CISCO SYSTEMS

AZUSA PACIFIC
U N I V E R S I T Y

User Guide for
Cisco Unified IP Phones
7961G and 7941G

Common Phone Tasks

View online help on the phone	Press ❓.
Place a call	Go-off hook before or after dialing a number.
Redial a number	Press **Redial**. Or press the Navigation button while on-hook to see your Placed Calls log.
Switch to the handset during a call	Pick up the handset.
Switch to the speaker or headset during a call	Press 🔊 or 🎧, then hang up the handset.
Mute your phone	Press 🔇.
Use your call logs	Press 📖 to choose a call log. To dial, highlight a listing and go off-hook.
Edit a number	Press **EditDial**, **<<** or **>>**.
Hold/resume a call	Press **Hold** or **Resume**.
Transfer a call to a new number	Press **Transfer** and enter a target number, then press **Transfer** again.
Start a standard (ad hoc) conference call	With 1st party on the line press **more** > **Confrn**, dial the participant, then press **Confrn** again.

CISCO SYSTEMS

AZUSA PACIFIC UNIVERSITY

Quick Reference

Quick Reference Guide for Cisco Unified IP Phones 7961G and 7941G

Softkey Definitions

Phone Screen Icons

Button Icons

Common Phone Tasks

Softkey Definitions

Answer	Answer a call
Back	Return to the previous Help topic
Cancel	Cancel an action or exit a screen without applying changes
CFwdALL	Set up/cancel call forwarding
Clear	Delete records or settings
Close	Close the current window
ConfList	View conference participants
Confrn	Create a conference call
Delete	Remove characters to the right of the cursor when using EditDial
Details	Open the Details call record for a multiparty call in the Missed Calls and Received Calls logs
Dial	Dial a phone number
DirTrfr	Transfer two calls to each other
EditDial	Edit a number in a call log
EndCall	Disconnect the current call
Erase	Reset settings to their defaults
Exit	Return to the previous screen

iDivert	Send a call to your voice messaging system
Join	Join several calls already on a single line to create a conference
more	Display additional softkeys
New Call	Make a new call
Redial	Redial the most recently dialed number
Remove	Remove a conference participant
Resume	Resume a call on hold
RmLstC	Drop the last party added to a conference call
Save	Save the chosen settings
Search	Search for a directory listing
Select	Select a menu item or call
Transfer	Transfer a call
Update	Refresh content
<<	Delete entered characters
>>	Move through entered characters

Phone Screen Icons

Line and Call State

	Call Forwarding enabled
	Call on hold
	Connected call
	Off-hook
	On-hook
	Incoming call
	Shared line in use

Selected Device

	Handset in use
	Headset in use
	Speakerphone in use

Other Features

	Message waiting
	Option selected
	Feature enabled

Button Icons

	Messages
	Services (Disabled)
	Help
	Directories
	Settings
	Volume
	Speaker
	Mute
	Headset

Contents

Getting Started

Using this Guide

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

If you want to...	Then...
Explore your phone on your own	Press on the phone when you need assistance.
Review safety information	See Safety and Performance Information, page 2.
Connect your phone	See Connecting Your Phone, page 3.
Use your phone after it is installed	Start with An Overview of Your Phone, page 5.
Learn what the button lights mean	See Understanding Buttons and Hardware, page 5.
Learn about the display	See Understanding Phone Screen Features, page 7.
Make calls	See Placing a Call—Basic Options, page 10.
Put calls on hold	See Using Hold and Resume, page 12.
Mute calls	See Using Mute, page 12.
Transfer calls	See Transferring Calls, page 13.
Make conference calls	See Making Conference Calls, page 14.
Share a line	See Using a Shared Line, page 16.
Use your phone as a speakerphone	See Using a Handset, Headset, and Speakerphone, page 17.
Change the ring volume or tone	See Using Phone Settings, page 18.
View your missed calls	See Using Call Logs and Directories, page 19.
Listen to your voice messages	See Accessing the Voicemail System, page 21.
See softkey and icon definitions	Refer to the Quick Reference Card in the front of this guide.

Safety and Performance Information

Read the following safety notices before installing or using your Cisco Unified IP Phone:

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.

Warning: Read the installation instructions before you connect the system to its power source.

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

Warning: Do not work on the system or connect or disconnect cables during periods of lightning activity.

Warning: To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to telephone network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports use RJ-45 connectors. Use caution when connecting cables.

Caution: Inline power circuits provide current through the communication cable. Use the Cisco provided cable or a minimum 24 AWG communication cable.

Power Outage

Your accessibility to emergency service through the phone is dependent on the phone 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.

Connecting Your Phone

IMT will likely initially connect your new Cisco Unified IP Phone to the APU IP telephony network. If your phone needs to be moved for any reason, refer to the figure and table below to connect your phone.
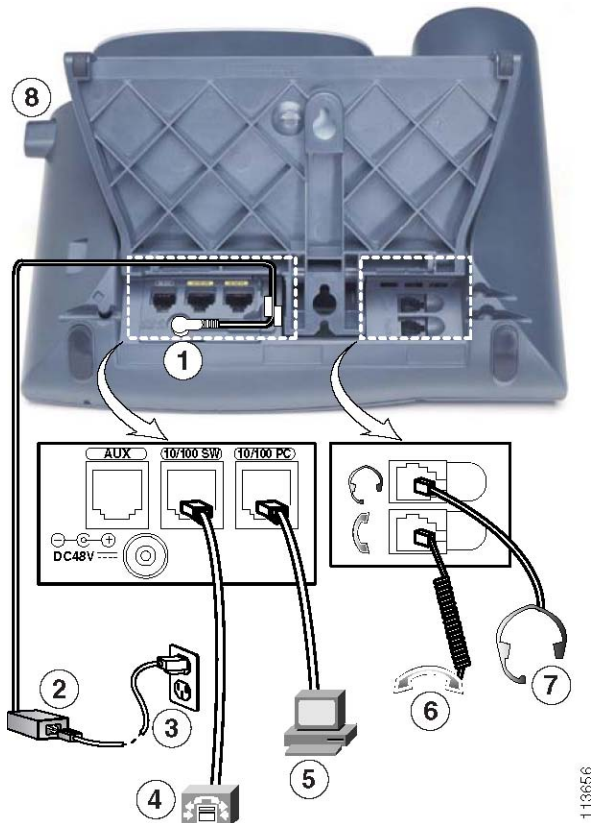
1	DC adaptor port (DC48V) – Not used	**5**	Access port (10/100 PC) – Plug into computer data port
2	AC-to-DC power supply – Not used	**6**	Handset port
3	AC power cord – Not used	**7**	Headset port
4	Network port (10/100 SW) – Plug into data jack	**8**	Footstand button

Connecting Your Phone

Your Cisco phone is powered by and runs off of a data connection. Your phone should be plugged into a data jack (see 4 above), NOT a phone jack. Your computer can then run off of the data connection through the phone by plugging your computer into the phone (see 5 above).
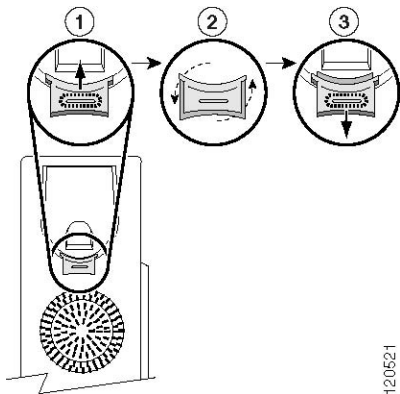
Adjusting the Footstand

To change the angle that your phone sits on your desk, adjust the footstand while pressing the footstand button.

Adjusting the Handset Rest

When you connect your phone, you might want to adjust the handset rest to ensure that the receiver will not slip out of the cradle. See the table below for instructions.

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

Headset Information

To use a headset, connect it to the headset port on the back of your phone. For headset models that are compatible with your phone and supported by IMT, please see this site: www.apu.edu/imt/telecommunications/headsets. Requests to purchase headsets can be emailed to the IMT Support Desk at support@apu.edu.

An Overview of Your Phone

The Cisco Unified IP Phone 7961G and the 7941G are full-feature telephones that provide voice communication over the same data network that your computer uses, allowing you to place and receive phone calls, put calls on hold, transfer calls, make conference calls, and so on. The Cisco Unified IP Phone 7961G provides six line buttons for phone lines, while the Cisco Unified IP Phone 7941G provides two line buttons (see Understanding Buttons and Hardware, page 5 for more details).

In addition to basic call-handling features, your phone can provide enhanced productivity features that extend your call-handling capabilities. Your phone supports a comprehensive online help system that displays information on the phone screen.

Understanding Buttons and Hardware

You can use Figure 1 to identify buttons and hardware on your phone.

Figure 1 Cisco Unified IP Phone 7961G (the 7941G is identical but with only 2 line buttons)

	Item	Description	For more information, see...
1	Programmable line buttons	Programmable buttons provide access to different phone lines or extensions (line buttons). The buttons illuminate to indicate status: Green, steady—Active call Green, flashing—Held call Amber, flashing—Incoming call Red, steady—Remote line in use	• Understanding Phone Screen Features, page 7 • Basic Call Handling, page 10 • Using a Shared Line, page 16

	Item	Description	For more information, see...
2	Phone screen	Shows phone features.	Understanding Phone Screen Features, page 7
3	Footstand button	Allows you to adjust the angle of the phone.	Adjusting the Footstand, page 3
4	Messages button	Auto-dials the voicemail system.	Accessing the Voicemail System, page 21
5	Directories button	Opens/closes the Directories menu, which provides call logs (Missed, Received, and Placed) and the corporate directory.	Using Call Logs, page 19
6	Help button	Activates the help menu.	Understanding the Help System on Your Phone, page 8
7	Settings button	Opens/closes the Settings menu. Use it to control phone screen contrast and ring sounds.	Using Phone Settings, page 18
8	Services button	This button has been disabled.	
9	Volume button	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).	Using a Handset, Headset, and Speakerphone, page 17
10	Speaker button	Toggles the speakerphone on or off.	Using a Handset, Headset, and Speakerphone, page 17
11	Mute button	Toggles the Mute feature on or off.	Using Mute, page 12
12	Headset button	Toggles the headset on or off.	Using a Handset, Headset, and Speakerphone, page 17
13	Navigation button	Allows you to scroll through menus and highlight items. When on-hook, displays phone numbers from your placed calls log.	Using Call Logs, page 19
14	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.	Basic Call Handling, page 10
15	Softkey buttons	Each button activates a softkey option (displayed on your phone screen). Softkeys change depending on the status of the phone.	Understanding Phone Screen Features, page 7
16	Handset indicator light	Blinks when the phone rings and remains lit to indicate a new voice message.	Accessing the Voicemail System, page 21

Understanding Phone Screen Features

This is what your main phone screen might look like with active calls and several feature menus open:
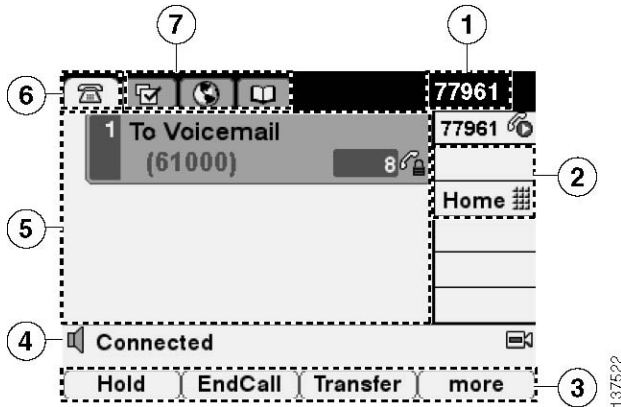
1	Primary phone line	Displays the phone number (extension number) for your primary phone line. When several feature tabs are open, the phone number and the time and date alternate display in this area.
2	Icons for line buttons	Programmable buttons serve as phone line buttons. Icons and labels indicate how these buttons are configured. For an icon reference, see Phone Screen Icons in the Quick Reference Card at the front of this guide.
3	Softkey labels	Each displays a softkey function. To activate a softkey function, press the softkey button directly below the softkey label.
4	Status line	Displays audio mode icons, status information, and prompts.
5	Call activity area	Displays current calls per line, including caller ID, call duration, and call state for the highlighted line (standard view). See Understanding Line and Call Icons, page 8 and Viewing Multiple Calls, page 13.
6	Phone tab	Indicates call activity.
7	Feature tabs	Each feature tab indicates an open feature menu. See Understanding Feature Buttons and Menus, page 7.

Cleaning the Phone Screen

Gently wipe the phone screen 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.

Understanding Feature Buttons and Menus

Press a feature button to open or close a feature menu.

If you want to...	Then...
Open or close a feature menu	Press a feature button: Messages, Directories, Settings, Help
Scroll through a list or menu	Press the **Navigation** button.
Go back one level in a feature menu	Press **Exit**. Pressing Exit from the top level of a menu closes the menu.
Switch among open feature menus	Press a feature button. Each feature menu has a corresponding tab. The tab is visible when the feature menu is open.

Understanding the Help System on Your Phone

Your Cisco Unified IP Phone provides a comprehensive online help system. Help topics appear on the phone screen. See the following table for details.

If you want to...	Then...
View the main menu	Press on your phone and wait a few seconds for the menu to display. Main menu topics include: • About Your Cisco Unified IP Phone—Details about your phone • How do I...?—Procedures for common phone tasks • Calling Features—Descriptions and procedures for calling features • Help—Tips on using and accessing Help
Learn about a button or softkey	Press , then quickly press a button or softkey.
Learn about a menu item	Press Settings or Directories to display a feature menu. Highlight a menu item, then press twice quickly.
Get help using Help	Press . Choose Help from the main menu.

Understanding Lines vs. Calls

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

Lines—Each line corresponds to a phone number (or extension) that others can use to call you. The Cisco Unified IP Phone 7961G supports one to six lines and the Cisco Unified IP Phone 7941G supports one to two lines, depending on configuration. To see how many lines you have, look at the right side of your phone screen. You have as many lines as you have directory numbers and phone line icons: ☎.

Calls—Each line can support multiple calls. By default, your phone supports four connected calls per line. Only one call can be active at any time; other calls are automatically placed on hold.

Understanding Line and Call Icons

Your phone displays icons to help you determine the call and line state.

Icon	Call State	Description
☏	On-hook line	No call activity on this line.
☏	Off-hook line	You are dialing a number or an outgoing call is ringing. See Placing a Call—Basic Options, page 10 for dialing options.
☏	Connected call	You are currently connected to the other party.
☏	Ringing call	An incoming call is ringing on one of your lines. See Answering a Call, page 11 for details.
☏	Call on hold	A call has been placed on hold. See Using Hold and Resume, page 12 for details.
☞	Remote-in-use	Another phone that shares a line on your phone has a connected call. See Using a Shared Line, page 16 for details.

Understanding Feature Availability

Depending on your phone system configuration, features included in this Phone Guide might not be available to you or might work differently on your phone. Contact the IMT Support Desk if you have questions about feature operation or availability.

Basic Call Handling

You can perform basic call-handling tasks using a range of features and services. Feature availability may vary.

Placing a Call—Basic Options

Here are some easy ways to place a call on your Cisco Unified IP Phone.

If you want to...	Then...	For more information, see...
Place a call using the handset	Pick up the handset and enter a number.	An Overview of Your Phone, page 5
Place a call using the speakerphone	Press ⬛ and enter a number.	Using a Handset, Headset, and Speakerphone, page 17
Place a call using a headset	Press ⬛ and enter a number. Or if it is lit, press **New Call** and enter a number.	Using a Handset, Headset, and Speakerphone, page 17
Redial a number	Press **Redial** to dial the last number, or press the **Navigation** button (with the phone on-hook) to see your Placed Calls.	Using Call Logs, page 19
Place a call when another call is active (using the same line)	1. Press **Hold**. 2. Press **New Call**. 3. Enter a number.	Using Hold and Resume, page 12
Dial from a call log	1. Choose ⬛ > **Missed Calls**, **Received Calls**, or **Placed Calls**. 2. Select the listing or scroll to it and go off-hook.	Using Call Logs, page 19

Tips

- You can dial on-hook without a dial tone (predial). To predial, enter a number, then go off-hook by lifting the handset or pressing **Dial**, ⬛ or ⬛.
- When you pre-dial, your phone tries to anticipate the number you are dialing by displaying matching numbers (if available) from your Placed Calls log. This is called Auto Dial. To call a number displayed with Auto Dial, press the number, or scroll to it and go off-hook.
- If you make a mistake while dialing, press **<<** to erase digits.

Placing a Call—Additional Options

You can place calls using special features and services available on your phone.

If you want to...	Then...	For more information, see...
Place a call while another call is active (using a different extension)	1. Press ⬤ for the new line. The call on the first line will be placed on hold automatically. 2. Enter a number.	Using a Shared Line, page 16
Dial from a corporate directory on the phone	1. Choose 📖 > **Corporate Directory.** 2. Enter a name and press **Search**. 3. Highlight a listing and go off-hook.	Using Call Logs, page 19

Note: Speed dialing is not available at this time.

Answering a Call

You can answer a call by lifting the handset, or you can use other options if they are available on your phone.

If you want to...	Then...	For more information, see...
Answer with a headset	Press 🎧, if unlit. Or, if 🎧 is already lit, press **Answer** or the flashing line button.	Using a Handset, Headset, and Speakerphone, page 17
Answer with the speakerphone	Press 🔊, **Answer**, or the flashing line button.	Using a Handset, Headset, and Speakerphone, page 17
Switch from a connected call to answer a new call	Press **Answer,** or if the call is ringing on a different line, press the flashing line button.	Switching Between Multiple Calls, page 12
Answer using call waiting	Press **Answer**.	Switching Between Multiple Calls, page 12
Send a call to your voice messaging system	Press **iDivert**.	Accessing the Voicemail System, page 21

Ending a Call

To end a call, hang up. See the following table for details.

If you want to...	Then...
Hang up while using the handset	Return the handset to its cradle. Or press **EndCall**.
Hang up while using the speakerphone	Press 🔊 or **EndCall**.
Hang up while using the headset	Press 🎧. If you want to keep headset mode activated, press **EndCall**.
Hang up one call but preserve another call on the same line	Press **EndCall**. If necessary, remove the call from hold first.

Using Hold and Resume

You can hold and resume calls. When you put a call on hold, the Hold icon appears next to the caller ID and the corresponding line button flashes green .

If you want to...	Then...
Put a call on hold	1. Make sure the appropriate call is highlighted. 2. Press **Hold**.
Remove a call from hold on the current line	1. Make sure the appropriate call is highlighted. 2. Press **Resume**.
Remove a call from hold on a different line	1. Press the appropriate line button. 2. If necessary, scroll to the appropriate call and press **Resume**.

Tip

Engaging the Hold feature typically generates music or APU announcement.

Using Mute

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

If you want to...	Then...
Toggle Mute on	Press .
Toggle Mute off	Press .

Switching Between Multiple Calls

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

If you want to...	Then...
Switch between calls on one line	1. Make sure the call that you want to switch to is highlighted. 2. Press **Resume**. Any active call is placed on hold and the selected call is resumed.
Switch between calls on different lines	Press for the line that you are switching to. If a single call is holding on the line, the call automatically resumes. If multiple calls are holding, highlight the appropriate call and press **Resume**.
Switch from a connected call to answer a ringing call	Press **Answer**, or if the call is ringing on a different line, press . Any active call is placed on hold and the selected call is resumed.

Viewing Multiple Calls

Understanding how multiple calls are displayed on your phone can help you organize your call-handling efforts.

In standard viewing mode, your phone displays calls as follows for the highlighted line:
- Calls with the longest duration display at the top of the list.
- Calls of a similar type are grouped together. For example, calls that you have interacted with are grouped near the top, and calls on hold are grouped last.

You can use these additional methods to view multiple calls on multiple lines:

If you want to...	Then...
View calls on another line	1. Press . 2. Immediately press the line button .
See an overview of line activity (one call per line)	Press for the highlighted line. The phone switches to call overview mode, displaying only one call per line. The displayed call is either the active call or the held call with the longest duration. To return to the standard view, press , then immediately press the line button.

Transferring Calls

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

If you want to...	Then...
Transfer a call without talking to the transfer recipient	1. From an active call, press **Transfer.** 2. Enter the target number. 3. Press **Transfer** again to complete the transfer or **EndCall** to cancel.
Talk to the transfer recipient before transferring a call (consult transfer)	1. From an active call, press **Transfer.** 2. Enter the target number. 3. Wait for the transfer recipient to answer. 4. Press **Transfer** again to complete the transfer or **EndCall** to cancel.
Redirect an incoming call to your voice messaging system	Press **iDivert**. The call is automatically transferred to your voice message greeting.
Transfer two current calls to each other without staying on the line (direct transfer)	1. Scroll to highlight any call on the line. 2. Press **Select**. 3. Repeat this process for the second call. 4. With one of the selected calls highlighted, press **DirTrfr**. (To display **DirTrfr**, you might need to press **more**.) The two calls connect to each other and drop you from the call. **Note** If you want to stay on the line with the callers, use **Join** instead.

Tip

You cannot use **Transfer** to redirect a call on hold. Press **Resume** to remove the call from hold before transferring it.

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	Press **CFwdALL** and enter a target phone number.
Cancel call forwarding on your primary line	Press **CFwdALL**.
Verify that call forwarding is enabled on your primary line	Look for: • The call forward icon above the primary phone number: 📞. • The call forwarding target number in the status line.
Forward all calls directly to voicemail	Press **CFwdALL** and enter extension 3620, the ext for voicemail for Cisco phones.

Note: When call forwarding is enabled for any line other than the primary line, your phone does not provide you with any confirmation that calls are being forwarded.

Tips

- You must 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 must configure this feature per line; if a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.

Making Conference Calls

Your Cisco Unified IP Phone allows you to join up to four parties into one telephone conversation, creating a conference call.

Understanding Standard (ad hoc) Conference Calls

You can create a standard 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.
- **Join**—Use this softkey to establish a standard conference by joining several calls already on one line.

Starting and Joining a Standard Conference

A standard (ad hoc) conference allows up to four people to participate in a single call.

If you want to...	Then...
• Create a conference by calling participants • Add new participants to an existing conference	1. From a connected call, press **Confrn**. (You may need to press the **more** softkey to see **Confrn**.) 2. Enter the participant's phone number. 3. Wait for the call to connect. 4. Press **Confrn** again to add the participant to your call. 5. Repeat to add additional participants. **Note** Non-initiators of a conference *cannot* add or remove participants.
Create a conference by joining two or more existing calls	1. Make sure that you have two or more calls on a single line. 2. Highlight a call that you want to add to the conference. 3. Press **Select**. The selected call displays this icon . 4. Repeat this process for each call that you want to add. 5. From one of the selected calls, press **Join**. (You may need to press the **more** softkey to see **Join**.) **Note** The active call is automatically selected.
Participate in a conference	Answer the phone when it rings.
View a list of conference participants	1. Highlight an active conference. 2. Press **ConfList**. Participants are listed by name or number (or unknown if the caller was in incoming call from off campus) in the order in which they join the conference with the most recent additions at the top.
Get an updated list of conference participants	While viewing the conference list, press **Update**.
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.
Remove any conference participant *(conference initiators only)*	1. While viewing the conference list, highlight a participant's name or phone number. 2. Press **Remove**.
Drop the last party added to the conference *(conference initiators only)*	Press **RmLstC**.
End your participation in a standard conference	Hang up or press EndCall.

Tips

- Calls must be on the same line before you can add them to a conference. If calls are on different lines, transfer them to a single line before using **Confrn** or **Join**.
- If you exit a conference after creating it, the call will continue unless you remove each participant before hanging up.

Using a Shared Line

You might have a shared line if you:

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

Understanding Shared Lines

Remote-in-Use

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

Sharing Call Information

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. Phones with shared lines will also display missed call notifications for all lines on the phone. To determine which line missed the call, view call details in the call log for missed calls.

Using a Handset, Headset, and Speakerphone

You can use your phone with a handset, headset, or speakerphone.

If you want to...	Then...
Use the handset	Lift it to go off-hook; replace it to go on-hook.
Use a headset	Press ⬤ to toggle headset mode on and off. You can use the headset in conjunction with all of the controls on your phone, including ⬤ and ⬤.
Use the speakerphone	Press ⬤ to toggle speakerphone mode on or off. Many of the actions you can take to dial a number or answer a call will automatically trigger speakerphone mode, assuming that the handset is in its cradle and ⬤ is not lit.
Switch to the headset or speakerphone (from the handset) during a call	Press ⬤ or ⬤, then hang up the handset.
Switch to the handset (from the speakerphone or headset) during a call	Lift the handset (without pushing any buttons).
Adjust the volume level for a call	Press ⬤ during a call or after invoking a dial tone. This action adjusts the volume for the handset, speakerphone, or headset, depending on which device is in use. Press **Save** to preserve the volume level for future calls.

Using Phone Settings

You can customize your Cisco Unified IP Phone by adjusting the ring tone, background image, and other settings.
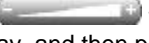
Customizing Rings and Volume

You can customize the ring your phone uses to indicate an incoming call and adjust the ringer volume for your phone.

If you want to...	Then...
Change the ring sound	1. Choose **> User Preferences > Rings**. 2. Select a phone line. 3. Choose a ring tone to play a sample of it. 4. Press **Select** and **Save** to set the ring tone, or press **Cancel**. (Press **Default** to apply the default ring setting to a highlighted phone line.) **Note** to set a line on your phone to flash only (no audible ringing), you will need to place a request with the IMT Support Desk.
Adjust the volume level for the phone ringer	Press while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume is saved automatically.

Customizing the Phone Screen

You can adjust some settings on your phone screen to fit your needs.

If you want to...	Then...
Change the phone screen contrast	1. Choose **> User Preferences > Contrast**. 2. To make adjustments, press **Up**, **Down** or . 3. Press **Save**. Or press **Cancel**. **Note** If you accidentally save a very light or very dark contrast and cannot see the phone screen display: Press and then press **1**, **3** on the keypad. Next, press to change the contrast until you can see the phone screen display, and then press **Save**.
Change the background image	1. Choose **> User Preferences > Background Images**. 2. Scroll to view available images and press **Select** to choose an image. 3. Press **Preview** to see a larger view of the background image. 4. Press **Exit** to return to the selection menu. 5. Press **Save** to accept the image or press **Cancel**.

Using Call Logs and Directories

This section describes how you can use call logs and directories. To access both features, use the Directories button .

Using Call Logs

Your phone maintains call logs. Call logs contain records of your missed, placed, and received calls.

If you want to...	Then...
View your call logs	Choose > **Missed Calls**, **Placed Calls**, or **Received Calls**. Each stores up to 100 of the most recent records.
Display details for a single call record	1. Choose > **Missed Calls**, **Placed Calls**, or **Received Calls**. 2. Highlight a call record. 3. Press **Details**. Doing so displays information such as called number, calling number, time of day, and call duration (for placed and received calls only).
Erase all call records in all logs	Press , then press **Clear**.
Erase all call records in a single log	1. Choose > **Missed Calls**, **Placed Calls**, or **Received Calls**. 2. Highlight a call record. 3. Press **Clear**. (You may need to press the **more** softkey to display **Clear**.)
Erase a single call record	1. Choose > **Missed Calls**, **Placed Calls**, or **Received Calls**. 2. Highlight a call record. 3. Press **Delete**.
Dial from a call log (while not on another call)	1. Choose > **Missed Calls**, **Placed Calls**, or **Received Calls**. 2. Highlight a call record. 3. If you need to edit the displayed number, press **EditDial** followed by << or >>. To delete the number, press **EditDial** followed by **Delete**. (You may need to press the **more** softkey to display **Delete**.) 4. Go off-hook to place the call.

Dial from a call log (while connected to another call)	1. Choose > **Missed Calls**, **Placed Calls**, or **Received Calls**.
	2. Highlight a call record.
	3. If you need to edit the displayed number, press **EditDial** followed by << or >>. To delete the number, press **EditDial** followed by **Delete**. (You may need to press the **more** softkey to display **Delete**.)
	4. Press **Dial**.
	5. Choose a menu item to handle the original call:
	   • **Hold**—Puts the first call on hold and dials the second.
	   • **Transfer**—Transfers the first party to the second and drops you from the call. (Press **Transfer** again after dialing to complete the action.)
	   • **Confrn**—Creates a conference call with all parties, including you. (Press **Confrn** again after dialing to complete the action.)
	   • **EndCall**—Disconnects the first call and dials the second.

Note: Phones with shared lines will display missed call notifications and missed calls in the call logs for all lines on the phone. To determine which line missed the call, view call details in the call log for missed calls.

Tip

To view the complete call record of a multiparty call (for example, of a call that has been forwarded or transferred to you), highlight the call record and 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.

Using Corporate Directory on Your Phone

Your phone can provide access to a corporate directory which you can use to place calls to coworkers. Corporate Directory is set up and maintained by IMT.

If you want to...	Then...
Dial from a corporate directory (while not on another call)	1. Choose 📖 > **Corporate Directory**. 2. Use your keypad to enter a full or partial name and press **Search**. 3. To dial, select the listing that you want to dial, or scroll to the listing and go off-hook.

Dial from a corporate directory (while connected to another call)	1. Choose 📖 > **Corporate Directory**.
	2. Use your keypad to enter a full or partial name and press **Search**.
	3. Scroll to a listing and press **Dial**.
	4. Choose a menu item to handle the original call:
	  • **Hold**—Puts the first call on hold and dials the second.
	  • **Transfer**—Transfers the first party to the second and drops you from the call. (Press **Transfer** again after dialing to complete the action.)
	  • **Conference**—Creates a conference call with all parties, including you. (Press **Confrn** again after dialing to complete the action.)
	  • **EndCall**—Disconnects the first call and dials the second.

Tip

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.

Accessing the Voicemail System

To access the voicemail system, use the Messages button . This automatically dials the voicemail extension for the Cisco phones, ext 3620.

If you want to...	Then...
Set up and personalize your voicemail	Press and follow the voice instructions.
See if you have a new voice message	Look for: • A steady red light on your handset. • A flashing message waiting icon and text message on your screen.
Listen to your voice messages or access the voicemail menu	Press . This auto-dials the voicemail system. Follow the instructions.
Send an incoming call to your voicemail	Press **iDivert**. The iDivert feature automatically transfers an incoming call to your voicemail. Callers will hear your voice message greeting and can leave you a message.

Tip

Instructions for the voicemail system are available at www.apu.edu/imt/telecommunications/voicemail/.

Troubleshooting Your Phone

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

General Troubleshooting

This section provides information to help you troubleshoot problems with your phone. For more information, please contact the IMT Support Desk.

Symptom	Explanation
The softkey that you want to use does not appear	One or more of the following factors might apply: • You must press **more** to reveal additional softkeys. • You must change the line state (for example, go off-hook or have a connected call). • Your phone is not configured to support the feature associated with that softkey.
Join fails	**Join** requires multiple selected calls. Be sure that you have selected at least one call in addition to the active call, which is selected automatically. **Join** also requires the selected calls to be on the same line. If necessary, transfer calls to one line before joining them.
Transfer fails	Make sure to press **Transfer** again after the target number is dialed. From an active call, press **Transfer**, enter the target number, and press **Transfer** again to complete the transfer.
A call cannot be retrieved from hold	Make sure the appropriate call is highlighted and press **Resume**. You may need to scroll up or down to highlight the desired call before pressing **Resume**. If necessary, press the appropriate line button first.
Call does not hang up	Make sure that the handset is placed properly in the cradle and not stuck on the handset rest tab.

Index

R

received calls, records of, **19**

redial, **10**

remote-in-use icon for shared lines, **16**

resume, using, **12**

ringer

    customizing, **18**

    indicator for, **6**

S

safety, warnings, **2**

services button, description of, **6**

settings button, description of, **6**

shared lines

    description of, **16**

    remote-in-use icon, **16**

softkey buttons

    description of, **6**

    labels for, **7**

speakerphone

    answering calls with, **11**

    button, identifying, **6**

    hanging up with, **11**

    using, **17**

status line, viewing, **7**

switching calls, **12**

T

transferring, options for, **13**

troubleshooting, **22**

V

voice message indicator, **21**

voicemail service, **21**

volume

    call, adjusting, **17**

    ringer, adjusting, **18**

volume button, description of, **6**

W

warnings, safety, **2**