Dial code to a PAB entry	<ol style="list-style-type: none"> <li>1. Create a PAB entry. See <a href="#">Using Your Personal Address Book on the Web, page 86</a>.</li> <li>2. Choose <b>User Options &gt; Fast Dials</b>.</li> <li>3. Click <b>Add New</b>.</li> <li>4. Change the Fast Dial code, if desired.</li> <li>5. Use the Search Options area to find the appropriate PAB entry.</li> <li>6. Click a phone number in the Search Results area.</li> <li>7. Click <b>Save</b>.</li> </ol>
Assign a Fast Dial code to a phone number (without using a PAB entry)	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Fast Dials</b>.</li> <li>2. Click <b>Add New</b>.</li> <li>3. Change the Fast Dial code, if desired.</li> <li>4. Enter a phone number.</li> <li>5. Click <b>Save</b>.</li> </ol>
Search for a Fast Dial entry	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Fast Dials</b>.</li> <li>2. Specify search information and click <b>Find</b>.</li> </ol>
Edit a Fast Dial phone number	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Fast Dials</b>.</li> <li>2. Search for the Fast Dial entry that you want to edit.</li> <li>3. Click a component of the entry.</li> <li>4. Change the phone number.</li> <li>5. Click <b>Save</b>.</li> </ol>
Delete a Fast Dial entry	<ol style="list-style-type: none"> <li>1. Search for a Fast Dial.</li> <li>2. Select one or more entries.</li> <li>3. Click <b>Delete Selected</b>.</li> </ol>

### Tips,

- You can create up to 500 Fast Dial and PAB entries.
- You can create a new Fast Dial entry without using a PAB entry. Such Fast Dial entries, 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	<ol style="list-style-type: none"><li>1. Select the name for the Cisco Unified Wireless IP Phone 7921G device.</li><li>2. Click <b>Phone Services</b>.</li><li>3. Click <b>Add New</b>.</li><li>4. Choose a service from the drop-down list and click <b>Next</b>.</li><li>5. Change the service label and/or enter additional service information, if available (optional).</li></ol> <p><b>Note</b> 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"</p> <ol style="list-style-type: none"><li>6. Click <b>Save</b>.</li></ol>
Search for services	<ol style="list-style-type: none"><li>1. Select a device.</li><li>2. Click <b>Phone Services</b>.</li><li>3. Click <b>Find</b>.</li></ol>
Change or end services	<ol style="list-style-type: none"><li>1. Search for services.</li><li>2. Select one or more entries.</li><li>3. Click <b>Delete Selected</b>.</li></ol>
Change a service name	<ol style="list-style-type: none"><li>1. Search for services.</li><li>2. Click on the service name.</li><li>3. Change the information and click <b>Save</b>.</li></ol>



If you want to...	Then do this after you log in...
Add a service to an available screen slot	<ol style="list-style-type: none"> <li>1. Select a device.</li> <li>2. Click <b>Service URL</b>.</li> </ol> <p><b>Note</b> If you do not see this option, ask your system administrator to configure a service URL button for your phone.</p> <ol style="list-style-type: none"> <li>3. Choose a service from the Button Service drop-down list.</li> <li>4. If you want to rename the service, edit the label fields.</li> </ol> <p><b>Note</b> Your phone uses the ASCII Label field if the phone does not support double-byte character sets.</p> <ol style="list-style-type: none"> <li>5. Click <b>Save</b>.</li> <li>6. Click <b>Reset</b> to reset your phone (necessary to see the new label on your phone).</li> </ol>
Access a service on your phone	Choose   (Services) > (Service Name).

## 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	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; User Settings</b>.</li> <li>2. In the Browser Password area, enter information.</li> </ol> <p><b>Note</b> A password must be 5-127 characters.</p> <ol style="list-style-type: none"> <li>3. Click <b>Save</b>.</li> </ol>
Change your PIN	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; User Settings</b>.</li> <li>2. In the Phone PIN area, enter information.</li> </ol> <p><b>Note</b> A PIN must be 5-20 numbers.</p> <ol style="list-style-type: none"> <li>3. Click <b>Save</b>.</li> </ol>
Change the language (locale) for your User Options web pages	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; User Settings</b>.</li> <li>2. In the User Locale area, choose an item from the Locale drop-down list.</li> <li>3. Click <b>Save</b>.</li> </ol>

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

## 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 All Calls to Another Number, page 40](#).
  - To learn about phone settings that you can access directly on your phone, see [Changing Phone Settings, page 64](#).

If you want to...	Then do this after you log in...
Set up call forwarding per line	<ol style="list-style-type: none"> <li>1. Select the name for the Cisco Unified Wireless IP Phone 7921G device.</li> <li>2. Click <b>Line Settings</b>.</li> <li>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.</li> <li>4. In the Incoming Call Forwarding area, choose call forwarding settings for various conditions.</li> <li>5. Click <b>Save</b>.</li> </ol>

If you want to...	Then do this after you log in...
Change the voice message indicator setting per line	<ol style="list-style-type: none"> <li>1. Select your device.</li> <li>2. Click <b>Line Settings</b>.</li> <li>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.</li> <li>4. In the Message Waiting Lamp area, choose from various settings.</li> </ol> <p><b>Note</b> Typically, the default message waiting setting prompts your phone to display a light and a message to indicate a new voice message.</p> <ol style="list-style-type: none"> <li>5. Click <b>Save</b>.</li> </ol>
Change or create a line text label that appears on your phone screen	<ol style="list-style-type: none"> <li>1. Select your device.</li> <li>2. Click <b>Line Settings</b>.</li> <li>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.</li> <li>4. In the Line Text Label area, enter a text label.</li> </ol> <p><b>Note</b> 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"</p> <ol style="list-style-type: none"> <li>5. Click <b>Save</b>.</li> </ol>


**Tip**

You cannot change the Ring Settings for the Cisco Unified Wireless IP Phone 7921G 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	<ol style="list-style-type: none"> <li data-bbox="340 224 1212 289">1. Log in to your User Options web pages. See <a href="#">Accessing Your User Options Web Pages, page 83</a>.</li> <li data-bbox="340 297 1212 329">2. Choose <b>User Options &gt; Directory</b> and search for a coworker.</li> <li data-bbox="340 337 1212 370">3. Click the number that you want to dial.</li> <li data-bbox="340 378 1212 443">4. If this is your first time using WebDialer, set up preferences and click <b>Submit</b>. (See the last row in this table for details.)</li> <li data-bbox="340 451 1212 557">5. If the Make Call page appears, click <b>Dial</b>. (See the last row in this table to learn how to suppress this page in the future, if desired.) The call is now placed on your phone.</li> <li data-bbox="340 565 1212 597">6. To end a call, click <b>Hangup</b> or disconnect from your phone.</li> </ol>
Use WebDialer with another online corporate directory (not your User Options directory)	<ol style="list-style-type: none"> <li data-bbox="340 605 1212 670">1. Log in to a WebDialer-enabled corporate directory and search for coworkers.</li> <li data-bbox="340 678 1212 711">2. Click the number that you want to dial.</li> <li data-bbox="340 719 1212 751">3. When prompted, enter your user ID and password.</li> <li data-bbox="340 760 1212 824">4. If this is your first time using WebDialer, set up preferences and click <b>Submit</b>. (See the last row in this table for details.)</li> <li data-bbox="340 833 1212 938">5. If the Make Call page appears, click <b>Dial</b>. (See the last row in this table to learn how to suppress this page in the future, if desired.) The call is now placed on your phone.</li> <li data-bbox="340 946 1212 979">6. To end a call, click <b>Hangup</b> or disconnect from your phone.</li> </ol>
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	<p data-bbox="387 191 709 220">Access the Preferences page.</p> <p data-bbox="387 232 1251 290">The Preferences page appears the first time that you use WebDialer (after you click the number that you want to dial).</p> <p data-bbox="387 302 1220 360">To return to Preferences in the future, click the preferences icon from the Make Call or Hang Up page.</p> <p data-bbox="387 371 989 401">The Preferences page contains the following options:</p> <ul data-bbox="400 412 1251 638" style="list-style-type: none"> <li data-bbox="400 412 1184 470">• Preferred language—Determines the language used for WebDialer settings and prompts.</li> <li data-bbox="400 487 1251 638">• 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.</li> </ul> <p data-bbox="434 646 1224 704">To display the host name on your phone, choose ▼  (Settings) &gt; Network Profile &gt; Network Configuration &gt; Host Name.</p> <ul data-bbox="400 716 1251 911" style="list-style-type: none"> <li data-bbox="400 716 1251 808">• Use Extension Mobility—If selected, prompts WebDialer to use the wireless IP phone that is associated with your Extension Mobility profile (if available).</li> <li data-bbox="400 820 1251 911">• Do not display call confirmation—If selected, prompts WebDialer to suppress the Make Call page. This page appears by default after you click a phone number in a WebDialer-enabled online directory.</li> </ul>

## Setting Up Phones and Access Lists for Mobile Connect

When using Cisco Mobile Connect, you must add your cellular and other phones that you want to use to make and receive calls using the same directory numbers as your desk phone. These phones are called *remote destinations*. You can also define access lists to restrict or allow calls from certain numbers to be sent to your cellular phone.

If you want to...	Then do this after you log in...
Create an access list	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Mobility Settings &gt; Access Lists</b>.</li> <li>2. Click <b>Add New</b>.</li> <li>3. Enter the following information: <ul style="list-style-type: none"> <li>- Name—Identifies the access list.</li> <li>- Description—Describes the access list.</li> </ul> </li> <li>4. Choose one of these options: <ul style="list-style-type: none"> <li>- Blocked Access List—Creates list for numbers to be blocked</li> <li>- Allowed Access List—Creates list for numbers that will be permitted</li> </ul> </li> <li>5. Click <b>Save</b>.</li> </ol>
Add members to an access list.	<ol style="list-style-type: none"> <li>1. Create an access list.</li> <li>2. Click <b>Add Member</b> to add phone numbers or filters to the list.</li> <li>3. Select an option from the Filter Mask drop-down list box. You can filter a directory number, calls with restricted caller ID (Not Available), or calls with anonymous caller ID (Private).</li> <li>4. If you select a directory number from the Filter Mask drop-down list box, enter a phone number or filter in the DN Mask field. You can use the following wild cards to define a filter: <ul style="list-style-type: none"> <li>- X (upper or lower case)—Matches a single digit. For example, 408555123X matches any number between 4085551230 and 4085551239.</li> <li>- !—Matches any number of digits. For example, 408! matches any number starts with 408.</li> <li>- #—Used as a single digit for exact match.</li> </ul> </li> <li>5. To add this member to the access list, click <b>Save</b>.</li> <li>6. To save the access list, click <b>Save</b>.</li> </ol>

If you want to...	Then do this after you log in...
Add a new remote destination	<ol style="list-style-type: none"> <li>1. Choose <b>User Options &gt; Mobility Settings &gt; Remote Destinations</b>.</li> <li>2. Select the device from the Name drop-down list box.</li> <li>3. Click <b>Remote Destinations</b>.</li> <li>4. Click <b>Add New</b>.</li> <li>5. Enter the following information: <ul style="list-style-type: none"> <li>– Name—Enter a name for the cellular (or other) phone.</li> <li>– Destination Number—Enter your cellular phone number.</li> <li>– Answer Too Soon Timer—Enter the amount of time before you can pick up a call on the remote destination (in milliseconds).</li> <li>– Answer Too Late Timer—Enter the amount of time after which it is too late to pick up a call on the remote destination (in milliseconds).</li> <li>– Delay Before Ringing Timer—Enter the amount of time before the call rings on the remote destination (in milliseconds).</li> <li>– Remote Destination Profile—Select a remote destination profile, which contains the settings that apply to all of your remote destinations.</li> <li>– Allowed Access List—Select a phone number or rule that allows your cellular phone to ring when a call comes in to your wireless IP phone. You can select an allowed access list or blocked access list, but not both.</li> <li>– Blocked Access List—Select a phone number or rule for which your cellular phone does not ring when a call comes in to your wireless IP phone. You can select an allowed access list or blocked access list, but not both.</li> <li>– Mobile Phone—Select to allow your cellular phone can accept a call sent from your wireless IP phone.</li> <li>– Enable Mobile Connect—Select to allow your cellular phone to ring simultaneously with your wireless IP phone.</li> <li>– Smart Client Installed—Select to indicate that the remote destination you are setting up is a smartphone.</li> </ul> </li> <li>6. Click <b>Save</b>.</li> </ol>

# 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](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 <a href="#">Accessing Your User Options Web Pages</a> , page 81.
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 <a href="#">Using a Shared Line</a> , page 51.



If you...	Then...	For more information...
Share phones or office space with coworkers	Consider using: <ul style="list-style-type: none"> <li>• Call Park to store and retrieve calls without using the transfer feature.</li> <li>• Call Pickup to answer calls ringing on another phone.</li> <li>• A shared line to view or join coworkers calls.</li> <li>• Cisco Extension Mobility to apply your phone number and user profile to a shared phone</li> </ul>	Ask your system administrator about these features and see the: <ul style="list-style-type: none"> <li>• <a href="#">Tracing Suspicious Calls, page 55.</a></li> <li>• <a href="#">Using a Shared Line, page 51.</a></li> <li>• <a href="#">Using Cisco Extension Mobility, page 57.</a></li> </ul>
Answer calls frequently or handle calls on someones behalf	Ask your system administrator to set up the AutoAnswer feature for your phone.	See <a href="#">Using AutoAnswer, page 63.</a>
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 <a href="#">Using BLF to Determine a Line State, page 54.</a>
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 <a href="#">Using Cisco Extension Mobility, page 57.</a>
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 <a href="#">Preventing Others from Viewing or Joining a Shared-Line Call, page 53.</a>

# Troubleshooting Your Phone

---

This section provides troubleshooting information for your Cisco Unified Wireless IP Phone 7921G.

## 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	<p>One or more of the following factors might apply:</p> <ul style="list-style-type: none"><li>Your phone is out of the wireless network access point service area.</li></ul> <p><b>Note</b> When roaming with your phone, a green blinking light indicates that the phone is still within the wireless service coverage area.</p> <ul style="list-style-type: none"><li>You must log in to the Extension Mobility service.</li><li>You must enter a client matter code or forced authorization code after you dial a number.</li><li>Your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.</li></ul>
The main phone screen is not active	<p>One of these messages appears on the status line:</p> <ul style="list-style-type: none"><li>Network busy—Not enough available bandwidth exists in wireless network to complete this call. Try again later.</li><li>Leaving service area—Phone is out of range of its associated access point and wireless network.</li><li>Locating network services—Phone is searching for a wireless network access point.</li><li>Authentication failed—Authentication server did not accept the security credentials.</li><li>Configuring IP—Phone is waiting for DHCP to assign an IP address.</li></ul>
The Settings menu is unresponsive	Your system administrator might have disabled Settings on your phone.
Join fails	<b>Join</b> requires multiple selected calls. Be sure that you have selected at least one call in addition to the active call, which is selected automatically. <b>Join</b> also requires the selected calls to be on the same line. If necessary, transfer calls to one line before joining them.

Symptom	Explanation
The softkey that you want to use does not appear	One or more of the following factors might apply: <ul style="list-style-type: none"> <li>You must press <b>Options</b> and scroll to reveal additional softkeys.</li> <li>You must change the line state (for example, place a call or have a connected call).</li> <li>Your phone is not configured to support the feature associated with that softkey.</li> </ul>
<b>Barge</b> fails and results in a fast busy tone	One or more of the following factors might apply: <ul style="list-style-type: none"> <li>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.</li> <li>You cannot barge a call on another Cisco Unified Wireless IP Phone.</li> </ul>
You are disconnected from a call that you joined using <b>Barge</b>	You will be disconnected from a call that you have joined using <b>Barge</b> if the call is put on hold, transferred, or turned into a conference call.
Cisco <b>CallBack</b> fails	The other party might have call forwarding enabled.

## Viewing Phone Administration Data

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

If you are asked to...	Then...
Access network or wireless network configuration data	Choose   ( <b>Settings</b> ) > <b>Device Information</b> > <b>Network</b> or <b>WLAN</b> and select the configuration item that you want to view.
Access status data	Choose   ( <b>Settings</b> ) > <b>Status</b> and select the status item that you want to view.
Access phone call and voice quality information	Choose   ( <b>Settings</b> ) > <b>Status</b> > <b>Call Statistics</b> .

## Using the Quality Reporting Tool

Your system administrator may temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. You can 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 warranty applicable to Cisco software, is included on the Cisco Documentation CD and on Cisco.com. Follow these steps to access and download the *Cisco Information Packet* and your warranty document from the CD or Cisco.com.

1. Launch your browser, and go to this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpcck/cetrans.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpcck/cetrans.htm)

The Warranties and License Agreements page appears.

2. To read the *Cisco Information Packet*, follow these steps:
  - a. Click the **Information Packet Number** field, and make sure that the part number 78-5235-03B0 is highlighted.
  - b. Select the language in which you would like to read the document.
  - c. Click **Go**.
  - d. The Cisco Limited Warranty and Software License page from the Information Packet appears.
  - e. Read the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).



---

**Note**

You must have Adobe Acrobat Reader to view and print PDF files. You can download the reader from Adobe's website: <http://www.adobe.com>

---

3. To read translated and localized warranty information about your product, follow these steps:
  - a. Enter this part number in the Warranty Document Number field:  
78-10747-01C0
  - b. Select the language in which you would like to view the document.
  - c. Click **Go**.  
The Cisco warranty page appears.
  - d. Read the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).

You can also contact the Cisco service and support website for assistance:

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

**Duration of Hardware Warranty**

One (1) Year

**Replacement, Repair, or Refund Policy for Hardware**

Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of a Return Materials Authorization (RMA) request. Actual delivery times can vary, depending on the customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

**To Receive a Return Materials Authorization (RMA) Number**

Contact the company from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Complete the information below, and keep it for reference.

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



# Index

---

## A

- abbreviated dialing [85](#)
- accessibility [6](#)
- accessories for phone [15](#)
- ad hoc conference, See conference calls
- answer/send button [22](#)
- answering calls [34](#)
- application button [22](#)
- authenticated calls [55](#)
- auto keylock [69](#)
- AutoAnswer, using [63](#)

## B

- barge
  - and privacy [53](#)
  - and shared lines [51](#)
  - using [52](#)
- battery
  - installing [9](#)
  - removing [9](#)
  - safety notices [3](#)
- billing codes, dialing with [33](#)
- button
  - answer/send [22](#)
  - application [22](#)
  - left softkey [22](#)

- mute [22](#)
- navigation [21, 24](#)
- power/end [21](#)
- right softkey [21](#)
- select [21](#)
- shortcuts [26](#)
- speaker [21, 61](#)
- volume [22](#)

## C

- cable lock for desktop charger [17](#)
- call forwarding [40](#)
  - configuring from Communications Manager web page [90](#)
- call history
  - menu options [71](#)
  - viewing and dialing from [71](#)
- call logs
  - erasing [71](#)
  - viewing and dialing from [71](#)
- call park [49](#)
- call pickup [48](#)
- call waiting [34](#)
- CallBack [32](#)
- call-handling, advanced [46](#)
- call-handling, basic [29](#)

- calls
    - answering [34](#)
    - blocking [40](#)
    - compared to lines [26](#)
    - conference features for [41](#)
    - ending [35](#)
    - forwarding [40, 90](#)
    - handling multiple [37](#)
    - holding and resuming [36](#)
    - icons for [27](#)
    - multiple parties on [41](#)
    - muting [37](#)
    - parking [49](#)
    - picking up [48](#)
    - placing [29, 31](#)
    - prioritizing [56](#)
    - redirecting while ringing [34](#)
    - secure [55](#)
    - selecting [27](#)
    - storing and retrieving [49](#)
    - transferring [38](#)
    - using DND [40](#)
    - online help for [25](#)
    - power supply [4](#)
    - powering on [13](#)
    - registering [15](#)
    - regulatory domains [5](#)
    - safety and performance [2](#)
    - troubleshooting [98](#)
    - web-based services for [81](#)
  - Cisco WebDialer [91, 92](#)
  - conference calls
    - ad hoc [41](#)
    - Meet-Me [42, 44](#)
    - standard [41, 42](#)
  - contacts
    - assigning a speed dial [79](#)
    - in Phone Book [76](#)
    - searching for [77](#)
  - corporate directory
    - using [73](#)
    - using from Communications Manager web page [91](#)
- ## D
- desktop charger
    - cable lock [17](#)
    - docked icon [62](#)
    - removing phone from [62](#)
    - using [62](#)
  - dialing, options for [29, 31](#)
  - directory
    - corporate, using [73](#)
    - option descriptions [72](#)



- personal, using [73](#)
- using from Communications Manager web page [92](#)

directory numbers, viewing [22](#)

DND [40](#)

Do Not Disturb [40](#)

## E

editing text [14](#)

encrypted calls [55](#)

ending a call, options for [35](#)

entering text [14](#)

Extension Mobility

- log in [57](#)
- log out [57](#)
- using [33](#)

## F

Fast Dial service, dialing with [32](#)

feature buttons, using [24](#)

feature menus [24](#)

features

- accessibility [6](#)
- adding additional [96](#)
- availability of [28](#)

forwarding calls, options for [40](#)

## H

handset

- using [61](#)

hanging up, options for [35](#)

headset

- choosing ringer volume [64, 65](#)
- icon [61](#)
- mode, using [61](#)
- ordering [16](#)
- port [21, 61](#)
- quality [16](#)
- specifications [62](#)
- using [16, 61](#)
- using external devices [5](#)

healthcare environments [5](#)

help

- accessing [25](#)
- contents [25](#)
- using [25](#)

hold

- and switching calls [37](#)
- and transferring [38](#)
- using [36](#)

hunt group, logging out of [50](#)

## I

icon [45](#)

icons

- call state [27](#)
- descriptions of [23](#)
- line state [27](#)
- signal strength [13](#)

icons, for call states [27](#)

indicator light

- blink rates [20](#)
- blinks green [14](#)

colors [20](#)

in service [14](#)

installing, Cisco Unified Wireless IP Phone [9](#)

intercom line [45](#)

## K

keylock [26](#)

keypad lock

auto keylock feature [69](#)

lock keypad [26](#)

setting auto keylock [69](#)

unlocking keypad [26, 69](#)

keypad shortcuts [26](#)

## L

LED blink rates [20](#)

left softkey setting [67](#)

line settings, controlling on Communications  
Manager web page [90](#)

line view speed dial [46](#)

lines

accessing [26](#)

and call forwarding [90](#)

call state icons [27](#)

description of [26](#)

line view icon [26](#)

text label for [90](#)

viewing [26](#)

voice message indicator setting [90](#)

locking phone [17](#)

log out of hunt group [50](#)

## M

Malicious Call Identification (MCID) [55](#)

Meet-Me conferences [42, 44](#)

menu

accessing items [25](#)

accessing main menus [24](#)

menus, using [24](#)

missed calls, records of [71](#)

MLPP, using [56](#)

Multilevel Precedence and Preemption  
(MLPP) [56](#)

multiple calls, handling [37](#)

mute button [22](#)

mute, using [37](#)

## N

navigation button [21, 24](#)

network configuration data, locating [99](#)

network profile

locked [70](#)

viewing [70](#)

## O

online help, using [25](#)

## P

PAB

dialing from [32](#)

using from web page [86](#)

- password
  - changing EAP [70](#)
  - network EAP [14](#)
  - setting [14](#)
- password, changing [89](#)
- Personal Address Book, see PAB
- phone
  - handset mode [61](#)
  - lock set [17](#)
  - speaker mode [61](#)
- Phone Book, using [76](#)
- phone buttons
  - description [20](#)
- phone lines
  - description of [26](#)
  - viewing [22](#)
- phone screen
  - active call [27](#)
  - changing display brightness [67](#)
  - changing display timeout [67](#)
  - changing language [67](#)
  - changing LED indication [67](#)
  - cleaning [28](#)
  - feature descriptions [22](#)
  - features of [22](#)
  - icons [23](#)
  - menus [24](#)
- phone services
  - configuring [84](#)
- phone status line icons [23](#)
- pickup groups [48](#)
- PIN, changing [89](#)
- placed calls, records of [71](#)

- placing calls, options for [29, 31](#)
- power outage [5](#)
- power supply [4](#)
- power/end button [21](#)
- powering on [13](#)
- prioritizing calls [56](#)
- privacy
  - and shared lines [51](#)
  - using [53](#)
- push to talk
  - accessing [60](#)
  - button [60](#)
  - using [60](#)

## **Q**

- Quality Reporting Tool (QRT), using [99](#)

## **R**

- received calls, records of [71](#)
- redial [29](#)
- regulatory domains [5](#)
- remote-in-use for shared lines [51](#)
- resume, using [36](#)
- ring pattern
  - change setting [65](#)
  - changing with volume button [26](#)
- ring tones
  - changing [64, 65](#)
  - choosing per line [64, 65](#)
- ringer
  - volume [64, 65](#)

## S

- safety and performance [2](#)
- secure calls [55](#)
- security
  - levels of [55](#)
  - making and receiving secure calls [55](#)
  - verifying non-secure calls [55](#)
- select button
  - description [21](#)
  - using [25](#)
- selecting calls [27](#)
- services, subscribing to [88](#)
- shared lines
  - and In Use Remote message [51](#)
  - description of [51](#)
  - with barge [52](#)
  - with privacy [53](#)
- signal strength [13](#)
- softkey buttons
  - labels for [24](#)
  - using [24](#)
- software license
  - OpenSSL Project [6](#)
- speaker button [21](#)
- speaker icon [61](#)
- speakerphone
  - mode, using [61](#)
- special characters, accessing [15, 21, 22](#)
- speed dial
  - assigning to Phone Book contact [79](#)
  - hot key [46](#)
  - line view [46](#)
  - line view labels [85](#)

- making a call using a hot key [31](#)
- options [46](#)
- setting up from the web [85](#)
- using FastDial [47](#)
- speed-dial hot key [46](#)
- status data, locating [99](#)
- status line, viewing [24](#)
- subscriptions, for phone services [88](#)
- suspicious calls, tracing [55](#)
- switching calls [37](#)

## T

- TABSynch [88](#)
- TAPS, using [15](#)
- text
  - editing [14](#)
  - entering [14](#)
  - special characters [15, 21, 22](#)
- Tool for Auto-Registered Phones Support [15](#)
- transferring, options for [38](#)
- troubleshooting, data for [98](#)

## U

- User Options web pages
  - Cisco Unified CallManager
    - accessing and using [81](#)
    - subscribing to phone services [82](#)
  - Cisco Unified Communications Manager
    - accessing and using [83](#)
    - subscribing to phone services with [88](#)

## Communications Manager

- Address Book Synchronization Tool [88](#)

- device configuration page [84](#)

- configuring features and services [84](#)

- Fast Dials, configuring from web page [87](#)

- language (locale) settings [89](#)

- line view speed dial, configuring [85](#)

- password, changing [89](#)

- Personal Directory, using from web page [86](#)

- PIN, changing [89](#)

- using a speed-dial hot key [31](#)

## W

- warnings [2](#)

- warranty

- description of terms [100](#)

- hardware [100](#)

- WebDialer [92](#)

- wireless network data, locating [99](#)

## V

- vibration mode

- icon [26](#)

- setting [26](#)

- voice message indicator

- changing setting [90](#)

- voice messages

- accessing [80](#)

- indicator [80](#)

- shortcut [26](#)

- voice quality data, locating [99](#)

- volume

- adjusting [64, 65](#)

- adjusting during call [62](#)

- preserving [62](#)

- volume button

- description [22](#)

- using [26](#)







**Americas Headquarters**  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
www.cisco.com  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

**Asia Pacific Headquarters**  
Cisco Systems, Inc.  
168 Robinson Road  
#28-01 Capital Tower  
Singapore 068912  
www.cisco.com  
Tel: +65 6317 7777  
Fax: +65 6317 7799

**Europe Headquarters**  
Cisco Systems International BV  
Haarlerbergpark  
Haarlerbergweg 13-19  
1101 CH Amsterdam  
The Netherlands  
www-europe.cisco.com  
Tel: 31 0 800 020 0791  
Fax: 31 0 20 357 1100

**Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the  
Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).**

CCVP, the Cisco logo, and Welcome to the Human Network are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networkers, Networking Academy, Network Registrar, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0711R)

© 2008 Cisco Systems, Inc. All rights reserved.