

# An Overview of Your Phone

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Cisco Unified IP Phones are full-feature telephones that provide voice communication over the data network that your computer uses, allowing you to place and receive phone calls, put calls on hold, transfer calls, make conference calls, and so on.

In addition to basic call-handling features, your phone can provide enhanced productivity features that extend your call-handling capabilities. Depending on the configuration, your phone supports:

- Access to network data, XML applications, and web-based services.
- Online customizing of call features and services from your Cisco Unified CM User Options web pages.
- A comprehensive online help system that displays information on the phone screen.

## Understanding Buttons and Hardware

To identify buttons and hardware on your phone, refer to the graphics and table below.

## Cisco Unified IP Phone 7962G



## Cisco Unified IP Phone 7961G and 7961G-GE




















## Cisco Unified IP Phone 7942G



## Cisco Unified IP Phone 7941G and 7941G-GE




	Item	Description	For more information, see...
1	Programmable buttons 	Depending on configuration, programmable buttons provide access to: <ul style="list-style-type: none"> <li>• Phone lines (line buttons) and intercom lines</li> <li>• Speed-dial numbers (speed-dial buttons, including the BLF speed-dial feature)</li> <li>• Web-based services (for example, a Personal Address Book button)</li> <li>• Call features (for example, a Privacy, Hold, or Transfer button)</li> </ul> Buttons illuminate to indicate status: <ul style="list-style-type: none"> <li> Green, steady—Active call or two-way intercom call</li> <li> Green, flashing—Held call</li> <li> Amber, steady—Privacy in use, one-way intercom call, DND active, or logged into Hunt Group</li> <li> Amber, flashing—Incoming call or reverting call</li> <li> Red, steady—Remote line in use (shared line, BLF status or active Mobile Connect call)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Understanding Lines and Calls, page 12</a></li> <li>• <a href="#">Basic Call Handling, page 18</a></li> <li>• <a href="#">Speed Dialing, page 36</a></li> <li>• <a href="#">Using a Shared Line, page 39</a></li> <li>• <a href="#">Using BLF to Determine a Line State, page 43</a></li> <li>• <a href="#">Placing or Receiving Intercom Calls, page 34</a></li> </ul>
2	Phone screen	Shows call features.	<a href="#">Understanding Phone Screen Features, page 14</a>
3	Footstand button	Enables you to adjust the angle of the phone base.	<a href="#">Adjusting the Footstand (Optional), page 5</a>
4	Messages button 	Auto-dials your voice message service (varies by service).	<a href="#">Accessing Voice Messages, page 62</a>
5	Directories button 	Opens/closes the Directories menu. Use it to access call logs and directories.	<a href="#">Using Call Logs, page 56</a>
6	Help button 	Activates the Help menu.	<a href="#">Accessing the Help System on Your Phone, page 15</a>

	Item	Description	For more information, see...
7	Settings button 	Opens/closes the Settings menu. Use it to change phone screen contrast and ring settings.	<a href="#">Changing Phone Settings, page 54</a>
8	Services button 	Opens/closes the Services menu.	<a href="#">Using the User Options Web Pages, page 63</a>
9	Volume button 	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).	<a href="#">Using a Handset, Headset, and Speakerphone, page 51</a>
10	Speaker button 	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.	<a href="#">Using a Handset, Headset, and Speakerphone, page 51</a>
11	Mute button 	Toggles the microphone on or off. When the microphone is muted, the button is lit.	<a href="#">Using Mute, page 24</a>
12	Headset button 	Toggles the headset on or off. When the headset is on, the button is lit.	<a href="#">Using a Handset, Headset, and Speakerphone, page 51</a>
13	Navigation button 	Enables you to scroll through menus and highlight items. When the phone is on-hook, displays phone numbers from your Placed Calls log.	<a href="#">Using Call Logs, page 56</a>
14	Keypad	Enables you to dial phone numbers, enter letters, and choose menu items.	<a href="#">Basic Call Handling, page 18</a>
15	Softkey buttons 	Each activates a softkey option (displayed on your phone screen).	<a href="#">Understanding Phone Screen Features, page 14</a>
16	Handset light strip	Indicates an incoming call or new voice message.	<a href="#">Accessing Voice Messages, page 62</a>

## Understanding Lines and Calls

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

**Lines**—Each line corresponds to a directory number or intercom number that others can use to call you. Your phone can support up to six lines, depending on your phone and configuration. To see how many lines you have, look at the right side of your phone screen. You have as many lines as you have directory numbers and phone line icons: .

**Calls**—Each line can support multiple calls. By default, your phone supports four connected calls per line, but your system administrator can adjust this number according to your needs. Only one call can be active at any time; other calls are automatically placed on hold.

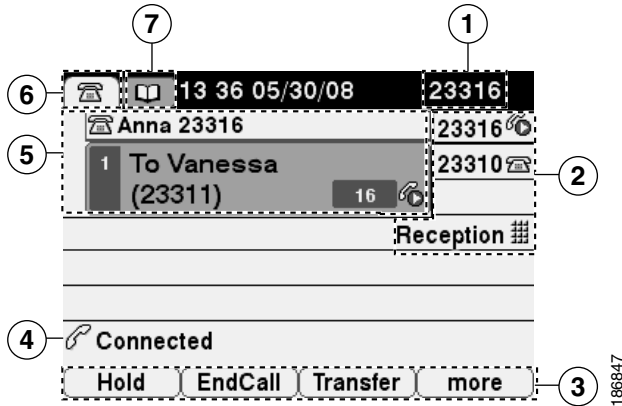
## Understanding Line and Call Icons



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

Icon	Line or Call State	Description
	On-hook line	No call activity on this line.
	Off-hook line	You are dialing a number or an outgoing call is ringing.
	Connected call	You are connected to the other party.
	Ringing call	A call is ringing on one of your lines.
	Call on hold	You have put the call on hold. See <a href="#">Using Hold and Resume, page 23</a> .
	Remote-in-use	Another phone that shares your line has a connected call. See <a href="#">Using a Shared Line, page 39</a> , for details.
	Reverting call	A holding call is reverting to your phone. See <a href="#">Using Hold and Resume, page 23</a> .
	Authenticated call	See <a href="#">Making and Receiving Secure Calls, page 44</a> .
	Encrypted call	See <a href="#">Making and Receiving Secure Calls, page 44</a> .
	BLF- monitored line is idle	See <a href="#">Using BLF to Determine a Line State, page 43</a> .
	BLF- monitored line is in-use	See <a href="#">Using BLF to Determine a Line State, page 43</a> .
	BLF- monitored line is ringing (BLF Pickup)	See <a href="#">Using BLF to Determine a Line State, page 43</a> .
	Line in Do Not Disturb (BLF feature)	See <a href="#">Using BLF to Determine a Line State, page 43</a> .
	Idle Intercom line	The intercom line is not in use. See <a href="#">Placing or Receiving Intercom Calls, page 34</a> .
	One-way intercom call	The intercom line is sending or receiving one-way audio. See <a href="#">Placing or Receiving Intercom Calls, page 34</a> .
	Two-way intercom call	The recipient pressed the intercom line to activate two-way audio with the caller. See <a href="#">Placing or Receiving Intercom Calls, page 34</a> .

# Understanding Phone Screen Features

This is what your main phone screen may look like with an active call.








1	Primary phone line	Displays the phone number (directory number) for your primary phone line. When several feature tabs are open, the phone number and the time and date alternate display in this area.
2	Programmable button indicators	Programmable buttons  can serve as phone line buttons, intercom line buttons, speed-dial buttons, phone service buttons or phone feature buttons. Icons and labels indicate how these buttons are configured. For an icon reference, see “ <a href="#">Phone Screen Icons</a> ” in the Quick Reference Card at the front of this guide.
3	Softkey labels	Each displays a softkey function for the corresponding softkey button  .
4	Status line	Displays audio mode icons, status information, and prompts.
5	Call activity area	Displays current calls per line, including caller ID, call duration, and call state for the highlighted line (standard view). See <a href="#">Understanding Lines and Calls, page 12</a> , and <a href="#">Viewing Multiple Calls, page 26</a> .
6	Phone tab	Indicates call activity.
7	Feature tabs	Each indicates an open feature menu. See <a href="#">Understanding Feature Buttons and Menus, page 15</a> .

## Cleaning the Phone Screen

Use only a soft, dry cloth to wipe the phone screen. Do not use any liquids or powders on the phone, as they can contaminate phone components and cause failures.








# Understanding Feature Buttons and Menus

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

If you want to...	Then...
Open or close a feature menu	Press a feature button: <ul style="list-style-type: none"> <li> Messages</li> <li> Services</li> <li> Directories</li> <li> Settings</li> <li> Help</li> </ul>
Scroll through a list or menu	Press the <b>Navigation</b> button.
Go back one level in a feature menu	Press <b>Exit</b> . Pressing Exit from the top level of a menu, closes the menu.
Switch between open feature menus	Press a feature tab. Each feature menu has a corresponding tab. The tab is visible when the feature menu is open.

## Accessing the Help System on Your Phone

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

If you want to...	Then...
View the main menu	Press  on your phone and wait a few seconds for the menu to display. Main menu topics include: <ul style="list-style-type: none"> <li>• About Your Cisco Unified IP Phone—Details about your phone</li> <li>• How do I...?—Procedures for common phone tasks</li> <li>• Calling Features—Descriptions and procedures for calling features</li> <li>• Help—Tips on using and accessing Help</li> </ul>
Learn about a button or softkey	Press  , then quickly press a button or softkey.
Learn about a menu item	Press  ,  , or  to display a feature menu. Highlight a menu item, then press  twice quickly.
Get help using Help	Press  twice quickly. Select the help topic you need.


























# Understanding Feature Availability

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


You can access many features either by using a softkey or by pressing a line button. You can configure some features but your system administrator controls most of them.

Here are some details about using softkeys and line buttons to access features:

Feature	Softkey	Line Button Label and Icon
Call Back	CallBack	CallBack 
Call Forward	CFwdALL	Forward All 
Call Park	Park	Park 
Call Pickup	PickUp	PickUp 
Conference	Confrn	Conference 
Conference List	ConfList	Conference List 
Do Not Disturb	DND	Do Not Disturb  or Do Not Disturb 
End Call	EndCall	End Call 
Group Pickup	GPickUp	Group Pickup 
Hold	Hold	Hold 
Hunt Group	HLog	Hunt Group  or Hunt Group 
Malicious Call Identification	MCID	Malicious Call ID 
Meet Me Conferencing	MeetMe	MeetMe 
Mobility	Mobility	Mobility 
New Call	New Call	New Call 
Other Pickup	OPickUp	Other Pickup 
Quality Reporting Tool	QRT	Quality Reporting Tool 
Redial	Redial	Redial 
Remove Last Conference Party	RmLstC	Remove Last Participant 
Transfer	Transfer	Transfer 
Video Support	VidMode	Video 

## Understanding SIP vs. SCCP

Your phone can be configured to work with one of two signaling protocols: SIP (Session Initiation Protocol) or SCCP (Skinny Call Control Protocol). Your system administrator determines this configuration.

Call features can vary depending on the protocol. This Phone Guide indicates which features are protocol-specific. To learn which protocol your phone is using, you can ask your system administrator or you can choose  > **Model Information** > **Call Control Protocol** on your phone.