





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



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QUICK REFERENCE











Cisco Unified Wireless IP Phone 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  , Answer , or  button. |
| Disconnect | Press  or EndCall . |
| Access phone features | Press Options for feature list: <ul style="list-style-type: none"> • Press number key for feature <i>or</i> • Scroll to feature and press . |
| Access Main menu options | Press a navigation arrow for: <ul style="list-style-type: none"> • Directory menu (Book) • Line view (Phone) • Settings menu (Tools) • Services menu (World) 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 Yes . |
| 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

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


Entering Text


Character—Press key one or more times 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 |

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Getting Started

Using this Guide

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

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

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

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.

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).

This product includes software written by Tim Hudson (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.

OpenSSL License:

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

Original SSLeay License:

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

The implementation was written so as to conform with Netscape's 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).

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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)”.

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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 data-bbox="391 837 1053 865">2. Press the battery to the phone until it locks into place. |
| Remove the battery | <ol style="list-style-type: none"> <li data-bbox="391 881 946 909">1. Push up on the locking catch with one hand. <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. |



| | |
|----------|---|
| 1 | Locking catch—Push up to release the battery. |
| 2 | Battery catches—Insert these into the slots near the bottom of the phone at battery installation. |
| 3 | 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"> • Red—Battery charging in process • Green—Battery charging is completed |

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"> 1. Insert the phone connector on the USB cable into the phone. 2. Insert the USB A-type connector into the USB port on your PC. <p>Note If the Found New Hardware Wizard opens, use the following procedure to stop it.</p> <ol style="list-style-type: none"> 3. Monitor the indicator light after the phone briefly displays “USB Connected” on the status line. <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"> 1. Click Next to use the wizard dialog box. 2. In the Update New Software dialog, click No, not this time, and click Next. 3. Click Install the Software automatically (Recommended) and click Next. 4. After a few moments, the Cannot Install This Hardware dialog displays. Click Don't prompt me again to install this software. 5. Click Finish to close the dialog box. |

Powering On the Phone

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







| If you want to... | Then... |
|-----------------------|---|
| Power on the phone | <ol style="list-style-type: none"> 1. Press and hold the  (red button) until the phone powers on. 2. You might need to enter a username and password to access the wireless network. For more information, see Setting Username and Passwords, page 14. 3. After completing authentication and registration with Cisco Unified Communications Manager, the phone displays the main screen and is ready to place or receive calls. |
| Check signal strength | <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">1. Choose   (Settings) > Network Profiles.2. Highlight the current profile name (with ) and press View. <p>Note  icon displays indicating that this screen is locked. For assistance, contact your system administrator.</p> <ol style="list-style-type: none">3. Highlight WLAN Configuration and press View.4. Scroll to Username or Password and press .5. Using the keypad, enter your username or password in the New Username or New Password field. <p>For assistance, see Entering and Editing Text, page 14.</p> <p>Note You can use up to 32 alphanumeric characters for the EAP/LEAP password.</p> <ol style="list-style-type: none">6. To confirm the changes, choose Options > Save.7. To return to the main screen, press  (red button). |

Entering and Editing Text

You can enter characters, numbers, and special characters for passwords. When you press a numeric key on the keypad, a text bubble shows all the characters and symbols that this key controls. Each press moves to another character option.

| If you want to... | Then... |
|-------------------|--|
| Enter characters | Press the number key until you highlight the character (lower or upper case) that you want to enter. |
| Enter numbers | Press the number key and locate the number that you want to enter. |

| 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 ! @ < > \$ % ^ &</p> |
| Cancel editing mode | Choose Options > Cancel to return to the menu option or main screen. |

Registering with TAPS

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

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

Accessories for the Cisco Unified Wireless IP Phone 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:

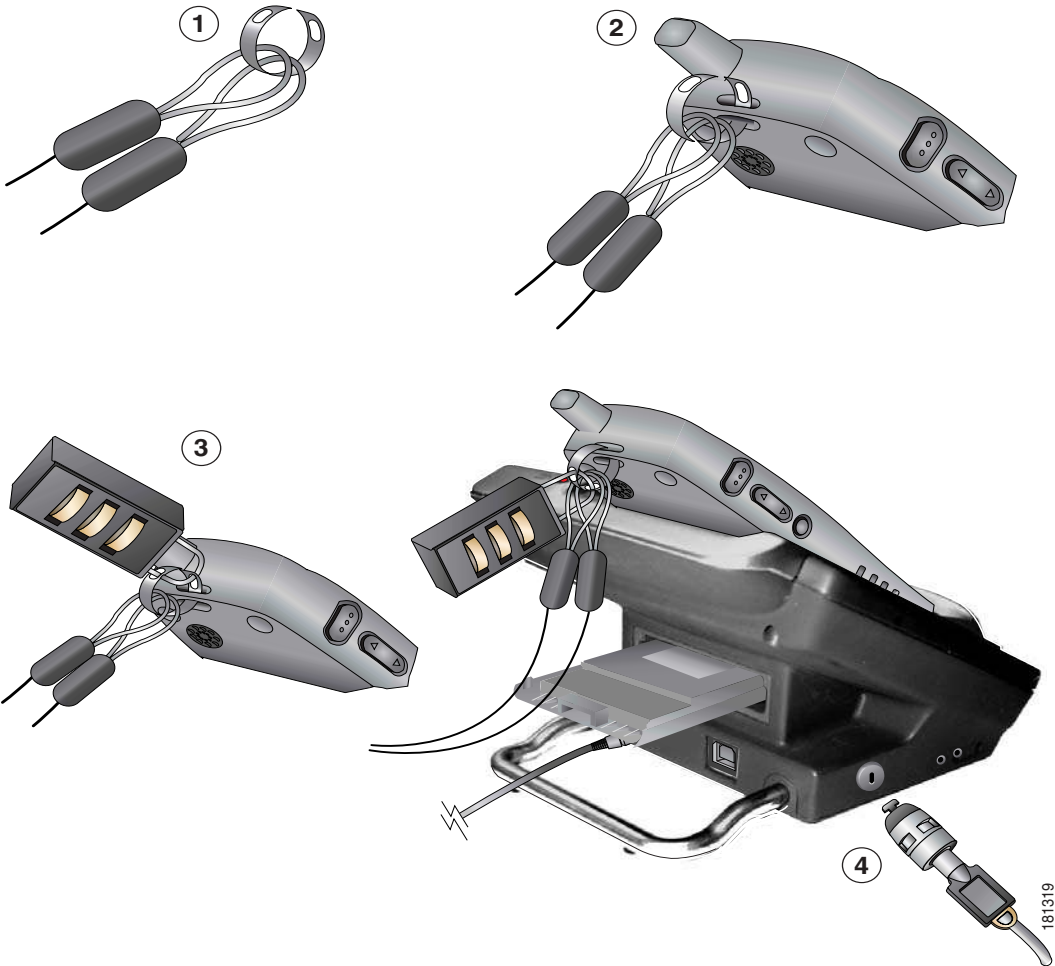
- <http://www.plantronics.com>
- <http://www.jabra.com>

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 1233 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 data-bbox="393 444 1224 475">2. Insert the C-ring with cable loops through the slot on back of phone. <li data-bbox="393 488 1251 586">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 data-bbox="393 599 1056 630">4. To secure the desktop charger, use a laptop cable lock. |



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














| | | |
|---|---|---|
| 2 | Headset port  | 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 Using Push to Talk Service, page 60 . |

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.

















| | | |
|----------|---|--|
| 1 | 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 |

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

Understanding Feature Buttons and Menus



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

| If you want to... | Then... |
|-------------------------------|--|
| Open a feature menu | 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"> Press the keypad number key for the item. Scroll to highlight the item, and then press the  button (center of the navigation button). |
| Go back one level in a feature menu | Press Back . Note To close the menu and return to the main phone screen, press  from any menu level. |
| Reposition the cursor to edit a phone number or name | Press the Navigation button left or right.  |
| Select a highlighted call or option | Press  . |
| Access Help | From the main screen, press  . |











Accessing the Help System on Your Phone

Your phone provides an online help system. Help topics appear on the screen.

| If you want to... | Then... |
|---------------------|--|
| View the main menu | Press  and wait a few seconds for the menu to display. Main menu topics include: <ul style="list-style-type: none"> About Your Cisco Unified IP Phone—Details about your phone How do I...?—Procedures for common phone tasks Calling Features—Descriptions and procedures for calling features Help—Tips on using and accessing Help |
| Get help using Help | Press  , wait for the online help main menu to display, and then choose Help. |



Using Phone Buttons

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

| If you want to... | Then... | For more information, see... |
|--|--|---|
| Lock 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 Yes, the  icon disappears and the screen displays “Keypad Unlocked!” or press No to retain the keypad lock.</p> <p>Note The keypad lock is temporarily disabled when you have an incoming call.</p> | Setting the Keypad to Automatically Lock, page 69 |
| 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>Note You can also use the Volume button to set vibrate.</p> | Customizing Rings, page 64 |
| Listen to voice messages | <p>Press and hold the  key. The phone connects to your voice messaging system.</p> | Accessing Voice Messages, page 80 |
| Adjust the volume during a call | <p>Press  for a call on the handset, speaker, or headset.</p> | Using Phone Buttons, page 26 |
| Change the ring pattern for your calls | <p>When the phone is idle, press  to set the ring volume, vibrate, or silent mode.</p> | Customizing Rings, page 64 |

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 Using a Shared Line, page 51 . |
| | Call on hold | You have put this call on hold. See Using Hold and Resume, page 36 . |
| | Call forward enabled | You have forwarded your primary line. See Forwarding All Calls to Another Number, page 40 . |

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

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
















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









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"> Press and hold a speed-dial hot key for about two seconds. <p>Note 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"> Choose   (Directory) > Speed Dials, highlight a speed dial, and press . | <p>Using the Phone Book on Your Phone, page 76</p> <p>Speed Dialing, page 46</p> |
| Speed dial a phone number (for a Line View speed-dial number set up on the web) | <ol style="list-style-type: none"> Press   (Line View). Scroll to a speed dial . Press  or  to make the call. | <p>Speed Dialing, page 46</p> |
| Place a call while another call is active (using a different line) | <ol style="list-style-type: none"> Press Hold. Press   (Line View). Scroll to another line and press . Dial a number. Press  to make the call. | <p>Using Hold and Resume, page 36</p> |
| Place the call on a secondary line | <ol style="list-style-type: none"> Press   (Line View) and scroll to another line. Dial a number. Press  to make the call. | <p>Switching Between Multiple Calls, page 37</p> |

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

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







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. | Using Any Key to Answer the Phone, page 68 |
| 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. | Switching Between Multiple Calls, page 37 |
| Answer using call waiting | Press Answer . | |
| Send call directly to your voice messaging system | Press iDivert . | Accessing Voice Messages, page 80 |
| Retrieve a parked call on another phone | Use Call Park. | Tracing Suspicious Calls, page 55 |
| Use your phone to answer a call ringing elsewhere | Use Call Pickup. | Picking Up Redirected Calls on Your Phone, page 48 |
| Answer a priority call | Disconnect the current call and press Answer or  . | Prioritizing Critical Calls, page 56 |


| 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  . | Using AutoAnswer, page 63 |
| 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> | Managing Business Calls Using a Single Phone Number, page 58 |

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  , EndCall , or Options > EndCall . |
| Disconnect one call but preserve another call on the same line | Choose EndCall or Options > EndCall . If necessary, remove the call from hold first. |



Using Hold and Resume

You can hold and resume calls. When you put a call on hold, the Hold icon  appears next to the caller ID in the call view.

If the Hold Reversion feature is enabled for your phone, calls that you leave on hold will revert back to ringing on your phone after a certain length of time. These “reverting” calls remain on hold until you resume them.

Your phone indicates the presence of a reverting call by:

- Alerting you at intervals with a single ring (or flash or beep, depending on your phone line setting).
- Briefly displaying a “Hold Reversion” message in the status bar at the bottom of the phone screen.





| If you want to... | Then... |
|---|---|
| Put a call on hold | <ol style="list-style-type: none">1. Make sure the call you want to put on hold is highlighted.2. Press Hold. <p>Note 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">1. Make sure the appropriate call is highlighted.2. Press Resume. |
| Remove a call from hold on a different line | <ol style="list-style-type: none">1. Press   (Line View) to change to another line.2. Press Resume. <p>Note If a single call is holding on this line, the call automatically resumes. If another call is holding, scroll to the appropriate call and press Resume.</p> |
| Move a call on a shared line to your wireless phone or to your desk phone | <ol style="list-style-type: none">1. From the phone with the active call on the shared line, press Hold.2. From your other phone with the shared line, press Resume. |

Tips

- Engaging the Hold feature typically generates music or a beeping tone.
- If you receive an alert for an incoming call and a reverting call at the same time, by default your phone will shift the focus of the phone screen to display the incoming call. Your system administrator can change this focus priority setting.
- If you use a shared line, Hold Reversion rings only on the phone that put the call on hold, not on the other phones that share the line.
- The duration between Hold Reversion alerts is determined by your system administrator.







Using Mute

With Mute enabled, you can hear other parties on a call, but they cannot hear you. You can use Mute with the phone or a headset.



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

Switching Between Multiple Calls

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

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

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

Transferring Calls

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

| If you want to... | Then... |
|--|---|
| Transfer a call without talking to the transfer recipient | <ol style="list-style-type: none"> 1. From an active call, choose Options > Transfer. 2. Dial the target number. 3. Choose Options > Transfer again to complete the transfer or EndCall to cancel. <p>Note 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"> 1. From an active call, choose Options > Transfer. 2. Dial the target number. 3. Wait for the transfer recipient to answer. 4. Choose Options > Transfer again to complete the transfer or EndCall to cancel. <p>Note 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"> 1. Scroll to highlight any call on the same line. 2. Choose Options > Select.  displays by the selected call. 3. Scroll to highlight the other call on the same line. 4. Choose Options > DirTrfr. The two calls connect to each other and drop you from the call. <p>Note 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 Options > iDivert.</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">1. Choose Options > CFwdAll.2. Enter a target phone number. |
| Cancel call forwarding on your primary line | Choose Options > CFwdAll . |
| 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">1. Log in to your User Options web pages. See Accessing Your User Options Web Pages, page 83.2. Choose Forward all calls...3. Choose your primary line or any secondary line. |



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

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">• Create a conference by calling participants• Add new participants to an existing conference | <ol style="list-style-type: none">1. From a connected call, choose Options > Confrn.2. Enter the participant's phone number.3. Wait for the call to connect.4. Choose Options > Confrn again to add the participant to your call.5. Repeat to add additional participants. |
| Create a conference by joining two or more existing calls | <ol style="list-style-type: none">1. Press  (Line View) to make sure that you have two or more calls on a single line.2. Scroll to a call that you want to add to the conference.3. Choose Options > Select. The selected call displays this  icon.4. Repeat this process for each call that you want to add.5. From the selected call, choose Options > Join. <p>Note 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">1. Press  (Line View) to select a call on a shared line.2. Choose Options > cBarge. See Using a Shared Line, page 51. |
| View a list of conference participants | <ol style="list-style-type: none">1. Press  (Line View) to select an active conference.2. Choose Options > ConfList. Participants are listed in the order in which they join the conference with the most recent additions at the top. |
| Get an updated list of participants | While viewing the conference list, choose Options > Update. |
| See who 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 Options > RmLstC . You can remove participants only if you initiated the conference call. |
| Remove any conference participant | <ol style="list-style-type: none"> 1. Highlight an active conference. 2. Choose Options > Conflist. 3. Scroll to highlight the participant's name. 4. Choose Options > Remove. <p>You can remove participants only if you initiated the conference.</p> |
| End your participation in a conference | Choose  , EndCall , or Options > EndCall . |

Tips

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

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">1. Obtain a Meet-Me phone number from your system administrator.2. Distribute the number to participants.3. When you are ready to start the meeting, choose Options > MeetMe.4. Dial the Meet-Me conference number.5. Press the . <p>Participants can now join the conference by dialing in.</p> <p>Note 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">1. Dial the Meet-Me conference number (provided by the conference initiator).2. Press the . <p>Note 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"> 1. Press   (Line View). 2. Select  (intercom line) to dial the target intercom number. After you hear the intercom-alert tone, begin speaking. |
| Place an intercom call to any intercom number | <ol style="list-style-type: none"> 1. Press   (Line View). 2. Select  (intercom line) and dial the intercom target number. After you hear the intercom-alert tone, begin speaking. |
| 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"> • Listen to the message in one-way audio. • Talk to the caller by pressing   (Line View) and selecting the intercom line. • End the call by pressing EndCall. |

Advanced Call Handling

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

Speed Dialing


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


- [Speed-Dial Hot Key, page 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"> 1. Set up speed-dial hot keys from the Phone Book. 2. Do one of the following: <ul style="list-style-type: none"> – Press and hold a speed-dial hot key for about two seconds. <p>Note 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"> – Choose   (Directory)> Speed Dials, highlight a speed dial, and press . |

| If you want to... | Then... |
|--|--|
| Use speed-dial numbers to call other numbers (not in Phone Book) | <ol style="list-style-type: none"> 1. Set up speed-dial numbers from your User Options web pages. 2. To place a call, press  (Line View). 3. Scroll to a speed-dial number with its label and press . <p>Note 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"> 1. Set up Abbreviated Dialing codes from your User Options web pages. 2. To place a call, enter the Abbreviated Dialing code. 3. Choose Options > AbbrDial. |
| Use Fast Dial | <ol style="list-style-type: none"> 1. Subscribe to the Fast Dial service and set up Fast Dial codes from your User Options web pages. See Accessing Your User Options Web Pages, page 81. 2. To place a call, choose   (Services) > Fast Dial service on your phone (exact name might vary). 3. Scroll to a listing and press . |



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"> 1. Choose Options > PickUp. If your phone supports auto-pickup, you are now connected to the call. 2. If the call rings on your phone, press Answer to connect to the call. |

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




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"> 1. During a call, choose Options > Park. 2. Note the call park number that displays on your phone screen. 3. Press . |
| Retrieve a parked call | Enter the call park number from any Cisco Unified IP Phone in your network to connect to the call. |
| Direct and store an active call at a directed call park number | <ol style="list-style-type: none"> 1. During a call, press Transfer. 2. Choose a speed-dial number with a park-unoccupied icon  to speed dial the directed call park number. A speed-dial number with park-occupied icon  indicates the directed call park number is not available. <p>Note If BLF is not configured for the speed-dial number, the icon will not show whether the directed call park number is available or not.</p> <ol style="list-style-type: none"> 3. Press Transfer again to finish storing the call. |
| Retrieve a parked call from a directed call park number | From any Cisco Unified IP Phone in your network, enter the park retrieval prefix and dial the directed call park number. |

Tip

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

Logging Out of Hunt Groups

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

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

Tip

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



Using a Shared Line

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

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

Understanding Shared Lines

Remote-in-Use

The “In Use Remote” message and  icon display on 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 Barge softkey | <ol style="list-style-type: none"> 1. Highlight a remote-in-use call. You might need to use Line View. 2. Choose Options > Barge. Other parties hear a beep tone announcing your presence. |
| Add yourself to a call on a shared line using the cBarge softkey | <ol style="list-style-type: none"> 1. Highlight a remote-in-use call. You might need to use Line View. 2. Choose Options > cBarge. Other parties hear a tone and brief audio interruption, and call information changes on the phone screen. |
| Add new conference participants to a call that you have barged | <p>Barge the call using cBarge, if available.</p> <p>Note cBarge converts the call into a standard conference call, allowing you to add new participants. See Making Conference Calls, page 41.</p> |
| Move a shared-line call to another phone | Press Hold . On another phone with the same shared line, press Resume . |
| Leave a barged call | <p>Choose EndCall or .</p> <p>If you disconnect after using Barge, the remaining parties hear a disconnect tone and the original call continues.</p> <p>If you disconnect after using cBarge, the call remains a conference call (provided at least three participants remain on the line).</p> |

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"> 1. Choose Options > Private. 2. To verify that Privacy is on, look for  (Privacy-enabled icon) next to the directory number. |
| Allow others to view or barge calls on a shared line | <ol style="list-style-type: none"> 1. Choose Options > Private. 2. To verify that Privacy is off, look for  (Privacy-disabled icon) next to the directory number. |

Tips

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

Using BLF to Determine a Line State

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 386">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 data-bbox="362 472 569 516"> Line is idle.<li data-bbox="362 532 878 570"> BLF indicator unavailable for this line. |
| See the state of a line listed in a call log or directory | <p data-bbox="362 592 1013 618">Look for one of these indicators next to the line number:</p> <ul data-bbox="362 644 878 802" style="list-style-type: none"><li data-bbox="362 644 596 688"> Line is in-use.<li data-bbox="362 704 569 748"> Line is idle.<li data-bbox="362 764 878 802"> BLF indicator unavailable for this line. |

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: <ul style="list-style-type: none">  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 Options > MCID . Your phone plays a tone and displays the message, “MCID successful.” |

Prioritizing Critical Calls

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

Keep these terms in mind:

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

| If you... | Then... |
|--|---|
| Want to choose a priority (precedence) level for an outgoing call | Contact your system administrator for a list of corresponding precedence numbers for calls. |
| Want to make a priority (precedence) call | Enter the MLPP access number (provided by your system administrator) followed by the phone number. |
| Hear a special ring (faster than usual) or special call waiting tone | You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call. |
| Want to view priority level of a call | Look for an MLPP icon on your phone screen:  Priority Call  Medium priority (immediate) call  High priority (flash) call  Highest priority (flash override) or Executive Override call Higher priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal (routine). |
| 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"> 1. Choose ◀  (Services) > EM Service (name can vary). 2. Enter your user ID and PIN (provided by your system administrator). 3. If prompted, select a device profile. |
| Log out of EM | <ol style="list-style-type: none"> 1. Choose ◀  (Services) > EM Service (name can vary). 2. When prompted to log out, press Yes. |

Tips

- EM automatically logs you out after a certain amount of time. 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 Setting Up Phones and Access Lists for Mobile Connect, page 93 . |
| Answer a call using your cellular phone | See Answering a Call, page 34 . |
| Switch an in-progress call between your desk phone and cellular phone | See Switching an In-Progress Call to Another Phone, page 37 . |
| Put a call that has been picked up on a smartphone on hold | <ol style="list-style-type: none"> 1. Press the <i>Enterprise Hold</i> (name may vary) softkey on the smartphone. The other party is placed on hold. 2. On your smartphone, press the <i>Resume Softkey</i> (name may vary). See Switching an In-Progress Call to Another Phone, page 37. |
| Transfer a call that has been picked up on a smartphone to another number | <ol style="list-style-type: none"> 1. Press the <i>Enterprise Transfer</i> (name may vary) softkey on the smartphone. 2. Dial your enterprise access code for transferring calls to initiate a new call. The other party is placed on hold. 3. Press the <i>Enterprise Transfer</i> softkey to complete the call transfer. |
| Initiate a conference call on a call that has been picked up on a smartphone | <ol style="list-style-type: none"> 1. Press the <i>Enterprise Conference</i> (name may vary) softkey on the smartphone. 2. Dial your enterprise access code for conferencing to initiate a new call. The other party is placed on hold. 3. Press the <i>Enterprise Conference</i> softkey to complete the conference set-up and include both callers in the conference. |
| Connect to Mobile Voice Access | <ol style="list-style-type: none"> 1. From any phone, dial your assigned Mobile Voice Access number. 2. Enter the number you are calling from, if prompted, and your PIN. |





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

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 Subscribing to Phone Services, page 82 for systems using Cisco Unified CallManager 4.1 or later. See Setting Up Phone Services on the Web, page 88 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) > Push to Talk (name can vary). Push to Talk service is active when the  icon displays.<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 Talk and Stop softkeys to toggle between transmitting and listening. <p data-bbox="297 686 1219 747">Note 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 Using AutoAnswer, page 63 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>Note 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="440 217 1139 276">1. Place the wireless IP phone in the desktop charger cradle. “AC connected!” displays on the screen. <li data-bbox="440 282 1198 422">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 data-bbox="440 428 1206 568">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. <p data-bbox="440 574 1206 708">Note 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="440 732 1206 790">1. Hold the top of the phone and move it forward before lifting it off the desktop charger. <li data-bbox="440 797 1198 855">2. Use the handset to continue with the call. The desktop charger speaker and microphone disconnect. <p data-bbox="440 862 1145 927">Note You cannot turn off the desktop speaker by using the  button.</p> |
| Adjust the volume level for a call | <p data-bbox="440 959 1206 1050">During a call, press  to adjust the volume for the handset, speaker, headset or desktop charger.</p> <p data-bbox="440 1057 1158 1115">Note 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>Note 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">1. Choose  (Settings) > Phone Settings > Sound Settings.2. Select Ring Tone > Current Settings.3. Press View to see the current line settings. |
| Change the ring tone on a line | <ol style="list-style-type: none">1. Choose  (Settings) > Phone Settings > Sound Settings.2. Select Ring Tone > Current Settings.3. Press View to see the current line settings.4. Select a line. <p>Note To make a line selection, press the number key for the item, the  button, or the Change softkey.</p> <ol style="list-style-type: none">5. Scroll to a ring tone in the list and press Play to hear a sample of the ring.6. Press  and the  icon appears next to the chosen ring.7. Choose Options > Save to make the change or Options > Cancel. |
| Assign a ring tone to a line | <ol style="list-style-type: none">1. Choose  (Settings) > Phone Settings > Sound Settings.2. Select Ring Tone > Available Ring Tones.3. Scroll to a ring tone in the list and press Play to hear a sample of the ring.4. Choose Options > Apply and select the line for the ring tone.  displays by the selected line.5. Press Save to make the change or Cancel. |








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







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

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

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"> 1. Choose ▼  (Settings) > Phone Settings > Customize Home Page. 2. Press Change. 3. Select Phone Book. 4. Press Save. The left softkey will be displayed as “Ph Book” when the phone is idle. |
| Set up the left softkey to access your messages | <ol style="list-style-type: none"> 1. Choose ▼  (Settings) > Phone Settings > Customize Home Page. 2. Press Change. 3. Select Message. 4. Press Save. The left softkey will be displayed as “Message” when the phone is idle. |
| Change the phone display brightness | <ol style="list-style-type: none"> 1. Choose ▼  (Settings) > Phone Settings > Display Settings. 2. Select Display Brightness. <p>Note To make a display brightness selection, press the number key for the item, the  button, or the Change softkey.</p> <ol style="list-style-type: none"> 3. Press ▲ to increase the brightness or ▼ to decrease the brightness. 4. Press Save to make the change or Cancel. |
| Change the length of time for the screen to display | <ol style="list-style-type: none"> 1. Choose ▼  (Settings) > Phone Settings > Display Settings. 2. Select Display Timeout. 3. Select one of the following: <ul style="list-style-type: none"> • 10 seconds • 30 second (default setting) • 1 minute • 2 minutes 4. Press Save to make the change or Cancel. <p>Note 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"> 1. Choose ▼  (Settings) > Phone Settings > Display Settings. 2. Select LED Coverage Indicator. 3. Select one of the following: <ul style="list-style-type: none"> • Enable (default setting) • Disable 4. Press Save to make the change or Cancel. |
| Change the language on your phone screen | <ol style="list-style-type: none"> 1. Log in to your User Options web pages. (See Accessing Your User Options Web Pages, page 81.) 2. Change the language setting. |



Changing Keypad Settings

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

- [Using Any Key to Answer the Phone, page 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"> 1. Choose ▼  (Settings) > Phone Settings > Keypad Settings. 2. Select Any Key Answer. 3. Select Enable. 4. Press Save to make the change or Cancel. <p>Note Under the Any Key Answer option, Enabled displays.</p> |
| Disable the Any Key Answer option | <ol style="list-style-type: none"> 1. Choose ▼  (Settings) > Phone Settings > Keypad Settings. 2. Select Any Key Answer. 3. Select Disable. 4. Press Save to make the change or Cancel. <p>Note Under the Any Key Answer option, Disabled 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"> 1. Choose ▾  (Settings) > Phone Settings > Keypad Settings. 2. Select Keypad Auto Lock. 3. Select one of these time intervals: <ul style="list-style-type: none"> • 15 seconds • 30 seconds • 60 seconds 4. Press Save to make the change or Cancel. <p>Note After the chosen time interval expires, the  icon displays, and the keypad is locked.</p> |
| Unlock the keypad | <ol style="list-style-type: none"> 1. Press any key and the screen displays “Unlock keypad?” 2. Press Yes to unlock the keypad or No to keep the lock. |
| Turn off the automatic keypad lock | <ol style="list-style-type: none"> 1. Choose ▾  (Settings) > Phone Settings > Keypad Settings. 2. Select Keypad Auto Lock. 3. Select Disable. 4. Press Save to make the change or Cancel. <p>Note Under the Keypad Auto Lock option, Disabled 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">1. Choose  (Settings) > Phone Settings > Keypad Settings.2. Select Keypad Tone.3. Select one of the following:<ul style="list-style-type: none">• Disable—Plays no keypad tone.• Normal—Plays tone when keys are pressed.• Loud—Plays louder tone when keys are pressed.The  icon appears next to your selection.4. Press Save to make the change or Cancel. |
|------------------------------|--|



Viewing Your Network Profile List

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


Your 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. Note Because Network profiles are locked, your system administrator must make changes for you. |

Tips









- When the  locked icon appears next to a menu, see your system administrator for information.
- If you need to change your EAP or LEAP username and password, see [Setting Username and Passwords, page 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"> 1. Press  (Directory). 2. Choose Missed Calls, or Received Calls, or Placed Calls. Each call log stores up to 100 records. |
| Dial from a call log | <ol style="list-style-type: none"> 1. Press  (Directory). 2. Choose Missed Calls, or Received Calls, or Placed Calls. 3. Scroll to a phone number. <p>Note To edit the displayed number (to add or to remove a prefix), press Options > EditDial followed by  or  to reposition the cursor. Use the keypad to enter digits, or press << to delete numbers.</p> <ol style="list-style-type: none"> 4. Press Dial or . |
| Display details for a single call record | <ol style="list-style-type: none"> 1. Press  (Directory). 2. Choose Missed Calls, or Received Calls, or Placed Calls. 3. Highlight a call record. 4. Press Details. Doing so displays information such as called number, calling number, time of day, and call duration (for placed and received calls only). |
| Erase a single call record | <ol style="list-style-type: none"> 1. Press  (Directory). 2. Choose Missed Calls, or Received Calls, or Placed Calls. 3. Scroll to a call record. 4. Choose Options > Delete, or choose Options > Exit. |
| Erase all call records in a single log | <ol style="list-style-type: none"> 1. Press  (Directory). 2. Choose Missed Calls, or Received Calls, or Placed Calls. 3. Choose Options > Delete, or choose Options > Exit. |

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

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"> 1. Choose   (Directory) > Directory Services > Corporate Directory (name can vary). 2. Use your keypad to enter a search criteria such as a name. 3. Choose  or Options > Submit. 4. Scroll to a listing. <p>Note To edit the displayed number (to add or to remove a prefix), choose Options > EditDial followed by  or  to reposition the cursor. Use the keypad to enter digits, or press << to delete numbers.</p> <ol style="list-style-type: none"> 5. Press Dial or . |
| See if the phone line in the directory is busy | Look for Busy Lamp Field indicators. See Using BLF to Determine a Line State, page 54 . |

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

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

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

Tips










- Your system administrator can provide the user ID and PIN that you need to log in to Personal Directory.
- Personal Directory automatically logs you out after a certain amount of time. This time limit can vary. Ask your system administrator for more information.
- Use the numbers on your keypad to enter characters on your phone screen. Use the Navigation button on your phone to move between input fields.


















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">1. Choose   (Directory) > Phone Book or press Ph Book (if available).2. Do one of the following:<ul style="list-style-type: none">– Press New (if Phone Book is empty).– Choose Options > New (if Phone Book is not empty).3. At the New Contact screen, fill in contact information.4. When finished, press Options, then choose Save to save the information, or press Cancel. |
| Assign a primary number for a contact | <ol style="list-style-type: none">1. Choose   (Directory) > Phone Book or press Ph Book (if available).2. Highlight a contact name and choose Options > Details.3. Select a number:  work phone,  home phone,  mobile phone, or  other phone, and choose Options > Primary. <p>A  (checkmark) appears next to that number.</p> <p>Note 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"> 1. Choose   (Directory) > Phone Book or press Ph Book (if available). 2. Highlight a contact name and press  to view the details. You may also choose Options > Details. 3. Select the information field and press Change. 4. Enter your changes. When finished, press Options, then choose Save to save the information, or press Cancel. |
| Change a phone number for a contact | <ol style="list-style-type: none"> 1. Choose   (Directory) > Phone Book or press Ph Book (if available). 2. Highlight a contact name and press  to view the details. You may also choose Options > Details. 3. Select a number:  work phone,  home phone,  mobile phone, or  other phone, and choose Options > Change. 4. Enter your changes. When finished, press Options, then choose Save to save the information, or press Cancel. |
| Search for a contact in your phone book | <ol style="list-style-type: none"> 1. Choose   (Directory) > Phone Book or press Ph Book (if available). 2. Choose Options > Mode and enter the text to search. You can search for first name, last name, nickname, and company name. <p>Note You can enter search text in one of two ways: by pressing a key one or more times until you see the letter or number you need, or by having possible matches automatically display after pressing one or more keys (predictive text).</p> <p>Choose Options > Mode again to change the way you enter search text.</p> |
| Remove a contact from the phone book | <ol style="list-style-type: none"> 1. Choose   (Directory) > Phone Book or press Ph Book (if available). 2. Highlight a contact name and choose Options > Delete. The contact is removed and the speed dial for this contact number will be unassigned. |
| Dial the primary phone number for a contact | <ol style="list-style-type: none"> 1. Choose   (Directory) > Phone Book or press Ph Book (if available). 2. Highlight a contact name. The primary phone number for this contact is displayed on the lower left. To dial this number, press  or Options > Dial. <p>Note The default primary number for a contact is the work phone. You can change the primary number to be any number for this contact.</p> |

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

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

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

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"> 1. Obtain a User Options URL, user ID, and default password from your system administrator. 2. Open a web browser on your computer, enter the URL, and log on. The Cisco Unified CallManager User Options main web page displays. |

| If you want to... | Then do this... |
|----------------------------------|---|
| Select a device after logging in | <ol style="list-style-type: none"> 1. From the general menu, select your device type (phone model) in the “Select a device” drop-down list. The context-sensitive menu appears with options appropriate for the wireless IP phone. 2. Make changes to the options for your wireless IP phone. |

Tips for Navigating the User Options Web Pages

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

Subscribing to Phone Services


Before you can access subscription phone services on your phone, you need to subscribe to them by using your computer to access the User Options web pages. See [Accessing Your User Options Web Pages, page 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"> 1. From the main menu, choose Configure your Cisco IP Phone Services. 2. Select a service from the “Available Services” drop-down list and click Continue. 3. Enter more information upon request (such as a zip code or PIN). 4. Click Subscribe. |
| Change or end subscriptions | <ol style="list-style-type: none"> 1. From the main menu, choose Configure your Cisco IP Phone Services. 2. Click a service in the “Your Subscribed Services” panel. 3. Click Update after making changes, or click Unsubscribe. |

| 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"> 1. Choose   (Services) > (Service Name). 2. Select the service that you want. |
| Learn how to use phone services | Refer to <i>Customizing Your Cisco Unified IP Phone on the Web</i> : http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html |

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

This section describes how to access your User Options web pages and how to subscribe to phone services when you are connected to a Cisco Unified Communications Manager 5.0 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"> 1. Obtain a User Options URL, user ID, and default password from your system administrator. 2. Open a web browser on your computer, enter the URL, and log on. 3. If prompted to accept security settings, click Yes or Install Certificate. <p>The Cisco Unified Communications Manager User Options main web page displays. From this page, you can choose User Options to access User Settings, Directory features, a Personal Address Book, and Fast Dials.</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"> 1. After you have logged in to your User Options web pages, choose User Options > Device. The Device Configuration page displays. 2. If you have multiple devices assigned to you, verify that the appropriate device (phone model or Extension Mobility profile) is selected. If necessary, choose another device from the Name drop-down menu. |
| Configure user features | Choose User Options drop-down button to access these features: <ul style="list-style-type: none"> • User Settings • Directory • Personal Address Book • Fast Dials |
| Configure phone settings | Choose toolbar buttons to access these phone-specific options: <ul style="list-style-type: none"> • Line settings • Speed dials • Phone services • Service URL |
| Return to the Device Configuration page | Choose User Options > Device from any page to verify that you are configuring the correct device or to change devices. |

Tip

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

Configuring Features and Services on the Web

These topics describe how to configure features and services from your User Options web pages after logging in. See [Accessing Your User Options Web Pages, page 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"> 1. Select the name for the Cisco Unified Wireless IP Phone 7921G device. 2. Click Speed Dials. 3. Enter a phone number as you would dial it. 4. Enter a label for the speed-dial number that is 11 characters or less. 5. Click Save <p>Note 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"> 1. Select the name for the Cisco Unified Wireless IP Phone 7921G device. 2. Click Speed Dials. 3. Enter a phone number as you would dial it and label for an Abbreviated Dialing code. 4. Click Save. <p>Note Make note of the number for the Abbreviated Dialing Code. Use this code with Options > AbbrDial to access the speed-dial number.</p> |
| Set up Fast Dials | <p>See Configuring Fast Dials on the Web, page 87.</p> <p>You can also set up Fast Dials on your phone. See the Using Personal Directory on Your Phone, page 73.</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">1. Choose User Options > Personal Address Book.2. Click Add New.3. Enter information for the entry.4. Click Save. |
| Search for a PAB entry | <ol style="list-style-type: none">1. Choose User Options > Personal Address Book.2. Specify search information and click Find. <p>Note To locate all entries, leave search information blank and click Find.</p> |
| Edit a PAB entry | <ol style="list-style-type: none">1. Search for a PAB entry.2. Click a name or nickname.3. Edit the entry as needed and click Save. |
| Delete a PAB entry | <ol style="list-style-type: none">1. Search for a PAB entry.2. Select one or more entries.3. Click Delete Selected. |

Configuring Fast Dials on the Web

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

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

Tips,

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



Using the Address Book Synchronization Tool

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

Setting Up Phone Services on the Web

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

| If you want to... | Then do this after you log in... |
|------------------------|--|
| Subscribe to a service | <ol style="list-style-type: none">1. Select the name for the Cisco Unified Wireless IP Phone 7921G device.2. Click Phone Services.3. Click Add New.4. Choose a service from the drop-down list and click Next.5. Change the service label and/or enter additional service information, if available (optional). <p>Note If the label contains more than 11 characters, use a shorter name because labels are shortened from the left . For example, "Customer Service" displays as ".....er Service"</p> <ol style="list-style-type: none">6. Click Save. |
| Search for services | <ol style="list-style-type: none">1. Select a device.2. Click Phone Services.3. Click Find. |
| Change or end services | <ol style="list-style-type: none">1. Search for services.2. Select one or more entries.3. Click Delete Selected. |
| Change a service name | <ol style="list-style-type: none">1. Search for services.2. Click on the service name.3. Change the information and click Save. |

| If you want to... | Then do this after you log in... |
|---|---|
| Add a service to an available screen slot | <ol style="list-style-type: none"> 1. Select a device. 2. Click Service URL. <p>Note 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"> 3. Choose a service from the Button Service drop-down list. 4. If you want to rename the service, edit the label fields. <p>Note Your phone uses the ASCII Label field if the phone does not support double-byte character sets.</p> <ol style="list-style-type: none"> 5. Click Save. 6. Click Reset to reset your phone (necessary to see the new label on your phone). |
| Access a service on your phone | Choose   (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"> 1. Choose User Options > User Settings. 2. In the Browser Password area, enter information. <p>Note A password must be 5-127 characters.</p> <ol style="list-style-type: none"> 3. Click Save. |
| Change your PIN | <ol style="list-style-type: none"> 1. Choose User Options > User Settings. 2. In the Phone PIN area, enter information. <p>Note A PIN must be 5-20 numbers.</p> <ol style="list-style-type: none"> 3. Click Save. |
| Change the language (locale) for your User Options web pages | <ol style="list-style-type: none"> 1. Choose User Options > User Settings. 2. In the User Locale area, choose an item from the Locale drop-down list. 3. Click Save. |

| 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"> 1. Go to the Device Configuration page by choosing User Options > Device. 2. Choose an item from the User Locale drop-down list. 3. Click Save. |

Tips

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

Controlling Line Settings on the Web

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



- Note**
- You can set up call forwarding (for your primary phone line) directly on your phone. See [Forwarding 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"> 1. Select the name for the Cisco Unified Wireless IP Phone 7921G device. 2. Click Line Settings. 3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one. 4. In the Incoming Call Forwarding area, choose call forwarding settings for various conditions. 5. Click Save. |

| If you want to... | Then do this after you log in... |
|--|---|
| Change the voice message indicator setting per line | <ol style="list-style-type: none"> 1. Select your device. 2. Click Line Settings. 3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one. 4. In the Message Waiting Lamp area, choose from various settings. <p>Note 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"> 5. Click Save. |
| Change or create a line text label that appears on your phone screen | <ol style="list-style-type: none"> 1. Select your device. 2. Click Line Settings. 3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one. 4. In the Line Text Label area, enter a text label. <p>Note If the label contains more than 11 characters, use a shorter name because labels are shortened from the left . For example, "Customer Service" displays as ".....er Service"</p> <ol style="list-style-type: none"> 5. Click Save. |


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 Accessing Your User Options Web Pages, page 83. <li data-bbox="340 297 1212 329">2. Choose User Options > Directory and search for a coworker. <li data-bbox="340 337 1212 370">3. Click the number that you want to dial. <li data-bbox="340 378 1212 443">4. If this is your first time using WebDialer, set up preferences and click Submit. (See the last row in this table for details.) <li data-bbox="340 451 1212 557">5. If the Make Call page appears, click Dial. (See the last row in this table to learn how to suppress this page in the future, if desired.) The call is now placed on your phone. <li data-bbox="340 565 1212 597">6. To end a call, click Hangup or disconnect from your phone. |
| 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 data-bbox="340 678 1212 711">2. Click the number that you want to dial. <li data-bbox="340 719 1212 751">3. When prompted, enter your user ID and password. <li data-bbox="340 760 1212 824">4. If this is your first time using WebDialer, set up preferences and click Submit. (See the last row in this table for details.) <li data-bbox="340 833 1212 938">5. If the Make Call page appears, click Dial. (See the last row in this table to learn how to suppress this page in the future, if desired.) The call is now placed on your phone. <li data-bbox="340 946 1212 979">6. To end a call, click Hangup or disconnect from your phone. |
| Log out of WebDialer | Click the logout icon in the Make Call or Hang Up page. |

| If you want to... | Then... |
|---|--|
| Set up, view, or change WebDialer preferences | <p data-bbox="387 191 709 220">Access the Preferences page.</p> <p data-bbox="387 230 1256 289">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="387 305 1220 363">To return to Preferences in the future, click the preferences icon from the Make Call or Hang Up page.</p> <p data-bbox="387 373 991 402">The Preferences page contains the following options:</p> <ul data-bbox="400 412 1256 639" style="list-style-type: none"> <li data-bbox="400 412 1185 470">• Preferred language—Determines the language used for WebDialer settings and prompts. <li data-bbox="400 487 1256 639">• 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. <p data-bbox="432 649 1225 708">To display the host name on your phone, choose ▼  (Settings) > Network Profile > Network Configuration > Host Name.</p> <ul data-bbox="400 717 1256 912" style="list-style-type: none"> <li data-bbox="400 717 1256 815">• Use Extension Mobility—If selected, prompts WebDialer to use the wireless IP phone that is associated with your Extension Mobility profile (if available). <li data-bbox="400 824 1256 912">• 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. |

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"> 1. Choose User Options > Mobility Settings > Access Lists. 2. Click Add New. 3. Enter the following information: <ul style="list-style-type: none"> - Name—Identifies the access list. - Description—Describes the access list. 4. Choose one of these options: <ul style="list-style-type: none"> - Blocked Access List—Creates list for numbers to be blocked - Allowed Access List—Creates list for numbers that will be permitted 5. Click Save. |
| Add members to an access list. | <ol style="list-style-type: none"> 1. Create an access list. 2. Click Add Member to add phone numbers or filters to the list. 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). 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"> - X (upper or lower case)—Matches a single digit. For example, 408555123X matches any number between 4085551230 and 4085551239. - !—Matches any number of digits. For example, 408! matches any number starts with 408. - #—Used as a single digit for exact match. 5. To add this member to the access list, click Save. 6. To save the access list, click Save. |

| If you want to... | Then do this after you log in... |
|------------------------------|---|
| Add a new remote destination | <ol style="list-style-type: none"> 1. Choose User Options > Mobility Settings > Remote Destinations. 2. Select the device from the Name drop-down list box. 3. Click Remote Destinations. 4. Click Add New. 5. Enter the following information: <ul style="list-style-type: none"> – Name—Enter a name for the cellular (or other) phone. – Destination Number—Enter your cellular phone number. – Answer Too Soon Timer—Enter the amount of time before you can pick up a call on the remote destination (in milliseconds). – 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). – Delay Before Ringing Timer—Enter the amount of time before the call rings on the remote destination (in milliseconds). – Remote Destination Profile—Select a remote destination profile, which contains the settings that apply to all of your remote destinations. – 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. – 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. – Mobile Phone—Select to allow your cellular phone can accept a call sent from your wireless IP phone. – Enable Mobile Connect—Select to allow your cellular phone to ring simultaneously with your wireless IP phone. – Smart Client Installed—Select to indicate that the remote destination you are setting up is a smartphone. 6. Click Save. |

Understanding Additional Configuration Options

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



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

| If you... | Then... | For more information... |
|--|---|--|
| Need to handle more calls on your phone line | Ask your system administrator to configure your line to support more calls. | Talk to your system administrator or phone support team. |
| Need more than one phone line | Ask your system administrator to configure one or more additional directory numbers for you. | Talk to your system administrator or phone support team. |
| Need different softkeys, such as iDivert, to display when phone is ringing or in use | Ask your system administrator to configure a new softkey template and assign it to your phone. | Talk to your system administrator or phone support team. |
| Need more speed dial numbers | Verify that you are using all your currently available speed dial numbers. If you need additional speed dial numbers, try using Abbreviated Dialing or subscribing to the Fast Dial service. | See Accessing Your User Options Web Pages , page 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 Using a Shared Line , page 51. |

| If you... | Then... | For more information... |
|--|--|---|
| Share phones or office space with coworkers | Consider using: <ul style="list-style-type: none"> • Call Park to store and retrieve calls without using the transfer feature. • Call Pickup to answer calls ringing on another phone. • A shared line to view or join coworkers calls. • Cisco Extension Mobility to apply your phone number and user profile to a shared phone | Ask your system administrator about these features and see the: <ul style="list-style-type: none"> • Tracing Suspicious Calls, page 55. • Using a Shared Line, page 51. • Using Cisco Extension Mobility, page 57. |
| Answer calls frequently or handle calls on someones behalf | Ask your system administrator to set up the AutoAnswer feature for your phone. | See Using AutoAnswer, page 63. |
| Determine the state of a phone line associated with a speed-dial, call log, or directory listing on your phone | Ask your administrator to set up the Busy Lamp Field (BLF) feature for your phone. | See Using BLF to Determine a Line State, page 54. |
| Want to temporarily apply your phone number and settings to a shared Cisco Unified IP Phone | Ask your system administrator about the Cisco Extension Mobility service. | See Using Cisco Extension Mobility, page 57. |
| Allow or prevent all phones with the same shared line to view call information or join a call on the shared line | Ask your system administrator to set up the Privacy feature for those phones. | See Preventing Others from Viewing or Joining a Shared-Line Call, page 53. |

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

| Symptom | Explanation |
|---|--|
| The softkey that you want to use does not appear | One or more of the following factors might apply: <ul style="list-style-type: none"> You must press Options and scroll to reveal additional softkeys. You must change the line state (for example, place a call or have a connected call). Your phone is not configured to support the feature associated with that softkey. |
| Barge fails and results in a fast busy tone | One or more of the following factors might apply: <ul style="list-style-type: none"> You cannot barge an encrypted call if the phone you are using is not configured for encryption. When your barge attempt fails for this reason, your phone plays a fast busy tone. You cannot barge a call on another Cisco Unified Wireless IP Phone. |
| You are disconnected from a call that you joined using Barge | You will be disconnected from a call that you have joined using Barge if the call is put on hold, transferred, or turned into a conference call. |
| Cisco CallBack 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  (Settings) > Device Information > Network or WLAN and select the configuration item that you want to view. |
| Access status data | Choose  (Settings) > Status and select the status item that you want to view. |
| Access phone call and voice quality information | Choose  (Settings) > Status > Call Statistics . |

Using the Quality Reporting Tool

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

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

Cisco One-Year Limited Hardware Warranty Terms

There are special terms applicable to your hardware warranty and various services that you can use during the warranty period. Your formal Warranty Statement, including the 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

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.

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 | |

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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

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