# Getting Started with the Cisco IP Phone 7910 Series

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CHAPTER 1

# Introduction

The Cisco IP Phone 7910 Series telephone is a full-feature telephone that provides voice communication over an IP network. The main features of the phone are illustrated in Figure 1-1 and explained in Table 1-1.

***Figure 1-1 Cisco IP Phone 7910 Series Features***

*Table 1-1 Cisco IP Phone 7910 Series Features*

| Figure Callout | Feature | Description |
|---|---|---|
| 1 | Handset | Lift the handset and press the dial pad numbers to place a call, review voice mail messages, answer a call, and so on. |
| 2 | LCD screen | The IP Phone "desktop" which displays the time, date, your phone number, caller ID, and line or call status. |
| 3 | Line button | Open a new line to make or receive a call, or end the current call. See the "Making Telephone Calls" section on page 3-5. |
| 4 | Hold button | Put a current call on hold, or take a call off hold. See the "Placing a Call on Hold" section on page 3-7. |
| 5 | Transfer button | Transfer the current caller to a different phone number. See the "Transferring a Call" section on page 3-7. |
| 6 | Settings button | Adjust handset, speaker, and ringer volume, ringer type, and contrast on the LCD screen. See the "How to Use the Handset and Speaker" section on page 3-2 and the "Customizing Phone Settings" section on page 3-4. |
| 7 | Footstand adjustment | Adjusts the angle of the phone base. See the "Installing the Phone and Connecting to the Network" section on page 2-3. |

*Table 1-1 Cisco IP Phone 7910 Series Features (continued)*

| Figure Callout | Feature | Description |
|---|---|---|
| **8, 9, 10, 11, 15** | Programmable buttons | These buttons are programmable by your system administrator. The options you have depend on what your system administrator configured for your phone. This is a list of the available features, with the button assignments for the default features. If a button does not work according to its label (or does not work at all), ask your administrator if the button has been configured.<br>• msgs (button 8)—Access your voice mail messages. See the "Using Voice Mail" section on page 3-14.<br>• conf (button 9)—Initiate a conference call. See the "Placing a Conference Call" section on page 3-9.<br>• forward (button 10)—Redirect your calls to another telephone number. See the "Forwarding All Calls" section on page 3-12.<br>• speed dial (buttons 15)—Quickly call a frequently-dialed number. See the "Configuring Speed Dial Buttons" section on page 3-14 for information on setting up speed dials.<br>• redial (button 11)—Dial the last number called. See the "Redialing the Last Number Dialed" section on page 3-8.<br>• park—Store a call at a specified number and then use another phone to retrieve the call. See the "Parking a Call" section on page 3-8.<br>• call pickup—Answer a call that comes in on a telephone extension other than your own. See the "Using Call Pickup" section on page 3-10.<br>• meet-me—Set up a Meet-Me conference, which is a conference at a pre-set phone number that is not your own number. See the "Establishing Meet-Me Conference Calls" section on page 3-10. |
| **12** | Speaker button | Toggles the speaker on and off. See the "Using the Speaker" section on page 3-2. |
| **13** | Mute button | Toggles the handset mute on and off. See the "Muting a Call" section on page 3-7. |

*Table 1-1 Cisco IP Phone 7910 Series Features (continued)*

| Figure Callout | Feature | Description |
|---|---|---|
| 14 | Volume buttons | Increase or decrease the volume for the currently active voice receiver: handset or speaker. The volume keys also control the ringer volume, and the contrast of the LCD, and you can use them to scroll through menus displayed on the LCD. |
| 16 | Key pad | Press the key pad buttons to dial a phone number. Key pad buttons work exactly like those on your existing telephone. Also use these keys to select items from menus shown on the LCD |

CHAPTER 2

# Installing the Cisco IP Phone 7910 Series

Before you can successfully install the phone, your system administrator must prepare the network for your phone. If a technician is not installing your phone, verify with the system administrator that the network is ready for the phone, read the safety notices, and install the phone.

These sections help you install the Cisco IP Phone 7910 Series telephone:


- Safety Notices, page 2-1
- Installing the Phone and Connecting to the Network, page 2-3


## Safety Notices

These are the safety considerations for using the Cisco IP Phone. Read these notices before installing or using the phone.

**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. To see translations of the warnings that appear in this publication, refer to the Regulatory Compliance and Safety Information document that accompanied this device.**

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

**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 use RJ-45 connectors. Use caution when connecting cables.**

The next warning applies when you use an external power supply.

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

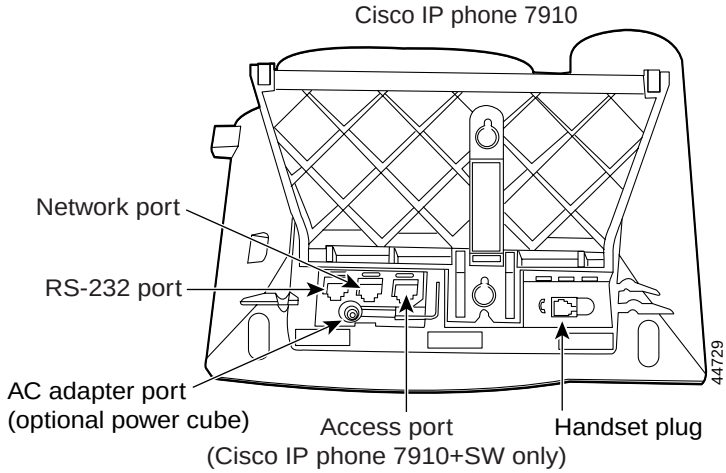
**Warning** **The device is designed to work with TN power systems.**

# Installing the Phone and Connecting to the Network

Before installing the phone, read the safety warnings in the "Safety Notices" section on page 2-1.

Refer to Figure 2-1 for an overview about how to connect the Cisco IP Phone 7910 Series telephone to your PC, the network, and a power source. All ports are located at the rear of the phone base unit.

***Figure 2-1 Cisco IP Phone 7910 Series Telephone Cable Connections***




Use this procedure to install the phone on a network that has already been prepared to host the phone.

**Step 1** Connect an Ethernet cable to the *network* port on the phone.

Use the Ethernet cable supplied in the box with your Cisco IP phone. If you need a longer cable, contact your system administrator.

**Step 2** Connect the handset to its port. Clip the cord into the slot to the right of the port.

**Step 3** Connect the power plug to the DC48V AC adapter port (optional).

The Cisco IP Phone 7910 Series telephone can be powered by several different methods. If you are not sure how your phone is receiving power, ask your system administrator.

After the telephone has power connected to it, the phone begins its startup process. Once completed, the main LCD screen appears, displaying the phone's extension (or directory number) and the current date and time. If the phone does not start up successfully, contact your system administrator for help.

**Step 4** If your phone has an access port, you can connect your computer to the phone using an Ethernet cable to enable your computer to access the network through the Cisco IP Phone. Your company might choose this option if you do not have multiple Ethernet ports in your work space.

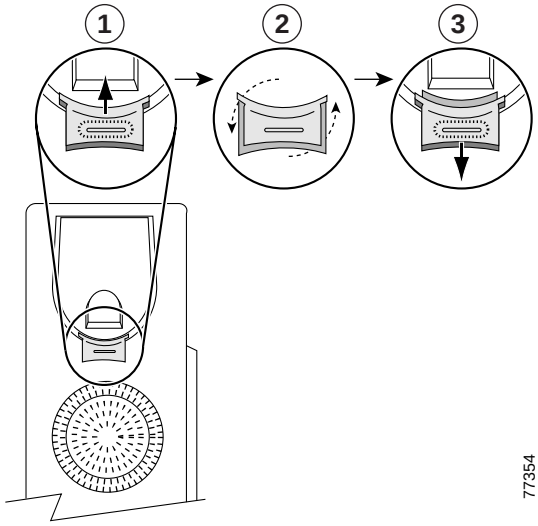
However, this option is not available on all Cisco IP Phone 7910 Series models. If your phone does not have an access port, you cannot connect a network device to the phone.

**Step 5** Push in the footstand adjustment knob and adjust the footstand to the desired height that makes using the display and buttons most comfortable for you.

You can also mount the telephone on the wall using the mounting holes on the footstand. Adjust the footstand so that it lies flat against the phone body. There is an optional locking mount kit if you are mounting the phone in a public location; contact your system administrator if you want to use a locking wall mount.

**Step 6** If you mount the phone on a wall, or have the phone close to vertical on your desk, adjust the handset rest so that the handset hooks onto it. Figure 2-2 shows how to do this.

*Figure 2-2 Using the Handset Rest*




| | |
|---|---|
| 1 | Set the handset aside and use your thumb and finger to grasp and pull out the square plastic tab in the handset rest. |
| 2 | Rotate the tab 180 degrees. |
| 3 | Slide the tab back into the handset rest with the extension protruding from the top of the tab.<br><br>Replace the handset in the rest. The tab hooks into a slot in the handset to ensure that the handset will not slip out of the rest. |

**Step 7** If your system administrator asks you to auto-register your telephone, see the "Auto-Registering Your Phone Using TAPS" section on page 2-6 for instructions.

# Auto-Registering Your Phone Using TAPS

Your administrator may ask you to auto-register your Cisco IP Phone using TAPS, the Tool for Auto-Registered Phones Support. TAPS might be used either for a new phone or to replace an existing phone.

**Note** Only follow this procedure if your phone administrator asks you to.

### Procedure

**Step 1** If the phone is not already installed, see the "Installing the Phone and Connecting to the Network" section on page 2-3 for instructions on installing the phone available.

After you plug the phone into a port, the phone automatically registers and displays a number.

**Step 2** Dial the TAPS extension provided by your system administrator.

**Step 3** Follow the voice prompts to enter your personal extension number (provided by your system administrator), followed by #. Listen to the voice prompts to determine if you need to enter the entire number, including area code.

**Step 4** Hang up the phone.

The phone resets and displays your extension number.

CHAPTER 3

# Using the Cisco IP Phone 7910 Series

Read these sections to learn how to use your Cisco IP Phone 7910 Series telephone:


- How to Use the Handset and Speaker, page 3-2
- Customizing Phone Settings, page 3-4
- Making Telephone Calls, page 3-5
- Using Call Forwarding, page 3-12
- Using Voice Mail, page 3-14
- Configuring Speed Dial Buttons, page 3-14


**Caution** Using a cell or mobile phone in close proximity to a Cisco IP Phone might cause interference.

# How to Use the Handset and Speaker

You can place calls with the handset or speaker, but you can only talk to your party through the handset. Through the speaker, you can only listen to a call. These sections describe the use of the handset and speaker and how to adjust the volume of the call:


- Using the Handset, page 3-2
- Using the Speaker, page 3-2
- Adjusting the Handset Volume, page 3-3
- Adjusting the Speaker Volume, page 3-3


## Using the Handset

To place and answer calls with the handset, simply lift the handset. To change from handset to speaker, press **Speaker** and hang up the handset.

## Using the Speaker

The speaker is designed to be used for “hands-free” dialing. You can use it to place a call, and then pick up the handset if the other party answers the phone.

The speaker does not allow for two-way communication. However, you can have the handset off-hook with the speaker on, enabling the calling party to hear you over the handset while you listen through the speaker. You might want to do this if you want to use the phone for conference calls.

To place calls using the speaker, press **Speaker** and dial the number. When the party answers, pick up the handset. If the handset is off-hook with the **Speaker** button enabled, you can speak into it, allowing the calling party to hear you. This allows others to listen to both sides of the conversation.

If you are only listening to a call, you can leave the handset in the rest. The mute button automatically lights, indicating that the calling party cannot hear you. When finished with the call, press **Speaker** to hang up.

**Note** You cannot use the speaker to transmit your voice.

# Adjusting the Handset Volume

You can temporarily change the handset volume while on a call by pressing the volume up/down keys. Your change only affects the current call.

To change the volume of your handset and save it as the default volume setting:

**Step 1** Press the **Settings** button. Optionally, lift the handset before pressing **Settings** so you can hear the volume as you adjust it.

**Step 2** Press **1** on the key pad.

**Step 3** Press the up or down volume keys to adjust the volume to the desired level.

**Step 4** To save the volume setting for future calls, press **#** on the key pad and then press the **Settings** button to exit the Settings menu.

# Adjusting the Speaker Volume

You can temporarily change the speaker volume while on a call by pressing the volume up/down keys. Your change only affects the current call.

To change the volume of your speaker and save it as the default volume setting:

**Step 1** Press the **Settings** button. Optionally, press **Speaker** before pressing **Settings** so you can hear the volume as you adjust it.

**Step 2** Press **2** on the key pad.

**Step 3** Press the up or down volume keys to adjust the volume to the desired setting.

**Step 4** To save the volume setting for future calls, press **#** on the key pad and then press the **Settings** button to exit the Settings menu.

# Customizing Phone Settings

You can change various settings on your Cisco IP Phone 7910 Series telephone to ensure that the ringer volume, ring sound, and LCD contrast are set appropriately for you.

## Adjusting the Ringer Volume

To increase or decrease the volume of the ringer:

**Step 1** Press the **Settings** button.

**Step 2** Press **3** on the key pad.

**Step 3** Press the up or down volume keys to adjust the volume to the desired setting. The ringer sounds so that you can hear the chosen volume level.

**Step 4** To save the volume setting, press **#** on the key pad and then press the **Settings** button to exit the Settings menu.

## Changing the Ringer Sound

To change the sound used by the ringer:

**Step 1** Press the **Settings** button.

**Step 2** Press **7** on the key pad.

**Step 3** Press the up or down volume keys to scroll through the list of available ring types. Each ring type sounds as you scroll through the list.

**Step 4** To save the selected ring type, press **#** on the key pad and then press the **Settings** button to exit the Settings menu.

## Changing the LCD Contrast

To improve the readability of the LCD, change the amount of contrast:

**Step 1** Press the **Settings** button.

**Step 2** Press **5** on the key pad.

**Step 3** Press the up or down volume keys to set the desired intensity of the display.

**Step 4** To save this setting, press **#** on the key pad and then press the **Settings** button to exit the Settings menu.

# Making Telephone Calls

These sections describe how you can place, answer, or otherwise manage a telephone call:


- Placing a Call, page 3-6
- Answering a Call, page 3-6
- Ending a Call, page 3-6
- Muting a Call, page 3-7
- Placing a Call on Hold, page 3-7
- Transferring a Call, page 3-7
- Redialing the Last Number Dialed, page 3-8
- Parking a Call, page 3-8
- Making Conference Calls, page 3-9
- Using Call Pickup, page 3-10

# Placing a Call

You can place a call with the telephone in any of the following ways:

- Lift the handset and dial the number.
- Press the **Line** button and dial the number.
- Press **Speaker** and dial the number. If someone answers, pick up the handset to talk to them.
- To use speed dial, press one of the **speed** buttons. See the "Configuring Speed Dial Buttons" section on page 3-14 for details on how to set speed dial numbers.

# Answering a Call

You can answer calls coming to your direct telephone extension or to others in your group.

To answer a call coming to you directly, simply lift the handset. To answer calls coming to other telephone extensions, you must use Call Pickup (see "Using Call Pickup" section on page 3-10).

You cannot answer a call using the Speaker button. The speaker only transmits audio from the party calling you; there is no microphone to transmit your voice to the calling party.

# Ending a Call

You can end a call in any of these ways:

- If using the handset, hang up the handset.
- If using the speaker, press **Speaker**.
- Press the line button.

# Muting a Call

While on a call, you can mute the handset, preventing the party you are speaking to from hearing what you or someone else in the room is saying. When using the speaker, your call is automatically muted if the handset is in the cradle.

- To mute a call, press **Mute**.
- To disengage mute, press **Mute** again.

# Placing a Call on Hold

While in a call, you can place the call on hold, so that the caller cannot hear you and you cannot hear the caller. The caller will hear a beeping tone or music, so do not use hold while on a conference call.

- To place a call on hold, press the **Hold** button.
- To return to the call, press the **Hold** button again.

# Transferring a Call

To transfer a call to another phone:

**Step 1** During a call, press the **Transfer** button. This places the call on hold.

**Step 2** Dial the number to which you want to transfer the call.

**Step 3** When the party answers, announce the call and press **Transfer**.

**Step 4** Hang up if the party accepts the call.

**Step 5** Press **Hold** to return to the original call if the party refuses or does not answer the call.

**Note** You can also transfer a call by pressing **Transfer** when the phone begins to ring. In this case, the caller is transferred to the other phone without being announced, and you cannot return to this call.

# Redialing the Last Number Dialed

To redial the most recently dialed number, lift the handset and press the **redial** button.

Redial is an optional feature configured by your system administrator. Although your phone supports this feature by default, your system administrator might have removed this feature from your phone.

# Parking a Call

You can store or "park" a call at a specified number and then use any other phone (for example, a phone in someone else's office or in a conference room) to retrieve the call.

Call Park is an optional feature configured by your system administrator; your phone does not support this feature by default. Call Park is only available if your system administrator configured your phone to support it.

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

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

**Step 2** Make a note of the Call Park number and then hang up. The call is now parked at that number, allowing you to retrieve it from another phone.

**Note** You have a reasonable but limited amount of time to retrieve the parked call before it disconnects. See your system administrator for more information.

**Step 3** To retrieve the parked call from any phone in the Cisco CallManager system, dial the Call Park number at which the call was parked.

# Making Conference Calls

Conference calls allow you to have multiple callers participating in the same telephone call.

The ability to make conference calls with your telephone is an optional feature. Your phone supports some of these features by default. However, the specific features available to you depend on how your system administrator configured your phone to support them.

These sections describe how to make conference calls with the phone:


- Placing a Conference Call, page 3-9
- Establishing Meet-Me Conference Calls, page 3-10


## Placing a Conference Call

To turn a call into a conference call:

**Step 1** During a call, press the **conf** button.

This automatically opens a new line and places the other party on hold.

**Step 2** Place a call to another party.

**Step 3** When the call connects, press **conf** again to add this party to the conference call.

**Tip**

- Once the conference call initiator disconnects, no new parties can be added.
- Avoid putting a conference call on hold. When you put a call on hold, a beeping tone automatically generates every few seconds, or music is played (depending on how your administrator has configured the system).
- To transfer a conference call to another telephone, press the **Transfer** button. Dial the number to which you want to transfer the call and then press **Transfer** again. All parties are transferred.

## Establishing Meet-Me Conference Calls

A Meet-Me conference allows other callers to dial into the conference call. The ability to make Meet-Me conference calls with your telephone is an optional feature. Your phone does not support this feature by default. It requires a special conference number, and it is only available if your system administrator configured your phone to support it.

To establish a Meet-Me conference call:

**Step 1** Press the **Line** button.

**Step 2** Press the **Meet-Me** button.

**Step 3** Dial the Meet-Me conference number.

**Step 4** Follow the voice instructions to establish the Meet-Me conference.

You can also join Meet-Me conference calls established by other people. To join a Meet-Me conference, dial the Meet-Me conference number provided by the Meet-Me conference initiator. Do not press the Meet-Me button to simply join a call. You are connected to the conference once the conference initiator has dialed in and established the conference.

# Using Call Pickup

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

There are two types of call pickup available on Cisco IP Phones:

- Call Pickup—For picking up incoming calls within your own group. The appropriate call pickup group number is dialed automatically when you choose this feature. See the "Picking Up Calls in Your Group" section on page 3-11.
- Group Call Pickup—For picking up incoming calls within your own group or in other groups. You must dial the appropriate call pickup group number when using this feature. See the "Picking Up Calls Outside of Your Group" section on page 3-11.

Call Pickup and Group Call Pickup are optional features configured by your system administrator; your phone does not support these features by default. They are only available if your system administrator has configured your phone to support them.

## 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 line you selected on your phone. If there is a call coming in on another telephone number in that same group, the call immediately begins ringing on your line. If there is more than one incoming call in the pickup group, then you receive the first unanswered call. If there are no unanswered calls in the group when you activate Call Pickup, your phone is placed back on hook.

**Step 1** Press the **Line** button.

**Step 2** Press the **Call Pickup** button.

**Step 3** Answer the incoming call that is redirected to your phone.

## Picking Up Calls Outside of 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 your line. If there is more than one incoming call in the pickup group, then you receive the first unanswered call. If there are no unanswered calls in the group, or if you dial an invalid call pickup group number, you receive a fast busy tone.

**Step 1** Press the **Line** button.

**Step 2** Press the **Group Call Pickup** button.

**Step 3** Dial the desired call pickup group number.

**Step 4** Answer the incoming call that is redirected to your phone.

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

# Using Call Forwarding

The Cisco IP Phone 7910 Series telephone includes call forwarding, which allows you to redirect calls made to your telephone to another phone. This is useful if you know you will be away from your desk for several days, for example, on a business trip or a vacation.

Call Forwarding is an optional feature configured by your system administrator. Although your phone supports this feature by default, your system administrator might have removed this feature from your phone.

These sections describe how you can set up call forwarding:

- Forwarding All Calls, page 3-12
- Forwarding All Calls When Not at Your Phone, page 3-13

## Forwarding All Calls

Use this procedure to forward all incoming calls to another number.

**Step 1** Press the **forward** button.

You should hear two beeps.

**Step 2** Enter the number to which you want to forward all your calls.

Be sure to enter the number exactly as you would if you were to call that number. For example, enter an access code such as “9” or the area code, if necessary. The LCD displays a message with the number to which your calls are being forwarded.

**Step 3** To cancel forwarding of all calls, press the **forward** button. You should hear a beep and the LCD should only show your extension, indicating that call forwarding is not active.

# Forwarding All Calls When Not at Your Phone

If you are not at the location of your phone, you can use a computer to configure your phone to forward calls. Use this procedure to forward incoming calls to another number from a remote computer.

**Step 1** Using a web browser on your desktop computer, log in to the Cisco CallManager User Options page.

See your system administrator for details.

**Step 2** Select your phone from the Select a Device to Configure drop-down list box.

**Step 3** Click “Forward all calls to a different number” from the list of available configuration options.

**Step 4** Select the check box next to the line you want to forward.

**Note** When you want to cancel call forwarding, repeat this procedure but clear this check box.

**Step 5** Type the number to which you want to forward all incoming calls.

Be sure to enter the number exactly as you would if you were to call that number from the Cisco IP Phone 7910 Series telephone. For example, enter an access code such as “9” or the area code, if necessary.

**Step 6** Click **Update**.

**Step 7** Click **Log off** to exit the configuration utility.

# Using Voice Mail

Voice mail allows you to access messages left by callers if you are unavailable to take their calls. Voice mail is an optional feature configured by your system administrator. Your particular phone setup might not support accessing voice mail by the push of a button as described here.

To access voice mail, press the **msg** button. The first time you access voice mail, you will have to set it up. Obtain the initial password from your system administrator, log in, and follow the voice prompts.

The red message waiting light on your handset lights when you have a new voice mail message.

# Configuring Speed Dial Buttons

Depending on how your system administrator has configured your Cisco IP Phone 7910 Series telephone, you can configure several buttons to speed dial the numbers you use most.

**Step 1** Using a web browser on your desktop computer, log in to the Cisco CallManager User Options page.

See your system administrator for details.

**Step 2** Select your phone from the Select a Device to Configure drop-down list box.

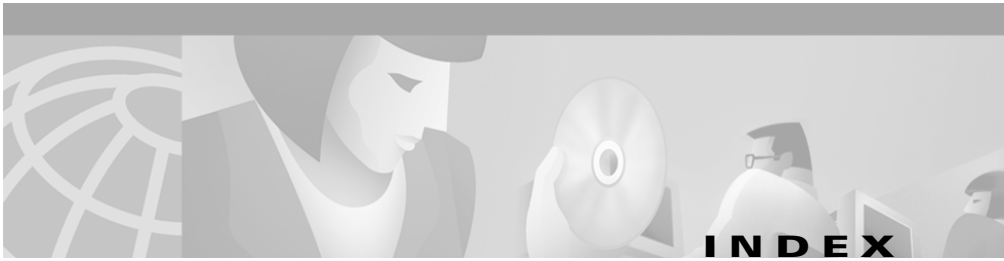
**Step 3** Click “Update your Speed Dial buttons/Print your button template” from the list of available configuration options.

**Step 4** Enter the phone numbers and display text you want to associate with your speed dial buttons.

Be sure to enter the numbers exactly as you would if you were to call that number from the Cisco IP Phone 7910 Series telephone. For example, include an access code such as “9” or the area code, if necessary.

**Step 5** When you are done, click **Update** to store your settings. To restore your previous settings, click **Cancel**.

**Step 6** Click **Log off** to exit the configuration utility.

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