

The Cisco Unified CM User Options main web page displays. From this page you can select User Options to select a device, access User Settings, Directory features, your Personal Address Book, and Fast Dials.

7. To sign out of user options, select **Logout**.

Device

You can make changes to your device settings on your phone from the User Options web pages. You can make changes to these device settings on your phone:

- Lines
- Speed-dial settings
- Phone services

Related Topics

[Speed Dial](#), page 89

Select a Device From the User Options Web Pages

1. After you have signed in to your User Options web pages, select **User Options > Device**.
The Device Configuration page displays. Toolbar buttons located at the top of the Device Configuration page are specific to the selected device type.
2. If you have multiple devices assigned to you, select the appropriate device (phone model, Extension Mobility profile, or Remote Destination profile) from the Name drop-down menu.

Customize Do Not Disturb Options

1. Sign in to your User Options web pages. Your system administrator sets up the Do Not Disturb (DND) feature for your phone.
2. From the drop-down menu, select **User Options > Device**.
3. Set the following options:
 - Do Not Disturb—Check the check box to enable or disable DND.
 - DND Option—Select None, Ringer Off (to turn off only the ringer), Call Reject, or Use Common Phone Profile Setting.
 - DND Incoming Call Alert (applies to either DND option set)—Set the alert to Beep Only, Flash Only, Disable, or select “None” (to use the “Alert” setting set up by your system administrator).

Related Topics

[Do Not Disturb](#), page 78

Line Settings

Line settings affect a specific phone line (directory number) on your phone. Line settings can include call forwarding, visual and audio message-waiting indicators, voice-message indicators, ring patterns, and other line-specific settings.

You can set up other line settings directly on your phone:

- Set up call forwarding for your primary phone line
- Change rings, display, and other phone-model specific settings

Related Topics

- [Call Forward All](#), page 70
- [Call History](#), page 49

Set Up Call Forwarding Per Line

1. Sign in to your User Options web page.
2. Select **User Options > Device**.
3. Select a phone from the Name drop-down menu.
4. Select **Line Settings**.
5. If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
6. In the Incoming Call Forwarding area, select call forwarding settings for various conditions.
7. Select **Save**.

Related Topics

[Call Forward All](#), page 70

Change the Voice Message Indicator Setting Per Line

1. Sign in to your User Options web page.
2. Select **User Options > Device**.
3. Select a phone from the Name drop-down menu.
4. Select **Line Settings**.
5. If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.

6. In the Message Waiting Lamp area, choose from various settings. Typically, the default message waiting setting prompts your phone to display a steady red light from the handset light strip to indicate a new voice message.
7. Select **Save**.

Change the Audible Voice Message Indicator Setting Per Line

1. Sign in to your User Options web page.
2. Select **User Options > Device**.
3. Select a phone from the Name drop-down menu.
4. Select **Line Settings**.
5. If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
6. In the Audible Message Waiting Lamp area, choose from various settings.
7. Select **Save**.

Change the Ring Settings Per Line

1. Sign in to your User Options web page.
2. Select **User Options > Device**.
3. Select a phone from the Name drop-down menu.
4. Select **Line Settings**.
5. If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
6. In the Ring Settings area, set the option for Ring Setting (Phone Idle) and Ring Setting (Phone Active) from the drop-down menus. The options are:
 - Use System Default
 - Disable
 - Flash Only
 - Ring Once
 - Ring
 - Beep Only [this option is only available for Ring Setting (Phone Active)]
7. Select **Save**.

Change or Create a Line Text Label for Your Phone Display

1. Sign in to your User Options web page.
2. Select **User Options > Device**.

3. Select a phone from the Name drop-down menu.
4. Select **Line Settings**.
5. If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
6. In the Line Text Label area, enter a text label.
Your phone uses the ASCII Label field if the phone does not support double-byte character sets.
7. Select **Save**.

Speed Dial on the Web

Depending on how your phone has been set up, you can use speed-dial line buttons and speed-dial codes, which you can set up on your User Options Web pages.

Set Up Speed-Dial Buttons

1. Sign in to your User Options Web pages.
2. Select **User Options > Device**.
3. Select a phone from the Name drop-down menu.
4. Select **Speed Dials**.
5. In the Speed Dial Settings area, enter a number and label for a speed-dial button on your phone.
6. Select **Save**.

Set Up Speed-Dial Codes

1. Sign in to your User Options Web pages.
2. Select **User Options > Device**.
3. Select a phone from the Name drop-down menu.
4. Select **Speed Dials**.
5. In the Abbreviated Dial Settings area, enter a number and label for a speed-dial code.
6. Select **Save**.


Phone Services

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. You can assign a service to a speed-dial button from the User Options web page.

The services available for your phone depend on how the system administrator set up the phone system and which services you are subscribed to. For more information, see your system administrator.

If only one service is set up, the service opens by default. If more than one service is set up, select an option from the menu.

Select a service by using one of these feature buttons:

 (Feature button that your system administrator sets up)

 Messages

 Applications

 Contacts

Subscribe to a Service

1. Sign in to your User Options web page.
2. Select **User Options > Device**.
3. Select a phone from the Name drop-down menu.
4. Select **Phone Services**.
5. Select **Add New**.
6. Select a service from the drop-down list and select **Next**.
7. Change the service label and/or enter additional service information, if available (optional).
8. Select **Save**.

Search for Services

1. Sign in to your User Options web page.
2. Select a device.
3. Select **Phone Services**. Access a Service on Your Phone
4. Select **Find**.

Change or End Services

1. Sign in to your User Options web page.
2. Search for services.
3. Select one or more entries.
4. Select **Delete Selected**.

Change a Service Name

1. Sign in to your User Options web page.
2. Search for services.
3. Select a service name.
4. Change the information and select **Save**.

Add a Service to an Available Programmable Feature Button

1. Sign in to your User Options web page.
2. Select **User Options > Device**.
3. Select a phone from the Name drop-down menu.
4. Select **Service URL**. Your system administrator sets up a service URL button for your phone.
5. Select a service from the Button Service drop-down list.
6. If you want to rename the service, edit the label fields.
Your phone uses the ASCII Label field if the phone does not support double-byte character sets.
7. Select **Save**.
8. Select **Reset** to reset your phone (necessary to see the new button label on your phone).

User Settings

Your PIN and password allow you to access different features and services. For example, use your PIN to sign in to Cisco Extension Mobility or Personal Directory on your phone. Use your password to sign in to your User Options web pages and Cisco Web Dialer on your personal computer. For more information, see your system administrator.

User settings include your browser password, PIN, and language (locale) settings.

Change Your Browser Password

1. Sign in to your User Options web pages.
2. Select **User Options > User Settings**.
3. Enter your Current Password.
4. Enter your New Password.
5. Reenter your new password in the Confirm Password field.
6. Select **Save**.

Change Your PIN

1. Sign in to your User Options web pages.
2. Select **User Options > User Settings**.
3. Enter your Current PIN.
4. Enter your New PIN.
5. Reenter your new PIN in the Confirm PIN field.
6. Select **Save**.

Change the Language for Your User Options Web Pages

1. Sign in to your User Options web page.
2. Select **User Options > User Settings**.
3. In the User Locale area, select an item from the Locale drop-down list.
4. Select **Save**.

Change the Language for Your Phone Display

1. Sign in to your User Options web page.
2. Select **User Options > User Settings**.
3. Select an item from the User Locale drop-down list.
4. Select **Save**.

Directory

To get a list of co-workers in your corporate directory, select **User Options > Directory**.

The Directory features that you can access on your computer consist of:

- Personal Address Book (PAB), which can also be accessed from your phone
- Fast Dials, which can also be accessed from your phone
- Cisco Unified Communications Manager Address Book Synchronizer

Related Topics

- [Personal Directory, page 60](#)
- [Corporate Directory, page 59](#)

Personal Address Book

You can add, delete, or update personal address book entries from the User Options web page.

Add a New PAB Entry

1. Sign in to your User Options web page.
2. Select **User Options > Personal Address Book**.
3. Select **Add New**.
4. Enter information for the entry.
5. Select **Save**.

Search for a PAB Entry

1. Sign in to your User Options web page.
2. Select **User Options > Personal Address Book**.
3. Specify search information and select **Find**.

Edit a PAB Entry

1. Sign in to your User Options web page.
2. Search for a PAB entry.
3. Select a nickname.
4. Edit the entry as needed and select **Save**.

Delete a PAB Entry

1. Sign in to your User Options web page.
2. Search for a PAB entry.
3. Select one or more entries.
4. Select **Delete Selected**.

Assign a Feature Button for Personal Address Book

1. Sign in to your User Options web page.
2. Select **User Options > Device**.
3. Select a phone from the Name drop-down menu.
4. Select **Service URL**.
Your system administrator sets up your phone to display services. For more information, see your system administrator.
5. Select the Personal Address Book service from the Button drop-down list box.
6. Enter a phone label for the button.
7. Select **Save**.
8. Select **Reset** and then select **Restart** to refresh the phone configuration.

You can now press the button to access PAB codes.

Fast Dials

You can add, delete, or update fast dial entries from the User Options web page.

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.

Assign a Feature Button for Fast Dial

1. Sign in to your User Options web page.
2. Select **User Options > Device**.
3. Select **Service URL** (provided by your system administrator).
4. Select the Fast Dial service from the Button drop-down list box.
5. Enter a phone label for the button.
6. Select **Save**.
7. Select **Reset** and then select **Restart** to refresh the phone configuration.

Assign a Fast Dial Code to a PAB Entry

1. Sign in to your User Options web page.
2. Select **User Options > Fast Dials**.
3. Select **Add New**.
4. Use the Search Options area to find the appropriate PAB entry.
5. Select a phone number in the Search Results area.
6. Change the Fast Dial code, if desired.
7. Select **Save**.

Assign a Fast Dial Code to a Phone Number Without Using a PAB Entry

1. Sign in to your User Options web page.
2. Select **User Options > Fast Dials**.
3. Select **Add New**.
4. Change the Fast Dial code, if desired.
5. Enter a phone number.
6. Select **Save**.

Search for a Fast Dial Entry

1. Sign in to your User Options web page.
2. Select **User Options > Fast Dials**.
3. Specify search information and select **Find**.

Edit a Fast Dial Phone Number

1. Sign in to your User Options web page.
2. Select **User Options > Fast Dials**.
3. Search for the Fast Dial entry that you want to edit.
4. Select a component of the entry.
5. Change the phone number.
6. Select **Save**.

Delete a PAB Entry

1. Sign in to your User Options web page.
2. Search for a Fast dial entry.
3. Select one or more entries.
4. Select Delete Selected.

Mobility Settings

When using Cisco Mobile Connect, you must add your mobile and other phones that you want to use to make and receive calls using the same directory numbers as your desk phone. These phones are called *remote destinations*. You can also define access lists to restrict or allow calls from certain numbers to be sent to your mobile phone.

Related Topics

[Mobile Connect, page 85](#)

Add a New Remote Destination

1. Sign in to your User Options web page.
2. Select **User Options > Mobility Settings > Remote Destinations**.
3. Select **Add New**.
4. Enter the following information:
 - Name—Enter a name for the mobile (or other) phone.
 - Destination Number—Enter your mobile phone number.
5. Select your remote destination profile from the drop-down list box. Your remote destination profile contains the settings that apply to remote destinations that you create.
6. Select the Mobile Phone check box to allow your remote destination to accept a call sent from your desktop phone.
7. Select the Enable Mobile Connect check box to allow your remote destination to ring simultaneously with your desktop phone.
8. Select one of the following options in the Ring Schedule area (the ring schedule drop-down list boxes include only the access lists that you have created):
 - All the time—Select this option if you do not want to impose day and time restrictions on ringing the remote destination.

- As specified below—Select this option and select from the following items to set up a ring schedule based on day and time:
 - a. Select a check box for each day of the week you want to allow calls to ring the remote destination.
 - b. For each day, select All Day or select the beginning and ending times from the drop-down lists.
 - c. Select the time zone from the drop-down list box.
- 9. Select one of these ringing options:
 - Always ring this destination.
 - Ring this destination only if the caller is in the allowed access list that you select.
 - Do not ring this destination if the caller is in the blocked access list that you select.
- 10. Select **Save**.

Create an Access List

1. Sign in to your User Options web page.
2. Select **User Options > Mobility Settings > Access Lists**.
3. Select **Add New**.
4. Enter a name to identify the access list and a description (optional).
5. Select whether the access list will allow or block specified calls.
6. Select **Save**.
7. Select **Add Member** to add phone numbers or filters to the list.
8. Select an option from the **Filter Mask** drop-down list box. You can filter a directory number, calls with restricted caller ID (Not Available), or calls with anonymous caller ID (Private).
9. If you select a directory number from the **Filter Mask** drop-down list box, enter a phone number or filter in the **DN Mask** field. You can use the following wild cards to define a filter:
 - **X** (upper or lower case)—Matches a single digit. For example, 408555123X matches any number between 4085551230 and 4085551239.
 - **!**—Matches any number of digits. For example, 408! matches any number starts with 408.
 - **#**—Used as a single digit for exact match.
10. To add this member to the access list, select **Save**.
11. To save the access list, select **Save**.

Plugins

Plugins on your User Options web pages allows you to download and access applications that your system administrator set up for you. For more information, see your system administrator.

Access Plugins

1. Sign in to your User Options web page.
2. Select **User Options > Plugins**.

You can view plugins only if your system administrator has set them up for you.

Accessories

Phone Accessories

Your phone supports accessories from Cisco and third-party manufacturers.

Accessory	Type	Cisco Unified IP Phone		
		8961	9951	9971
Cisco Accessory				
Cisco Unified IP Color Key Expansion Module	Add-on module	X	X	X
Third-Party Accessories				
Headset	Analog	X	X	X
	Analog Wideband	X	X	X
	Bluetooth	—	X	X
	USB	X	X	X
Microphone	External PC	—	X	X
Speakers	External PC	—	X	X

USB Devices

Each USB port supports a maximum of five supported and nonsupported devices that are connected to the phone. Each device connected to the phone is included in the maximum device count. For example, your phone can support five USB devices (such as three Cisco Unified IP Color Key Expansion modules, one hub, and one other standard USB device) on the side port and five additional standard USB devices on the back port. (Many third-party USB products count as several USB devices.) For more information, see your system administrator.

Cisco Unified IP Color Key Expansion Module

The Cisco Unified IP Color Key Expansion Module attaches to your Cisco Unified IP Phone 8961, Cisco Unified IP Phone 9951, and Cisco Unified IP Phone 9971 and allows you to add up to 36 extra line appearances or programmable buttons to your phone. The programmable buttons can be set up as phone line buttons, speed-dial buttons, or phone feature buttons.

You can add multiple Expansion Modules to the Cisco Unified IP Phone 9951 and Cisco Unified IP Phone 9971.

Cisco Unified IP Phone Model	Number of Expansion Modules Supported
9971	3 Expansion Modules with 108 lines or buttons
9951	2 Expansion Modules with 72 lines or buttons
8961	1 Expansion Module with 36 lines or buttons

When multiple Expansion Modules are attached, they are numbered according to the order in which they are connected to the phone. For example:

- Key Expansion Module 1 is the Expansion Module closest to the phone.
- Key Expansion Module 2 is the Expansion Module in the middle.
- Key Expansion Module 3 is the Expansion Module farthest to the right.



Features of the Cisco Unified IP Color Key Expansion Module

The Cisco Unified IP Color Key Expansion Module includes the following features.



276340

<p>1</p>	<p>Phone screen—Displays the phone number, speed dial number (or name or other text label), phone service, phone feature or Privacy assigned to each button. Icons indicating line status appear similar to, and function the same as, those on the Cisco Unified IP Phone to which it is attached.</p>	<p>2</p>	<p>Lighted Buttons—18 line buttons. Each button corresponds to one line (as with the Cisco Unified IP Phone). The lights beneath each button indicate the state of the corresponding line as follows:</p> <ul style="list-style-type: none"> • Line available: light off • Line in use by you: solid green light • Line in use by someone else: solid red light • Line ringing: solid amber light • You have a call on hold: solid green light • Someone else has a call on hold on a shared line: solid red light • Call transfer: solid green light • Call is ringing on an inactive page: solid amber light
<p>3</p>	<p>Shift Buttons—2 buttons. Each button corresponds to one page of 18 line keys. The button for page one is labeled with the number 1 and the button for page two is labeled with the number 2. The lights beneath each button indicate the state of the page as follows:</p> <ul style="list-style-type: none"> • Page is in view: solid green light • Page is not in view: light off • Page is not in view, with one or more alerting calls on the page: solid amber light • Page is in view with one or more alerting calls on the page: solid green light • A call is ringing on an inactive page: flashing amber light 		

Place a Call on the Expansion Module

Press the line button on the Expansion Module.

Configure Buttons

Before you can set up buttons, ask your system administrator for the following information to access your Cisco Unified Communications Manager User Options web page:


- The URL
- Your user name and password

After you have this information, you can configure your speed-dial numbers or program buttons to access phone services. Phone services can include, for example, weather, stock quotes, or corporate calendars and directories.

Related Topics

[User Options, page 93](#)

Adjust the Brightness

1. Press the **Applications** button  .
2. Select **Preferences**. (Use the Navigation pad and Select button to scroll and select.)
3. Select **Brightness**.
4. Select **Key Expansion Module**.
 - To increase brightness, press the right arrow on the Navigation pad.
 - To decrease brightness, press the left arrow on the Navigation pad.
5. Press the **Save** softkey to set the brightness, or press the **Cancel** softkey to exit.

Bluetooth Headsets

(For Cisco Unified IP Phone 9951 and 9971 only.)

When using Bluetooth headsets with your phone, these conditions apply:

- You may add and connect up to five Bluetooth headsets to your phone, but the last Bluetooth headset connected becomes the default for use with the phone.

- Once a Bluetooth headset is connected, turning it off/on will reconnect it to the phone. Please read the below mentioned instructions before using the Bluetooth headset.
 - If you have both, a Bluetooth headset and an analog headset attached to the phone, only one type of headset will work at any given time. Using a USB headset will disable both, the Bluetooth and analog headset.
 - Enable the Bluetooth headset to disable the analog headset.
 - Disable the Bluetooth headset to enable the analog headset
 - Unplug the USB headset and then enable wither the Bluetooth headset or analog headset.
- It is recommended that you use your Bluetooth headset within 10 ft. of the phone, although Bluetooth coverage extends to about 30 ft. from the phone.
- Your phone supports the Bluetooth Headset Profile. From your Bluetooth headset, you can perform these functions:
 - Answer a call
 - End a call
 - Change the headset volume for a call

For more information, see the documentation from your Bluetooth headset manufacturer.

Bluetooth Wireless Headset Performance

The Cisco Unified IP Phone 9951 and 9971 support Bluetooth Class 2 technology when the headsets support Bluetooth. Bluetooth enables low bandwidth wireless connections within a range of 30 feet (10 meters). The best performance is in the 3 to 6 feet (1 to 2 meter) range. You can connect up to five headsets, but only the last one connected is used as the default.

There can be potential interference issues; therefore, it is recommended that you:

- Reduce the proximity of other 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects.
- Use the Cisco Unified IP Phone on the same side of the body as the Bluetooth-enabled headset.

For a Bluetooth wireless headset to work, it does not need to be within direct line-of-sight of the phone, but some barriers, such as walls or doors, and interference from other electronic devices, could affect the connection.

FAQs and Troubleshooting

Frequently Asked Questions

Q. Why can't I see all the active calls on my phone?

A. When there are more calls than available session buttons on the phone, you can scroll using the Navigation pad to see them. Calls are sorted from oldest to newest, with the oldest call at the top of the list.

Q. How do I redirect an incoming call when I am on a call?

A. To redirect an incoming (ringing) call while on another call, use the Navigation pad to highlight the incoming call, and then press the **Divert** softkey. (Otherwise pressing the **Divert** softkey will redirect the current, active call.)

Q. If I'm on a call, how can I silence the ringing of an incoming call?

A. You can silence the incoming (ringing) call by pressing the **Volume** button down once, and then let the incoming call go to the target number (voicemail or predetermined number set up the system administrator).

Q. How can I resume a call that is on hold?

A. To resume a call on hold, you can use any of the following methods:

- Press the pulsing green session button.
- Press the call session on the phone display (For the Cisco Unified IP Phone 9971 only).
- Press the **Resume** softkey.
- Highlight the call by using the Navigation pad and press the **Select** softkey. Note that pressing the **Hold** button again does not resume the call.

Q. What is the difference between the buttons on the left and those on the right of the screen?

A. Your phone has feature buttons on the left and call session buttons on the right. Use the feature buttons to access features (such as speed dial) or select a phone line. Use call session buttons to perform call-related tasks, such as making a new call, resuming a held call, or checking your voicemail.

Q. Why do the softkeys keep changing?

A. Softkeys act on the selected (highlighted) call or menu item only. Which softkeys are displayed depends on the call or item you have selected.

Q. What is the best way to look at calls when I have a shared line or multiple lines?


A. If you have a shared line or multiple lines, it is recommended that you use the All Calls feature to view calls. When you press the All Calls button (on the left), all calls for all your lines are listed on the phone screen in chronological order (oldest first). (If you do not have an All Calls button, ask your system administrator to set up this feature.)

Q. Why does my call disappear after I accidentally press a button?

A. If you are on a call and press a button for another line, your line view will change. Your current call disappears from view and calls for the newly selected line are displayed. To redisplay the call you are on, select the line it is on or press All Calls.


Q. How do I check missed calls on my phone?

A. To check missed calls on your phone you must:

1. Press the **Applications** button .
2. Select **Call History**. (Use the Navigation pad and Select button to scroll and select.)
3. Press the **Missed** softkey.

Q. How do I exit from a running application?


A. To exit from a running applications you must:

1. Press the **Applications** button .
2. Select **Running Applications**. (Use the Navigation pad and Select button to scroll and select.)
3. Select a running application and press the **Close App** softkey to close the application.
When prompted, save your changes.
4. Press the **Exit** softkey end the running application.

If you do not exit a running application, it will persist in the background.

Q. How do I connect two calls and then drop from the line myself?

A. When you are on an active call (not on hold), do the following:


1. Press the **Transfer** button  and enter the transfer recipient's phone number in one of these ways:
 - Press the session button of a held call.
 - Enter the transfer recipient's phone number.
 - Scroll to a Call History record and press the **Call** softkey.
 - Press a speed-dial button.
 - Press the **Speed Dial** softkey, enter a speed-dial number or highlight the number you want to call, and press the **Speed Dial** softkey again.
 - Press the **Active Calls** softkey and select a held call. (The transfer completes immediately.)

2. Press the **Transfer** button again. (You do not have to wait for the recipient to answer to complete the transfer.)

Q. What does the **Swap** softkey do?


A. The **Swap** softkey allows you to toggle between two calls before completing the transfer or creating a conference. This allows you to consult privately with the party or parties on each call before combining the calls into a conference.

Q. Can I cancel a conference or transfer procedure after I have started it?

A. Yes, before completing a conference or transfer, you can press the **Release** button  or **Cancel** softkey to cancel it.

Q. How can I combine two calls on hold into a single conference call?

A. Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call, then:

1. Press the **Conference** button .
2. Press the line button for the other (held) call.

The conference begins. (The conference is established on the line that had the active call.)

Troubleshooting Tips

Problem: Hold button does not resume a held call.

When I press the Hold button  to resume a call, nothing happens

Possible Cause

This is as designed. The Hold button is not a toggle.

Solution

Use any of the following methods:

- Press the pulsing green session button.
- Press the call session on the phone display (For the Cisco Unified IP Phone 9971 only).
- Press the **Resume** softkey.

Highlight the call by using the Navigation pad and press the **Select** softkey.

Problem: Missing the All Calls button.

I would like to use the All Calls button but it is not on my phone.

Possible Cause

It has not been set up by your system administrator.

Solution

Ask your system administrator to enable the All Calls feature for you.

Personal Directory

Problem: Cannot sign in to Personal Directory

You are unable to sign in to your personal directory.

Possible Cause

Your PIN needs to be reset.

You are using your password to sign in, not your personal identification number (PIN).

Solution

See your system administrator.

Use your PIN, not your password.

User Options

Problem: Cannot Access User Options Web Pages

You are unable to access your user options web pages.

Possible Cause

Your password needs to be reset.

Solution

See your system administrator.

Product Safety, Security, Accessibility, and Related Information

Safety and Performance Information

Power outages and other devices can affect your Cisco Unified IP Phone.

Power Outage

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

External Devices

Cisco recommends using 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 these 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 speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

Bluetooth Wireless Headsets Performance

The Cisco Unified IP Phone 9951 and 9971 support Bluetooth Class 2 technology when the headsets support Bluetooth. Bluetooth enables low bandwidth wireless connections within a range of 30 feet (10 meters). The best performance is in the 3 to 6 feet (1 to 2 meter) range. You can connect up to five headsets, but only the last one connected is used as the default.

There can be potential interference issues; therefore, it is recommended that you:

- Reduce the proximity of other 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects.
- Use the Cisco Unified IP Phone on the same side of the body as the Bluetooth-enabled headset.

For a Bluetooth wireless headset to work, it does not need to be within direct line-of-sight of the phone, but some barriers, such as walls or doors, and interference from other electronic devices, could affect the connection.

FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:

- FCC Part 15.21
- FCC RF Radiation Exposure
- FCC Receivers and Class B Digital

FCC Part 15.21 Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC RF Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must be at least 20 cm from the user and must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC Receivers and Class B Digital Statement

This product has been tested and complies with the specifications for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, may cause harmful

interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which is found by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment or devices
- Connect the equipment to an outlet other than the receiver's
- Consult a dealer or an experienced radio/TV technician for assistance

Cisco Product Security

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

Further information regarding U.S. export regulations may be found at:

http://www.access.gpo.gov/bis/ear/ear_data.html.

Accessibility Features

The Cisco Unified IP Phone 8961, 9951, and 9971 provides accessibility features for the blind, and the visually, hearing and mobility impaired.

Vision Impaired and Blind Accessibility Features

Accessibility features for the vision impaired and blind are supported on the Cisco Unified IP Phone 8961, 9951, and 9971.



194545

Accessibility Feature	Description	Set Up Requirements
1. High-Contrast Visual and Audible Alert of Incoming Call	Cisco Unified IP Phones provide an audible alert, and the handset provides a visual alert when the phone receives an incoming call. The handset light strip flashes during incoming calls and stays lit when a voice-mail message is received.	Standard on all phones. Set up is required.
2. Back-Lit LCD Screen and Programmable Contrast	Users with low vision can adjust the contrast.	Standard on all phones; no set up is required.

Accessibility Feature	Description	Set Up Requirements
3. Programmable Feature Buttons	Users can use the line buttons to initiate, answer, or switch to a call on a particular line. Features, such as speed dial, Privacy, BLF speed dial, and Service URLs, can be assigned to these buttons.	Set up is required. Your system administrator sets up programmable line buttons to your phone.
4. Large Buttons to Access Applications, Voice Messages, Contacts, Hold, Transfer, and Conference	Large buttons provide to easy access to phone applications, voice messages, corporate and personal directories, and calling features.	Standard on all phones; no set up is required.
5. Audible Notification of Phone State	For audible notification of the phone state, users can: Toggle the Mute and Speaker buttons on and off to indicate the state of the phone. Use the Mute button to toggle the microphone on or off. When the microphone is muted, the button is lit. Use the Speaker button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.	Standard on all phones; no set up is required.

Accessibility Feature	Description	Set Up Requirements
6. Standard 12-Key Layout and Grouping of Functions	Cisco Unified IP Phone keypads provide standard key layout, which enables users to use existing or familiar key positions (including a nib on Key 5).	Standard on all phones; no set up is required.
Third-Party Accessibility Applications for the Vision Impaired	<p>Cisco Unified IP Phones provides an interface for third-party accessibility applications such as Tenacity accessphone and the IPblue VTGO 508-Compliant softphone.</p> <ul style="list-style-type: none"> • Tenacity accessphone (AAP) is an assistive technology to the Cisco Unified IP Phones. Through the telephony application programming interface (TAPI) and the computer technology integration (CTI) plug-in, AAP enhances the ability to monitor and control the functions of the Cisco endpoint. Core enhancements are full access through the keyboard and text-to-speech. AAP provides audible notification of the incoming caller ID, full access of call history information, status of the phone and more. Information about Tenacity is available at the following URL: http://www.accessphone.com • IPblue Virtual Telephone/Global Office (VTGO) 508-compliant softphone is a standalone software endpoint that integrates speech application programming interface (SAPI) and which provides audible notification (text-to-speech) of the core functions and features of the Cisco Unified IP Phones. VTGO is also compatible with assistive technology. Information is available at the following URL: http://www.ipblue.com/ 	For more information about third-party application, see your system administrator.

Hearing Impaired Accessibility Features

Accessibility features for the hearing impaired are supported on the Cisco Unified IP Phone 8961, 9951, and 9971.



Accessibility Feature	Description	Set Up Requirement
1. Visual Message Waiting Indicator (Handset)	Viewable from 360 degrees, this visual indicator also provides an audible message waiting indicator. Users change the voice message light on their handset and the audible voice message indicator on their phone by logging in to their User Options web pages and accessing the message indicator settings. Users change the setting to on or off.	Standard on all phones; users and system administrators can make changes.
2. Visual Notification of Phone State	<p>For visual notification of the phone state:</p> <ul style="list-style-type: none"> • Toggle the Mute and Speaker buttons on and off to indicate the state of the phone. • Use the Mute button to toggle the microphone on or off. When the microphone is muted, the button is lit. • Use the Speaker button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit. 	Standard on all phones; no set up is required.
Inline Amplifier Support (Handset)	<p>Cisco Unified IP Phone handsets support third-party inline amplifiers, which users attach to the handset and cord and sit between the handset and the IP phone. Cisco Unified IP Phones support the following third-party inline amplifiers:</p> <ul style="list-style-type: none"> • Clarity HA-40 Inline Amplifier for Corded Phone • Plantronics EHA40 Inline Amplifier 	Standard on all phones; no set up is required.
Adjustable Ringtone, Pitch, and Volume	<p>Users can adjust the ringtone, pitch, and volume by:</p> <ul style="list-style-type: none"> • Using the Applications > Preferences menu on their phone. • Adjusting the volume level for the phone ringer: while the handset is in the cradle, and the headset and speakerphone buttons are off, press the volume button to increase the volume. 	Standard on all phones; users and system administrators can make changes.

Accessibility Feature	Description	Set Up Requirement
Hearing Aid Compatible (HAC) Handset	<p>Cisco Unified IP Phone handsets support the following accessibility features:</p> <ul style="list-style-type: none"> • Hearing-aid compatible • Magnetic coupling of the hearing aid • Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA) • Section 508 loudness requirements, which are achieved by using industry-standard inline handset amplifiers 	Standard on all phones; no set up is required.
Acoustic Coupled TTY Support (Handset)	<p>Cisco Unified IP Phones support the following TTY and TDD features:</p> <ul style="list-style-type: none"> • Acoustic or direct connect TTYs from industry-leading manufacturers • Real-time text transmission over phone lines • Hearing and voice carry over phones (HCO/VCO) • VoIP network operating at G.711 	<p>Standard on all Cisco Unified IP Phones.</p> <p>For information about setting up TTY, see your system administrator.</p>
Third-Party Accessibility Applications for the Hearing Impaired	<p>Cisco Unified IP Phones provide an interface for third-party accessibility applications from companies such as NexTalk that support the following features:</p> <ul style="list-style-type: none"> • Paging • Visual notification • Ability to provide single number services to support Video Relay, Text Relay, TTY Traffic or even voice services <p>Information about NexTalk is available at: http://www.nextalk.com</p>	For more information about third-party applications, see your system administrator.

Mobility Impaired Accessibility Features

Accessibility features for the mobility impaired are supported on the Cisco Unified IP Phone 8961, 9951, and 9971.



Accessibility Feature	Description	Set Up Requirements
1. Well-Spaced, Illuminated Buttons Enable Easy Operation	Depending on set up, programmable buttons (the left set of buttons) allow users to access: <ul style="list-style-type: none"> • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the BLF speed-dial feature) • Web-based services (for example, a Personal Address Book button) • Phone features (for example, Privacy) Session buttons (the right set of buttons) illuminate to indicate status: <ul style="list-style-type: none"> • Green, steady—Active call or two-way intercom call • Green, flashing—Held call • Amber, steady—Privacy in use, one-way intercom call, Do Not Disturb (DND) active, or signed in to Hunt Group • Amber, flashing—Incoming call or reverting call • Red, steady—Remote line in use (shared line or BLF status) 	Standard on all phones; no set up is required.
2. Large Buttons to Access Applications, Voice Messages, Contacts, Hold, Transfer, and Conference	Large buttons provide to easy access to phone applications, voice messages, corporate and personal directories, and calling features.	Standard on all phones; no set up is required.
3. Built-In Speakerphone	Users can toggle the speakerphone button on and off to indicate the state of the phone. When the speakerphone is on, the button is lit.	Standard on all phones; no set up is required.

Accessibility Feature	Description	Set Up Requirements
4. Tactile Discernible Buttons and Functions (including a nib on Key 5)	Cisco Unified IP Phone keypads provide the tactile discernible locator, which enables users to use existing or familiar key positions that can be easily located from the “bump” on Key 5. Users do not have to learn new key positions.	Standard on all phones; no set up is required.
5. Dedicated Headset Jack that Enables Auto-Answer Function	Users can use a dedicated headset jack that enables auto-answer feature support on either the speakerphone or headset. Incoming calls are then automatically connected after a ring or two.	Standard on all phones; set up is required.

Additional Information

Access the most current Cisco Unified IP Phone documentation using these URLs:

- Cisco website:
<http://www.cisco.com/>
- International Cisco websites:
http://www.cisco.com/public/countries_languages.shtml
- Quick start guides and a quick reference card for the Cisco Unified IP Phones:
http://cisco.com/en/US/products/ps10453/products_user_guide_list.html
- Licensing Information:
http://cisco.com/en/US/products/hw/phones/ps10453/products_licensing_information_listing.html

Warranty

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 warranties and license agreements applicable to Cisco software, is available on Cisco.com at the following URL:

http://www.cisco.com/en/US/docs/general/warranty/English/1Y1DEN__.html

Index

A

- accessibility features [119](#)
- accessories [53, 107](#)
- adapters [1, 16, 32](#)
- administrator settings [58](#)
- alerts
 - audible
 - call waiting [75](#)
 - Hold Reversion [81](#)
 - MCID [84](#)
 - silent [84](#)
 - visual
 - call waiting [75](#)
 - Hold Reversion [81](#)
 - MCID [84](#)
 - new voice message [41](#)
 - ringing call [41](#)
- All Calls [68](#)
- answer oldest first [69](#)
- Application button [41](#)
- applications, running [56](#)
- Auto Answer
 - description [69](#)

B

- Back button [39](#)

- Barge [70](#)

BLF. *See* Line Status

- Bluetooth [19](#)

- accessory
 - add [54](#)
 - connect [55](#)
 - delete [55](#)
 - disconnect [56](#)
- headset [111](#)
- settings [53](#)
- wireless connection [35](#)

- brightness

- expansion module [111](#)
- phone [52](#)

Busy Lamp Features. *See* Line Status

- buttons

- and softkeys, per feature [67](#)
- color LEDs [7, 9](#)
- model-specific overview [5, 21, 37](#)

C

- Call Back [70](#)
 - set up notification [70](#)
- Call Forward All [70, 95](#)
- call history [49](#)
- Call Park [71](#)

- Call Pickup
 - description [74](#)
- Call Waiting
 - description [75](#)
- calling features
 - All Calls [68](#)
 - Answer [69](#)
 - Auto Answer [69](#)
 - Barge [70](#)
 - Call Back [70](#)
 - Call Forward All [70](#)
 - Call Park [71](#)
 - Call Pickup [74](#)
 - Call Waiting [75](#)
 - conference [76](#)
 - Divert [77](#)
 - DND
 - EM [79](#)
 - Fast Dial [79](#)
 - Hold [80](#)
 - Hold Reversion [81](#)
 - Hunt Group [81](#)
 - Intercom [82](#)
 - Line Status [83](#)
 - MCID [84](#)
 - Meet Me [84](#)
 - Mobile Connect [85](#)
 - Mute [86](#)
 - On-hook Dialing [86](#)
 - Privacy [87](#)
 - QRT [87](#)
 - Redial [87](#)
 - Remote Hold [81](#)
 - Shared Lines [88](#)
 - Silent Monitoring and Recording [88](#)
 - Speed Dial [89](#)
 - Transfer [90](#)
 - Web Dialer [90](#)
- Cisco product security [119](#)
- Cisco Unified IP Color Key Expansion Module [107](#)
- Cisco Unified IP Phone 8961 [1](#)
- Cisco Unified IP Phone 9951 [16](#)
- Cisco Unified IP Phone 9971 [32](#)
- compliance [118](#)
- conference
 - Meet Me [84](#)
 - swap between calls [77](#)
 - using [76](#)
- Conference button [40](#)
- confirmation. *See* alerts
- contacts
 - corporate directory [59](#)
 - personal directory [60](#)
- Contacts button [41](#)
- contrast. *See* brightness

D

- dial
 - on-hook [86](#)
- directory
 - corporate
 - using [59](#)
 - with Web Dialer [91](#)
 - personal [60](#)
- Divert

description [77](#)

DND

customize [94](#)

turn on and off [78](#)

Do Not Disturb. *See* DND

E

EM

description [79](#)

enable

Privacy [87](#)

Expansion Module [107](#)

Extension Mobility. *See* EM

F

FAQs [113](#)

fast dials

description [79](#)

place a call

with a fast-dial button [79](#)

set up [102](#)

feature buttons. *See* buttons

footstand [4](#)

frequently asked questions [113](#)

G

Group Pickup

description [74](#)

H

handset light strip [41](#)

handset rest [15](#), [31](#), [48](#)

hardware, model-specific overview [5](#), [21](#), [37](#)

Headset button [40](#)

headset, wideband settings [54](#)

Hold

and Resume [80](#)

on shared lines [80](#)

remote [81](#)

swap between calls [80](#)

to answer a new call [80](#)

Hold button [40](#)

Hold Reversion

description [81](#)

notification [81](#)

responding to notification [81](#)

Hunt Group

description [81](#)

sign in and out [81](#)

I

iDivert. *See* Divert

Intercom [82](#)

K

keypad [40](#)

L

language

phone display [100](#)

User Options web pages [100](#)

Web Dialer settings [91](#)

line

settings

audible voice message indicator [96](#)

call forward [95](#)

DND [94](#)

ring settings [96](#)

voice message indicator [95](#)

Line Status

description [83](#)

indicators [83](#)

M

MAC address

Web Dialer [91](#)

Malicious Caller ID. *See* MCID

MCID

description [84](#)

trace a call [84](#)

Meet Me

conference

join [84](#)

description [84](#)

messages [65](#)

Messages button [40](#)

Mobile Connect

description [85](#)

switch

from Desk to Mobile Phone [85](#)

from Mobile Phone to Desk [86](#)

turn on and off [85](#)

Mobility settings [104](#)

model [57](#)

monitor and record [88](#)

mute

description [86](#)

turn on and off [86](#)

Mute button [40](#)

N

Navigation pad [8, 40](#)

navigation, about [14, 30, 45](#)

notification

Call Back [70](#)

Hold reversion [81](#)

O

On-hook Dialing

description [86](#)

Other Pickup

description [74](#)

P

PAB [101](#)

password

changing [99](#)

troubleshooting with User Options [116](#)

performance information [117](#)

Personal Address Book. *See* PAB

personal directory [60](#)

- phone display [41](#)
- phone model [57](#)
- phone screen
 - cleaning [47](#)
 - enable and disable touch-sensitive [47](#)
 - features [10](#), [26](#), [42](#)
 - navigation [14](#), [30](#), [45](#)
 - touch-sensitive [39](#)
- phone, connecting [1](#), [16](#), [32](#)
- PIN
 - adding Bluetooth device with [55](#)
 - changing [100](#)
 - troubleshooting with Personal Directory [116](#)
 - using with Personal Directory [60](#)
- plugins [105](#)
- ports [1](#), [16](#), [32](#)
- power-save mode [15](#), [31](#), [47](#)
- preferences
 - settings [51](#)
 - Web Dialer [91](#)
- Privacy
 - enable on a shared line [87](#)
- programmable feature buttons [9](#)

Q

- QRT [87](#)
- quality reporting tool. *See* QRT

R

- record and monitor [88](#)
- Redial

- a number [88](#)
 - description [87](#)
- Release button [39](#)
- Remote Hold [81](#)
- revert, call
 - on hold [81](#)
- ringtones [52](#)

S

- safety information [117](#)
- security [119](#)
- session buttons [7](#)
- session buttons. *See* buttons
- set up
 - Web Dialer preferences [91](#)
- settings [51](#)
- shared lines
 - barge [70](#)
 - description [88](#)
 - enable Privacy [87](#)
 - on hold [80](#)
- sign in and out
 - Hunt Group [81](#)
 - Web Dialer [91](#), [92](#)
- Silent Monitoring and Recording [88](#)
- softkey buttons [7](#), [23](#)
- softkeys and feature buttons, per feature [67](#)
- Speakerphone button [40](#)
- Speed Dial
 - buttons
 - description [89](#)
 - set up [97](#)

- codes
 - description [89](#)
 - set up [97](#)
 - on the web [97](#)
- suspicious call, trace [84](#)
- swap
 - conference calls [77](#)
 - transfer calls [90](#)

T

- To Voicemail. *See* Divert
- touchscreen
 - cleaning [47](#)
 - enable and disable [47](#)
 - touch-sensitive features of [39](#)
- trace a suspicious call [84](#)
- Transfer
 - description [90](#)
 - swap [90](#)
 - using [90](#)
- Transfer button [40](#)
- Troubleshooting [113](#)
- turn on and off
 - DND [78](#)
 - Mobile Connect [85](#)
 - mute [86](#)

U

- USB devices [107](#)
- user options
 - description [93](#)

- device
 - select [94](#)
- DND [94](#)
- fast dials [102](#)
- line settings
 - audible voice message indicator [96](#)
 - call forward [95](#)
 - ring setting [96](#)
 - voice message indicator [95](#)
- Mobility settings [104](#)
- PAB [101](#)
- plugins [105](#)
- sign in and out [93](#)
- user settings [99](#)

V

- view
 - Web Dialer preferences [91](#)
- viewing angle [5](#), [21](#), [37](#)
- voice messages
 - changing indicator for [95](#)
 - checking [65](#)
- voicemail [65](#)
- Volume button [40](#)

W

- wallpaper [52](#)
- warranty information [129](#)
- Web Dialer
 - change preferences [91](#)
 - description [90](#)

MAC address **91**
set up preferences **91**
sign in **91**
sign out **92**
view preferences **91**
with Cisco Directory **91**
with corporate directory **91**
wideband headset **54**
wireless connection **35**



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the
Cisco Website at www.cisco.com/go/offices.

CCDE, CCENT, CCSI, Cisco Eos, Cisco HealthPresence, Cisco Ironport, the Cisco logo, Cisco Lumin, Cisco Nexus, Cisco Nurse Connect, Cisco Stackpower, Cisco StadiumVision, Cisco TelePresence, Cisco Unified Computing System, Cisco WebEx, DCE, Flip Channels, Flip for Good, Flip Mino, Flip Video, Flip Video (Design), Flipshare (Design), Flip Ultra, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn, Cisco Store, and Flip Gift Card are service marks; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0907R)

©2009 Cisco Systems, Inc. All rights reserved.



The Java logo is a trademark or registered trademark of Sun Microsystems, Inc. in the U.S. or other countries.



The Bluetooth word mark and logo are registered trademarks owned by Bluetooth SIG, Inc., and any use of such marks by Cisco Systems, Inc., is under license.