

Cisco IP Conference Station 7935

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1 Getting Started

This guide helps you quickly set up and use the Cisco IP Conference Station 7935. The IP Conference Station requires Cisco CallManager and your system administrator must prepare the network for the IP Conference Station. If a technician is not installing the IP Conference Station, verify with your system administrator that the network is ready for the IP Conference Station. Be sure to read the Release Notes and both the Parts List and the Safety Notices sections in this guide before you begin to set up and use the IP Conference Station.



Note If your IP Conference Station is already set up, skip to Section 3, Features and Web Interface.

Introduction

The Cisco IP Conference Station 7935 is an IP-based, hands-free conference room station that uses Voice over IP (VoIP) technology. The IP Conference Station provides basic business conferencing features and functions, such as Call Hold, Call Transfer, Call Release, Mute, and Conference, over an IP network. It is designed to be used primarily on desktops and in small- to medium-sized conference rooms to facilitate conference calling. It replaces a traditional analog conferencing unit in an IP telephony network.

Package Contents

Review the following list to be sure that you have received all of the necessary items to install the IP Conference Station.

- 1 Cisco IP Conference Station 7935
- 1 6 ft. CAT 5 Cable
- 1 25 ft. CAT 5 Cable
- 1 Power Interface Module (PIM)
- 1 Power Supply Unit (a country-specific power cord must be ordered separately)
- 1 Documentation Roadmap
- 1 Quick Start Guide
- 1 Quick Reference Card
- 1 Regulatory Compliance and Safety Information Guide
- 1 Warranty Card

Safety Notices

These are the safety considerations for using the IP Conference Station. Read these notices before you install or use the IP Conference Station.



Warning

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.



Warning

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



Warning

Only trained and qualified personnel should be allowed to install, replace, or service this equipment.



Warning

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



Warning

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



Warning

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



Warning

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

**Warning**

The device is designed to work with TN power systems.

**Warning**

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

**Caution**

The Cisco IP Conference Station 7935 is inoperable during a power outage if it is not supported by a UPS (uninterruptible power supply) when using a local power supply unit. This affects your ability to reach 911.

**Caution**

Using a cell phone or mobile phone in close proximity to an IP Conference Station might cause interference.

**Note**

To see translations of the safety warnings that appear in this publication, refer to the *Regulatory Compliance and Safety Information for the Cisco IP Conference Station 7935*.

For more information on regulatory compliance and safety information, refer to the *Regulatory Compliance and Safety Information for the Cisco IP Conference Station 7935*.

Where to Go for Help

If you require additional information or assistance with the IP Conference Station, contact your system administrator. For technical assistance information, refer to the “For Technical Assistance” section on page 33.

Related Documentation

In addition to this *Quick Start Guide*, you can reference the following publications:

- *Cisco IP Conference Station 7935 Release Notes* (available online, see URL below)
- *Cisco IP Conference Station 7935 Administration Guide* (available online, see URL below)
- *Cisco IP Conference Station 7935 Quick Reference Card* (included with your IP Conference Station, and available online, see URL below)
- *Regulatory Compliance and Safety Information for the Cisco IP Conference Station 7935* (included with your IP Conference Station, and available online, see URL below)

These publications are available on the Web at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/ip_7960/st7935/index.htm

For more documentation information, refer to the “For More Information” section on page 31.

2 Installation

This section provides basic installation instructions and information about obtaining best performance with the Cisco IP Conference Station 7935.



Note

Make sure you have reviewed the Package Contents and read the Safety Notices in Section 1, and read the Release Notes.

Before You Begin



Caution

To ensure a successful installation, verify with your system administrator that the network is ready for the IP Conference Station, and that Cisco CallManager is installed and configured for the IP Conference Station.

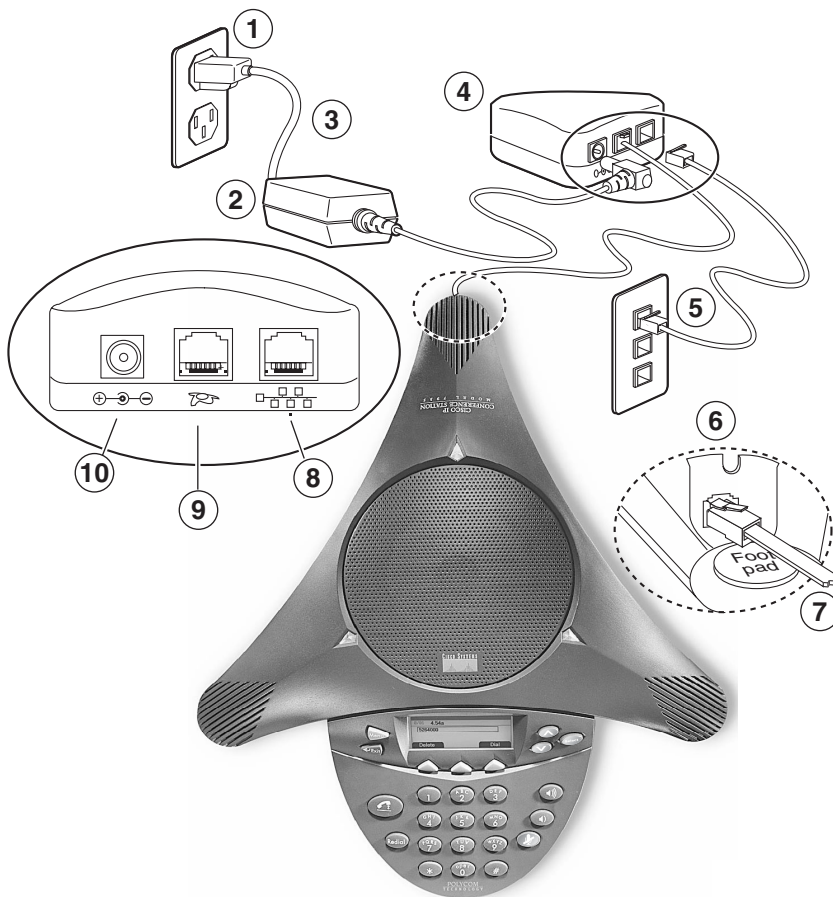
Installing and Connecting to the Network

Refer to the following diagram when you are installing the IP Conference Station.



Note

Daisy-chaining IP Conference Stations to other Cisco IP Phones is not supported and will not work.



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1	Power outlet in the wall	6	RJ-45 port on the bottom of the IP Conference Station
2	Power supply unit	7	Free end of the 25 ft. CAT 5 cable
3	Power supply unit power cord	8	LAN connection on PIM
4	PIM	9	25 ft. CAT 5 cable connection on PIM
5	LAN connection	10	AC adapter port on PIM for power supply unit

Follow these steps to install and connect the IP Conference Station to the network.

-
- Step 1** Place the IP Conference Station on a flat surface, for example, a conference room table or desktop.
 - Step 2** Connect one end of the 6 ft. CAT 5 cable to your data network port and connect the other end to the *network* (LAN) port on the PIM.
 - Step 3** Connect the free end of the 25 ft. CAT 5 cable to the *RJ-45* port on the bottom of the IP Conference Station. (The cable is pre-plugged into the PIM.)
 - Step 4** Connect the Power Supply unit to the *AC adapter* port on the PIM, and plug the other end into a standard electrical power outlet in the wall.



Note If you do not correctly connect the cables, PIM, power supply, and the IP Conference Station unit, the IP Conference Station will not work. Use of non-Cisco certified components may not work and may void the IP Conference Station product warranty.

Startup Sequence

During the startup sequence, the LCD screen display shows the following messages.

Sequence Step	LCD Screen Message Display
Startup	Cisco Systems, Inc. Polycom Technology Copyright 2001
IP Address configuration	Renewing/Obtaining IP Address Loading Application Configuring IP Press Menu to Reconfigure
Cisco CallManager configuration	Station IP (IP address) Contacting (IP address)

Sequence Step	LCD Screen Message Display
Cisco CallManager registration	Opening: CM IP address Registering
Initialization complete	Press the Phone Key to get a dial tone



Note The startup process may take several minutes, and some of these messages may not appear due to the access speed of your network.

For Best Performance

To ensure best performance with the IP Conference Station, follow these guidelines:

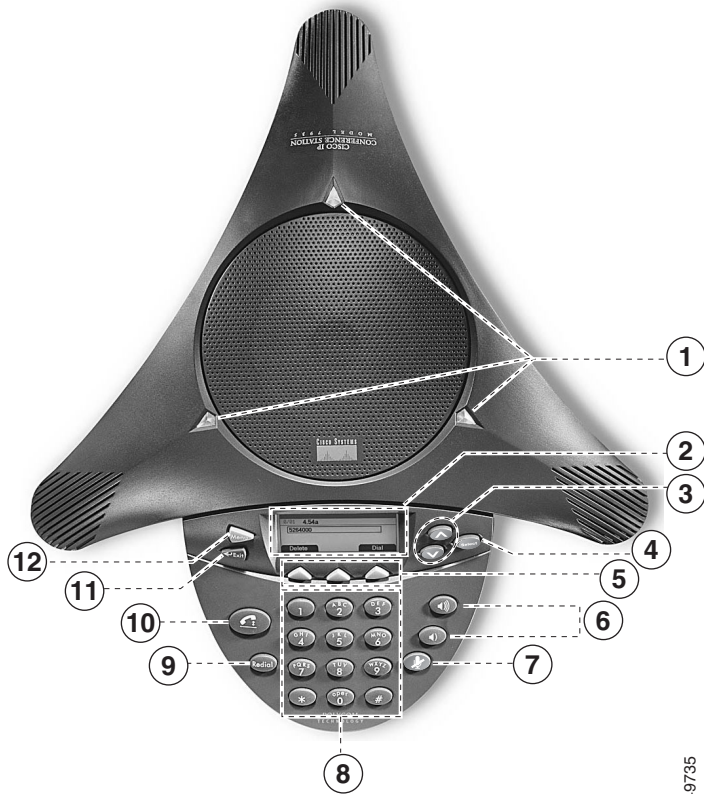
- Recommended room conditions include: closed offices and conference rooms up to 20 ft. x 30 ft. in dimension without major glass/ceramic surfaces and with normal background air-conditioning noise
- Place the IP Conference Station in the center of a conference table or desk in a small- to medium-sized conference room
- Do not shuffle papers near the IP Conference Station
- Seat all conference participants the same distance from the IP Conference Station
- Speak at normal conversation levels and direct your voice toward the IP Conference Station
- Do not move the IP Conference Station while on a call

3 Features and Web Interface

This section describes the features and Web interface for the Cisco IP Conference Station 7935.




Features







The IP Conference Station provides basic business conferencing features and functions, such as Call Hold, Call Transfer, Call Release, Mute, and Conference over an IP network. It is designed to be used primarily on desktops and in small- to medium-sized conference rooms to facilitate conference calling. The IP Conference Station replaces a traditional analog conferencing unit on an IP telephony network.



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<p>1</p>	<p>LEDs</p>	<p>Provide call status indicators.</p> <p>Call State Off: LEDs All off</p> <p>Dial Tone On: LEDs All Green</p> <p>Dialing: LEDs All Green</p> <p>Connected: LEDs All Green</p> <p>Mute: LEDs All Red and blinking</p> <p>Hold: LEDs All Red and on</p> <p>Incoming Call: LEDs All Green and blink with ring</p> <p>Ringling: LEDs All Green and blink with ring</p>
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2	LCD screen	Provides a status indicator that reads “Press the Phone Key to get a dial tone” when the IP Conference Station is online and fully operational. In the resting display, the LCD screen shows the date and time, IP address, and local phone number assigned to the IP Conference Station. Also displays the IP Conference Station system status, including configuration and all administrative settings.
3	Scroll buttons  	Allow you to scroll through the menus or through an open list in the LCD screen.
4	Select button 	Selects a menu option or list item that is highlighted.
5	Softkeys	<p>Answer: picks up the current call</p> <p>Conf: adds a party to a conference call</p> <p>Corp Dir: lets you search a corporate directory for a number to call</p> <p>End Call: ends a call and returns to the resting display or to the active call list</p> <p>Hold: puts the active call on hold</p> <p>GPickup: lets you pick up a call within your group or another group</p> <p>Pickup: lets you pick up a call within your group</p> <p>Ph Book: opens the phone book</p> <p>New Call: lets you dial a new number</p> <p>Resume: returns to the selected held call</p> <p>Transfer: transfers the current call</p>

6	Volume buttons 	Increase or decrease the volume of the call, speaker, ringer, or dial tone, depending on which sound is currently active.
7	Mute button 	Turns call muting on or off.
8	Dialing pad	Allows you to dial phone numbers, add or edit phone book entries, and enter other input depending on the menu selected.
9	Redial button 	Automatically redials the last dialed number.
10	Phone button 	Allows you to get dial tone, answer an incoming call, and hang up a call.
11	Exit button 	Returns to the resting LCD screen from a menu, a list, or the phone book.
12	Menu button 	Opens and closes the main menu on the IP Conference Station. The main menu includes the following selections: Call Functions: opens the call function options, including Meet Me, Park, Pick-up, Group Pick-up, and Transfer. Phone Book: opens the phone book. Settings: opens the Settings options, including Contrast, Language, Ringer, Time Format, and Date Format. Admin Setup: opens Admin Setup (requires administrator password).

Web Interface

Some of the features and functions of the IP Conference Station can be configured through the Cisco IP Conference Station 7935 Web Interface.

Description of the Web Interface

The IP Conference Station Web Interface appears in your Web browser as a tri-pane window. The browser menu and toolbar appear at the top of the window, the Table of Contents links appear in the left navigation pane, and the linked information and configuration fields appear in the right pane. A banner also appears in the top right corner of the right pane and remains persistent through all the pages in the Web interface. The banner information includes: software version, protocol type, boot load ID, application load ID, IP address, MAC address, and local number.

The content of the Web interface is different for administrators and end-users. Both the administrator and end-user views require login passwords. If you are an administrator, see the *Cisco IP Conference Station 7935 Administration Guide* for information on administrator settings available in the Web interface.

Using the Web Interface

To access the IP Conference Station Web Interface follow these instructions.

Step 1 Open your Web browser.

Step 2 In the address field type: `http://IP address of the IP Conference Station:<HTTP Port Number>`

where HTTP Port Number is the number assigned by your system administrator. If this number is not assigned, you do not need to enter it. Contact your system administrator if you have difficulty opening the Web interface.

The Web interface appears, and the initial page is the Login page.



Note

Configuration information applies to the specific IP Conference Station associated with the IP address you enter.

Step 3 In the password field, enter the end-user password and click **Login**.



Note The default end-user password is 7935. If you do not know the password, contact your system administrator.

Step 4 To log off, click **User Logout**.

End-user Settings

The End-user Settings include the following Web pages:

- Phone Book
- Sounds
- Time & Date
- Diagnostics
- Password Change

All the Web pages include online help information through the “i” icon. Each page is described in the sections that follow.

Phone Book

The Phone Book Web page lets you quickly add, delete, and edit entries. You can also dial numbers from the phone book.

On the Phone Book Web page, you can view entries by alphabetical sequence or by numbers only.

Opening the Phone Book Web page

- Click **Phone Book** in the navigation pane.
- To view the entries by alphabetic sequence, click one of the letter combinations, for example to view entries beginning with the letter “D”, click **DEF**.
- To view the entries by phone number, click **Numbers only**.

Adding an entry

Step 1 Click the **Add** button.

Step 2 Enter the phone number, last and first name, and company name.



Note The phone number and last name are required entries.

Step 3 Click **Add New Entry**.

Repeat these steps to add other entries to the phone book.

Deleting an entry

Step 1 Select an entry.

Step 2 Click the **Delete** button.

Step 3 Confirm the deletion by clicking the **Delete** button again.

Editing an entry

Step 1 Select an entry.

Step 2 Click the **Edit** button.

Make any changes to the entry.

Step 3 Click the **Update** button to save your changes.

Dialing a number from the Phone Book

- Select an entry and click **Dial**.

Sounds

The Sounds Web page lets you select the ringer sound and the dial tone.

Opening the Sounds Web page

- Click **Sounds** in the navigation pane.

Changing the ringer sound

Step 1 Select a ringer sound from the list box.

There are five ringer sounds: Pro, Biz, Euro, Chirp, Bell, and also Ringer Off.

Step 2 Click **Set Ringer**.

Step 3 Click **Test Ringer** to hear the sound you selected.



Note

If you select Ringer Off, the ringer sound on the IP Conference Station is turned off.

Time & Date

The Time & Date Web page lets you change the time and date formats that display in the LCD screen.

Opening the Time & Date Web page

- Click **Time & Date** in the navigation pane.

Changing the time format

- Select the 12-hour clock option button for 12-hour time format.
- Select the 24-hour clock option button for 24-hour time format.
- Click **Change** to save your changes.

Changing the date format

- Select the MM/DD/YY option button for a month/date/year format.
- Select the DD/MM/YY option button for a day/month/year format.
- Click **Change** to save your changes.

Diagnostics

The Diagnostics Web page lets you test network connectivity to another device.

Opening the Diagnostics Web page

- Click **Diagnostics** in the navigation pane.

Pinging another device

Step 1 Enter the IP address of the device you want to ping.

Step 2 Click **Ping**.

You should receive a response back from the device.

Password Change

The Password Change page lets you change your user password.

Step 1 Click **Password Change** in the navigation pane.

Step 2 In the Old User Password box, enter the current user password.

Step 3 In the New User Password box, enter the new user password.

Step 4 In the Confirm User Password box, enter the new user password again.

Step 5 Click **Change**.

4 Using the Cisco IP Conference Station 7935

This section provides step-by-step instructions for using the features and functions of the Cisco IP Conference Station 7935.

Basic Features

Placing a call

Step 1 Press the **Phone** button.

Step 2 Dial the number.

Answering a call

- Press the **Phone** button or the **Answer** softkey.
The active call appears in the active call list in the LCD screen.

Ending a call

- Press the **Phone** button or the **End Call** softkey.

Placing a call on hold

- While on a call, press the **Hold** softkey.
The held call appears in the active call list in the LCD screen.
To place another call, press the **New Call** softkey and then dial the number.
- To return to the held call, press the **Resume** softkey.
- If multiple calls are on hold, press the **Up** or **Down** scroll button to select a call in the active call list and then press the **Resume** softkey.

Redialing a call

- Press the **Redial** button to dial the last number called.

Muting a call

- While on a call, press the **Mute** button.
The LEDs blink red and a Mute icon appears in the LCD screen display.
- To turn off Mute, press the **Mute** button again.

Conference Calls

Placing a conference call

- Step 1** Press the **Phone** button.
- Step 2** Dial the number of the first party you want to add to the conference call.
- Step 3** After the party answers, press the **Conf** softkey to obtain a new line.
The other party is automatically placed on hold.
- Step 4** Dial the number of the next party you want to add to the conference call.
- Step 5** When the party answers, press the **Conf** softkey again to add the party to the conference call.
Repeat steps 3-5 to keep adding parties to a conference call.



Tip You can also add parties to a conference call using the phone book.

Ending a conference call

- Press the **Phone** button

Meet Me

The IP Conference Station supports Meet Me conferences. A Meet Me conference allows other callers to dial into the conference call. A Meet Me conference requires a special conference number that is configured by the system administrator. Contact your system administrator to obtain a directory number for a Meet Me conference.

Establishing a Meet Me conference

- Step 1** Press the **Phone** button.
 - Step 2** Press the **Menu** button.
 - Step 3** Select Call Functions and then select Meet Me.
 - Step 4** Dial the Meet Me conference number.
 - Step 5** Follow the voice instructions to establish the Meet Me conference.
-

Joining a Meet Me conference

- Dial the Meet Me conference number provided by the Meet Me conference coordinator.
You are connected to the conference once the conference initiator has dialed in and established the conference.

Call Transfer

To Transfer a call

- Step 1** While on a call, press the **Transfer** softkey.
This places the call on hold.
- Step 2** Dial the number to which you want to transfer the call.
- Step 3** When you hear ringing, press the **Transfer** softkey again, or when the party answers, announce the call and then press the **Transfer** softkey.



Note If the call fails to transfer, press the **Resume** softkey to return to the original call.

Call Park

The IP Conference Station allows you to store or “park” a call at a specified number and then use any other phone in the Cisco CallManager system (for example, a phone in someone else’s office or in a conference room) to retrieve the call. Call Park numbers are configured by the system administrator.

Parking a call

Step 1 During an active call, press the **Menu** button.

Step 2 Select Call Functions and press the **Select** button.

Step 3 Select **Park** and then press the **Select** button.

The display shows the number to which the call is parked.

Step 4 Make a note of the Call Park number. The call is now parked at that number, allowing you to retrieve it from another phone.



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

Step 5 To retrieve the parked call from any phone in the Cisco CallManager system, dial the Call Park number at which the call was parked.

Call Pickup

The IP Conference Station allows you to answer a call that comes in on a telephone extension other than on your IP Conference Station. When you hear an incoming call ringing on another phone, you can redirect the call to your IP Conference Station by using the call pickup feature.

There are two types of call pickup available on the IP Conference Station:

- Call Pickup—pick up incoming calls within your own group. The appropriate call pickup group number is dialed automatically when you choose this feature.
- Group Call Pickup—pick up incoming calls within your own group or in other groups. You must dial the appropriate call pickup group number when using this feature.

These features are only available if your system administrator configured your IP Conference Station to support them. The IP Conference Station does not support these features by default.

Picking Up Calls in Your Group

Call Pickup allows you to pick up incoming calls within your own group. When you activate Call Pickup, it automatically dials the call pickup group number associated with the IP Conference Station. If there is a call coming in on another telephone number in that same group, the call immediately begins ringing on the IP Conference Station. If there is more than one incoming call in the pickup group, then you receive the first unanswered call. If there is no unanswered call in the group when you activate Call Pickup, then the IP Conference Station is available to receive the next call.

Step 1 Press the **Phone** button.

Step 2 Press the **PickUp** softkey.

Step 3 Answer the incoming call that is redirected to the IP Conference Station.

Picking Up Calls Outside Your Group

Group Call Pickup allows you to pick up incoming calls within your own group or in other groups. You must dial the appropriate call pickup group number when using this feature.

If there is a call coming in on another telephone number in the call pickup group you dialed, that call immediately begins ringing on the IP Conference Station. If there is more than one incoming call in the pickup group, then you receive the first unanswered call. If there is no unanswered call in the group, or if you dial an invalid call pickup group number, you receive a fast busy tone.

Step 1 Press the **Phone** button.

Step 2 Press the **GPickUp** softkey.

Step 3 Dial the desired group call pickup number.

Step 4 Answer the incoming call that is redirected to the IP Conference Station.

Step 5 To dial a different group call pickup number, hang up and begin again at Step 1.

Volume Controls

To adjust the speakerphone volume

- Press the **Up** or **Down** volume button to increase or decrease the volume.

To adjust the dial tone volume

Step 1 Press the **Phone** button. You will hear a dial tone.

Step 2 Press the **Up** or **Down** volume button to increase or decrease the volume.

To adjust the ringer volume

- Press the **Up** or **Down** volume button to increase or decrease the volume.

Corporate Directory

You can access a directory of employee names and phone numbers on the IP Conference Station. You can search the corporate directory by name and by phone number.

Search by Name

Follow this procedure to search the corporate directory by name.

Step 1 Press the **Corp Dir** softkey.

The search screen displays. You can search by First Name or Last Name, or both.

Step 2 Using the keypad, enter the search criteria, namely First Name and Last Name. Press the **Up** or **Down** scroll button to select a field.

When searching by name, you can enter one or more characters to broaden or narrow your search.

When entering letters, select the appropriate number key for the letter you want, and press that key the equivalent number of times for the correct letter. For example, to enter a B, press the **2** key two times, and to enter a C, press the **2** key three times.

Use the **<** softkey to go backward while entering search data.

To cancel a search, press the **Cancel** softkey.

Step 3 Press the **Search** softkey to start the search.

The message “Searching...” flashes on the LCD screen display.

Step 4 After the search results display, use the **Up** or **Down** scroll button to select an entry.

If the search results include more than 32 entries, you can press the **more >>** softkey followed by the **Next** softkey to display the next group of entries.

To go back to the previous group entries, press the **more >>** softkey followed by the **Back** softkey.

To return to the Search screen, press the **more >>** softkey followed by the **NewSearch** softkey.

Step 5 Press the **Dial** softkey to call the number. To edit the number before calling, press the **EditDial** softkey.

Step 6 To exit the directory, press the **Exit** softkey or the **Exit** button.

Search by Phone Number

Follow this procedure to search the corporate directory by phone number.

Step 1 Press the **Corp Dir** softkey.

The search screen displays.

Step 2 Press the **Up** or **Down** scroll button to select the **Number** field.

Using the keypad, enter the number. When searching by number, you can enter one or more digits to broaden or narrow your search.

Use the **<** softkey to go backward while entering search data.

To cancel a search, press the **Cancel** softkey.

Step 3 Press the **Search** softkey to start the search.

The message “Searching...” flashes on the LCD screen display.

Step 4 After the search results display, use the **Up** or **Down** scroll button to select an entry.

If the search results include more than 32 entries, you can press the **more >>** softkey followed by the **Next** softkey to display the next group of entries.

To go back to the previous group entries, press the **more >>** softkey followed by the **Back** softkey.

To return to the Search screen, press the **more >>** softkey followed by the **NewSearch** softkey.

Step 5 Press the **Dial** softkey to call the number. To edit the number before calling, press the **EditDial** softkey.

Step 6 To exit the directory, press the **Exit** softkey or the **Exit** button.

Phone Book

The phone book is a convenient way to store frequently dialed conference call numbers.



Timesaver

You can also use the Cisco IP Conference Station 7935 Web Interface to access the phone book.

Opening the Phone Book

- Press the **Ph Book** softkey.

Calling a number in the Phone Book

Step 1 Press the **Up** or **Down** scroll button to select the entry you want.

Step 2 Press the **Call** softkey.

Adding an entry in the Phone Book

- Press the **New Entry** softkey.
 - Using the Dialing pad, enter the last name, first name, and phone number for the new entry. Press the **Up** or **Down** scroll button to select the Last, First, or Number fields.

When entering letters, select the appropriate number key for the letter you want, and press that key the equivalent number of times for the correct letter. For example, to enter a B, press the **2** key two times, and to enter a C, press the **2** key three times.

Use the **<** softkey to go backward while entering data.
 - Press the **Save** softkey to save the new entry, or to exit without saving, press the **Exit** softkey.



Note

You can add a maximum of 20 entries to the phone book.

Editing an entry in the Phone Book

- Step 1** Press the **Up** or **Down** scroll button to select an entry. Press the **View/Edit** softkey. You can change or clear the selected entry using the **Change** or **Clr Entry** softkeys. Press the **<** softkey to go backward when changing an entry. To exit without saving, press the **Exit** softkey.
- Step 2** Press the **Save** softkey to save your changes.
- Step 3** Press the **Menu** button to return to the main menu, or press the **Exit** button to return to the resting display.
-

Settings

You can adjust some of the settings on the IP Conference Station.



Timesaver You can also use the Cisco IP Conference Station 7935 Web Interface to change settings.

Time and Date

- Step 1** Press the **Menu** button.
- Step 2** Press the **Up** or **Down** scroll button to select **Settings**. Press the **Select** button.
- Step 3** Press the **Up** or **Down** scroll button to select **Time Format**.
- Step 4** Press the **12 Hr** or **24 Hr** softkey to select 12 hr. or 24 hr. format respectively.
- Step 5** Press the **Up** or **Down** scroll button to select **Date Format**.
- Step 6** Press the **MM/DD/YY** or **DD/MM/YY** softkey to select a mm/dd or dd/mm format.
- Step 7** Press the **Menu** button to return to the main menu, or press the **Exit** button to return to the resting display.
-

LCD Screen Contrast

- Step 1** Press the **Menu** button.
 - Step 2** Press the **Up** or **Down** scroll button to select **Settings**. Press the **Select** button.
 - Step 3** Press the **Up** or **Down** scroll button to select **Contrast**.
 - Step 4** Press the **-** or **+** softkey to set the desired contrast of the LCD screen.
 - Step 5** Press the **Menu** button to return to the main menu, or press the **Exit** button to return to the resting display.
-

Language

- Step 1** Press the **Menu** button.
 - Step 2** Press the **Up** or **Down** scroll button to select **Settings**. Press the **Select** button.
 - Step 3** Press the **Up** or **Down** scroll button to select the **Language** entry.
The default language is English.
 - Step 4** Press the **Change** softkey to view the languages list. Press the **Up** or **Down** scroll button to highlight the desired language (English, French, German, or Spanish).
 - Step 5** Press the **Menu** button to return to the main menu, or press the **Exit** button to return to the resting display.
-

Ringer

- Step 1** Press the **Menu** button.
- Step 2** Press the **Up** or **Down** scroll button to select **Settings**. Press the **Select** button.
- Step 3** Press the **Up** or **Down** scroll button to select **Ringer**.
- Step 4** Press the **Change** softkey to display the ringer list.
You can select from five different ring sounds.
- Step 5** Press the **Up** or **Down** scroll button to select a ringer sound (Pro, Biz, Euro, Chirp, Bell, and also Ringer Off).
- Step 6** Press the **Listen** softkey to hear the ring sound.
Repeat these Steps 5 and 6 until you have selected the ringer sound you want.

Step 7 Press the **Save** softkey.



Note Selecting **Ringer Off** shuts off the ringer sound on the IP Conference Station.

Step 8 Press the **Menu** button to return to the main menu, or press the **Exit** button to return to the resting display.

5 General Troubleshooting Information

This section provides general troubleshooting information for the Cisco IP Conference Station 7935. Refer to the following table if you are having difficulties.

Problem	Resolution
No dial tone	Check that all connections are tight and in place. Make sure all connections are correct. See the “Installing and Connecting to the Network” section on page 8.
IP Conference Station does not ring	Check that the ringer setting is not “Ringer Off.” Check the volume level. Make sure that the IP Conference Station is communicating with the Cisco CallManager.

Problem	Resolution
IP Conference Station resetting	<ul style="list-style-type: none"> <li data-bbox="498 215 1224 378">• The IP Conference Station resets when it loses contact with the Cisco CallManager software. The following status message appears in the LCD screen if the IP Conference Station loses contact with the Cisco CallManager software: <i>Registering</i> <li data-bbox="498 443 1224 605">• The IP Conference Station resets when it loses contact with the network. The following status message appears in the LCD screen if the IP Conference Station loses contact with the network: <i>Configuring IP</i> <p data-bbox="532 638 1224 727">These lost connections can be due to any network connectivity disruption, including cable breaks, switch outages, and switch reboots.</p>
No display on the LCD screen	<p data-bbox="485 743 935 768">Check to make sure that there is power.</p> <p data-bbox="485 784 1018 808">Make sure that the power supply is plugged in.</p>
LCD screen display issues	<p data-bbox="485 824 1224 946">You might see Beat frequencies (scan lines) in the LCD screen if you are using certain types of older fluorescent lights in your building. Moving the IP Conference Station away from the lights, or replacing the lights, should resolve the problem.</p>
DTMF delay	<p data-bbox="485 963 1224 1019">When you are on a call that requires keypad input, if you press the keys too quickly, some of them might not be recognized.</p>

If you are experiencing other difficulties, contact your system administrator.

6 For More Information

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

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

<http://www.cisco.com>

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

Ordering Documentation

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to bug-doc@cisco.com.

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

7 For Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

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<http://www.cisco.com>

Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.

- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Website

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

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

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

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

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

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

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.



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