CISCO SYSTEMS

Phone Guide

Cisco Unified Wireless IP Phone 7921G for Cisco Unified CallManager 4.1, 4.2, 5.0 and Later

INCLUDING LICENSE AND WARRANTY

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Contents

Common Phone Tasks

Hold/resume a call	Press **Hold** or **Resume**.
Transfer a call to a new number	Choose **Options >Trnsfer**, enter a target number, then press **Options >Trnsfer** again.
Redial a number	Press 📞 twice or **Options > Redial**.
Start a standard conference call	Choose **Options > Confrn.** Dial a number, then press **Options > Confrn** again. Repeat for each party.
Forward your extension	Choose **Options > CFwdAll.** Enter the number to which you want to forward all calls. Cancel using **Options > CFwdAll.**
Use your call logs	Choose **Directory** (**Book).** Then select one of these: • **Missed Calls** • **Received Calls** • **Placed Calls** To dial, scroll to a listing and press **Dial** or 📞.
Move a shared line call between desk phone and wireless phone	From the phone with the active call, press **Hold**. From the other phone, highlight the shared-line call, then use **Resume** to retrieve the call.

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Quick Reference

Cisco Unified Wireless IP Phone 7921G for Cisco Unified CallManager 4.1, 4.2, 5.0 and Later

Common Phone Tasks
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Using the Phone

Power on the phone	Press 📞 (red key) and hold until phone powers on.
Place a call	Dial the number, then press 📞 (green key). (There is no dial tone).
Answer a call	Press 📞 (green key), **Answer**, or ⬤.
Disconnect	Press 📞 (red key) or **EndCall**.
Access phone features	Press **Options** for feature list: • Press number key for feature *or* • Scroll to feature and press ⬤.
Access Main menu options	Press a navigation arrow for: • Directory menu (**Book**) • Line view (**Phone**) • Settings menu (**Tools**) • Services menu (**World**) Press number key for menu option.
Power off the phone	Press and hold 📞 (red key) until phone powers off.

Shortcut Keys and Buttons

Lock/unlock the keypad	Press and hold (# key). To unlock, press any key and **Yes**.
Toggle ringer to vibrate	Press and hold (* key). To activate ring, press.
Access voice messages	Press and hold (1 key).
Adjust ring volume	Press up or down.
Adjust handset or speaker volume	Press up or down during a call.
Mute your phone	Press. To unmute microphone, press button again.
Activate speaker	Press. To return to handset, press button again.

Softkey Definitions

AbbrDial	Dial using a speed dial index number
Answer	Answer a call
Barge	Add yourself to a call on a shared line
CallBack	Receive notification when a busy extension becomes available
Cancel	Cancel an action or exit a screen without applying changes
cBarge	Add yourself to a call on a shared line and establish a conference
CFwdAll	Setup/cancel call forwarding
Clear	Delete records or settings
ConfList	View conference participants
Confrn	Create a conference call
Delete	Remove characters or item at the cursor
Detail	Display details in a record
Dial	Dial a phone number
DirTrfr	Transfer two calls to each other
Edit	Change a setting
EditDial	Edit a number in a call log
EndCall	Disconnect current call
GPickUp	Answer a call ringing in another group
HLog	Log in or out of your hunt group
iDivert	Send a call to your voice messaging system
Join	Join several calls already on a single line to create a conference
MCID	Report suspicious calls
MeetMe	Host a Meet-Me conference call
NewCall	Make a new call

Options	Access softkey feature list
OPickUp	Answer a call ringing in another group associated with your group
Park	Store a call using Call Park
PickUp	Answer a call in your group
QRT	Submit call problems to the system administrator
Redial	Redial the most recent number
Remove	Remove a conference participant
Resume	Resume a call on hold
RmLstC	Drop the last party added to a conference call
Save	Save the chosen settings
Select	Choose an option or call
Submit	Search for a directory listing
Trnsfer	Transfer a call
Update	Refresh content

Entering Text

Character—Press appropriate key to highlight and enter the lower or upper case character.

Space—Press ⓪ to enter a space.

Number—Press the number key to highlight and enter the number.

Symbol—Press these keys to display symbols.

⁎ to enter *** + - / = \ : ;**

⓪ to enter **space , . ' " | _ ~ '**

to enter **# ? ( ) [ ] { }**

1 to enter **! @ < > $ % ^ &**

Phone Screen Icons

Line and Call States

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

Other Features

	Phone line
	Speed-dial number
	Service URL
	Voice message
	Mute on
	Headset in use
	Speaker mode active
	Ringer off (silent mode)
	Ring and vibrate on
	Vibrate only on
	Push to talk in use
	Radio signal
	Battery charge status
	No radio signal
	Docked in desk top charger
	Keypad lockec

Getting Started

Using this Guide

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

If you want to...	Then...
Review important safety information	See Safety and Performance Information, page 2.
Connect your phone to the network	See Connecting Your Phone, page 6.
Use your phone after it is installed	Start with the An Overview of Your Phone, page 14.
Learn about the buttons and menus	See Understanding Feature Buttons and Menus, page 19.
Learn about the phone screen	See Understanding Phone Screen Features, page 17.
Make calls	See Placing a Call—Basic Options, page 24.
Put calls on hold	See Using Hold and Resume, page 28.
Mute calls	See Using Mute, page 29.
Transfer calls	See Transferring Calls, page 30.
Make conference calls	See Making Conference Calls, page 32.
Forward calls to another number	See Forwarding All Calls to Another Number, page 31.
Share a phone number	See Using a Shared Line, page 37.
Answer calls ringing on another phone	See Picking Up Redirected Calls on Your Phone, page 36.
Use your phone as a speakerphone	See Using a Handset, Headset, and Speakerphone, page 43.
Set up speed dialing	See Speed Dialing, page 35.
Change the ring volume or tone	See Customizing Rings, page 45.
View your missed calls	See Using Call Logs and Directories, page 51.
Listen to voice messages	See Accessing Voice Messages, page 56.
Customizing your phone using the User Options web pages	See Accessing Your User Options Web Pages, page 57.
See softkey and icon definitions	Refer to the Quick Reference Card in the front of this guide.

Finding Additional Information

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

http://www.cisco.com/techsupport

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

Cisco Unified Wireless IP Phones and Regulatory Domains

The radio frequency (RF) for this phone is configured for a specific regulatory domain. If you use this phone outside of its regulatory domain, the phone will not function properly, and you might violate local regulations.

Safety and Performance Information

Read the following safety notices before installing or using your wireless IP phone.

Warning

IMPORTANT SAFETY INSTRUCTIONS

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device. Statement 1071

SAVE THESE INSTRUCTIONS

Note To see translations of the warnings that appear in this publication, refer to the statement number in the *Regulatory Compliance and Safety Information for the Cisco Unified Wireless IP Phone 7921G* document that accompanied this product.

Warning   **Read the installation instructions before connecting the system to the power source.** Statement 1004

Warning   **The plug-socket combination on the battery charger must be accessible at all times because it serves as the main disconnecting device.** Statement 1019

Warning   **Voice over IP (VoIP) service and the emergency calling service do not function if power fails or is disrupted. After power is restored, you might have to reset or reconfigure equipment to regain access to VoIP and the emergency calling service. In the USA, this emergency number is 911. You need to be aware of the emergency number in your country.** Statement 361

Warning   **Do not use the Cisco Unified Wireless IP Phone 7921G in hazardous environments such as areas where high levels of explosive gas may be present. Check with the site safety engineer before using any type of wireless device in such an area.**

Warning   **The battery charger requires short-circuit (overcurrent) protection to be provided as part of the building installation. Install only in accordance with national and local wiring regulations.** Statement 1045

Battery Safety Notices

These battery safety notices apply to the batteries that are approved by the Cisco Unified Wireless IP Phone 7921G manufacturer.

Warning   **There is the danger of explosion if the battery is replaced incorrectly. Replace the battery only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.** Statement 1015

Warning   **Ultimate disposal of this product should be handled according to all national laws and regulations.** Statement 1040

Warning **Do not dispose of the battery pack in fire or water. The battery may explode if placed in a fire.**

Caution The battery pack is intended for use only with this device.

Caution Do not disassemble, crush, puncture, or incinerate the battery pack.

Caution To avoid risk of fire, burns, or damage to your battery pack, do not allow a metal object to touch the battery contacts.

Caution Handle a damaged or leaking battery with extreme care. If you come in contact with the electrolyte, wash the exposed area with soap and water. If the electrolyte has come in contact with the eye, flush the eye with water for 15 minutes and seek medical attention.

Caution Do not charge the battery pack if the ambient temperature exceeds 104 degrees Fahrenheit (40 degrees Celsius).

Caution Do not expose the battery pack to high storage temperatures (above 140 degrees Fahrenheit, 60 degrees Celsius).

Caution When discarding a battery pack, contact your local waste disposal provider regarding local restrictions on the disposal or recycling of batteries.

Caution To obtain a replacement battery, contact your local dealer. Use only the batteries that have a Cisco part number.
Standard battery—CP-BATT-7921G-STD
Extended use battery—CP-BATT-7921G-EXT

⚠️
Caution   Use only the Cisco power supply that was provided with your phone. If you need to replace your power supply, refer to the list of Cisco part numbers.
Australia—CP-PWR-7921G-AU
Central Europe—CP-PWR-7921G-CE
China—CP-PWR-7921G-CN
Japan—CP-PWR-7921G-JP
North America—CP-PWR-7921G-NA
United Kingdom—CP-PWR-7921G-UK

Power Outage

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

Using External Devices

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

Cisco recommends the use of good quality external devices (such as headsets) that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

Depending on the quality of these devices and their proximity to other devices such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of the following actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of the system because Cisco has no control over the quality of external devices, cables, and connectors. The system will perform adequately when suitable devices are attached using good quality cables and connectors.

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

Accessibility Features

A list of accessibility features is available upon request.

Connecting Your Phone

Your phone administrator will configure your new Cisco Unified Wireless IP Phone to connect to the corporate wireless network and the IP telephony network.

A rechargeable Lithium ion battery powers the Cisco Unified Wireless IP Phone 7921G. Before you can use your phone, you must install the battery in the phone and then charge the battery. Depending on the type of battery you have, the fully charged battery provides these hours of service:

- The standard battery provides up to 8 hours of talk time or up to 70 hours of standby time.
- The extended battery provides up to 9.5 hours of talk time or up to 85 hours of standby time.

Installing or Removing the Phone Battery

To install or remove the battery, follow these steps:

If you want to...	Then...
Install the battery	1. Insert the battery catches in the slots at the bottom of the phone. The metal contacts on the battery and the phone must face each other.
	2. Press the battery to the phone until it locks into place.
Remove the battery	1. Press up on the locking catch with one hand.
	2. With the other hand, hold the battery at the edges and pull out to remove the battery.

1	Locking catch—Push up to release the battery.
2	Battery catches—Insert these into the slots near the bottom of the phone at battery installation.
3	Metal contacts—Match the contacts on the battery to the contacts on the phone.

Charging the Phone Battery

You can charge the battery in your wireless IP phone by connecting the AC power supply or the USB cable to your phone. For more information, see these sections:

- Using the AC Power Supply to Charge the Battery, page 8
- Using the USB Cable and PC Port to Charge the Battery, page 9

| Charging Times Battery Type	AC Power Supply Connected to Phone	Phone Connected to PC with USB Cable
Standard	2 hours	5 hours
Extended	3 hours	7 hours

Using the AC Power Supply to Charge the Battery

You can charge your battery quickly by connecting the AC power supply to the phone. To accommodate different AC power receptacles, you must insert the appropriate AC plug adapter on the AC power supply.

You can use the phone while the battery is being charged. After the battery is charged, you can unplug the power supply cord, or you can leave the phone plugged into the power cord.

To charge the battery in the phone using the AC power supply, use this diagram:
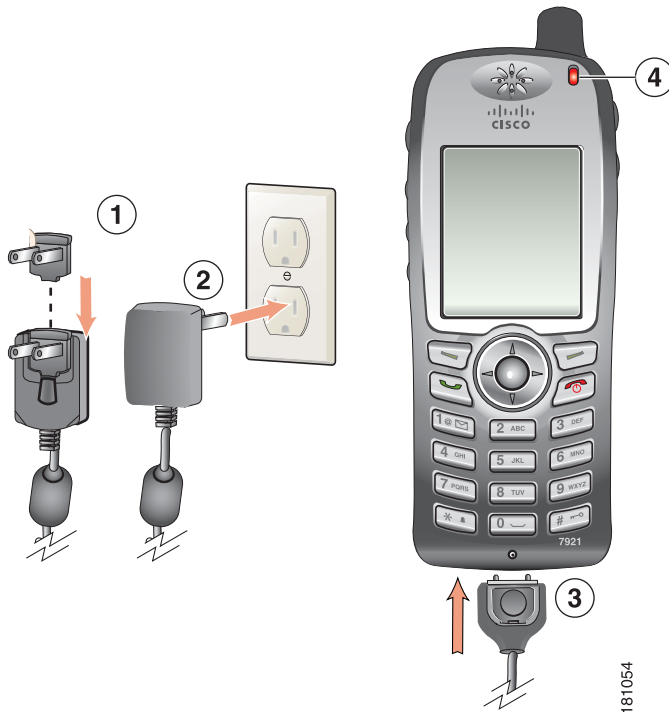
1	AC plug adapter—Insert the AC plug adapter into the slot on the power supply.
2	AC Power supply—Insert into an AC outlet.
3	Phone connector on AC power supply cable—Insert into the connector slot at bottom of phone.
4	Indicator light—Indicates the charging status: • Red—Battery charging in process • Green—Battery charging is completed

Using the USB Cable and PC Port to Charge the Battery

You can charge the battery in the phone by connecting your phone with a USB cable to a USB port on you PC. Charging times are longer when you use the USB port on the PC to charge the battery.

To use the USB cable and USB port to charge the battery, use this diagram and follow the steps:

If you want to...	Then...
Charge the battery using the USB cable	**1.** Insert the phone connector on the USB cable into the phone. **2.** Insert the USB A-type connector into the USB port on your PC. **Note** If the Found New Hardware Wizard opens, use the following procedure to stop it. **3.** Monitor the indicator light after the phone briefly displays "USB Connected" on the status line. While the battery is charging, the indicator light is red. When the battery is fully charged, the indicator light turns green.

If you want to...	Then...
Stop Found New Hardware Wizard from opening when connecting to USB port	1. Click **Next** to use the wizard dialog box. 2. In the Update New Software dialog, click **No, not this time**, and click **Next**. 3. Click **Install the Software automatically (Recommended)** and click **Next**. 4. After a few moments, the Cannot Install This Hardware dialog appears. Click **Don't prompt me again to install this software**. 5. Click **Finish** to close the dialog box.

Powering On the Phone

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

If you want to...	Then...
Power on the phone	1. Press and hold the ⬜ (red button) until the phone powers on. 2. You might need to enter a username and password to access the wireless network. For more information, see Setting Username and Passwords, page 11. 3. After completing authentication and registration with Cisco Unified CallManager, the phone displays the main screen and is ready to place or receive calls.
Check signal strength	The ⬜ signal icon indicates the strength of the signal between the wireless access point and your phone. Your phone must have at least one bar to place or receive calls. When you move the phone out of signal range, you lose connection with the wireless LAN. The ⬜ icon appears and the status line displays, "Leaving service area."

Tip

The indicator light on the phone blinks every 2 seconds to inform you that the phone is active and in coverage range.

Setting Username and Passwords

When powering on your phone for the first time, in some networks, you might need to set your username and password to access the wireless network. Ask your phone administrator for assistance.

If you want to...	Then...
Set username and password	1. Press ▽ 🗂 (Settings). 2. Select **Network Profile**. 3. Select the current profile name (with 📞). **Note** 🔒 icon displays indicating that this screen is locked. For assistance, contact your phone administrator. 4. Press **Change**, then select **WLAN Configuration**. 5. Scroll to **Username** or **Password and** press ⬤. 6. Using the keypad, enter your username or password in the New Username or New Password field. For assistance, see Entering and Editing Text, page 11. **Note** You can use up to 32 alphanumeric characters for the EAP/LEAP password. 7. To confirm the changes, choose **Options** > **Save**. 8. To return to the main screen, press 🔴 (red button).

Entering and Editing Text

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

If you want to...	Then...
Enter characters	Press the number key until you highlight the character (lower or upper case) that you want to enter.
Enter numbers	Press the number key and locate the number that you want to enter.
Delete the last character	Press **<<** once to delete the last character or number or to delete the whole character string, press and hold **<<**.
Enter a space	Press 🔟 to enter a space between characters.

If you want to...	Then...
Enter special characters and symbols	Press ⬚ to display and enter these symbols *** + - / = \ : ;** Press ⬚ to display and enter these symbols **space , . ' " | _ ~ '** Press ⬚ to display and enter these symbols **# ? ( ) [ ] { }** Press ⬚ to display and enter these symbols **! @ < > $ % ^ &**
Cancel editing mode	Choose **Options > Cancel** to return to the menu option or main screen.

Registering with TAPS

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

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

Accessories for the Cisco Unified Wireless IP Phone 7921G

The following phone accessories are available for your phone:

- Standard and extended batteries
- AC power supplies for different geographical areas
- Desktop charger with speakerphone
- Carrying cases
- Lock sets

For a complete list of accessories, refer to the *Cisco Unified Wireless IP Phone 7921G Accessory Guide*.

Headset Information

To use a headset, see Using a Handset, Headset, and Speakerphone, page 43. Although Cisco Systems performs some internal testing of third-party headsets for use with the Cisco Unified IP Phones, Cisco does not certify or support products from headset or handset vendors. Because of the inherent environmental and hardware inconsistencies in the locations where Cisco Unified IP Phones are deployed, there is not a single "best" solution that is optimal for all environments. Cisco recommends that customers test the headsets that work best in their environment before deploying a large number of units in their network.

In some instances, the mechanics or electronics of various headsets can cause remote parties to hear an echo of their own voice when they speak to Cisco Unified IP Phone users.

Cisco Systems recommends the use of good quality external devices, like headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of these devices and their proximity to other devices such as cell phones and two-way radios, some audio noise may still occur. See Using External Devices, page 5 for more information.

The primary reason that a particular headset would be inappropriate for the Cisco Unified IP Phone is the potential for an audible hum. This hum can be heard by either the remote party or by both the remote party and you, the Cisco Unified IP Phone user. Some potential humming or buzzing sounds can be caused by a range of outside sources, for example, electric lights, being near electric motors, large PC monitors.

Audio Quality Subjective to the User

Beyond the physical, mechanical and technical performance, the audio portion of a headset must sound good to you (the user) and to the party on the far end. Sound is subjective and Cisco cannot guarantee the performance of any headsets, but some of the headsets on the sites listed below have been reported to perform well on Cisco Unified IP Phones.

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

For information about headsets for your phone, refer to the *Cisco Unified Wireless IP Phone 7921G Accessory Guide* and:

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

An Overview of Your Phone

Your Cisco Unified Wireless IP Phone 7921G is a full-feature telephone that provides voice communication over the same wireless LAN that your computer uses, allowing you to place and receive phone calls, put calls on hold, transfer calls, make conference calls, and so on.

In addition to basic call-handling features, your phone can provide enhanced productivity features that extend your call-handling capabilities.

Depending on the configuration, your phone supports:

- Wireless access to your phone number and the corporate directory.
- Access to network data, XML applications, and web-based services.
- Online customizing of phone features and services from your User Options web pages.
- An online help system that displays information on the phone screen.

Understanding Buttons and Hardware

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

1	Indicator light (LED)	Provides these indications:
		• Solid red—Phone is connected to power source and battery is charging.
		• Solid green—Phone is connected to power source and battery is fully charged.
		• Slow blinking red—Voice message. (Phone can be charging or fully charged.)
		• Fast blinking red—Incoming call. (Phone can be charging or fully charged.)
		• Slow blinking green—Phone is disconnected from power source and within service coverage area.
2	Headset port	Port for plugging in a headset or ear bud.

3	Speaker button	Toggles the speaker mode on or off for the phone.
4	Right softkey button	Activates the Options menu for access to the list of softkeys. Sometimes displays a softkey label.
5	Navigation button	Accesses these menus and lists from the main screen. △ (Directory) ▷ (Line View) ▽ (Settings) ◁ (Services) Allows you to scroll up and down menus to highlight options and to move left and right through phone numbers and text entries.
6	Select button	Activates the Help menu from the main screen. Allows you to select a menu item, a softkey, a call, or an action.
7	Power/End button (red)	Turns the phone on or off, diverts a ringing call to your voice messaging system, or ends a connected call. If there is no voice messaging system, then silences the ring. When using menus, acts as a shortcut to return to the main screen.
8	Pound (#) key	Toggles between locking and unlocking the key pad. Allows you to enter these special characters when you are entering text: # ? ( ) [ ] { }
9	Zero (0) key	Enters "0" when dialing a number. Allows you to enter a **space** or these special characters when you are entering text: , . ' " | _ ~ '
10	Asterisk (*) key	Toggles between Ring and Vibrate mode. Allows you to enter these special characters when you are entering text: * + - / = \ : ;
11	Keypad	Allows you to dial numbers, enter letters, and choose menu items by number.

12	One (1) key	Enters "1" when dialing a number. Allows you to access the voice messaging system.
		Allows you to enter these special characters when you are entering text: ! @ < > $ % ^ &
13	Answer/Send button (green)	Allows you to answer a ringing call or, after dialing a number, to place the call.
14	Left softkey button	Activates the softkey option displayed on the screen.
15	Mute button	Toggles the mute feature on or off.
16	Volume button	When the phone is idle, controls the ring volume, vibrate option or turns off the ring.
		During a call, controls the speaker volume for the handset, headset, and speaker mode.
17	Push to Talk button	Available with some XML applications; when being used, an icon displays on the phone status line.

Understanding Phone Screen Features

Because the Cisco Unified Wireless IP Phone 7921G has only two softkeys, the Options softkey displays the list of available feature options for the phone. The features in the Options list change depending on whether the phone is idle or in an active call. This is what your main phone screen looks like with the Options list open.

1	Phone Status line	Displays these icons (if active) and your directory number:
		Battery icon—Shows the level of charge in battery
		Signal icon—Shows the degree of signal strength
		Key lock icon—Indicates the keypad is locked
		Speaker icon—Indicates speaker mode is active
		Mute icon—Indicates mute is active
		Headset icon—Indicates headset is plugged into phone
		Ringer Off icon—Indicates the phone alert is silent
		Vibrate icon—Indicates the phone alert is vibrate only
		Vibrate and ring icon—Indicates the phone alert is ring and vibrate
		Desk Top Charger icon—Indicates the phone is docked in the charger.
		Voice Message icon—Indicates you have a voice message
		Push to Talk icon—Indicates the Push to Talk feature is engaged
	10140	Primary phone line—Displays the phone number (directory number) for your primary phone line
2	Date and Time line 12:39 06/20/06	Displays time and date information
3	Options Menu	Displays softkey features for the current call state

4	Softkey labels area Message - Hide	Displays softkey options and provides access to the **Options** list of softkey features.
		Displays the active navigation arrows for the menu or screen.
5	Status and information Your current options	Provides phone status or instructions
6	Main phone screen	Displays four menu icons and Help

Understanding Feature Buttons and Menus

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

If you want to...	Then...
Open a feature menu	Use the Navigation button to press one of these arrows that open a menu: △ (Directory) ▷ (Line View) ▽ (Settings) ◁ (Services)
Scroll through a menu or list	Press the Navigation button up or down.
Select a menu option	Do one of these: • Press the keypad number key for the item. • Scroll to highlight the item, and then press the ◯ button (center of the navigation button).
Go back one level in a feature menu	Press **Back**. **Note** Pressing (red button) from any level of a menu closes the menu and returns you to the main screen.

If you want to...	Then...
Reposition the cursor to edit a phone number or name	Press the Navigation button left or right.
Select a highlighted call or option	Press ◯.
Access Help	From the main screen, press ◯.

Understanding the Help System on Your Phone

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

If you want to...	Then...
View the main menu	Press ◯ and wait a few seconds for the menu to display. Main menu topics include: • About Your Cisco Unified IP Phone—Details about your phone • How do I...?—Procedures for common phone tasks • Calling Features—Descriptions and procedures for calling features • Help—Tips on using and accessing Help
Get help using Help	Press ◯, wait for the online help main menu to display, and then choose Help.

Using Phone Buttons

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

If you want to...	Then...	For more information, see...
Lock or unlock the phone keypad	Press and hold the ⌗ key (3 seconds). The screen displays "Keypad Locked!" and the 🔒 icon displays at the top of the Main screen. Press any key and the screen displays "Unlock Keypad?" Press **Yes**, the 🔒 icon disappears and the screen displays "Keypad Unlocked!" or press **No** to retain the keypad lock. **Note** The keypad lock is temporarily disabled when you have an incoming call.	Setting the Keypad to Automatically Lock, page 49
Toggle between ringing and vibrating mode	Press and hold the ✱ key. The screen displays "Vibrate On!" and the 📳 icon displays at the top. To switch back to the ring mode, press and hold the ✱ key. The screen displays "Vibrate Off!" and the 📳 icon disappears. **Note** You can use the Volume button to set vibrate also.	Customizing Rings, page 45
Listen to voice messages	Press and hold the 1✉ key. The phone connects to your voice messaging system.	Accessing Voice Messages, page 56
Adjust the volume during a call	Press ▲▼ for a call on the handset, speaker, or headset.	Using Phone Buttons, page 21
Change the ring pattern for your calls	When the phone is idle, press ▲▼ to set the ring volume, vibrate, or silent mode.	Customizing Rings, page 45

Understanding Lines vs. Calls

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

- Lines—Each corresponds to a directory number that others can use to call you. Your phone supports up to six lines. To see your phone lines, press ▷ 📞 to open Line View. You have as many lines as you have directory numbers with phone line icons 📞 in the Line View list.

- Calls—Each line can support multiple calls. Your phone supports up to 24 connected calls, but your phone 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

This is what your main phone screen looks like with two active calls, one on hold (23827) and another connected (3956933).

1	Phone Status line	Icons and your directory number
2	Call Activity area	Calling party information, connection duration, and call state icon
3	Status line	Status of the selected line
4	Softkey labels	Call feature and Options list

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

Icon	Line or call state	Description
	On-hook line	No call activity on this line.
	Off-hook line	Line in use, but not connected to a call.
	Connected call	You are connected to the other party.
	Incoming call	A call is ringing on one of your lines.
	Remote line in use	A shared line is in use remotely.
	Call on hold	You have put this call on hold. See Using Hold and Resume, page 28.
	Call forward enabled	You have forwarded your primary line. See Forwarding All Calls to Another Number, page 31.

Icon	Line or call state	Description
	Authenticated call	See Making and Receiving Secure Calls, page 40.
	Encrypted call	See Making and Receiving Secure Calls, page 40.

Understanding Feature Availability

The operation of your Cisco Unified Wireless IP Phone 7921G and the features available to you may vary, depending on the call processing agent used by your company and also on how your company's phone support team has configured your phone system. Therefore, some of the features included in this guide might not be available to you or might work differently on your phone system. Contact your support desk or phone administrator for information about feature operation or availability.

Cleaning the Phone

Gently wipe the phone screen and phone with a soft, dry cloth. Do not use any liquids or powders on the phone. Using anything other than a soft, dry cloth can contaminate phone components and cause failures.

Note   If you need to clean or disinfect your phone, you can purchase a silicon cover for your Cisco Unified Wireless IP Phone 7921G. For more information, refer to the *Cisco Unified Wireless IP Phone 7921G Accessory Guide*.

Basic Call Handling

You can perform basic call-handling tasks using a range of features and services. Feature availability can vary; see your phone administrator for more information.

Placing a Call—Basic Options

Here are some easy ways to place a call on your wireless IP phone.

If you want to...	Then...	For more information, see...
Place a call using the handset	1. Dial the phone number 2. Press ☎ (green button) to place your call. **Note** There is no dial tone.	Answering a Call, page 27
Place a call using the speaker mode on the handset	1. Press 🔊 button to activate the speaker. 2. Dial the phone number 3. Press ☎ (green button) to place your call.	Using a Handset, Headset, and Speakerphone, page 43
Redial a number	Press ☎ twice or choose **Options > Redial**.	
Place a call while another call is active (using the same line)	1. Choose **Hold**. 2. Choose **Options > NewCall**. 3. Dial, redial, or speed dial a number. **Note** You hear dial tone with NewCall.	Using Hold and Resume, page 28
Dial from a call log	1. Press ▲ 📖 (**Directory**). 2. Choose **Missed Calls**, or **Received Calls**, or **Placed Calls**. 3. Press the number key for the listing or scroll to a listing and press ☎ .	Using Call Logs, page 51

Tips

- When you start to dial a number, your phone tries to anticipate the number you are dialing by displaying matching numbers from your Placed Calls log. This is called Auto Dial. To call a number displayed with Auto Dial, scroll to the number and press ☎ .

- If you make a mistake while dialing, press **<<** to erase digits.
- To redial the last number, you can also press 📞 two times.

Placing a Call—Additional Options

You can place calls using special features and services that might be available on your phone. See your phone administrator for more information about these additional options.

If you want to...	Then...	For more information, see...
Place a call while another call is active (using a different line)	1. Press **Hold**. 2. Press ▷ 📞 (**Line View**). 3. Scroll to another line and press ⬤ . 4. Dial a number. 5. Press 📞 to make the call.	Using Hold and Resume, page 28
Place the call on a secondary line	1. Press ▷ 📞 (**Line View**) and scroll to another line. 2. Dial a number. 3. Press 📞 to make the call.	Switching Between Multiple Calls, page 29
Speed dial a phone number	1. Press ▷ 📞 (**Line View**). 2. Scroll to a speed dial ▦ . 3. Press 📞 or ⬤ . to make the call.	Speed Dialing, page 35
Dial from a corporate directory on your phone	1. Choose ◣ 📖 (**Directory**)> **Directory Services > Corporate Directory** (name can vary). 2. Use your keypad to enter a name. 3. Press **Options > Submit**. 4. Press the number key for the listing or scroll to a listing 5. Press **Dial** or 📞 .	Directory Dialing, page 51

If you want to...	Then...	For more information, see...
Use Cisco CallBack to receive notification when a busy or ringing extension is available	1. Choose **Options > CallBack** while listening to the busy tone or ring sound. 2. Disconnect. Your phone alerts you when the line is free. 3. Press **Dial** to place the call when the line is available.	Your phone administrator
Make a priority (precedence) call	1. Enter the MLPP access number. 2. Press . 3. Dial the phone number. 4. Press .	Prioritizing Critical Calls, page 41
Dial from a Personal Address Book (PAB) entry	1. Choose ◀ (**Services**) > **PAB Service**. 2. Enter login information. 3. Select **Personal Address Book**. 4. Use your keypad to enter a name. 5. Press **Options > Submit**. 6. Scroll to a listing and press .	Directory Dialing, page 51
Place a call using a billing or tracking code	1. Dial a number. 2. Press . 3. After the tone, enter a client matter code (CMC) or a forced authorization code (FAC).	Your phone administrator
Place a call using your Extension Mobility profile	1. Choose ◀ (**Services**) > **EM Service** (name can vary). 2. Enter log in information.	Using Cisco Extension Mobility, page 42
Place a Push to Talk call.	1. Press . 2. *Add instructions and xref here*	Using Push to Talk Service, page 43

Answering a Call

You can answer a call by using several options, if they are available on your phone.

If you want to...	Then...	For more information, see...
Answer a call	Press and release ![green button] (green button) to connect to the incoming call.	Using Any Key to Answer the Phone, page 49
Silence the ring for an incoming call	Press ![red button] (red button) to forward the call to your voice messaging system. Or, to silence the ringing, press ![] . The call continues silently, then forwards to the no answer target.	
Switch from a connected call to answer a ringing call	Press ![] or ![green button] (green button). Doing so answers the new call and automatically puts the first call on hold.	Switching Between Multiple Calls, page 29
Answer using call waiting	Press **Answer**.	
Send call directly to your voice messaging system	Press **iDivert** or ![red button] (red button).	Accessing Voice Messages, page 56
Retrieve a parked call on another phone	Use Call Park.	Storing and Retrieving Parked Calls, page 39
Use your phone to answer a call ringing elsewhere	Use Call Pickup.	Picking Up Redirected Calls on Your Phone, page 36
Answer a priority call	Disconnect the current call and press **Answer or** ![] .	Prioritizing Critical Calls, page 41
Automatically connect to an incoming call after a ring or two	Ask your phone administrator to set up the Auto Answer feature. After ringing once or twice, the call automatically connects to the handset or headset without pressing ![] .	Using AutoAnswer, page 44

Tips

- To use any button to answer a call, see Changing Keypad Settings, page 48.
- You can answer an incoming call even when the keypad is locked.

Ending a Call

To end a call, simply disconnect.

If you want to...	Then...
End the call	Choose 📞 (red button), **EndCall**, or **Options > EndCall**.
Disconnect one call, but preserve another call on the same line	Choose **EndCall** or **Options > EndCall**. If necessary, remove the call from hold first.

Using Hold and Resume

You can hold and resume calls A held call is indicated by the call-on-hold icon 📞 in the call view.

If you want to...	Then...
Put a call on hold	1. Make sure the call you want to put on hold is highlighted. 2. Press **Hold**. **Note** Engaging the Hold feature typically generates music or a beeping tone.
Remove a call from hold on the current line	1. Make sure the appropriate call is highlighted. 2. Press **Resume**.
Remove a call from hold on a different line	1. Press ▷ 📞 (**Line View**) to change to another line. 2. Press **Resume**. **Note** If a single call is holding on this line, the call automatically resumes. If another call is holding, scroll to the appropriate call and press **Resume**.
Move a call on a shared line to your wireless phone or to your desk phone	1. From the phone with the active call on the shared line, press **Hold**. 2. From your other phone with the shared line, press **Resume**.

Using Mute

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

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

Switching Between Multiple Calls

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

If you want to...	Then...
Switch between connected calls on one line	1. Make sure the call that you want to switch to is highlighted. 2. Press **Resume**. Any active call is placed on hold and the selected call is resumed.
Switch between connected calls on different lines	1. Press ▷ 🖵 (**Line View**) to change to another line. 2. If a single call is holding on the line, the call automatically resumes. If another call is holding, scroll to highlight the appropriate call and press **Resume**.
Switch from a connected call to answer a ringing call	Press 📞 , or if the call is ringing on a different line, press ▷ 🖵 (**Line View**) to switch to the other line and press 📞 . Any active call is placed on hold.

Tips

- The phone can have up to six lines, but the phone screen displays only one line. To see other lines, you must press ▷ 🖵 (Line View).
- The phone can have multiple calls per line, but no more than 24 calls per phone.

Transferring Calls

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

If you want to...	Then...
Transfer a call without talking to the transfer recipient	**1.** From an active call, choose **Options >Trnsfer**. **2.** Dial the target number. **3.** Choose **Options > Trnsfer** again to complete the transfer or **EndCall** to cancel. **Note** If your phone supports on-hook transfer, you can alternately complete the transfer by disconnecting.
Talk to the transfer recipient before transferring a call (consult transfer)	**1.** From an active call, choose **Options > Trnsfer**. **2.** Dial the target number. **3.** Wait for the transfer recipient to answer. **4.** Choose **Options > Trnsfer** again to complete the transfer or **EndCall** to cancel. **Note** If your phone supports on-hook transfer, you can alternately complete the transfer by disconnecting.
Transfer two current calls to each other (direct transfer) without staying on the line	**1.** Scroll to highlight any call on the same line. **2.** Choose **Options > Select**. A ✔ displays by the selected call. **3.** Scroll to highlight the other call on the same line. **4.** Choose **Options > DirTrfr**. The two calls connect to each other and drop you from the call. **Note** If you want to stay on the line with the callers, use Join instead.
Redirect a call to your voice messaging system	Choose **Options > iDivert**. The call is automatically transferred to your voice message greeting. You can use iDivert with a call that is active, ringing, or on hold.

Tips

- If on-hook transfer is enabled on your phone, you can either disconnect to complete the transfer, or choose **Options > Trnsfer** and then disconnect.
- If on-hook transfer is *not* enabled on your phone, disconnecting without using **Trnsfer** again places the call on hold.
- You cannot use **Trnsfer** to redirect a call on hold. Choose **Options > Resume** to remove the call from hold before transferring it.

Forwarding All Calls to Another Number

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

If you want to...	Then...
Set up call forwarding on your primary line	1. Choose **Options > CFwdAll.** 2. Enter a target phone number.
Cancel call forwarding on your primary line	Choose **Options > CFwdAll.**
Verify that call forwarding is enabled on your primary line	Look for the call forward target number in the status line and the icon next to the primary line.
Set up or cancel call forwarding for any line on your phone.	1. Log in to your User Options web pages. See Accessing Your User Options Web Pages, page 59. 2. Choose **Forward all calls...** 3. Choose your primary line or any secondary line.

✎

Note   When call forwarding is enabled for any line other than the primary line, your phone does not provide you with confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options web pages.

Tips

- Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.
- You can forward your calls to a traditional analog phone or to another IP phone, although your phone administrator might restrict the call forwarding feature to numbers within your company.
- Call forwarding is phone line specific. If a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.
- Your phone administrator can change forwarding conditions for your phone lines.

Making Conference Calls

Your Cisco Unified IP Phone allows you to join three or more people into one telephone conversation, creating a conference call.

Understanding Types of Conference Calls

There are two types of conference calls: Standard (ad hoc) and Meet-Me.

Standard Conference Calls

You can create a standard (ad hoc) conference in different ways, depending on your needs and the softkeys available on your phone:

- **Confrn**—Use this softkey to establish a standard conference by calling each participant. Standard conference calling is a default feature available on most phones.
- **Join**—Use this softkey to establish a standard conference by joining several calls already on one line.
- **cBarge**—Use this softkey to add yourself to an existing call on a shared line and to turn the call into a standard conference call. This feature is available only on phones that use shared lines.

See Starting and Joining a Standard Conference, page 32 for additional instructions.

Meet-Me Conference Calls

You can create a Meet-Me conference by calling the Meet-Me phone number at a specified time.

See Starting or Joining a Meet-Me Conference Call, page 34 for additional instructions.

Starting and Joining a Standard Conference

A standard conference allows at least three participants to talk on a single call.

If you want to...	Then...
• Create a conference by calling participants • Add new participants to an existing conference	1. From a connected call, choose **Options** > **Confrn**. 2. Enter the participant's phone number. 3. Wait for the call to connect. 4. Choose **Options > Confrn** again to add the participant to your call. 5. Repeat to add additional participants.

If you want to...	Then...
Create a conference by joining two or more existing calls	**1.** Press ▷ 📠 (**Line View**) to make sure that you have two or more calls on a single line. **2.** Scroll to a call that you want to add to the conference. **3.** Choose **Options > Select**. The selected call displays this icon 🔘. **4.** Repeat this process for each call that you want to add. **5.** From the selected call, choose **Options > Join**. **Note** The active call is automatically selected.
Participate in a conference	Answer the phone when it rings.
Create a conference by barging a call on a shared line	**1.** Press ▷ 📠 (**Line View**) to select a call on a shared line. **2.** Choose **Options > cBarge**. See Using a Shared Line, page 37.
View a list of conference participants	**1.** Press ▷ 📠 (**Line View**) to select an active conference. **2.** Choose **Options > ConfList**. Participants are listed in the order in which they join the conference with the most recent additions at the top.
Get an updated list of participants	While viewing the conference list, choose **Options > Update**.
See who started the conference	While viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name.
Drop the last party added to the conference	While viewing the conference list, choose **Options > RmLstC**. You can remove participants only if you initiated the conference call.
Remove any conference participant	**1.** Highlight an active conference. **2.** Choose **Options > Conflist**. **3.** Scroll to highlight the participant's name. **4.** Choose **Options > Remove**. You can remove participants only if you initiated the conference.
End your participation in a conference	Choose 📵 (red button), **EndCall** or **Options > EndCall**.

Tips

- Calls must be on the same line before you can add them to a conference. If calls are on different lines, transfer them to a single line before using **Confrn** or **Join**.

- Depending on how your phone is configured, if you leave a conference after initiating it, the conference might end. To avoid this, transfer the conference before hanging up.

Starting or Joining a Meet-Me Conference Call

Meet-Me conferencing allows you to start (initiate) or join a conference by dialing the conference number.

If you want to...	Then...
Start a Meet-Me conference	1. Obtain a Meet-Me phone number from your phone administrator. 2. Distribute the number to participants. 3. When you are ready to start the meeting, choose **Options > MeetMe.** 4. Dial the Meet-Me conference number. 5. Press the 📞 (green button). Participants can now join the conference by dialing in. **Note** Participants hear a busy tone if they call the conference before the initiator has joined. In this case, participants must call back.
Participate in a Meet-Me conference	1. Dial the Meet-Me conference number (provided by the conference initiator). 2. Press the 📞 (green button). **Note** You will hear a busy tone if you call the conference before the initiator has joined. In this case, try your call again.
End a Meet-Me conference	All participants must hang up. The conference does not automatically end when the conference initiator disconnects.

Advanced Call Handling

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

Speed Dialing

Speed dialing allows you to press a key, select a Line View item, or use an index number to place a call. Depending on configuration, your phone can support several speed-dial features:

- Speed Dial ▦ in your Line View
- Speed Dialing and Abbreviated Dialing
- Fast Dials

✎

Note
- To set up speed dial and Abbreviated Dial, you must access your User Options web pages. See Accessing Your User Options Web Pages, page 57.

- To set up Fast Dials, you must have access to the Personal Directory feature. See Using Personal Directory on the Web, page 61.

- Alternately, your phone administrator can configure speed-dial features for you.

Using Speed Dial and Fast Dial

You must set up speed-dial features on your User Options web pages before you can use this feature. See Accessing Your User Options Web Pages, page 57.

If you want to...	Then...
Use speed-dial numbers	1. Set up speed-dial numbers from your User Options web pages. 2. To place a call, press ▷ 📞 (**Line View**). 3. Scroll to a speed-dial number with its label. 4. Press 📞. **Note** The Line View displays your directory numbers, followed by your speed-dial numbers identified with ▦. Six items (lines plus speed dials) can display.

If you want to...	Then...
Use Abbreviated Dial	1. Set up Abbreviated Dialing codes from your User Options web pages. 2. To place a call, enter the Abbreviated Dialing code. 3. Choose **Options > AbbrDial**.
Use Fast Dial	1. Subscribe to the Fast Dial service and set up Fast Dial codes from your User Options web pages. See Accessing Your User Options Web Pages, page 57. 2. To place a call, choose ◁ 🌐 (**Services**) **> Fast Dial service** on your phone (exact name might vary). 3. Scroll to a listing and press 📞 .

Picking Up Redirected Calls on Your Phone

Call PickUp allows you to answer a call that is ringing on a co-worker's phone by redirecting the call to your phone. You might use Call PickUp if you share call-handling with co-workers.

If you want to...	Then...
Answer a call that is ringing on another extension within your call pickup group	1. Choose **Options > PickUp**. If your phone supports auto-pickup, you are now connected to the call. 2. If the call rings on your phone, press **Answer** to connect to the call.
Answer a call that is ringing on another extension outside of your group	1. Choose **Options >** GPickUp (if available). 2. Enter the group pickup code. If your phone supports auto-pickup, you are now connected to the call. 3. If the call rings on your phone, press **Answer** to connect to the call.
Answer a call that is ringing on another extension in your group or in an associated group	1. Choose **Options > OPickUp** (if available). If your phone supports auto-pickup, you are now connected to the call. 2. If the call rings on your phone, press **Answer** to connect to the call.

Tips

- Depending on how your phone is configured, you might receive an audio and/or visual alert about a call to your pickup group.

- Pressing **PickUp** and **GPickUp** connects you to the call that has been ringing for the longest time.

- Pressing **OPickUp** connects you to the call in the pickup group with the highest priority.

- If you have multiple lines and want to pick up the call on a non-primary line, first press ➤ 🕾 (Line View) to switch to the desired line, then choose **Options** and a Call PickUp softkey.

Using a Shared Line

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

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

Understanding Shared Lines

Remote-in-Use

The "In Use Remote" message and 🔔 icon displays on a Cisco Unified Wireless IP Phone 7921G when another phone that shares your line has a connected call and Privacy is disabled. You can place and receive calls as usual on the shared line, even when the "In Use Remote" message or 🔔 icon displays.

Sharing Call Information and Barging

Phones that share a line each display information about calls that are placed and received on the shared line. This information might include caller ID and call duration. (See the Privacy section for exceptions.)

When call information is visible in this way, you and coworkers who share a line can add yourselves to calls using either **Barge** or **cBarge**. See Adding Yourself to a Shared-Line Call, page 38.

Barge—Allows you to join a shared-line call with an IP phone that has the built-in bridge enabled.

cBarge—Allows you to join a shared-line call with any IP phone and convert the call to a conference.

Privacy

The Cisco Unified Wireless IP Phone 7921G has Privacy enabled by default. Co-workers, who share your line, cannot see information about your calls. If you want co-workers who share your line to see information, you must have the Privacy feature configured on your phone. See Preventing Others from Viewing or Joining a Shared-Line Call, page 39.

✎

Note   The Cisco Unified Wireless IP Phone 7921G can support a maximum of 24 calls on a shared line.

Adding Yourself to a Shared-Line Call

Depending on how your phone is configured, you can add yourself to a call on a shared line using either Barge or cBarge.

If you want to...	Then...
See if the shared line is in use	Look for the icon and the "In Use Remote" message.
Add yourself to a call on a shared line using the **Barge** softkey	1. Highlight a remote-in-use call. You might need to use Line View. 2. Choose **Options > Barge**. Other parties hear a beep tone announcing your presence.
Add yourself to a call on a shared line using the **cBarge** softkey	1. Highlight a remote-in-use call. You might need to use Line View. 2. Choose **Options > cBarge**. Other parties hear a tone and brief audio interruption, and call information changes on the phone screen.
Add new conference participants to a call that you have barged	Barge the call using **cBarge**, if available. **Note** cBarge converts the call into a standard conference call, allowing you to add new participants. See Making Conference Calls, page 32.
Move a shared-line call to another phone	Press **Hold**. On another phone with the same shared line, press **Resume**.
Leave a barged call	Choose **EndCall** or . If you disconnect after using Barge, the remaining parties hear a disconnect tone and the original call continues. If you disconnect after using cBarge, the call remains a conference call (provided at least three participants remain on the line).

Tips

- If a phone that is using the shared line has Privacy enabled, call information and barge softkeys will not appear on the other phones that share the line.
- You will be disconnected from a call that you have joined using **Barge** if the call is put on hold, transferred, or turned into a conference call.

Preventing Others from Viewing or Joining a Shared-Line Call

If you share a phone line, you can use the Privacy feature to prevent others who share the line from viewing or barging (adding themselves to) your calls.

If you want to...	Then...
Prevent others from viewing or barging calls on a shared line	1. Choose **Options > Private**. 2. To verify that Privacy is on, look for ⬤ (Privacy-enabled icon) next to the directory number.
Allow others to view or barge calls on a shared line	1. Choose **Options > Private**. 2. To verify that Privacy is off, look for ◯ (Privacy-disabled icon) next to the directory number.

Tips

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

Storing and Retrieving Parked Calls

You can park a call when you want to store the call so that you or someone else can retrieve it from another phone in the Cisco Unified CallManager system (for example, a phone in a conference room).

You can park a call by using the **Park** softkey to store the call. Your phone displays the call park number where the system stored your call. You must record this number and then use the same number to retrieve the call.

If you want to...	Then...
Store an active call using Call Park	1. During a call, choose **Options > Park**. 2. Note the call park number displayed on your phone screen. 3. Press the ☎.
Retrieve a parked call	Enter the call park number from any Cisco Unified IP Phone in your network to connect to the call.

Tip

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

Making and Receiving Secure Calls

Depending on how your phone administrator has configured your phone system, your phone might support making and receiving secure calls.

Your phone is capable of supporting these types of calls:

- *Authenticated* call—The identities of all phones participating in the call have been verified.
- *Encrypted* call—The phone is receiving and transmitting encrypted audio (your conversation) within the Cisco IP network. Encrypted calls are also authenticated.
- *Non-secure* call—At least one of the participating phones or the connection does not support these security features, or the phones cannot be verified.

If you want to...	Then...
Check the security level of a call	Look for a security icon in the top right corner of the call activity area, next to the call duration timer: 🛡 Authenticated call 🔒 Encrypted call Neither security icon appears if the call is non-secure.
Determine if secure calls can be made in your company	Contact your phone administrator.

Note There are interactions, restrictions, and limitations that affect how security features work on your phone. For more information, ask your phone administrator.

Tracing Suspicious Calls

If you are receiving suspicious or malicious calls, your phone administrator can add the Malicious Call Identification (MCID) feature to your phone. This feature enables you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.

If you want to...	Then...
Notify your phone administrator about a suspicious or harassing call	Choose **Options > MCID**. Your phone plays a tone and displays the message, "MCID successful."

Prioritizing Critical Calls

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

Keep these terms in mind:

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

If you...	Then...
Want to choose a priority (precedence) level for an outgoing call	Contact your phone administrator for a list of corresponding precedence numbers for calls.
Want to make a priority (precedence) call	Enter the MLPP access number (provided by your phone administrator) followed by the phone number.
Hear a special ring (faster than usual) or special call waiting tone	You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.
Want to view priority level of a call	Look for an MLPP icon on your phone screen: ⬛ Priority call ◫ Medium priority (immediate) call ▧ High priority (flash) call ▨ Highest priority (flash override) or Executive Override call Higher priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal (routine).
Want to accept a higher-priority call	Answer the call as usual. If necessary, end an active call first.
Hear a continuous tone interrupting your call	You or the other party are receiving a call that must preempt the current call. Disconnect immediately to allow the higher priority call to ring through.

Tips

- When you make or receive an MLPP-enabled call, you will hear special ring tones and call waiting tones that differ from the standard tones.
- If you enter an invalid MLPP access number, a verbal announcement will alert you of the error.

Logging Out of Hunt Groups

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

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

Tip

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

Using Cisco Extension Mobility

Cisco Extension Mobility (EM) allows you to temporarily configure a Cisco Unified IP Phone as your own. Once you log in to EM, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your phone administrator must configure EM for you.

If you want to...	Then...
Log in to EM	1. Choose ◄ 🌐 (**Services**) > **EM Service** (name can vary). 2. Enter your user ID and PIN (provided by your phone administrator). 3. If prompted, select a device profile.
Log out of EM	1. Choose ◄ 🌐 (**Services**) > **EM Service** (name can vary). 2. When prompted to log out, press **Yes**.

Tips

- EM automatically logs you out after a certain amount of time. This time limit is established by your phone administrator.
- Changes that you make to your EM profile (from the User Options web pages) take effect the next time that you log in to EM on a phone.
- Settings that are controlled on the phone only are not maintained in your EM profile.

Using Push to Talk Service

If you need to be in immediate contact with members of your organization, you might use the Push to Talk feature on your phone. For more information about your service and how to use it, contact your phone administrator.

If you want to...	Then...
Access the Push to Talk service	1. Choose ◁ 🌐 (**Services**) > **Push to Talk** (name can vary). 2. Enter your user ID and PIN (provided by your phone administrator). *Do users log in?*
Place a call using Push to Talk	Press ⬭ .
Answer a call	Press ⬭ .

Tip

Any tips?

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Using a Handset, Headset, and Speakerphone

You can use your phone as a mobile handset, a speakerphone, with a headset, or with the speakerphone in the desk top charger.

If you want to...	Then...
Use the handset	Press the ⌢ (green button); press ☎ (red button) to hang up.
Use a headset	Plug the headset connector into the headset port ⓒ. The 🎧 icon displays on the phone status line. Place and answer calls as usual. If you use AutoAnswer, see Using AutoAnswer, page 44 for exceptions. You can use the headset with all the controls on your phone, including 🎤 and ⬍.
Use the speaker mode	Press 🔊 before placing a call or during a call to activate speaker mode. The 🔊 icon displays when the speaker is active. **Note** Speaker mode remains active for future calls until toggled off.
Switch to the speaker (from the handset) during a call	Press 🔊 and 🔊 displays. Press 🔊 to toggle back to the handset.
Switch to the desk top charger speakerphone	1. Place the wireless IP phone in the desk top charger cradle. "AC connected!" displays on the screen. 2. Press down on the top of the phone. "Docking connected!" displays on the screen and the desk top charger speaker and microphone are now connected. 3. Place and receive calls. Use all the buttons on your phone, including 🎤 and ⬍. **Note** The internal single-direction microphone is located on the lower left side of the phone (two small holes). For best results, face the desk top charger when using the speakerphone.

If you want to...	Then...
Switch to the handset from the desk top charger speakerphone	**1.** Tip the top of the phone forward about 30 degrees, then pick up the phone. **2.** The desk top charger speaker and microphone disconnect and the call is now active on the phone. **Note** You cannot turn off the desk top speaker by using the 🔊 button.
Adjust the volume level for a call	During a call, press ▲▼ to adjust the volume for the handset, speaker, or headset depending on which mode is in use. **Note** The new volume level is preserved for future calls after powering off the phone.

Obtaining a Headset

Your phone supports headset jack types with a 2.5 mm 3-band/ 4 connector. For information about purchasing headsets, see Headset Information, page 12.

Using AutoAnswer

You might use AutoAnswer if you receive a high volume of incoming calls or handle calls on behalf of others. Your system administrator configures AutoAnswer to work with either your speaker mode or headset.

If you...	Then...
Use AutoAnswer with a headset	Keep headset mode active by ensuring the headset is plugged into the phone, even when not on a call. If your phone is set up to use AutoAnswer in headset mode, calls are answered automatically only if the 🎧 icon is in the phone status line. Otherwise, calls ring normally and you must manually answer them.
Use AutoAnswer with the desktop charger speaker	Keep the handset in the desktop charger cradle so the speaker is active. If your phone is set up to use AutoAnswer in speaker mode, calls are answered automatically using the desktop charger speaker. **Note** You cannot turn off the desktop charger speaker. You must remove the phone from the cradle to disable the desktop charger speaker.

Tip

While your Cisco Unified Wireless IP Phone 7921G is in the desktop charging cradle, you can use the headset to answer calls. The headset audio is always active when the headset is connected to the phone.

Using Phone Settings

You can personalize your Cisco Unified Wireless IP Phone 7921G by adjusting sound settings, volume levels, display options, and keypad settings. You can also view your Network Profiles from the Settings menu.

Customizing Rings

You can customize your phone by choosing a ring type for each line.

If you want to...	Then...
View the ring tone settings on your lines	1. Choose ▽ ⬚ (**Settings**) **> Phone Settings > Sound Settings.** 2. Select **Ring Tone > Current Settings**. 3. Press **View** to see the current line settings.
Change the ring tone on a line	1. Choose ▽ ⬚ (**Settings**) **> Phone Settings > Sound Settings.** 2. Select **Ring Tone > Current Settings**. 3. Press **View** to see the current line settings. 4. Select a line**.** **Note** You can make a selection by pressing the number key for the item, the **Change** softkey, or ⬚ . 5. Scroll to a ring tone in the list and press **Play** to hear a sample of the ring. 6. Press ⬚ and the ⬚ icon appears next to the chosen ring. 7. Choose **Options > Save** to make the change or **Options > Cancel**.
Assign a ring tone to a line	1. Choose ▽ ⬚ (**Settings**) **> Phone Settings > Sound Settings.** 2. Select **Ring Tone > Available Ring Tones**. 3. Scroll to a ring tone in the list and press **Play** to hear a sample of the ring. 4. Choose **Options > Apply** and select the line for the ring tone. A ⬚ displays by the selected line. 5. Press **Save** to make the change or **Cancel**.

If you want to...	Then...
Change the way your phone rings	1. Choose ▽ 🖼 (**Settings**) > **Sound Settings** > **Alert Pattern**. 2. Select one of the following: 　　• Ring Only 　　• Vibrate Only 　　• Silent 　　• Vibrate, Then Ring 　　• Vibrate And Ring 　The ● appears next to your selection. 3. Press **Save** to make the change or **Cancel**.

Tips

- You cannot modify the Ring Settings for the wireless IP phone from the User Options web pages.

- To return to the Settings menu, press **Back** after saving the change or press 📞 to return to the main screen.

Customizing Volume Settings

You can adjust the ring and speaker volume settings for your phone.

If you want to...	Then...
Adjust the ring volume level	1. Choose ▽ 🖼 (**Settings**) > **Phone Settings** > **Sound Settings** > **Volumes**. 2. Select **Ring.** **Note**　You can make a selection by pressing the number key for the item, the **Change** softkey, or ⬤ . 3. Press △ to increase the volume or ▽ to decrease the volume and hear a sample ring volume. 4. Press **Save** to make the change or **Cancel**.
Adjust the speaker volume level	1. Choose ▽ 🖼 (**Settings**) > **Phone Settings** > **Sound Settings**> **Volumes**. 2. Select **Speaker.** 3. Press △ to increase the volume or ▽ to decrease the volume. 4. Press **Save** to make the change or **Cancel**.

If you want to...	Then...
Adjust the phone volume level	1. Choose ▽ 🗔 (**Settings**) **> Phone Settings > Sound Settings > Volumes.** 2. Select **Handset.** 3. Press △ to increase the volume or ▽ to decrease the volume. 4. Press **Save** to make the change or **Cancel.**
Adjust the headset volume level	1. Choose ▽ 🗔 (**Settings**) **> Phone Settings > Sound Settings.** 2. Select **Headset.** 3. Press △ to increase the volume or ▽ to decrease the volume. 4. Press **Save** to make the change or **Cancel.**
Adjust the desktop charger speaker volume level	1. Choose ▽ 🗔 (**Settings**) **> Phone Settings > Sound Settings** 2. Select **Docking Speaker.** 3. Press △ to increase the volume or ▽ to decrease the volume. 4. Press **Save** to make the change or **Cancel.**
Adjust the desktop charger ring volume level	1. Choose ▽ 🗔 (**Settings**) **> Phone Settings > Sound Settings.** 2. Select **Docking Ring.** 3. Press △ to increase the volume or ▽ to decrease the volume and hear a sample ring volume. 4. Press **Save** to make the change or **Cancel.**

Select the devices that will ring	1. Choose ▽ 🗔 (**Settings**) **> Phone Settings > Sound Settings.**
	2. **Select Ring Output.**
	3. Select one of the following:
	    • Headset
	    • Speaker (default setting)
	    • Headset and Speaker
	The 🔵 appears next to your selection.
	4. Press **Save** to make the change or **Cancel.**

Customizing the Phone Screen

You can adjust the length of time that your phone screen displays and its brightness.

If you want to...	Then...
Change the phone display brightness	1. Choose ▽ 📷 (**Settings**) **> Phone Settings > Display Settings**.
	2. Select **Display Brightness**.
	Note You can make a selection by pressing the number key for the item, the ⬤ button, or the **Change** softkey.
	3. Press △ to increase the brightness or ▽ to decrease the brightness.
	4. Press **Save** to make the change or **Cancel**.
Change the length of time for the screen to display	1. Choose ▽ 📷 (**Settings**) **> Phone Settings > Display Settings**.
	2. Select **Display Timeout**.
	3. Select one of the following:
	• 10 seconds
	• 30 second (default setting)
	• 1 minute
	• 2 minutes
	4. Press **Save** to make the change or **Cancel**.
	Note When the display setting time has expired, the screen dims for 10 seconds, then goes dark.
Change the LED indication for service coverage	1. Choose ▽ 📷 (**Settings**) **> Phone Settings > Display Settings**.
	2. Select **LED Coverage Indicator**.
	3. Select one of the following:
	• Enable (default setting)
	• Disable
	4. Press **Save** to make the change or **Cancel**.
Change the language on your phone screen	1. Log in to your User Options web pages. (See Accessing Your User Options Web Pages, page 59.
	2. Change the language setting.

Changing Keypad Settings

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

Using Any Key to Answer the Phone

You can set your phone to allow the use of any key to answer a call.

If you want to...	Then...
Answer calls by pressing any key	1. Choose ▽ 🖼 (**Settings**) **> Phone Settings > Keypad Settings**. 2. Select **Any Key Answer**. 3. Select **Enable**. 4. Press **Save** to make the change or **Cancel**. **Note** Under the Any Key Answer option, **Enabled** displays.
Disable the Any Key Answer option	1. Choose ▽ 🖼 (**Settings**) **> Phone Settings > Keypad Settings**. 2. Select **Any Key Answer**. 3. Select **Disable**. 4. Press **Save** to make the change or **Cancel**. **Note** Under the Any Key Answer option, **Disabled** displays.

Setting the Keypad to Automatically Lock

To keep from pressing keys and redialing calls accidentally, use the keypad auto lock feature. You can set the length of time before your phone keypad automatically locks after completing a call.

If you want to...	Then...

Automatically lock the keypad after using the phone	1. Choose ▽ 🖼 (**Settings**) **> Phone Settings > Keypad Settings**.
	2. Select **Keypad Auto Lock**.
	3. Select one of these time intervals:
	  - 15 seconds
	  - 30 seconds
	  - 60 seconds
	4. Press **Save** to make the change or **Cancel**.
	Note After the chosen time interval expires, the 🖼 icon displays and the keypad is locked.

If you want to...	Then...
Unlock the keypad	1. Press any key and the screen displays "Unlock keypad?"
	2. Press **Yes** to unlock the keypad or **No** to keep the lock.
Turn off the automatic keypad lock	1. Choose ▽ (**Settings**) **> Phone Settings > Keypad Settings.**
	2. Select **Keypad Auto Lock.**
	3. Select **Disable.**
	4. Press **Save** to make the change or **Cancel.**
	Note Under the Keypad Auto Lock option, **Disabled** displays.

Tips

- Auto lock is enabled only when the phone is idle and at the main screen.
- The keypad lock is temporarily disabled when you have an incoming call.

Changing the Keypad Tones

You can enable or disable the tones when you press a key on your keypad.

Change the keypad tone level	1. Choose ▽ (**Settings**) **> Phone Settings > Keypad Settings.**
	2. Select **Keypad Tone.**
	3. Select one of the following:
	• **Disable**—Plays no keypad tone.
	• **Normal**—Plays tone when pressing keys.
	• **Loud**—Plays louder tone when pressing keys.
	The 🌐 icon appears next to your selection.
	4. Press **Save** to make the change or **Cancel.**

Viewing Your Network Profile List

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

Your Cisco Unified Wireless IP Phone 7921G can have up to four enabled network profiles. Your phone automatically scans the profiles and selects the network profile with the matching SSID and settings for that specific wireless network.

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Note Consult with your phone administrator if you need to have additional network profiles or change settings in a profile.

If you want to...	Then...
View the list of enabled Network Profiles	**1.** Choose ▽ (**Settings**) **> Network Profiles**.
	2. The enabled profiles have a ✔ next to them
	Note Network profiles are locked. Your phone administrator must make changes for you.

Tips

- When the 🔒 locked icon appears next to a menu, see your phone administrator for information.
- If you need to change your EAP or LEAP username and password, see Setting Username and Passwords, page 11 and consult with your phone administrator.

Using Call Logs and Directories

This section describes how you can use call logs and directories in the Directory menu.

Using Call Logs

Your phone maintains records of your missed, placed, and received calls.Each call log holds up to 30 entries.

If you want to...	Then...
View your call logs	1. Press ⋀ 📖 (**Directory**).
	2. Choose **Missed Calls,** or **Received Calls**, or **Placed Calls**.
Dial from a call log	1. Press ⋀ 📖 (**Directory**).
	2. Choose **Missed Calls,** or **Received Calls**, or **Placed Calls**.
	3. Scroll to a phone number.
	Note To edit the displayed number (to add or to remove a prefix), press **Options > EditDial** followed by ◁ or ▷ to reposition the cursor. Use the keypad to enter digits, or press **<<** to delete numbers.
	4. Press **Dial** or 📞 .
Delete a call record	1. Press ⋀ 📖 (**Directory**).
	2. Choose **Missed Calls,** or **Received Calls**, or **Placed Calls**.
	3. Scroll to a call record.
	4. Choose **Options > Delete**. Or choose **Options > Exit**.
Delete a call log	1. Press ⋀ 📖 (**Directory**).
	2. Choose **Missed Calls,** or **Received Calls**, or **Placed Calls**.
	3. Choose **Options > Delete**. Or choose **Options > Exit**.
Erase your call logs	1. Press ⋀ 📖 (**Directory**) to display call logs.
	2. Press **Clear**. Doing so erases all call logs. Or choose **Options > Exit**.

Directory Dialing

Depending on configuration, your phone can provide access to a corporate directory and personal directory features:

- Corporate Directory—Corporate contacts that you can access on your phone. Corporate Directory is set up and maintained by your phone administrator.
- Personal Directory—If available, personal contacts and associated speed-dial codes that you can configure and access from your phone and User Options web pages. Personal Directory is comprised of Personal Address Book (PAB) and Fast Dials.
    - PAB is a directory of your personal contacts.
    - Fast Dial allows you to assign codes to PAB entries for quick dialing.

Using Corporate Directory on Your Phone

You can use a corporate directory to place calls to coworkers.

If you want to...	Then...
Dial from a corporate directory (while not on another call)	**1.** Choose 🔺 📖 (**Directory**) > **Directory Services** > **Corporate Directory** (name can vary). **2.** Use your keypad to enter a search criteria such as a name. **3.** Choose ⬤ or **Options > Submit**. **4.** Scroll to a listing. **Note** To edit the displayed number (to add or to remove a prefix), choose **Options > EditDial** followed by ◀ or ▶ to reposition the cursor. Use the keypad to enter digits, or press **<<** to delete numbers. **5.** Press **Dial** or 📞 .

Tips

- Use the numbers on your keypad to enter characters on your phone screen. See Entering and Editing Text, page 11.
- Use the Navigation button on your phone to move between input fields.

Using Personal Directory on Your Phone

The Personal Directory feature set contains your Personal Address Book (PAB) and Fast Dials.

Cisco Unified CallManager Release 4.0 and Later

For information about how to set up and use the Personal Directory when connected to a Cisco Unified CallManager 4.1 or later system, refer to *Customizing Your Cisco IP Phone on the Web:* http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

Cisco Unified CallManager Release 5.0 and Later

This section describes how to set up and use Personal Directory on your phone when you are connected to a Cisco Unified CallManager 5.0 or later. Alternately, see Using Personal Directory on the Web, page 61.

If you want to...	Then...
Access Personal Directory (for PAB and Fast Dial codes)	1. Choose ◁ 🌐 (**Services**) > **Personal Address Book (PAB) Service** (exact name may vary). 2. Enter your Cisco Unified CallManager user ID and PIN, then press **Options > Submit**.
Search for a PAB entry	1. Access **Personal Address Book**. 2. Enter search criteria and choose **Options > Submit**. **Note** To get a complete list of your PAB entries, do not enter any search criteria, and choose **Options > Submit**. 3. You can choose **Options > Previous** or **Next** to move through listings. 4. Scroll to the PAB listing that you want and press **Select or** ◉.
Dial from PAB entry	1. Search for a PAB entry. 2. Scroll to the listing and press **Select** or ◉. 3. Press **Dial**. 4. Scroll to the number that you want to dial and press **OK**. 5. Press **OK** again to dial the number.
Delete a PAB entry	1. Search for a PAB entry. 2. Scroll to the listing and press **Select** or ◉. 3. Choose **Options >Delete**. 4. Press **OK** to confirm the deletion or Cancel.
Edit a PAB entry	1. Search for a PAB entry. 2. Scroll to the listing and press **Select** or ◉. 3. **Choose Options > Edit** to modify a name or mail address. 4. If necessary, choose **Options > Phones** to modify a phone number. 5. Press **Update**.

If you want to...	Then...
Add a new PAB entry	1. Access **Personal Address Book.**
	2. Access the Search page and choose **Options > Submit.** (you do not need to input search information first.)
	3. Choose **Options > New.**
	4. Use the keypad to enter a name or nickname.
	5. Press **Phones** and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as a 9 or 1.
	6. Press **Submit** to add the entry to the database.
Assign a Fast Dial code to a PAB entry	1. Search for a PAB entry.
	2. Scroll to the listing and press **Select** or ⚪.
	3. Choose **Options > Fast Dial.**
	4. Scroll to the Fast Dial code that you want to assign to the number and press **Select** or ⚪.
Add a new Fast Dial code (not using a PAB entry)	1. Choose ◁ 🌐 (**Services**)> Personal Address Book
	2. Select **Personal Fast Dials.**
	3. Scroll to a Fast Dial code that is unassigned and press **Select** or ⚪.
	4. Press **Assign.**
	5. Enter a phone number.
	6. Press **Update.**
Search for Fast Dial codes	1. Choose ◁ 🌐 (**Services**) > Personal Address Book.
	2. Select **Personal Fast Dials.**
	3. Scroll to the listing you want and press **Select** or ⚪.
	Note You can choose **Options > Previous** or **Next** to move through listings.
Place a call using a Fast Dial code	1. Search for a Fast Dial code.
	2. Scroll to the listing you want and press **Select** or ⚪.
	3. Press **Dial.**
	4. Choose **OK** to complete the action.

If you want to...	Then...
Delete a Fast Dial code	1. Search for a Fast Dial code. 2. Scroll to the listing you want and press **Select** or ⬤. 3. Choose **Options > Remove**.
Log out of Personal Directory	1. Choose ◁ 🌐 (**Services**) **> Personal Address Book** (exact name may vary). 2. Choose **Logout**.

Tips

- Your phone administrator can provide the user ID and PIN that you need to log in to Personal Directory.

- Personal Directory automatically logs you out after a certain amount of time. This time limit can vary. Ask your phone administrator for more information.

- Use the numbers on your keypad to enter characters on your phone screen. Use the Navigation button on your phone to move between input fields.

Accessing Voice Messages

When the phone displays, "You Have VoiceMail" or a red blinking light, you can access your messages from your phone.

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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 messaging service.

If you want to...	Then...
Set up and personalize your voice message service	1. Press **Message** or press and hold 🔲. 2. Follow the voice instructions. Your phone administrator will provide a default password for your voice messaging service.
See if you have a new voice message	Look at your phone for these indicators: • A red blinking message waiting light. • A text message, "You Have VoiceMail" • A flashing ✉ icon next to your directory number in ▷ ☎ (**Line View**)
Listen to your voice messages or access the voice messages menu	1. Press **Message** or press and hold 🔲. 2. Enter your voice messaging password. 3. Follow the voice instructions to listen to your messages.
Send a call to your voice message system	Press ☎ (red button) or **iDivert**. The iDivert feature automatically transfers a call (including a ringing or held call) to your voice message system. Callers will hear your voice message greeting and can leave you a message.

Accessing Your User Options Web Pages

Your Cisco Unified Wireless IP Phone 7921G is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to log in to your Cisco Unified CallManager User Options web pages, where you can control features, settings, and services for your wireless IP phone. For example, you can set up speed-dial keys from your User Options web pages.

Cisco Unified CallManager Release 4.1 and Later User Options Web Pages

This section describes how to access your User Options web pages and how to subscribe to phone services when you are connected to a Cisco Unified CallManager 4.1 or later system. For more details about the features you can configure and the phone services to which you can subscribe, refer to *Customizing Your Cisco Unified IP Phone on the Web* at the following URL:
http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

Logging In to the User Options Web Pages

This section describes how to log in and select a phone device for Cisco Unified CallManager Release 4.1 or later User Options web pages.

If you want to...	Then do this...
Log in to your User Options web pages	1. Obtain a User Options URL, user ID, and default password from your phone administrator.
	2. Open a web browser on your computer, enter the URL, and log on.
	The Cisco Unified CallManager User Options main web page displays.
Select a device after logging in	1. From the general menu, select your device type (phone model) in the "Select a device" drop-down list.
	The context-sensitive menu appears with options appropriate for the wireless IP phone.
	2. Make changes to the options for your wireless IP phone.

Tips for Navigating the User Options Web Pages
- Select your device from the menu page to see all of your options.
- Click **Update** to apply and save your changes.

- Click **Return to the Menu** to get back to the context-sensitive menu.
- Click **Log Off** to exit the User pages.

Subscribing to Phone Services

Before you can access subscription phone services on your phone, you need to subscribe to them by using your computer to access the User Options web pages. See Accessing Your User Options Web Pages, page 59.

Phone services can include:

- Web-based information, such as stock quotes, movie listings, and weather reports
- Network data, such as corporate calendars and searchable directories
- Phone features, such as the Fast Dial service and a Personal Address Book

Refer to the following table for more information.

If you want to...	Then do this after you log in and select your device type...
Subscribe to a service	1. From the main menu, choose **Configure your Cisco IP Phone Services**. 2. Select a service from the "Available Services" drop-down list and click **Continue**. 3. Enter more information upon request (such as a zip code or PIN). 4. Click **Subscribe**.
Change or end subscriptions	1. From the main menu, choose **Configure your Cisco IP Phone Services**. 2. Click a service in the "Your Subscribed Services" panel. 3. Click **Update** after making changes, or click **Unsubscribe**.
Access a service on your phone	1. Choose ◁ 🌐 (**Services**) > (**Service Name**). 2. Select the service that you want.
Learn how to use phone services	Refer to *Customizing Your Cisco IP Phone on the Web*: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

Cisco Unified CallManager Release 5.0 and Later User Options Web Pages

This section describes how to access your User Options web pages and how to subscribe to phone services when you are connected to a Cisco Unified CallManager 5.0 or later system. Use these sections for more details about accessing the User Options web pages and configuring features and subscribing to phone services:

- Accessing Your User Options Web Pages, page 59
- Configuring Features and Services on the Web, page 60

Accessing Your User Options Web Pages

This section describes how to log in and select a phone device for Cisco Unified CallManager Release 5.0 or later User Options web pages.

If you want to...	Then do this...
Log in to your User Options web pages	1. Obtain a User Options URL, user ID, and default password from your phone administrator. 2. Open a web browser on your computer, enter the URL, and log on. 3. If prompted to accept security settings, click **Yes** or **Install Certificate**. The Cisco Unified CallManager User Options main web page displays. From this page you can choose **User Options** to access User Settings, Directory features, a Personal Address Book, and Fast Dials. Or, to access phone-specific options, select a device (see below).
Select a device after logging in	1. After you have logged in to your User Options web pages, choose **User Options** > **Device**. The Device Configuration page displays. 2. If you have multiple devices assigned to you, verify that the appropriate device (phone model or Extension Mobility profile) is selected. If necessary, choose another device from the Name drop-down menu.
Configure user features	Choose **User Options** drop-down button to access these features: - User Settings - Directory - Personal Address Book - Fast Dials

If you want to...	Then do this...
Configure phone settings	Choose toolbar buttons to access these phone-specific options: • line settings • speed dials • phone services • service URL
Return to the Device Configuration page	Choose **User Options > Device** from any page to verify that you are configuring the correct device or to change devices.

Tip

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

Configuring Features and Services on the Web

These topics describe how to configure features and services from your User Options web pages after logging in. See Accessing Your User Options Web Pages, page 59.

- Setting Up Speed Dials on the Web, page 60
- Using Personal Directory on the Web, page 61
- Setting Up Phone Services on the Web, page 64
- Controlling User Settings on the Web, page 65
- Controlling Line Settings on the Web, page 66
- Using Cisco WebDialer, page 68

Setting Up Speed Dials on the Web

Depending on configuration, your phone can support several speed-dial features:

- Speed-dial Numbers
- Abbreviated Dialing
- Fast Dials

> ✎
> **Note**   For help using speed-dial features, see Speed Dialing, page 35.

If you want to...	Then do this after you log in...
Set up Line View speed-dial numbers	1. Select the name for the Cisco 7921 device.
	2. Click **Speed Dials**.
	3. Enter a phone number as you would dial it.
	4. Enter a label for the speed-dial number that is 11 characters or less.
	5. Click **Save**
	Note If you have speed dials configured in your Line View, the speed-dial label appears next to the ▦ icon.
Set up Abbreviated Dialing	1. Select the name for the Cisco 7921 device.
	2. Click **Speed Dials**.
	3. Enter a phone number as you would dial it and label for an Abbreviated Dialing code.
	4. Click **Save**.
	Note Make note of the number for the Abbreviated Dialing Code. Use this code with **Options > AbbrDial** to access the speed-dial number.
Set up Fast Dials	See Configuring Fast Dials on the Web, page 63.
	You can also set up Fast Dials on your phone. See the Using Personal Directory on Your Phone, page 52.

Tips

- You can have up to six numbers appear in your Line View screen (a combination of line and speed dial numbers).

- If your speed dial label is more than 11 characters, the label is shortened with following periods (customer service appears as customer s....).

Using Personal Directory on the Web

The Personal Directory feature set that you can access on your computer consists of:

- A Personal Address Book (PAB)

- Fast Dials

- The Address Book Synchronization Tool (TABSynch)

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Note You can also access PAB and Fast Dials from your phone. See Using Personal Directory on Your Phone, page 52.

Using Your Personal Address Book on the Web

This section describes how to use your PAB from your User Options web pages.

If you want to...	Then do this after you log in...
Add a new PAB entry	1. Choose **User Options > Personal Address Book**.
	2. Click **Add New**.
	3. Enter information for the entry.
	4. Click **Save**.
Search for a PAB entry	1. Choose **User Options > Personal Address Book**.
	2. Specify search information and click **Find**.
	Note To locate all entries, leave search information blank and click **Find**.
Edit a PAB entry	1. Search for a PAB entry.
	2. Click a name or nickname.
	3. Edit the entry as needed and click **Save**.
Delete a PAB entry	1. Search for a PAB entry.
	2. Select one or more entries.
	3. Click **Delete Selected**.

Configuring Fast Dials on the Web

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

If you want to...	Then do this after you log in...
Assign a Fast Dial code to a PAB entry	1. Create a PAB entry. See Using Your Personal Address Book on the Web, page 62. 2. Choose **User Options > Fast Dials**. 3. Click **Add New.** 4. Change the Fast Dial code, if desired. 5. Use the Search Options area to find the appropriate PAB entry. 6. Click a phone number in the Search Results area. 7. Click **Save**.
Assign a Fast Dial code to a phone number (without using a PAB entry)	1. Choose **User Options > Fast Dials**. 2. Click **Add New.** 3. Change the Fast Dial code, if desired. 4. Enter a phone number. 5. Click **Save**.
Search for a Fast Dial entry	1. Choose **User Options > Fast Dials**. 2. Specify search information and click **Find**.
Edit a Fast Dial phone number	1. Choose **User Options > Fast Dials**. 2. Search for the Fast Dial entry that you want to edit. 3. Click on a component of the entry. 4. Change the phone number. 5. Click **Save**.
Delete a Fast Dial entry	1. Search for a Fast Dial. 2. Select one or more entries. 3. Click **Delete Selected**.

Tips

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

Using the Address Book Synchronization Tool

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

Setting Up Phone Services on the Web

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

If you want to...	Then do this after you log in...
Subscribe to a service	1. Select a device. 2. Click **Phone Services**. 3. Click **Add New**. 4. Choose a service from the drop-down list and click **Next**. 5. Change the service label and/or enter additional service information, if available (optional). 6. Click **Save**.
Search for services	1. Select a device. 2. Click **Phone Services**. 3. Click **Find**.
Change or end services	1. Search for services. 2. Select one or more entries. 3. Click **Delete Selected**.
Change a service name	1. Search for services. 2. Click on the service name. 3. Change the information and click **Save**.

If you want to...	Then do this after you log in...
Add a service to an available screen slot	1. Select a device.
	2. Click **Service URL**.
	Note If you do not see this option, ask your phone administrator to configure a service URL button for your phone.
	3. Choose a service from the Button Service drop-down list.
	4. If you want to rename the service, edit the label fields.
	Note Your phone uses the ASCII Label field if the phone does not support double-byte character sets.
	5. Click **Save**.
	6. Click **Reset** to reset your phone (necessary to see the new label on your phone).
Access a service on your phone	Choose ◁ 🌐 (**Services**) > (**Service Name**).

Controlling User Settings on the Web

User settings include your password, PIN, and language (locale) settings. Your PIN and password allow you to access different features and services.

If you want to...	Then do this after you log in...
Change your password	1. Choose **User Options > User Settings**.
	2. In the Browser Password area, enter information.
	Note A password must be 5-127 characters.
	3. Click **Save**.
Change your PIN	1. Choose **User Options > User Settings**.
	2. In the Phone PIN area, enter information.
	Note A PIN must be 5-20 numbers.
	3. Click **Save**.
Change the language (locale) for your User Options web pages	1. Choose **User Options > User Settings**.
	2. In the User Locale area, choose an item from the Locale drop-down list.
	3. Click **Save**.

If you want to...	Then do this after you log in...
Change the language (locale) for your phone screen	1. Go to the Device Configuration page by choosing **User Options > Device**.
	2. Choose an item from the User Locale drop-down list.
	3. Click **Save**.

Tips

- Use your PIN to log in to Cisco Extension Mobility or Personal Directory on your phone.

- Use your password to log in to your User Options web pages and Cisco WebDialer on your personal computer.

- For more information about these services, ask your phone administrator.

Controlling Line Settings on the Web

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

Note
- You can set up call forwarding (for your primary phone line) directly on your phone. See Forwarding All Calls to Another Number, page 31.

- To learn about phone settings that you can access directly on your phone, see Using Phone Settings, page 45.

If you want to...	Then do this after you log in...
Set up call forwarding per line	1. Select the Cisco Unified Wireless IP Phone 7921G device.
	2. Click **Line Settings**.
	3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one.
	4. In the Incoming Call Forwarding area, choose call forwarding settings for various conditions.
	5. Click **Save**.

If you want to...	Then do this after you log in...
Change the voice message indicator setting per line	**1.** Select your device. **2.** Click **Line Settings**. **3.** If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one. **4.** In the Message Waiting Lamp area, choose from various settings. **Note** Typically, the default message waiting setting prompts your phone to display a light and a message to indicate a new voice message. **5.** Click **Save**.
Change or create a line text label that appears on your phone screen	**1.** Select your device. **2.** Click **Line Settings**. **3.** If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one. **4.** In the Line Text Label area, enter a text label. **5.** Click **Save**.

Tip

You cannot change the Ring Settings for the Cisco Unified Wireless IP Phone 7921G from the User Options web pages.

Using Cisco WebDialer

Cisco WebDialer allows you to make calls on your wireless IP phone to directory contacts by clicking items in a web browser. Your phone administrator must configure this feature for you.

If you want to...	Then...
Use WebDialer with your User Options directory	1. Log into your User Options web pages. See Accessing Your User Options Web Pages, page 59.
	2. Choose **User Options > Directory** and search for a coworker.
	3. Click the number that you want to dial.
	4. If this is your first time using WebDialer, set up preferences and click **Submit**. (See the last row in this table for details.)
	5. If the Make Call page appears, click **Dial**. (See the last row in this table to learn how to suppress this page in the future, if desired.)
	The call is now placed on your phone.
	6. To end a call, click **Hangup** or disconnect from your phone.
Use WebDialer with another online corporate directory (not your User Options directory)	1. Log into a WebDialer-enabled corporate directory and search for coworkers.
	2. Click the number that you want to dial.
	3. When prompted, enter your user ID and password.
	4. If this is your first time using WebDialer, set up preferences and click **Submit**. (See the last row in this table for details.)
	5. If the Make Call page appears, click **Dial**. (See the last row in this table to learn how to suppress this page in the future, if desired.)
	The call is now placed on your phone.
	6. To end a call, click **Hangup** or disconnect from your phone.

If you want to...	Then...
Log out of WebDialer	Click the logout icon in the Make Call or Hang Up page.
Set up, view, or change WebDialer preferences	Access the Preferences page.
	The Preferences page appears the first time that you use WebDialer (after you click the number that you want to dial).
	To return to Preferences in the future, click the preferences icon from the Make Call or Hang Up page.
	The Preferences page contains the following options:
	• Preferred language—Determines the language used for WebDialer settings and prompts.
	• Use permanent device—Identifies the wireless IP phone and directory number (line) that you will use to place WebDialer calls. If you have one phone with a single line, the appropriate phone and line are automatically selected. Otherwise, choose a phone and/or line. Phones are specified by host name. (To display the host name on your phone, choose ▽ 📇 (**Settings**) >**Network Profile > Network Configuration > Host Name**.)
	• Use Extension Mobility—If selected, prompts WebDialer to use the wireless IP phone that is associated with your Extension Mobility profile (if available).
	• Do not display call confirmation—If selected, prompts WebDialer to suppress the Make Call page. This page appears by default after you click a phone number in a WebDialer-enabled online directory.

Understanding Additional Configuration Options

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

✎

Note   You can locate User Guides and other documents listed in this table from the following URL: http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

If you...	Then...	For more information...
Need to handle more calls on your phone line	Ask your system administrator to configure your line to support more calls.	Talk to your system administrator or phone support team.
Need more than one phone line	Ask your system administrator to configure one or more additional directory numbers for you.	Talk to your system administrator or phone support team.
Need different softkeys, such as iDivert to display when phone is ringing or in use.	Ask your system administrator to configure a new softkey template and assign it to your phone.	Talk to your system administrator or phone support team.
Need more speed dial numbers	First make sure that you are using all of your currently available speed dial numbers. If you need additional speed dial numbers, try using Abbreviated Dialing or subscribing to the Fast Dial service.	See Subscribing to Phone Services, page 58.
Want to use one directory number for several phones	Request a shared line. This allows you to use one number for your desk phone and your wireless IP phone, for example.	See Using a Shared Line, page 37.

If you...	Then...	For more information...
Share phones or office space with co-workers	Consider using: • Call Park to store and retrieve calls without using the transfer feature. • Call Pickup to answer calls ringing on another phone. • A shared line to view or join co-workers' calls. • Cisco Extension Mobility to apply your phone number and user profile to a shared phone	Ask your system administrator about these features and see the: • Storing and Retrieving Parked Calls, page 39 • Using a Shared Line, page 37 • "Using the Extension Mobility Service" in *Customizing Your Cisco Unified IP Phone on the Web*
Answer calls frequently or handle calls on someone's behalf	Ask your system administrator to set up the AutoAnswer feature for your phone.	See Using AutoAnswer, page 44.
Want to temporarily apply your phone number and settings to a shared Cisco Unified IP Phone	Ask your system administrator about the Cisco Extension Mobility service.	See "Using the Extension Mobility Service" in *Customizing Your Cisco Unified IP Phone on the Web*.
Allow or prevent all phones with the same shared line to view call information or join a call on the shared line	Ask your system administrator to set up the Privacy feature for those phones.	See Preventing Others from Viewing or Joining a Shared-Line Call, page 39.

Troubleshooting Your Phone

This section provides troubleshooting information for your Cisco Unified Wireless IP Phone 7921G.

General Troubleshooting

This section provides information to help you troubleshoot general problems with your phone. For more information, see your phone administrator.

Symptom	Explanation
You cannot complete a call	One or more of the following factors might apply: • Your phone is out of the wireless network access point service area. **Note** Your phone shows a green blinking indicator light when it is within the service coverage area. • You must log into the Extension Mobility service. • You must enter a client matter code or forced authorization code after dialing a number. • Your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.
The main phone screen is not active	One of these messages appears on the status line: • Network busy—Not enough bandwidth available in wireless network to complete this call. Try again later. • Leaving service area—Phone is out of range of its associated access point and wireless network. • Locating network services—Phone is searching for a wireless network access point. • Authentication failed—Security credentials are not accepted by the authentication server. • Configuring IP—Phone is waiting for DHCP to assign an IP address.
The Settings menu is unresponsive	Your phone administrator might have disabled Settings on your phone.

Symptom	Explanation
The softkey that you want to use does not appear	One or more of the following factors might apply: • You must press **Options** and scroll to reveal additional softkeys. • You must change the line state (for example, place a call or have a connected call). • Your phone is not configured to support the feature associated with that softkey.
Join fails	**Join** requires multiple selected calls. Be sure that you have selected at least one call in addition to the active call, which is selected automatically. **Join** also requires the selected calls to be on the same line. If necessary, transfer calls to one line before joining them.
Barge fails and results in a fast busy tone	One or more of the following factors might apply: • You cannot barge an encrypted call if the phone you are using is not configured for encryption. When your barge attempt fails for this reason, your phone plays a fast busy tone. • You cannot barge a call on another Cisco Unified Wireless IP Phone.
You are disconnected from a call that you joined using **Barge**	You will be disconnected from a call that you have joined using **Barge** if the call is put on hold, transferred, or turned into a conference call.
Cisco **CallBack** fails	The other party might have call forwarding enabled.

Viewing Phone Administration Data

Your phone administrator might ask you to access administration data on your phone for troubleshooting purposes.

If you are asked to...	Then...
Access network configuration data	Choose ▽ (**Settings**) **> Device Information > Network** and select the network configuration item that you want to view.
Access status data	Choose ▽ (**Settings**) **> Status** and select the status item that you want to view.
Access phone call and voice quality information	Choose ▽ (**Settings**) **> Status > Call Statistics**.

Using the Quality Reporting Tool

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

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

Cisco One-Year Limited Hardware Warranty Terms

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

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

   http://www.cisco.com/univercd/cc/td/doc/es_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 78-5235-03B0 is highlighted.

   b. Select the language in which you would like to read the document.

   c. Click **Go**.

   d. The Cisco Limited Warranty and Software License page from the Information Packet appears.

   e. Read the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).

   > ✎
   > **Note**   You must have Adobe Acrobat Reader to view and print PDF files. You can download the reader from Adobe's website: http://www.adobe.com

3. To read translated and localized warranty information about your product, follow these steps:

   a. Enter this part number in the Warranty Document Number field:

      78-10747-01C0

   b. Select the language in which you would like to view the document.

   c. Click **Go**.

      The Cisco warranty page appears.

   d. Read the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).

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

http://www.cisco.com/public/Support_root.shtml.

Duration of Hardware Warranty

One (1) Year

Replacement, Repair, or Refund Policy for Hardware

Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of a Return Materials Authorization (RMA) request. Actual delivery times can vary, depending on the customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

To Receive a Return Materials Authorization (RMA) Number

Contact the company from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Complete the information below, and keep it for reference.

Company product purchased from	
Company telephone number	
Product model number	
Product serial number	
Maintenance contract number	

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