



# **Cisco Unified SIP Phone 3911 Phone Guide for Cisco Unified Communications Manager 6.0 and 5.1**

INCLUDING LICENSE AND WARRANTY

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## Common Phone Tasks

Place a call	Go off-hook before dialing a number.
Redial a number	Press  or press the Navigation button while on-hook to see your Placed Calls log.
Switch to the handset during a call	Pick up the handset.
Switch to the speakerphone during a call	Press  .
Mute your phone	Press  .
Hold/resume a call	Highlight a call and press  .
Transfer a call to a new number	Press  and enter the number. Press  again when the call rings.
Start a standard (ad hoc) three-way conference call	Press  and dial the participant. Press  again.



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### QUICK REFERENCE



## Cisco Unified SIP Phone 3911 for Cisco Unified Communications Manager 6.0 and 5.1.

Button Icons

Phone Screen Icons

Phone LEDs

Call Logs and Speed Dials

Name and Number Entries

Common Phone Tasks

## Button Icons

	Volume
	Speaker
	Mute
	Navigation
	Cancel
	OK
	Line
	Redial
	Conference
	Transfer
	Hold/Resume
	Messages

## Phone Screen Icons

Line and Call States	
	Call forwarding enabled
	Call on hold
	Connected call
	Incoming call
	Conference call active
	Conference call on hold
	Conference call disabled
	Outgoing call
	Outgoing call not completed
	Transferring a call
	Line (idle)
	Line disabled
Selected Device	
	Handset in use
	Speakerphone in use

## Other Features

	Message waiting
	Missed call

## Phone LEDs

Message waiting indicator	Indicator above phone screen: <ul style="list-style-type: none"> <li>On (steady)—New voice message</li> <li>Blinking—Incoming call</li> </ul>
	<ul style="list-style-type: none"> <li>On (steady)—Active call</li> <li>Slow blink—Held call</li> <li>Fast blink—Incoming call</li> </ul>
	On—Speaker in use
	On—Phone is muted
	On—Conference call active
	On—New voice message

## Call Logs and Speed Dials

Use your call logs	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>Press , choose <b>Missed Calls, Received Calls, or Placed Calls</b>, and select an entry to dial.</li> <li>Press , choose <b>Directories &gt; Missed Calls, Received Calls, or Placed Calls</b>, and select an entry to edit.</li> <li>Press  to dial.</li> </ul>
Speed dial a number	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>Press , choose <b>Speed Dials</b>, and select an entry to dial.</li> <li>Press , choose <b>Directories &gt; Speed Dials</b>, and select an entry to dial.</li> </ul>

## Name and Number Entries

Erase a digit	Press  .
Switch from numbers to letters	Press #.
Switch from uppercase to lowercase letters	Press #.

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# Getting Started

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## Using this Guide

Your Cisco Unified SIP Phone 3911 belongs to the family of Cisco Unified IP Phones. 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.

<b>If you want to...</b>	<b>Then...</b>
Review safety information	See <a href="#">Safety and Performance Information</a> , page 2.
Connect your phone	See <a href="#">Connecting Your Phone</a> , page 4.
Use your phone after it is installed	Start with <a href="#">An Overview of Your Phone</a> , page 8.
Learn about the phone buttons	See <a href="#">Understanding Buttons and Hardware</a> , page 8.
Make calls	See <a href="#">Placing a Call—Basic Options</a> , page 14.
Put calls on hold	See <a href="#">Using Hold and Resume</a> , page 16.
Transfer calls	See <a href="#">Transferring Calls</a> , page 17.
Make conference calls	See <a href="#">Making Conference Calls</a> , page 18.
Use speed dials	See <a href="#">Speed Dialing</a> , page 19.
Share a phone number	See <a href="#">Using a Shared Line</a> , page 19.
Use your phone as a speakerphone	See <a href="#">Using the Handset and Speakerphone</a> , page 20.
Change the ring volume	See <a href="#">Changing Phone Settings</a> , page 22.
View your missed calls	See <a href="#">Using Call Logs</a> , page 24.
Listen to your voice messages	See <a href="#">Accessing Voice Messages</a> , page 26.
See button and icon definitions	Refer to the Quick Reference Card in the front of this guide.

## Finding Additional Information

You can access the most current Cisco Unified IP Phone documentation on the World Wide Web at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com/>

International Cisco websites can be accessed from this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Safety and Performance Information

Refer to these sections for information about the impact of power outages and other devices on your Cisco Unified IP Phone.

### Power Outage

Your accessibility to emergency service through the phone is dependent on the phone being powered. If there is an interruption in the power supply, Service and Emergency Calling Service dialing will not function until power is restored. In the case of a power failure or disruption, you may need to reset or reconfigure equipment before using the Service or Emergency Calling Service dialing.

### Using External Devices

The following information applies when you use external devices with the Cisco Unified 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.



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#### Caution

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

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## Phone Behavior During Times of Network Congestion

Anything that degrades network performance can access Cisco IP Phone voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security can
- Attacks that occur on your network, such as a Denial of Service attack

To reduce or eliminate any adverse effects to the phones, schedule administrative network tasks during a time when the phones are not being used or exclude the phones from testing.

## Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

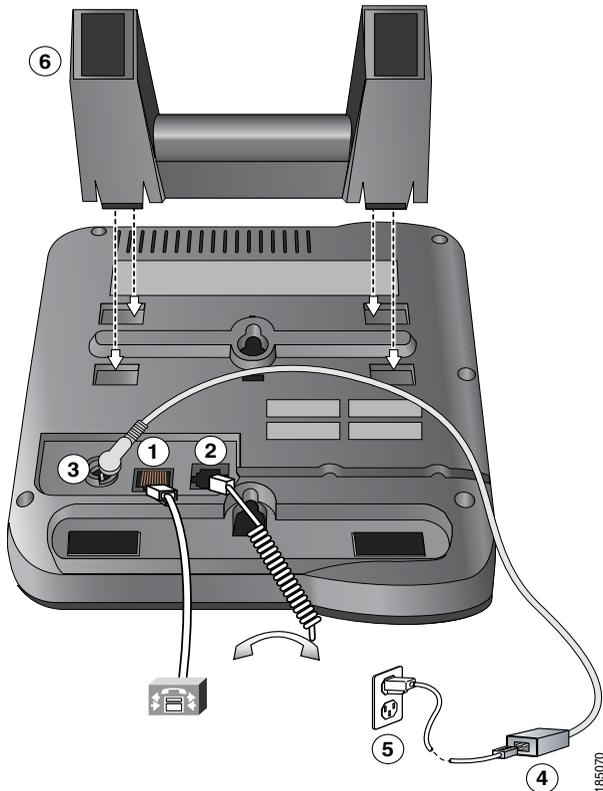
A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to [export@cisco.com](mailto:export@cisco.com).

## Accessibility Features

A list of accessibility features is available upon request.

# Connecting Your Phone

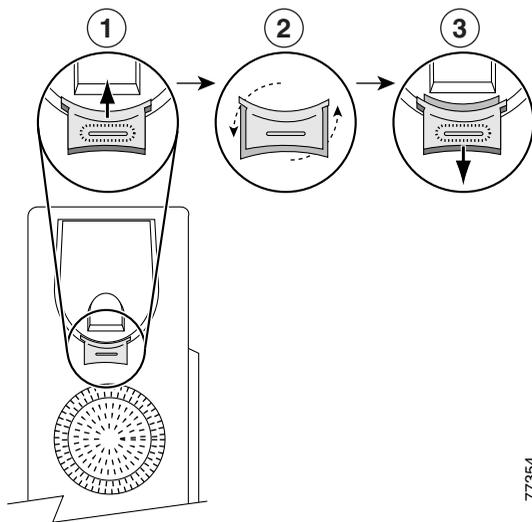
Your system administrator will likely connect your new Cisco Unified IP Phone to the corporate IP telephony network. If that is not the case, refer to the graphic and table below to connect your phone.



1	Network port (10/100 SW)	4	AC-to-DC power supply (optional)
2	Handset port	5	AC power cord (optional)
3	DC adapter port (DC48V)	6	Footstand

## 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.



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<b>1</b>	Set the handset aside and pull the square plastic tab from the handset rest.
<b>2</b>	Rotate the tab 180 degrees.
<b>3</b>	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 the Tool for Auto-Registered Phones Support (TAPS). 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 restart.

## Headset Information

To use a headset, make sure the handset is disconnected, then connect the headset to the Handset port on the back of your phone.

Depending on headset manufacturer's recommendations, an external amplifier may be required. Refer to headset manufacturer's product documentation for more information.

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 2](#), 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. In some cases, a hum experienced by a user may be reduced or eliminated by using a local power cube or power injector.

#### **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 or handsets, but some of the headsets and handsets on the sites listed below have been reported to perform well on Cisco Unified IP Phones.

Nevertheless, it is ultimately still the customer's responsibility to test this equipment in their own environment to determine suitable performance.

For information about headsets, see:

<http://www.vxicorp.com/cisco>

<http://www.plantronics.com>

<http://www.jabra.com>

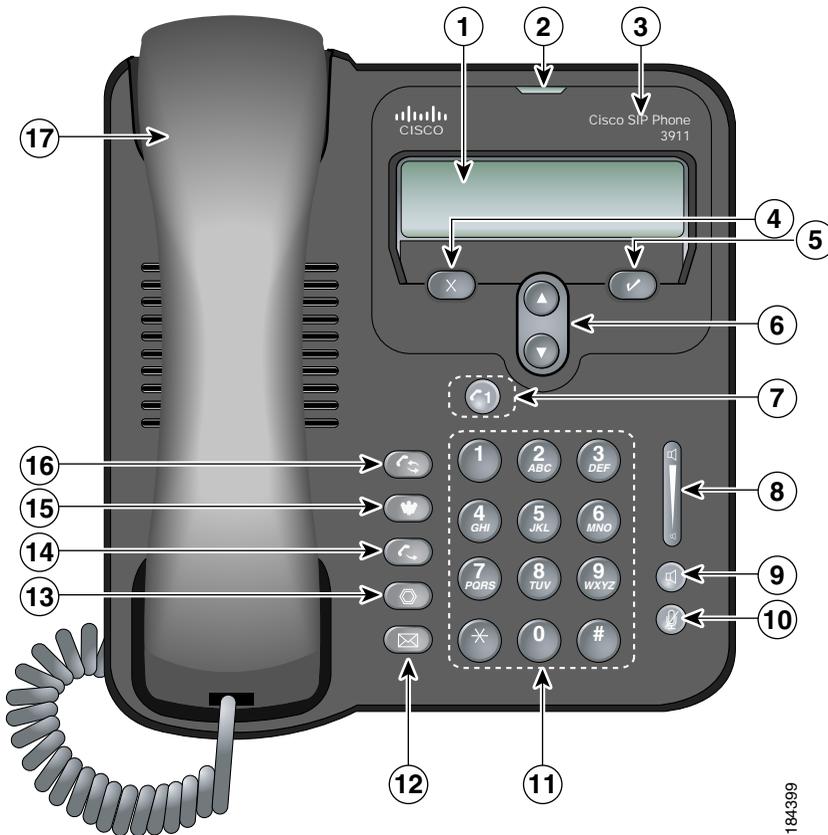


# An Overview of Your Phone

Your Cisco Unified SIP Phone 3911 belongs to the family of Cisco Unified IP Phones. It provides voice communication over the same data network that your computer uses, allowing you to place and receive calls, put calls on hold, transfer calls, make conference calls, and so on.

## Understanding Buttons and Hardware

You can use this graphic below to identify the buttons and hardware on your phone.



	Item	Description	For more information, see...
1	Phone screen	Displays phone menus and call activity including caller ID (phone number), call duration, and call state.	<a href="#">Understanding Line and Call Icons, page 12.</a>
2	Message waiting indicator	Indicates new voice message (steady red) or an incoming call (blinking).	<a href="#">Accessing Voice Messages, page 26.</a>
3	Cisco Unified IP Phone series	Indicates your Cisco Unified IP Phone model series.	—
4	Cancel button 	Cancels an action, exits a menu, or hangs up a call.	<a href="#">Call Handling, page 14.</a>
5	OK button 	Displays menus, selects or confirms a menu option, answers a call, or resumes a call.	<a href="#">Call Handling, page 14.</a>
6	Navigation button 	Allows you to scroll through menu items and highlight items. When the phone is on-hook, displays the call logs (Missed Calls, Received Calls, Placed Calls) and your Speed Dials.	<a href="#">Using Call Logs, page 24,</a> and <a href="#">Speed Dialing, page 19.</a>
7	Line button 	Allows you to make a call or to answer a call on the line. <ul style="list-style-type: none"> <li>• A fast blink indicates an incoming call.</li> <li>• A slow blink indicates a held call.</li> </ul>	<a href="#">Call Handling, page 14.</a>
8	Volume button 	Controls the handset, headset, speakerphone, and ringer volume.	<a href="#">Changing Phone Settings, page 22.</a>
9	Speaker button 	Selects the speakerphone. When the speakerphone is on, the button is lit.	<a href="#">Using the Handset and Speakerphone, page 20.</a>
10	Mute button 	Mutes the speakerphone and handset. If the button is lit, the speaker and handset are muted.	<a href="#">Using the Handset and Speakerphone, page 20.</a>

<b>11</b>	Keypad	Allows you to dial phone numbers, and enter numbers or letters.	<a href="#">Call Handling, page 14.</a>
<b>12</b>	Messages button 	Connects to your voice mail box. If the button is lit, you have a message waiting.	<a href="#">Accessing Voice Messages, page 26.</a>
<b>13</b>	Hold button 	Places the current call on hold, resumes a call that was held, and switches between an active call and a call on hold.  When you have a call on hold, the line button blinks slowly.	<a href="#">Using Hold and Resume, page 16.</a>
<b>14</b>	Transfer button 	Transfers a call to another number.	<a href="#">Call Handling, page 14.</a>
<b>15</b>	Conference button 	Starts a standard (ad hoc) three-way conference call. If the button is lit, a conference call is taking place.	<a href="#">Call Handling, page 14.</a>
<b>16</b>	Redial button 	Redials the last called number.	<a href="#">Call Handling, page 14.</a>
<b>17</b>	Handset	Phone handset.	<a href="#">Call Handling, page 14.</a>

## Understanding Feature Buttons and Menus

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

If you want to...	Then...
Select a feature	Press a feature button: <ul style="list-style-type: none"> <li> Redial</li> <li> Conference</li> <li> Transfer</li> <li> Hold/Resume</li> <li> Messages</li> <li> Speaker</li> <li> Mute</li> </ul>
Select a menu or menu item	Press  .
Scroll through a list or menu	Press  .
Go back one level in a menu	Press  . Pressing  from the top level of a menu closes the menu.

## Understanding Lines and Calls

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

- Lines—Cisco Unified SIP Phone 3911 is a single line phone which means it supports a single phone number (or extension) that others can use to call you.
- Calls—The single line on your phone supports two simultaneous calls.
  - Your phone supports up to two connected calls. Only one call can be active at any time; the second call is automatically placed on hold. During this time, any additional callers will receive a busy tone.
  - Your phone supports up to one standard (ad hoc) three-way conference.

## Understanding Line and Call Icons

Your phone displays icons to help you determine the call and line state (on-hook, on hold, ringing, connected, and so on).

Icon	Line or call state	Description
	On-hook line	No call activity on the line.
	Off-hook line	You are dialing a number.
	Connected call	You are connected to the other party.
	Ringing call	A call is ringing on your line.
	Missed call	You have a missed call on your line.
	Outgoing call	Your outgoing call is ringing.
	Call on hold	You have put the call on hold. See <a href="#">Using Hold and Resume, page 16</a> .
	Call Forward enabled	Incoming calls are being forwarded to another phone number.
	Conference call	There is an active standard (ad hoc) three-way conference call on the line.
	Conference call hold	The conference call is on hold.

## Understanding Feature Availability

Depending on your phone system configuration, features included in this Phone Guide might not be available to you or might work differently on your phone. Contact your support desk or system administrator for information about feature operation or availability.



# Call Handling

You can perform basic and advanced call-handling tasks using a range of features. 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 Cisco Unified IP Phone.

If you want to...	Then...	For more information, see...
Place a call using the handset	Pick up the handset, then dial the number.	<a href="#">An Overview of Your Phone, page 8.</a>
Place a call using the speakerphone	Press  or  , then dial the number.	<a href="#">An Overview of Your Phone, page 8.</a>
Redial a number	Press  .	—
Dial from a call log	<ol style="list-style-type: none"><li>Do one of the following:<ul style="list-style-type: none"><li>Press  and choose <b>Missed Calls</b>, <b>Received Calls</b>, or <b>Placed Calls</b>.</li><li>Press  and choose <b>Directories &gt; Missed Calls</b>, <b>Received Calls</b>, or <b>Placed Calls</b>.</li></ul></li><li>Select a number, then press  .</li><li>Select <b>Dial</b>.</li></ol>	<a href="#">Using Call Logs, page 24.</a>

### Tip

If you make a mistake while dialing, press  to erase digits.

## Placing a Call—Additional Options

You can place calls using special features and services 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 number	<ol style="list-style-type: none"> <li>Do one of the following:           <ul style="list-style-type: none"> <li>Press  and choose <b>Speed Dials</b>.</li> <li>Press  and choose <b>Directories &gt; Speed Dials</b>.</li> </ul> </li> <li>Select a number, then select <b>Dial</b>.</li> </ol>	<a href="#">Speed Dialing, page 19.</a>
Edit and dial a number from the call log	<ol style="list-style-type: none"> <li>Press  and choose <b>Missed Calls, Received Calls, or Placed Calls</b>.</li> <li>Select a number and press .</li> <li>Edit the number and press .</li> </ol>	
Place a call using a billing or tracking code	<ol style="list-style-type: none"> <li>Dial a number.</li> <li>After the tone, enter a client matter code (CMC) or a forced authorization code (FAC).</li> </ol>	Your system administrator.

## Answering a Call

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

If you want to...	Then...	For more information, see...
Answer with the speakerphone	Press  or  .	<a href="#">Using the Handset and Speakerphone, page 20.</a>
Switch from a connected call to answer a new call.	When you receive an incoming call that you want to answer, press  ,  , or  .	<a href="#">Using Hold and Resume, page 16.</a>

## Ending a Call

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

If you want to...	Then...
Hang up while using the handset	Return the handset to its cradle.
Hang up while using the speakerphone	Press  or  .
Hang up one call, but preserve another call on the same line	If the call is on hold, press  to remove it from hold. Press  to end the call.

## Using Hold and Resume

You can hold and resume calls. Only one call can be active at any given time; the other connected call must be placed on hold.

If you want to...	Then...
Put a call on hold	<ol style="list-style-type: none"><li>1. Make sure the call you want to put on hold is highlighted.</li><li>2. Press .</li></ol>
Remove a call from hold	<ol style="list-style-type: none"><li>1. Make sure the call is highlighted.</li><li>2. Press .</li></ol>

### Tips

- Engaging the Hold feature typically generates music or a beeping tone.
- The call-on-hold icon  in the call view indicates a held call.
- For a held call, the line button  blinks slowly.

## Using Mute

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

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

## Switching to the Incoming Call

You can switch from the connected call to the incoming call on your phone.

If you want to...	Then...
Switch from a connected call to answer a ringing call	Press  ,  , or  .

## Viewing Calls

Your phone screen displays information about your current call. When a second call comes in, the phone screen displays the incoming number.

## Transferring Calls

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

If you want to...	Then...
Transfer a call without talking to the transfer recipient	<ol style="list-style-type: none"> <li>1. From an active call, press .</li> <li>2. Enter the target number.</li> <li>3. When the call rings, press  again to complete the transfer, or press  to cancel.</li> </ol> <p><b>Note</b> If the transfer is cancelled, press  to resume the call.</p>
Talk to the transfer recipient before transferring a call (consult transfer)	<ol style="list-style-type: none"> <li>1. From an active call, press .</li> <li>2. Enter the target number.</li> <li>3. Wait for the transfer recipient to answer.</li> <li>4. Press  again to complete the transfer, or press  to cancel.</li> </ol> <p><b>Note</b> If the transfer is cancelled, press  to resume the call.</p>

### Tip

You cannot transfer a call on hold. Press  again to remove the call from hold before transferring it.

# Forwarding All Calls to Another Number

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

If you want to...	Then...
Set up call forwarding on your line	<ol style="list-style-type: none"><li>1. Press  and choose <b>Settings &gt; User Preferences &gt; CFwdALL</b>.</li><li>2. Enter the call forward target number.</li></ol>
Cancel call forwarding on your line	Press  and choose <b>Settings &gt; User Preferences &gt; CFwdALL</b> .
Verify that call forwarding is enabled on your line	On the phone screen, look for: <ul style="list-style-type: none"><li>• Call forwarding icon .</li><li>• Call forward target number next to the call forwarding icon.</li></ul>

## 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.
- Your system administrator can change call forwarding conditions for your phone line.

# Making Conference Calls

Your Cisco Unified IP Phone allows you to join three people into one telephone conversation, creating a standard (ad hoc) three-way conference call.

If you want to...	Then...
Create a conference by adding a participant	<ol style="list-style-type: none"><li>1. From a connected call, press .</li><li>2. Enter the participant's phone number.</li><li>3. Wait for the call to connect.</li><li>4. Press  again to add the participant to your call.</li></ol>
Participate in a conference	Answer the phone when it rings.
End your participation in a conference	Hang up.

**Tip**

- Only one standard (ad hoc) three-way conference can be active at any time on your phone.
- If you leave a conference after creating it, the conference will end. To avoid this, transfer the conference before hanging up.

## Speed Dialing

Speed dialing allows you to select a phone screen item to place a call.

If you want to...	Then...
Set up Speed Dials	<ol style="list-style-type: none"> <li>1. Press  and choose <b>Directories &gt; Speed Dials</b>.</li> <li>2. Select an empty speed dial (shown as None).</li> <li>3. Select <b>Edit</b> and enter a speed dial number.</li> <li>4. Enter a name for the speed dial.</li> </ol>
Use Speed Dials	<p>To place a call, press  and choose <b>Speed Dials</b>.</p> <p>Or press  and choose <b>Directories &gt; Speed Dials</b>.</p>
Change Speed Dial information	<ol style="list-style-type: none"> <li>1. Press  and choose <b>Directories &gt; Speed Dials</b>.</li> <li>2. Select a speed dial, then select <b>Edit</b>.</li> </ol>

**Tips**

- If you make a mistake entering a number or name, press  to erase digits or letters.
- When you are entering numbers and letters, press # to switch from numbers to uppercase letters, from uppercase to lowercase letters, and from lowercase letters back to numbers.

## Using a Shared Line

If your phone has a shared line with another phone, incoming calls will ring on both phones. The call then goes to whichever phone picks up the call.

# Using the Handset and Speakerphone

---

You can use your phone with a handset or speakerphone.

If you want to...	Then...
Use the handset	Lift it to go off-hook; replace it to go on-hook.
Use the speakerphone	Press  to toggle speakerphone mode on or off.
Switch to the speakerphone (from the handset) during a call	Press  .
Switch to the handset (from a speakerphone) during a call	Lift the handset without pushing any buttons.
Adjust the volume level for a call	Press  up or down during a call or after invoking a dial tone.  This action adjusts the volume for the handset or speakerphone, depending on which device is in use.



# Changing Phone Settings

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You can personalize your Cisco Unified IP Phone by adjusting the settings.

## Customizing the Phone

You can adjust the ringer volume for your phone and customize the contrast on your phone screen.

If you want to...	Then...
Adjust the volume level for the phone ringer	Press  while the handset is in the cradle.  The new ringer volume is saved automatically.
Change the contrast on the phone screen	<ol style="list-style-type: none"><li>1. Press  and choose <b>Settings &gt; User Preferences &gt; Contrast</b>.</li><li>2. Press  to set the contrast.</li></ol>



# Using Call Logs

---

This section describes how you can access and use call logs.

## Using Call Logs

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

If you want to...	Then...
Access call logs	Press  and choose <b>Directories</b> .
View your call logs	Press  and choose <b>Directories &gt; Missed Calls, Placed Calls, or Received Calls</b> .
Erase a call from the call log	<ol style="list-style-type: none"><li>1. Press  and choose <b>Directories &gt; Missed Calls, Placed Calls, or Received Calls</b>.</li><li>2. Select a call record, then select <b>Delete</b>.</li></ol>
Dial from a call log (while not on another call)	<ol style="list-style-type: none"><li>1. Press  and choose <b>Directories &gt; Missed Calls, Placed Calls, or Received Calls</b>.</li><li>2. Select a call record from the log, press , and choose <b>Dial</b>.</li></ol>
Edit and dial a number from the call log	<ol style="list-style-type: none"><li>1. Press  and choose <b>Directories &gt; Missed Calls, Placed Calls, or Received Calls</b>.</li><li>2. Select a call record from the log, press .</li><li>3. Edit the number and choose <b>Dial</b>.</li></ol>
Dial from a call log (while connected to another call)	<ol style="list-style-type: none"><li>1. Press  and choose <b>Directories &gt; Missed Calls, Placed Calls, or Received Calls</b>.</li><li>2. Select a call record from the log.</li><li>3. Select <b>Dial</b>. The other call is placed on hold.</li></ol>



# Accessing Voice Messages

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To access voice messages, press .



**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.

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If you want to...	Then...
Set up and personalize your voice message service	Press  and follow the voice instructions.
See if you have a new voice message	Look for: <ul style="list-style-type: none"><li>• A steady red light on your message waiting indicator (above your phone screen).</li><li>• A steady green light on the Messages (  ) button.</li><li>• A message waiting icon  on your phone screen.</li></ul> Listen for a stutter tone from your handset, headset, or speakerphone when you place a call.
Listen to your voice messages or access the voice messages menu	Press  , and follow the voice instructions.



# Troubleshooting Your Phone

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This section provides troubleshooting information for your Cisco Unified IP Phone. For more information, see your system administrator.

Symptom	Explanation
Speed dial not working	You might need to add: <ul style="list-style-type: none"><li>• An outside line access code</li><li>• Area code</li><li>• Country code</li></ul>
You cannot hear a dial tone or complete a call	You may want to check if your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.

## Tip

To see which call features are enabled on your phone, press  and choose **Settings > User Preferences**. Select a feature to view whether it is enabled (Yes) or disabled (No).

## 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 configuration data	Press  and choose <b>Settings &gt; Network Configuration</b> . Select the network configuration item that you want to view.
Access status data	Press  and choose <b>Status</b> . Select the status item that you want to view.

# Cisco 90-Day Limited Hardware Warranty Terms

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There are special terms applicable to your hardware warranty and various services that you can use during the warranty period. Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com. Follow these steps to access and download the *Cisco Information Packet* and your warranty and license agreements from Cisco.com.

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

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpck/cetrans.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpck/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 78-5235-03D0 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).



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**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>

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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:
  - b. 78-5236-01C0
  - c. Select the language in which you would like to read the document.
  - d. Click **Go**.
  - e. The Cisco warranty page appears.
  - f. Review the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).

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

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

## Duration of Hardware Warranty

Ninety (90) days.

## **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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