

Cisco IP Phone 7970

License and Warranty

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Getting Started

How to Use this Guide

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

If you want to...	Then
Explore your phone on your own	Press  on the phone when you need assistance.
Clean the touchscreen	See the “Protecting and Maintaining the Touchscreen Display” section on page 2.
Review safety information	See the “Safety and Performance Information” section on page 3.
Use your phone after it is installed	Start with the “An Overview of Your Phone” section on page 7.
Connect your phone	See the “Connecting Your Phone” section on page 5.
Learn what the button lights mean	See the “Buttons and Hardware” section on page 7.
Learn about the touchscreen	See the “Touchscreen Features” section on page 10.
Make calls	See the “Placing a Call” section on page 16.
Put calls on hold	See the “Using Hold and Resume” section on page 19.
Mute calls	See the “Using Mute” section on page 19.
Transfer calls	See the “Transferring a Connected Call” section on page 20.
Make conference calls	See the “Making Conference Calls” section on page 21.
Share a phone number	See the “Understanding Shared Lines” section on page 25.
Use your phone as a speakerphone	See the “Using a Handset, Headset, and Speakerphone” section on page 29.
Change the ringer or call volume	See the “Adjusting the Volume” section on page 31.
Choose a different ring sound	See the “Customizing Rings and Message Indicators” section on page 32.
Customize your touchscreen	See the “Customizing the Touchscreen” section on page 32.

Protecting and Maintaining the Touchscreen Display

Your Cisco IP Phone 7970 features a high-resolution color touchscreen display. Refer to the table below for recommendations on the best practices for protecting and maintaining the touchscreen.

If you want to...	Then
Choose touchscreen items	Press (or tap) an item on the touchscreen with your fingertip. Do not use a device or object other than your fingertip to press the touchscreen. Your phone's touchscreen was designed to respond best when using your fingertip, and using other objects could damage the display.
Disable the touchscreen	Press the Display button and hold for more than one second. The Display button changes to flashing green, and the screen displays the "Touchscreen Disabled" message. The touchscreen remains disabled for about a minute unless you enable it sooner.
Enable the touchscreen	Press the Display button and hold for more than one second. The Display button stops flashing, and the screen displays the "Touchscreen Enabled" message.
Clean the touchscreen	Disable the touchscreen before cleaning it. Once the touchscreen is disabled, use a soft, dry cloth to wipe the touchscreen.
Wake the touchscreen	When you first use your phone in the morning or after a period of inactivity (determined by your system administrator), the backlight on your touchscreen might be disabled. This is a sleep mode similar to a screen saver on your computer. To wake or activate the touchscreen, press any button or the touchscreen, or lift the handset.

Safety and Performance Information

Installing and Using Your Phone

Read the following safety notices before installing or using your Cisco 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.

SAVE THESE INSTRUCTIONS



Warning

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



Warning

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



Warning

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



Warning

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

Using an External Power Supply

The following warnings apply when you use the external power supply with the Cisco IP Phone:



Warning

This product relies on the building's installation for short-circuit (over current) protection. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15A U.S. (240 VAC, 10A international) is used on the phase conductors (all current-carrying conductors).



Warning

The device is designed to work with TN power systems.



Warning

The plug-socket combination must be accessible at all times because it serves as the main disconnecting device.



Caution

Use only a Cisco-approved power supply.

Using External Devices with Your Cisco IP Phone

The following information applies when you use external devices with the Cisco IP Phone:

Cisco recommends the use of good quality external devices (speakers, microphones, and 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 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 screened cables for the external device, or use cables with a better screen 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.

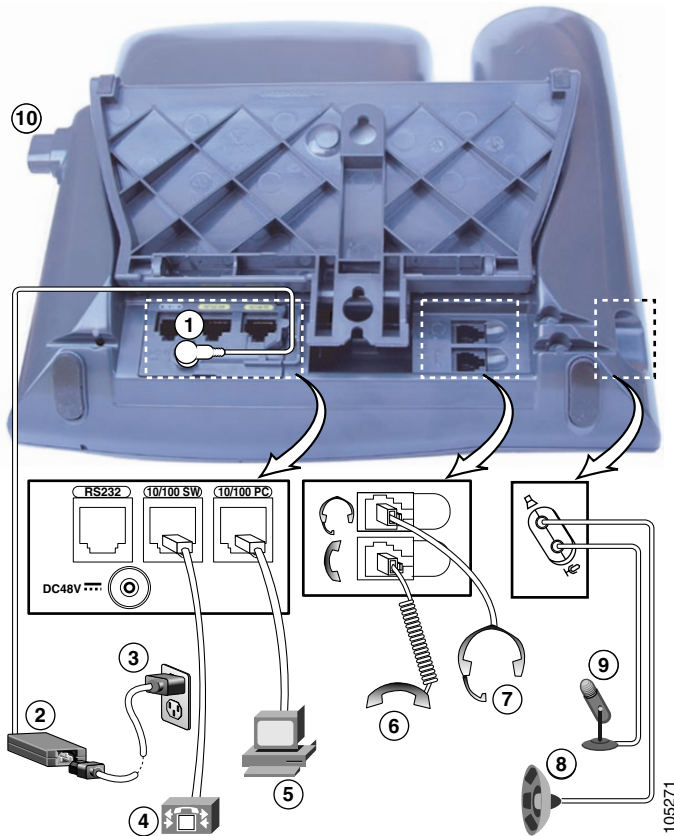


Caution

In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

Connecting Your Phone

Your system administrator will likely connect your new Cisco IP Phone to the corporate IP telephony network. If that is not the case, refer to the to the graphic and table below to connect your phone.



1	DC Adaptor port	6	Handset port
2	AC/DC Power supply with DC connector for phone	7	Headset port
3	AC power cable with wall socket plug	8	External speakers port ¹
4	Network port (10/100 SW)	9	External microphone port ¹
5	Access port (10/100 PC)	10	Footstand button

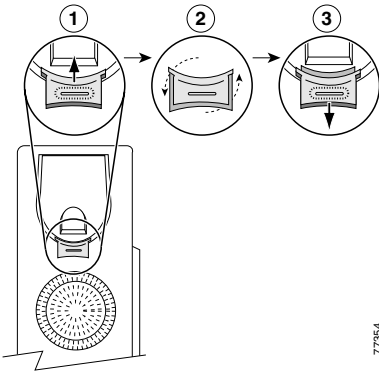
1. Contact your system administrator for assistance if you want to connect devices to these ports.

Adjusting the Footstand

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

Adjusting the Handset Rest

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



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

Registering with TAPS

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

To register with TAPS, pick up the handset, 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, hang up. The phone will re-start.

An Overview of Your Phone

Your Cisco IP Phone 7970 is a full-feature telephone that provides voice communication over the same data network that your computer uses, allowing you to place and receive phone calls, put calls on hold, speed dial numbers, transfer calls, make conference calls, and so on. Your phone also supports specialized or advanced telephony features that can extend and customize your call-handling capabilities.

Your Cisco IP Phone also provides you with:

- Access to network data and services—access specialized web-based services from your phone
- Online control from your User Options web pages—customize your phone's features using a web browser on your computer
- A comprehensive online help system—obtain helpful tips, descriptions, and procedures directly from your phone

The sections that follow provide you with an overview of your phone and tips for interacting with it. Even if you have used other Cisco IP Phones, it might be useful to review this information to learn about the new features offered on the Cisco IP Phone 7970.








Buttons and Hardware














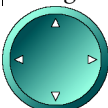

Some of the hardware features on your Cisco IP Phone 7970 include:

- A full-color touchscreen display
- Eight backlit line buttons, which provide dynamic call-state information
- Speakerphone or headset mode support
- Five softkey buttons for access to telephony features
- Group of four feature buttons to provide easy access to messages, directories, services, and settings
- One-button access to built-in online help
- Button for temporarily disabling the touchscreen and for waking the touchscreen from power-save mode

Refer to the following graphic and table for detailed descriptions.

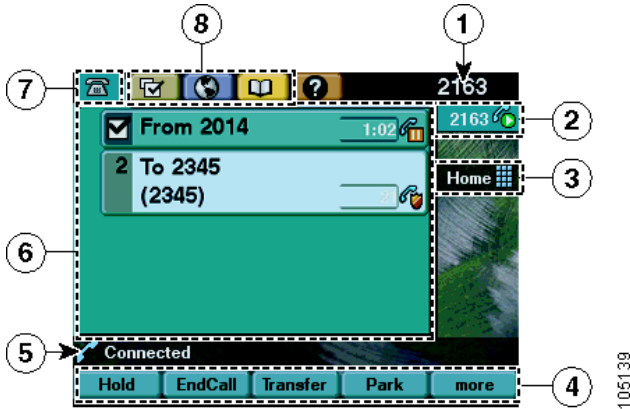








<p>1 Programmable buttons</p> 	<p>Configurable buttons that provide access to:</p> <ul style="list-style-type: none"> • Different phone lines, or extensions (line buttons) • Frequently dialed phone numbers (speed dial buttons) • Web-based phone services (service buttons) • Specialized phone features, such as privacy (privacy button) <p>The buttons illuminate to indicate status as follows:</p> <ul style="list-style-type: none">  Green, steady—Active call on this line (off-hook)  Green, blinking—Call on hold on this line  Orange, steady—Privacy feature enabled  Orange, blinking—Incoming call ringing on this line  Red—Shared line, currently in use  No color—No call activity on this line (on hook)
<p>2 Footstand button</p>	<p>Allows you to adjust the angle of the phone base.</p>

3	Display button 	Awakens the touchscreen from power-save mode or disables it for cleaning  No color—Touchscreen available ready for input  Green flashing—Touchscreen disabled  Green steady—Touchscreen and backlight disabled
4	Messages button 	Typically auto-dials your voice message service (varies by service). See the “Using Voice Messaging, Call Logs, and Directories” section on page 34.
5	Directories button 	Opens/closes the Directories menu. Use it to view and dial from call logs (Missed, Received, and Placed) and a corporate directory. See the “Using Voice Messaging, Call Logs, and Directories” section on page 34.
6	Help button 	Activates the Help menu. See the “Getting Help on Your Phone” section on page 15.
7	Settings button 	Opens/closes the Settings menu. Use it to control touchscreen appearance and ring sounds. See the “Customizing Phone Settings” section on page 31.
8	Services button 	Opens/closes the Services menu. See the “Accessing Your User Options Web Pages” section on page 35.
9	Volume button 	Controls the volume and other settings. See the “Customizing Phone Settings” section on page 31.
10	Speaker button 	Toggles the speakerphone on or off.
11	Mute button 	Toggles the Mute feature on or off.
12	Headset button 	Toggles the headset on or off.
13	Navigation button 	Allows you to scroll through menus and highlight items. Use in conjunction with softkeys to activate highlighted items. Also, while the phone is on-hook, press the Navigation button to access phone numbers from your Placed Calls log.
14	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
15	Softkey buttons 	Activates a softkey. You can also activate a softkey by pressing the softkey label on the touchscreen.
16	Handset light strip	Indicates an incoming call and new voice message.
17	Touchscreen	Shows phone features. See the “Touchscreen Features” section on page 10.

Touchscreen Features

This is what your main touchscreen might look like with active calls and several feature menus open. Press (or tap) with your fingertip to activate touch-sensitive items on your touchscreen.



1	Primary line	Displays your primary phone number or office extension. If several tabs are open, the time and date appear here also, alternating with the line number.
2	Line area and call overview	Displays all configured lines or phone numbers assigned to the phone. Also shows an overview of current calls on each line. The active call is highlighted.
3	Programmable button labels	Displays configuration of each programmable button  on your phone: <ul style="list-style-type: none">  Phone lines, or extensions (line buttons)  Frequently-dialed phone numbers (speed dial buttons)  Web-based phone services (service buttons)  Specialized phone features, such as Privacy (feature buttons)
4	Softkey labels	Each displays a softkey function. Activate a softkey by pressing either the softkey label on the touchscreen or  (the softkey button).
5	Status line	Displays current audio mode icon, status information and prompts.
6	Call activity	Displays your current calls per line, caller ID, call duration, and call state.
7	Phone tab	Appears when there is call activity. Press this tab to return to the call activity area from another screen.
8	Feature tabs	Each indicates an open feature menu. Press a tabs to switch between open menus. (To open a menu, press a feature button).

Call-Handling and Navigation Tips

These guidelines can help you handle calls and navigate menus on your Cisco IP Phone.

Understanding Feature Availability

Your company's phone support team determines which features and services are available to you and how they will be configured. Therefore, some of the features included in this Phone Guide might not be available to you or might work differently on your phone system. Contact your support desk or system administrator if you have questions about feature availability.

Going On-Hook and Off-Hook

Some phone tasks and instructions differ depending on whether the phone is *on-hook* or *off-hook*.

- **On-Hook**—The phone handset is resting in the cradle, no calls are active, and you do not have an active dial tone. Your phone provides *on-hook dialing*, which enables you to enter or choose phone numbers before activating the call.
- **Off-Hook**—The phone handset is lifted from the cradle, the speakerphone is active, or any of several other methods are used to get a dial tone (to make a call) or to answer an incoming call.

Understanding Lines vs. Calls

It is sometimes easy to confuse *lines* and *calls* on your phone. Use these tips to avoid confusion:

Lines







Your phone can support up to a maximum of eight lines or phone extensions, depending on how your system administrator has configured your programmable buttons. To see how many lines you have, look at the line area of your touchscreen. You have as many lines as you have extension numbers.

Each line can support a certain number of calls, depending on your phone's configuration. By default, each line can support a maximum of four calls, but your system administrator can adjust this number according to your needs. That's why you might find yourself handling several calls, even though you have only one line on your phone.

Calls



Each phone supports up to a maximum of 200 calls, regardless of the number of lines. If you have one line, your system administrator can configure your phone to support 200 calls on this single line. Or, if you have four lines, you might have 50 calls on each of the four lines, for a maximum of 200 calls.

Calls can have different states, which are indicated by special icons in the call activity area. Only one call can be *active* at any given time. An active call can be a connected call or an in-progress call (you are dialing a number or an outgoing call is ringing). Other calls must be ringing in, on hold, remote-in-use (for shared lines).

Icon	Call State	Description
	Connected call	A type of active call in which you are currently connected to the other party. Many phone features require that you have a connected call.
	Off hook	A type of active call in which you are actively dialing a number or an outgoing call is ringing. You have not yet connected with the other party. See the “Placing a Call” section on page 16 for details.
	On hook	No call activity on this line. You might be using on-hook dialing features, but the call is not in-progress until you go off hook. See the “Placing a Call” section on page 16 for details.
	Ringing	A incoming call is ringing on one of your lines. See the “Answering a Call” section on page 18 for details.
	Call on hold	The call is on hold. See the “Using Hold and Resume” section on page 19 for details.
	Remote in use	Another phone that shares the line has an active connected call. See the “Understanding Shared Lines” section on page 25 for details.





Selecting Calls

Many phone features require that you select the calls you want to use with a particular feature. For example, you might have 15 held calls, but you only want to join 10 of them to a conference call. You can select just the calls you want to add to the conference call before activating the feature.

If you want to...	Then...
Highlight a call	Use the Navigation button to scroll through the call list. Highlighted calls appear on a lighter and brighter background color.
Select a call	Highlight a connected or held call and press Select . Selected calls are indicated with a  next to them.
Verify selected calls	Use the Navigation button to scroll through the list of calls. Selected calls are indicated with a  and are grouped together in the call list.

Switching Among Calls

Your phone can support multiple calls on each line, depending on how your system administrator has configured your phone. These tips can help you switch among calls on one or more lines. If the call you want to switch to is not automatically highlighted, press the call appearance on your touchscreen or scroll to it.

If you want to...	Then...
Show current calls on a specific line	Press  (a blinking line button). The call activity area displays current call information for that line. Note that when you switch from one line to another, any connected calls on the first line are automatically placed on hold.
Switch between calls on one line	Highlight the call you are switching to and press Resume .
Switch between calls on different lines	Press the appropriate  (blinking line button) for the line (and call) you are switching to. If necessary, highlight the call and press Resume .
Switch from a connected call to answer a ringing call	Press Answer or  (a flashing line button). Doing so answers the new call and places the first call on hold automatically.
Display an overview of calls	Press  while a call is active to return to the phone's main background screen, hiding the active call information. This gives you an overview of the first call on each of your lines.






Tips

- Only one call can be active at any given time; other calls will be placed on hold automatically.
- When you have multiple calls on one line, calls with the highest precedence and longest duration display at the top of the call list.
- Calls of a similar type are grouped together in the call list. For example, any calls that you have interacted with are grouped together near the top. All selected calls are grouped together next. Finally, any calls that you have not yet answered or otherwise interacted with are grouped near the bottom of the list.

Choosing Touchscreen Items

To choose a touchscreen item...	Do this...
By touch	Press (or tap) an item on the touchscreen with your fingertip. Pressing a phone number on the touchscreen can cause the phone to dial the number.
By item number	Press the corresponding number on your keypad. For example, press 4 to choose the fourth item in a menu.
By scrolling	Press the Navigation button to highlight an item in a list. Tap the item with your fingertip or press a relevant softkey such as Select or Dial to finish the action.

Using Feature Menus







If you want to...	Then...
Open a feature menu	Press a feature button: <ul style="list-style-type: none">  Messages  Services  Help  Directories  Settings
Scroll through a list or menu	Press the Navigation button.
Go back one level in a feature menu	Press Exit . (Note that if you press Exit from the top-level of a menu, the menu will close.)
Switch between open feature menus	Press a feature button (for a hidden feature menu only) or press a feature tab on your touchscreen. (Each feature menu has a corresponding feature tab. The tab is visible only when the feature menu is open.)
Close a feature menu	Press the feature button (for a visible feature menu only) or press Exit one or more times until the menu closes.

Entering and Editing Text

If you want to...	Then...
Enter a letter on your touchscreen	Press the appropriate keypad number one or more times to select a letter (with or without capitalization) from the pop-up menu. When you pause, the cursor automatically advances to allow you to enter the next letter.
Delete within an entry or reposition your cursor	Press << or Delete to remove a letter or digit. Press >> to reposition the cursor.

Getting Help on Your Phone

Your Cisco IP Phone provides a comprehensive online help system. Help topics appear on the touchscreen. See the table below for details.








If you want to...	Then...
View the main menu	Press  on your phone and wait for several seconds for the menu to display. If you are already in Help, press Main . Main menu topics include: <ul style="list-style-type: none"> • About Your Cisco IP Phone—descriptive details about your phone • How do I...?—procedures and information about common phone tasks • Calling Features—descriptions and procedures about calling features • Help—tips on using and accessing Help
Learn about a button or softkey	Press  , then quickly press a button or softkey.
Learn about a menu item	Press  , then quickly press the menu item on the touchscreen. Or, press  twice quickly with the menu item highlighted.
Get help using Help	Press  . After a second or two, press  again or choose Help from the Main Menu.








Basic Call Handling

This section covers basic call-handling tasks such as placing, answering, transferring, and conferencing calls. The features you use to perform these tasks are standard and available on most phone systems.

Placing a Call

To place a call, use one of several options to go off-hook before or after dialing a number.

If you want to...	Then...
Dial on-hook (no dial tone)	<p>Enter or choose a number by:</p> <ul style="list-style-type: none">• Entering a phone number. As you begin to enter a number, the Auto Dial feature might pop up and display matching phone numbers, if available, from your Placed Calls log.• Pressing the Navigation button to access and choose phone numbers from your Placed Calls log. <p>Then, to place the call, do one of these things to go off-hook:</p> <ul style="list-style-type: none">• Lift the handset• Press  or • Press Dial• Press  (a line button)• Press the number on the touchscreen that you have just entered
Dial using the speakerphone	<p>Press New Call and enter a phone number. Or, you can press  before or after dialing, re-dialing or speed dialing a number.</p> <p>Many of the actions you can take to dial a number will automatically trigger speakerphone mode, assuming that the handset is in its cradle and the  (headset button) is not lit. These actions include pressing Redial, a speed dial button, or a phone number on your touchscreen.</p>
Redial the most recently dialed number	<p>Press Redial. By default, Redial uses your primary line. However, you can open a secondary line and then press Redial. To open a line, press .</p>
Speed dial a number	<p>Do one of the following:</p> <ul style="list-style-type: none">• Press  (a speed dial button) before or after going off-hook.• Enter a speed dial index number (1-99 on the keypad) while on-hook and press AbbrDial. <p>For details, see the “Setting Up Speed Dial Buttons” section on page 33.</p>







If you want to...	Then...
Dial from a call log	Choose  > Missed Calls, Received Calls, or Placed Calls . To dial from a listing, press the number or scroll to it and go off-hook. To add a prefix or other digits to the number before dialing, press EditDial .
Dial from a corporate directory on the phone	Choose  > Corporate Directory (exact name can vary). Search for a listing by using your keypad to enter letters. (You can search using a partial name.) To dial from a listing, press it, or scroll to it and go off-hook.
Dial from a corporate directory web page	Use the Cisco WebDialer feature. Open a web browser and go to your company directory. Click on a phone number in the directory. Click Dial to place the call. Click Hangup to end the call. See the <i>Customizing Your Cisco IP Phone on the Web</i> guide for more details.
Place a call when another call is active	Press Hold . Next, press New Call . Then dial, redial, or speed dial a number.
Dial using a headset	Do one of the following: <ul style="list-style-type: none"> • If  is unlit, press it before or after dialing, re-dialing, or speed-dialing a number. • If  is lit, press New Call, Redial, a speed dial button, or  (a line button). If necessary, enter a phone number.
Receive notification when a busy or ringing extension becomes available	Call the number and press CallBack while listening to the busy tone or ring sound. Hang up. When the extension becomes available, your phone will provide you with an audio and visual alert. (The callback to this number is not automatic; you must place the call.) CallBack is a special feature that your system administrator might configure for your phone.
Dial on a secondary line	Before or after dialing the number, press  for the line you want to use.
Make a priority (precedence) call	Enter the MLPP access number (which is provided by your system administrator) followed by the phone number. For more details, see the “Prioritizing Critical Calls” section on page 28.
Dial from a Personal Address Book (PAB) entry or Fast Dial code	Choose  > PAB service or Fast Dial service (exact names might vary). To dial from a listing, press it, or scroll to it and go off-hook. For help subscribing to the PAB or Fast Dial service, see the “Accessing Your User Options Web Pages” section on page 35.

Tips

- If you make a mistake while entering a phone number, press << to erase one or more digits. Press **Cancel** to exit the dialing attempt.
- If you are dialing with the phone on-hook, you cannot use * or # as the leading digit. If you need to use these keys, dial with the phone off-hook.



Answering a Call

To answer a call, go-off hook. See the table below for details.

If you want to...	Then...
Answer with a headset	Press  , if unlit. Or, if  is already lit, press Answer or  (flashing line button).
Answer with the speakerphone	Press  , Answer , or  .
Switch from a connected call to answer a ringing call	Press Answer or  . Doing so answers the new call and automatically places the first call on hold. See the “Using Hold and Resume” section on page 19 for more information.
Set up your phone to automatically connect an incoming call after a ring or two	Ask your system administrator to set up the AutoAnswer feature. For more information, see the “Using AutoAnswer with a Headset or the Speakerphone” section on page 30.
Retrieve, or allow someone else to retrieve, a held call on another phone (such as a phone in a conference room)	Use Call Park. See the “Storing and Retrieving Parked Calls” section on page 24.
Use your phone to answer a call that is ringing on another phone	Use Call Pickup. See the “Redirecting a Ringing Call to Your Phone” section on page 24.
Answer a priority call.	Hang up the current call and press Answer . See the “Prioritizing Critical Calls” section on page 28.
Send an incoming call directly to the voice messaging system	Press iDivert . The incoming call is automatically transferred to your voice message greeting.



Ending a Call

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

If you want to...	Then...
Hang up while using the handset	Return the handset to its cradle. Or press EndCall .
Hang up while using the headset	Press  , if lit. Or, if you want to keep headset mode activated (keep the button lit after hanging up), press EndCall .
Hang up while using the speakerphone	Press  , or EndCall .
Hang up one call but preserve another call on the same line	Press EndCall . If necessary, remove the call from hold first.

Using Hold and Resume

Only one call can be active at any given time; all other calls must be placed on hold.



If you...	Then...
Want to put a call on hold	Make sure the call you want to put on hold is highlighted and press Hold .
Want to remove a call from hold	Make sure the call you want to remove from hold is highlighted and press Resume or  (a blinking line button).
Have multiple calls on multiple <i>lines</i> on hold	Press  (a blinking line button). If necessary, make sure the call you want to remove from hold is highlighted and press Resume .

Tips

- Engaging the Hold feature typically generates music or a beeping tone. For this reason, avoid putting a conference call on hold.

Using Mute

Mute disables the audio input for your handset, headset, speakerphone, and external microphone. With Mute enabled, you can hear other parties on a call but they cannot hear you.

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

Transferring a Connected Call

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	During a connected call, press Transfer and enter the target number. When you hear the call ringing, press Transfer again.
Talk to the transfer recipient before transferring a call (“consult transfer”)	During a connected call, press Transfer and enter the target number. Wait for the transfer recipient to answer. If the recipient accepts the transferred call, press Transfer again. If the recipient refuses the call, press Resume to return to the original call.
Transfer two current calls to each other (“direct transfer”)	Scroll to highlight any call on the line and press Select . Repeat this process for the second call. With one of the selected calls highlighted, press DirTrfr . (You might need to press the more softkey first.) The two calls connect to each other and drop you from the call. If you want to stay on the line with the callers, use Join to create a conference instead. For details, see the “Making Conference Calls” section on page 21.

Tips

- You can only transfer a call on hold if you are using Direct Transfer. Otherwise, press **Resume** to take a selected call off of hold, then transfer it.
- When transferring calls, all calls must be on the same line.

Making Conference Calls

Conference calling allows three or more parties to participate in a call simultaneously. Your Cisco IP Phone can support several types of conference calls depending on your needs and your phone's configuration. The softkeys identify which methods are available on your phone:

- **Confrn**—use this softkey to establish standard conferences by calling each participant individually. Standard conference calling is a default feature available on most phones.
- **Join**—use this softkey to establish a standard conference among several calls already on the line.
- **cBarge**—use this softkey to establish a standard conference call on a shared line. This is an optional feature available only for shared lines, and your system administrator must configure it for you.
- **Meet-Me**—use this softkey to host a conference (up to 100 participants, depending on configuration) requiring participants to call an established number at a specific time. This is an optional feature that your system administrator must configure for you.

Starting and Joining a Standard Conference

A standard conference allows at least three people to participate in a single call.

If you want to...	Then...
Invite current callers to join a standard conference	With two or more calls on a single line, scroll to highlight any call on the line and press Select . Repeat this process for each call you want to add to the conference. From one of the selected calls, press Join . (You might need to press the more softkey first.) The active call is automatically added to the conference.
Establish a standard conference call by calling participants	During a connected call, press Confrn to add another party to the call. (You might need to press the more softkey first.) Enter the conference participant's phone number. After the call connects and you have spoken to the conference participant, press Confrn again to add this party to your call. Follow this procedure to add each participant.
Join a standard conference	Answer the phone when it rings. You do not need to do anything special to join a standard conference call.
Establish a standard conference call using a shared line	Highlight a remote-in-use call on a shared line and press cBarge . (You might need to press the more softkey first.) See the "Understanding Shared Lines" section on page 25 for details.
View a list of conference participants	Highlight an active conference, and press ConfList . Participants are listed in the order in which they join the conference with the most recent additions at the top.

If you want to...	Then...
Get an updated list of conference participants	While viewing the conference list, press Update .
See who started the conference	While viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name.
Remove any conference participant	Highlight the participant's name, and press Remove . You can only remove participants if you initiated the conference call.
Drop the last party added to the conference	Highlight the participant's name at the top of the conference list and press Remove . The last participant to the conference is always listed at the top of the list. Or, when not viewing the conference list, simply press RmLstC . You can only remove participants if you initiated the conference call.
End a standard conference	Hang up or press EndCall .

Tips

- To participate in a standard conference, all calls must be placed on the same line. If this is not the case, you can transfer the calls to the same line before adding them to the conference.
- If you get an error stating, “No Participant Info” when attempting to use **Join**, be sure that you have selected at least one call in addition to the active call, which is selected automatically.

Starting or Joining a Meet-Me Conference Call

Unlike a standard conference, where the conference organizer must call participants, a Meet-Me conference call allows participants to dial a Meet-Me conference number at a pre-determined time to join the conference call. The Meet-Me conference calling option is a special feature that your system administrator might configure for you.


If you want to...	Then...
Establish a Meet-Me conference	Press Meet-Me , if available. (You might need to press the more softkey first.) Dial the Meet-Me conference number provided by your system administrator or phone help desk, then follow the voice instructions.
Join a Meet-Me conference	Dial the Meet-Me conference number provided by the conference initiator. You can join after the initiator has established the conference. You do not use the Meet-Me softkey to join the established conference.
End a Meet-Me conference	Hang up or press EndCall .

Forwarding Your Calls to Another Number

You can use Call Forward All to redirect your incoming calls from your Cisco IP Phone to another number.



Note Enter the Call Forward All target number exactly as you would need to dial it from your desk phone. For example, enter an access code such as 9 or the area code, if necessary.

If you want to...	Then...
Set up call forwarding on your primary line	Press CFwdALL and enter a target phone number.
Cancel call forwarding on your primary line	Press CFwdALL .
Verify that call forwarding is enabled on your primary line	Look at the status line and call state icon for the line. When call forwarding is enabled, a message appears in the status line indicating the number to which calls are being forwarded, and this icon appears above the primary line: 
Set up or cancel call forwarding for any line	<p>Log in to your User Options web pages, choose your device, then choose Forward all calls... from the main menu. You can set up or cancel call forwarding for each line on your phone. See the “Logging In to the User Options Web Pages” section on page 35 for login instructions.</p> <p>When call forwarding is enabled for any line other than the primary line, your phone does not provide you with any confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options pages.</p>

Tips

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

Advanced Call Handling

Advanced call-handling tasks involve special (non-standard) features that your system administrator might configure for your phone depending on your call-handling needs and work environment. You typically will not have access to these features by default.

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 CallManager system (for example, at a co-worker’s desk or in a conference room). Call Park is a special feature that your system administrator might configure for you.



If you want to...	Then...
Store an active call using Call Park	During a call, press Park (you might need to press the more softkey first). This prompts your phone to store the call. Note the call park number displayed on your touchscreen and hang up.
Retrieve a parked call	Enter the call park number from any Cisco IP Phone in your network to connect to the call.



Note You have a limited amount of time to retrieve the parked call before it reverts to ringing at its original destination. See your system administrator for this time limit.

Redirecting a Ringing Call to Your Phone

Call PickUp allows you to redirect a call that is ringing on a co-worker’s phone to your own phone so that you can answer it. Call PickUp is a special feature that your system administrator might configure for you, depending on your call-handling needs and work environment. For example, you might use this feature if you typically share call-handling responsibilities with co-workers. A Call Pickup “group” is defined by your system administrator

If you want to...	Then...
Answer a call that is ringing on another extension within your group	Press  (an available line button) and PickUp . The call now rings on your phone.
Answer a call that is ringing on another extension outside of your group	Press  (an available line button) and GPickUp . Enter the call group pickup code number provided by your system administrator. The call now rings on your phone.

Understanding Shared Lines

Your system administrator might give you a “shared” line. Shared line features do not apply to standard, unshared lines. Typically, a shared line has two main uses:

- One person applies a shared line to multiple phones—For example, your shared line, extension 23456, applies to your desk phone. You also might log in to a phone in your lab, prompting this lab phone to temporarily share your extension, as well. In this case, an incoming call to extension 23456 rings on your desk and lab phone, and you can use either of the phones to answer the call.
- Multiple people share a line—For example, you are a manager who shares a line and extension number with your assistant. An incoming call to the extension rings on both of your phones.

Understanding the Maximum Supported Calls on a Shared Line




You can make calls using a shared line just as you would using any other line (see the “Placing a Call” section on page 16 for details). However, keep in mind that your system administrator can configure your shared line to support a different number of calls than your co-workers who share the line with you. Thus, at times you might not be able to make a new call on the shared line even if your co-worker can.

For example, you have a shared line extension, 78888, and your phone is configured to support a maximum of four calls on that shared line. However, one of your co-workers has a phone that supports a maximum of five calls on the same shared line, 78888. If there are already four active calls on the shared line, the **NewCall** softkey is unavailable to you, and you cannot make a new call using the shared line. However, your co-worker would be able to make a new call on the shared line because her phone supports a maximum of five calls on the shared line, not just four.

Adding Yourself to a Shared-Line Call





You have two options to join an established call on the line, though both are not typically available, depending on how your system administrator has configured your phone:

- **Barge**—allows you to join an in-progress call with minimal interruption to the call. When you use **Barge**, other parties on the call just hear a beep tone announcing your presence. You cannot add additional callers to a barged call. When you hang up, the remaining parties hear a disconnect tone, and the original call continues.
- **cBarge**—allows you to join an in-progress call and convert it to a standard conference. This gives you and all call participants the same features available in standard conferences (see the “Making Conference Calls” section on page 21 for details), and you can add additional participants to the call. When you use **cBarge**, other parties on the call hear a tone and brief interruption in the call, and call information changes on the screen. When you hang up, the call remains as a conference call provided at least three participants remain.

If you want to...	Then...
See if a co-worker has an active call on the shared line	Look at shared line number. When the line is in use from another phone, the button displays red  and the remote-in-use icon appears:  If your co-worker has privacy enabled, no information displays for remote-in-use calls.
Show current calls on the shared line	Press  (shared line in-use button). All non-private calls appear on the call activity area.
Add yourself to call in progress on a shared line	Highlight a remote-in-use call on your touchscreen and press Barge . (You might need to press the more softkey first.) You will be disconnected from a call you have joined using Barge if the target shared line's call is put on hold, transferred, or turned into a conference call.
Add yourself to a remote-in-use call and establish a conference call	Highlight a remote-in-use call on your touchscreen and press cBarge . (You might need to press the more softkey first.)

Preventing Others from Viewing or Joining a Shared-Line Call

If you use a shared line, you can use the privacy feature to prevent others who share this line from viewing or joining your calls on this line.

If you want to...	Then...
Prevent others from viewing or joining any calls on a shared line.	Press Private  . The button illuminates orange  when privacy is enabled.
Allow others to view or join any calls on a shared line.	Press Private  . The button is unlit  when privacy is disabled.

Tips

- When your co-worker has the privacy feature enabled, your shared line appearance does not indicate that the shared line is in use. For example, typically when a co-worker is using the shared line, your phone displays the remote-in-use icon. However, when privacy is enabled, this icon does not appear, and you not have any indication that the line is in use.
- If all other phones that share the same line have privacy enabled, you can still make new calls using the shared line. However, you cannot join any in-progress calls using the shared line.
- The privacy feature applies to all shared lines on the phone. Consequently, if you have multiple shared lines on your phone and privacy is enabled on your phone, no one who shares any line with your phone will be able to view or join your calls on any of the shared lines.

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...
Identify a suspicious call	Press MCID . You will hear a special tone and see the message, “MCID successful” on your phone. The call remains active until you end the call.

Making and Receiving Secure Calls

Depending on how your system administrator has configured your phone system, your phone might support making and receiving secure calls. To be identified as a secure call, both your phone and the phones of all call participants must support these security features. Additionally, the phone system must also be able to ensure or validate the integrity of the call between the phones. If any of these conditions are not met, the call cannot be identified as secure, even if you are speaking to someone within your own office or company.

Your phone supports these types of calls:

- *Non-secure* call—When the call is non-secure, at least one of the participating phones or the connection do not support these security features or the phones cannot be verified.
- *Authenticated* call—When the call is authenticated, the identities of all phones participating in the call have been verified.
- *Encrypted* call—When the call is encrypted, the data in the call (your conversation) is being sent only to the intended recipient (the other phones on the call), and it is encrypted so that no one can tamper with it or listen in on the conversation. Encrypted calls are also authenticated.





If you want to...	Then...
Check the security level of a call	<p>While on an active call, if the call is non-secure, no special icon appears in the call activity area. However, if the call is secure, your phone displays one of the following icons:</p> <p> Authenticated call</p> <p> Encrypted call</p>
Determine if secure calls can be made in your company	Contact your system administrator.

Prioritizing Critical Calls

In some specialized environments, such as military or government offices, you might need to make and receive urgent or critical calls. These critical calls might require higher priority handling, such as being able to bypass other 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 want to...	Then...
Choose a priority (precedence) level for an outgoing call	Contact your system administrator for a list of corresponding precedence numbers for calls (ranging from low to highest).
Make a priority (precedence) call	Enter the MLPP access number (which is provided by your system administrator) followed by the phone number.
Receive a priority (precedence) call	Hear the special call waiting tone and note the special icon displayed in the call activity area for the incoming call.
View priority level of a call	Higher priority calls display at the top of your call list, and these icons indicate the assigned priority as follows: No icon—Normal (routine) call  Green—Low priority (priority) call  Yellow—Medium priority (immediate) call  Orange—High priority (flash) call  Red—Highest priority (flash override) call
Accept an higher-priority call	End an active call and answer the higher-priority call.

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.

Using a Handset, Headset, and Speakerphone

The table below describes how to use these devices.

If you want to...	Then...
Use the handset	Lift it to go off-hook; replace it to go on-hook.
Use a headset	<p>Press  to toggle headset mode on and off. (AutoAnswer users should see the “Using AutoAnswer with a Headset or the Speakerphone” section on page 30 for exceptions.)</p> <p>You can use the headset in conjunction with all of the controls on your phone, including  and .</p> <p>See the “Obtaining a Headset” section on page 29 for headset purchasing information.</p>
Use the speakerphone	<p>Press  to toggle speakerphone mode on or off.</p> <p>Many of the actions you can take to dial a number or answer a call will automatically trigger speakerphone mode, assuming that the handset is in its cradle and the  (headset button) is not lit.</p>
Switch to the headset or speakerphone (from the handset) during a call	Press  or  , then hang up the handset.
Switch to the handset (from the speakerphone or headset) during a call	Lift the handset (without pushing any buttons).

Tips





- See the “Connecting Your Phone” section on page 5 to locate the headset port.
- See the “Basic Call Handling” section on page 16 for detailed instructions about how to use the handset, headset, and speakerphone to place, answer, end, and otherwise handle calls.

Obtaining a Headset

Your phone supports four- or six-wire headset jacks. For information about purchasing headsets, see the following URL: <http://vxicorp.com/cisco>


Using AutoAnswer with a Headset or the Speakerphone

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 speakerphone or headset. See the table below for details.

If you...	Then...
Use AutoAnswer with a headset	Keep  activated (lit) by pressing EndCall or a line button to hang up. Keeping  activated ensures that audio input/output will be directed through the headset instead of the speakerphone and that AutoAnswer will function with your headset.
Use AutoAnswer with the speakerphone	Press  or  as you normally would to place, answer, and end calls, open and close lines, and switch from another audio device to speakerphone mode.



Customizing Phone Settings

You can personalize your Cisco IP Phone by adjusting settings, as described in the tables below. Keep in mind a few tips when reviewing this information:

- Most settings are accessible on your phone, but a few are accessed online from your User Options web pages. See the “Logging In to the User Options Web Pages” section on page 35 for more information.
- If  is not responsive, your system administrator might have disabled this button on your phone. Ask your system administrator for more information.


Adjusting the Volume

The table below describes how to adjust and save volume levels on your phone.

If you want to...	Then...
Adjust the volume level for a call	Press  during a call or after invoking a dial tone. Doing so adjusts the volume level for the currently active audio mode. For example, if you increase the volume while you are using the handset, you have not affected the speakerphone volume. Press Save to preserve the new volume as the default level for this audio mode. If you adjust the handset, headset, or speakerphone volume without saving the change, the volume will revert to the previously-saved level the next time you use that audio mode.
Adjust the volume level for the ringer	Press  while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume is saved automatically.






Customizing Rings and Message Indicators

You can customize the way your phone indicates the presence of an incoming call or a new voice mail message for each of your lines. Customized ring sounds and other indicators can help you quickly differentiate between multiple lines. For example, you can choose a chirping sound to indicate an incoming call on Line 1 and a drumbeat to indicate an incoming call on Line 2.

If you want to...	Then...
Change the ring sound	Choose  > User Preferences > Rings and select a phone line or the default ring setting. Choose a ring type to play a sample of it. When you have selected the ring you want, press Select and Save . Press Cancel to revert to the previously saved setting.
Change the ring pattern (flash-only, ring once, beep-only, etc.)	Log in to your User Options web pages, select your device, then choose Change the Ring Settings for your phone from the main menu.
Change the way that the voice message light on your handset works	Log in to your User Options web pages, select your device, then choose Change the Message Waiting Lamp policy... from the main menu. Typically, the default system policy tells your phone to “always light” when you receive a new voice message.

Customizing the Touchscreen

You can adjust brightness, viewing angle, and background image of the touchscreen and also change the language that your touchscreen uses.

If you want to...	Then...
Change the touchscreen brightness	Choose  > User Preferences > Brightness . To make adjustments, press Up , Down or  . Then press Save . Press Cancel to revert to the previously saved setting.
Adjust the touchscreen to accommodate your viewing angle	Choose  > User Preferences > Viewing Angle . To make adjustments, press Up , Down or  . Then press Save . Press Cancel to revert to the previously saved setting.
Change the background image	Choose  > User Preferences > Background Images . To view available images, use the touchscreen or Navigation button. Press Select to choose an image. Press Preview if you want to see how the background will look and Exit to return to the selection menu. Press Save to accept the image or press Cancel to revert to the previously saved setting.
Change the language on your touchscreen	Log in to your User Options web pages, select your device, then choose Change the Locale... from the main menu.

Setting Up Speed Dial Buttons

Speed dial numbers allow you to quickly dial phone numbers without requiring you to enter the phone number each time. For example, if there are phone numbers you call frequently, you can assign them as speed dial numbers.

You can set up speed dial numbers in two ways:

- You can assign a speed dial number and label to any available programmable button. (Note that you cannot assign a speed dial number to a button already configured as a line, feature, or service button.)
- You can assign a speed dial number and label to an index number, which can be any number from 1-99 (on the keypad) to be used with the *abbreviated dialing* feature. Abbreviated dialing simply allows you to dial a contact using its assigned index number rather than the entire phone number each time.

Set up both types of speed dial buttons from your User Options web pages, as described in the table below. (See the “Logging In to the User Options Web Pages” section on page 35 for more information about your User Options pages.)



Note Your system administrator can assign speed dial buttons to your phone; he or she can also restrict the number of speed dial buttons that you can configure.

If you want to...	Then...
Add speed dial numbers to phone buttons	<p>Log in to your User Options web pages, select your device, then choose Add/Update Speed Dials from the main menu.</p> <p>In the Speed Dial Settings on Phone section, enter a phone number and label for each available speed dial button. Enter the number exactly as you would need to dial it from your desk phone. For example, enter an access code such as 9 or the area code, if necessary.</p> <p>The label you enter appears next to the speed dial button on your touchscreen.</p>
Add speed dial numbers to use with Abbreviated Dialing	<p>Log in to your User Options web pages, select your device, then choose Add/Update Speed Dials from the main menu.</p> <p>In the Speed Dial Settings not associated with a phone button section, enter a phone number and label for each available speed dial button. Enter the number exactly as you would need to dial it from your desk phone. For example, enter an access code such as 9 or the area code, if necessary.</p>

Tips








- For details on making calls using either of these speed dial methods, see the “Placing a Call” section on page 16

Using Voice Messaging, Call Logs, and Directories

Use feature buttons to access voice messages, call logs, and directories, as outlined in the table below.



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

If you want to...	Then...
Set up and personalize your voice message service	Press  and follow the voice instructions. If a pop-up messages menu appears on your touchscreen, choose an appropriate menu item. Your system administrator will provide you with a default password for your voice message service. For security reasons, you should change your default password as soon as possible.
See if you have a new voice message	Look at your phone for the following indicators: <ul style="list-style-type: none"> • A steady red light on your handset. (This indicator can vary. See the “Customizing Rings and Message Indicators” section on page 32.) • A flashing envelope icon  and text message on your touchscreen.
Listen to your voice messages or access the voice messages menu	Press  . Depending on your voice message service, pressing  either auto-dials the message service or provides a pop-up menu on your touchscreen. If you see the pop-up menu, choose Voice Mail or Voice Messages to auto-dial your message system.
Send an incoming, active, or call on hold to voice message system	Press iDivert . iDivert automatically transfers the call to your voice message system. Callers will hear your voice message greeting and can leave you a message.
View your call logs	Choose  > Missed Calls, Placed Calls, or Received Calls . A maximum of 100 records is stored in each of these logs.
Dial from a call log	Choose a listing. If you need to edit the number displayed in the log (to add or to remove a prefix, for example), press EditDial followed by << or >> to reposition the cursor or erase digits. Use the keypad to enter digits.
Erase your call logs	Choose  > Missed Calls, Placed Calls, or Received Calls . Press Clear .
Dial from a corporate directory	Choose  > Corporate Directory (exact name can vary). Search for a listing by entering letters with your keypad. (You can search using a partial name.) To dial from a listing, press it, or scroll to it and go off-hook.

Accessing Your User Options Web Pages

Because your Cisco IP Phone 7970 is a network device, it can share information with other network devices in your company, including your computer and web-based services accessible using a web browser on your computer.

You can establish, customize, and enable phone services, and control settings and features from your computer using the Cisco CallManager User Options web pages. Once you configure these services, you can access them from your phone.

If you need additional assistance with the User Options web pages, refer to the *Customizing Your Cisco IP Phone on the Web* guide, which is available on this website:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7970/index.htm

Logging In to the User Options Web Pages

Procedure

- Step 1** Obtain a User Options URL, user ID, and default password from your system administrator.
 - Step 2** Open a web browser on your computer and enter the URL (provided by your system administrator) and log on.
 - Step 3** From the general menu, select your device type (phone model) in the “Select a device” drop-down list.
After you make your selection, a context-sensitive menu appears with options appropriate for your device type.
-

Tips for Navigating the User Options 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.

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 My Fast Dials and a Personal Address Book

Refer to the table below for more information.

If you want to...	Then do this after you log in and select your device type...
Subscribe to a service	From the main menu, choose Configure your Cisco IP Phone Services . Select a service from the “Available Services” drop-down list and click Continue . Enter more information upon request (such as a zip code or PIN), then click Subscribe .
Change or end subscriptions	From the main menu, choose Configure your Cisco IP Phone Services . Click a service in the “Your Subscribed Services” panel. Click Update after making changes, or click Unsubscribe .
Add a service to a programmable button 	After subscribing to a service, choose Add/Update your Service URL Buttons from the main menu. For each available button, select a service from the drop-down list and enter a text description. Click Update after making changes. Your system administrator determines how many programmable buttons are available for services.
Access a service on your phone	Press  on your phone. Or, if you have added a service to a programmable button, press  corresponding to the service you want to use.

Understanding Additional Configuration Options

Your system administrator can configure your phone to use specific button and 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 phone system administrator based on your calling needs or work environment.

If you...	Then...	For more information...
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 help desk.
Need more speed dial buttons	First make sure that you are using all of your currently available speed dial buttons. If you need additional speed dial buttons, consider subscribing to the Fast Dial service.	See the: <ul style="list-style-type: none"> • “Setting Up Speed Dial Buttons” section on page 33 • “Subscribing to Phone Services” section on page 36
Work with (or work as) an administrative assistant	Consider using: <ul style="list-style-type: none"> • The Cisco IP Manager Assistant service. • a shared line 	See the: <ul style="list-style-type: none"> • <i>Cisco IP Manager Assistant User Guide</i> • “Understanding Shared Lines” section on page 25
Want to use one extension for several phones	Request a shared line. This allows you to use one extension number for your desk phone and mobile phone, for example.	See the “Understanding Shared Lines” section on page 25.
Share phones or office space with co-workers	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 using your own phone 	<ul style="list-style-type: none"> • Talk to your system administrator or phone help desk about getting these features. • See the “Advanced Call Handling” section on page 24 for instructions using these features.
Answer calls frequently or handle calls on someone’s behalf	Consider using AutoAnswer. Ask your system administrator to set up this feature for you.	See the “Using AutoAnswer with a Headset or the Speakerphone” section on page 30.

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_inpk/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 78-5235-02F0 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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