CISCO SYSTEMS

Cisco Unified IP Phone 7902G for Cisco Unified CallManager 5.0 (SCCP)

INCLUDING LICENSE AND WARRANTY

Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
     800 553-NETS (6387)
Fax: 408 526-4100

Common Phone Tasks

Place a call	Go off-hook before or after dialing a number.
Redial a number	Press the Redial button.
Place a call on hold	Press 🔘 .
Resume a held call	Press 🔘 .
Speed dial a number	Press and hold (for about two seconds) the number on your keypad that you assigned as a speed-dial number.
Transfer a call to a new number	Press the Transfer button, enter the number, then hang up (or press the Transfer button again if your phone does not support on-hook transfer).
Start a standard conference call	Press the Conference button and dial the participant. Then press the Conference button again.

OL-8394-01

CISCO SYSTEMS

Quick Reference

Cisco Unified IP Phone 7902G for Cisco Unified CallManager 5.0

Feature Button Definitions

Button Icons

Common Phone Tasks

Feature Button Definitions

🔄	Dials the most recently dialed number.
📞	Transfers a call to another party.
👥	Sets up a single call for 3 to 16 participants
✉	Accesses voice messages left by callers

Button Icons

🔋	Volume
🔘	Hold
🌐	Menu

Contents

Getting Started

These sections give you the basic information you need to start using your new Cisco Unified IP Phone.

Using this Guide

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

If you want to...	Then...
Review important safety information	See the "Safety and Performance Information" section on page 2.
Use your phone after someone else has installed it for you	Start with the "An Overview of Your Phone" section on page 14.
Connect your phone to the network	See the "Connecting Your Phone" section on page 12.
Learn what the button lights mean	See the "Understanding Buttons and Hardware" section on page 14.
Make calls	See the "Placing a Call" section on page 17.
Put calls on hold	See the "Using Hold and Resume" section on page 18.
Transfer calls	See the "Transferring a Connected Call" section on page 18.
Make conference calls	See the "Making Conference Calls" section on page 19.
Change the ringer or call volume	See the "Adjusting the Volume" section on page 23.

Where to Find Additional Information

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

http://www.cisco.com/univercd/home/home.htm

You can access the Cisco website at this URL:

http://www.cisco.com

International Cisco websites can be accessed from this URL:

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

Safety and Performance Information

Read the following safety notices before installing or using your Cisco Unified IP Phone:

Warning   **IMPORTANT SAFETY INSTRUCTIONS**

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

SAVE THESE INSTRUCTIONS

Waarschuwing   **BELANGRIJKE VEILIGHEIDSINSTRUCTIES**

Dit waarschuwingssymbool betekent gevaar. U verkeert in een situatie die lichamelijk letsel kan veroorzaken. Voordat u aan enige apparatuur gaat werken, dient u zich bewust te zijn van de bij elektrische schakelingen betrokken risico's en dient u op de hoogte te zijn van de standaard praktijken om ongelukken te voorkomen. Gebruik het nummer van de verklaring onderaan de waarschuwing als u een vertaling van de waarschuwing die bij het apparaat wordt geleverd, wilt raadplegen.

BEWAAR DEZE INSTRUCTIES

Varoitus   **TÄRKEITÄ TURVALLISUUSOHJEITA**

Tämä varoitusmerkki merkitsee vaaraa. Tilanne voi aiheuttaa ruumiillisia vammoja. Ennen kuin käsittelet laitteistoa, huomioi sähköpiirien käsittelemiseen liittyvät riskit ja tutustu onnettomuuksien yleisiin ehkäisytapoihin. Turvallisuusvaroitusten käännökset löytyvät laitteen mukana toimitettujen käännettyjen turvallisuusvaroitusten joukosta varoitusten lopussa näkyvien lausuntonumeroiden avulla.

SÄILYTÄ NÄMÄ OHJEET

Attention   **IMPORTANTES INFORMATIONS DE SÉCURITÉ**

Ce symbole d'avertissement indique un danger. Vous vous trouvez dans une situation pouvant entraîner des blessures ou des dommages corporels. Avant de travailler sur un équipement, soyez conscient des dangers liés aux circuits électriques et familiarisez-vous avec les procédures couramment utilisées pour éviter les accidents. Pour prendre connaissance des traductions des avertissements figurant dans les consignes de sécurité traduites qui accompagnent cet appareil, référez-vous au numéro de l'instruction situé à la fin de chaque avertissement.

CONSERVEZ CES INFORMATIONS

Warnung   **WICHTIGE SICHERHEITSHINWEISE**

Dieses Warnsymbol bedeutet Gefahr. Sie befinden sich in einer Situation, die zu Verletzungen führen kann. Machen Sie sich vor der Arbeit mit Geräten mit den Gefahren elektrischer Schaltungen und den üblichen Verfahren zur Vorbeugung vor Unfällen vertraut. Suchen Sie mit der am Ende jeder Warnung angegebenen Anweisungsnummer nach der jeweiligen Übersetzung in den übersetzten Sicherheitshinweisen, die zusammen mit diesem Gerät ausgeliefert wurden.

BEWAHREN SIE DIESE HINWEISE GUT AUF.

Avvertenza   **IMPORTANTI ISTRUZIONI SULLA SICUREZZA**

Questo simbolo di avvertenza indica un pericolo. La situazione potrebbe causare infortuni alle persone. Prima di intervenire su qualsiasi apparecchiatura, occorre essere al corrente dei pericoli relativi ai circuiti elettrici e conoscere le procedure standard per la prevenzione di incidenti. Utilizzare il numero di istruzione presente alla fine di ciascuna avvertenza per individuare le traduzioni delle avvertenze riportate in questo documento.

CONSERVARE QUESTE ISTRUZIONI

Advarsel   **VIKTIGE SIKKERHETSINSTRUKSJONER**

Dette advarselssymbolet betyr fare. Du er i en situasjon som kan føre til skade på person. Før du begynner å arbeide med noe av utstyret, må du være oppmerksom på farene forbundet med elektriske kretser, og kjenne til standardprosedyrer for å forhindre ulykker. Bruk nummeret i slutten av hver advarsel for å finne oversettelsen i de oversatte sikkerhetsadvarslene som fulgte med denne enheten.

TA VARE PÅ DISSE INSTRUKSJONENE

Aviso   **INSTRUÇÕES IMPORTANTES DE SEGURANÇA**

Este símbolo de aviso significa perigo. Você está em uma situação que poderá ser causadora de lesões corporais. Antes de iniciar a utilização de qualquer equipamento, tenha conhecimento dos perigos envolvidos no manuseio de circuitos elétricos e familiarize-se com as práticas habituais de prevenção de acidentes. Utilize o número da instrução fornecido ao final de cada aviso para localizar sua tradução nos avisos de segurança traduzidos que acompanham este dispositivo.

GUARDE ESTAS INSTRUÇÕES

¡Advertencia!   **INSTRUCCIONES IMPORTANTES DE SEGURIDAD**

Este símbolo de aviso indica peligro. Existe riesgo para su integridad física. Antes de manipular cualquier equipo, considere los riesgos de la corriente eléctrica y familiarícese con los procedimientos estándar de prevención de accidentes. Al final de cada advertencia encontrará el número que le ayudará a encontrar el texto traducido en el apartado de traducciones que acompaña a este dispositivo.

GUARDE ESTAS INSTRUCCIONES

Varning! **VIKTIGA SÄKERHETSANVISNINGAR**

Denna varningssignal signalerar fara. Du befinner dig i en situation som kan leda till personskada. Innan du utför arbete på någon utrustning måste du vara medveten om farorna med elkretsar och känna till vanliga förfaranden för att förebygga olyckor. Använd det nummer som finns i slutet av varje varning för att hitta dess översättning i de översatta säkerhetsvarningar som medföljer denna anordning.

SPARA DESSA ANVISNINGAR

Figyelem **FONTOS BIZTONSÁGI ELOÍRÁSOK**

Ez a figyelmezeto jel veszélyre utal. Sérülésveszélyt rejto helyzetben van. Mielott bármely berendezésen munkát végezte, legyen figyelemmel az elektromos áramkörök okozta kockázatokra, és ismerkedjen meg a szokásos balesetvédelmi eljárásokkal. A kiadványban szereplo figyelmeztetések fordítása a készülékhez mellékelt biztonsági figyelmeztetések között található; a fordítás az egyes figyelmeztetések végén látható szám alapján keresheto meg.

ORIZZE MEG EZEKET AZ UTASÍTÁSOKAT!

Предупреждение ВАЖНЫЕ ИНСТРУКЦИИ ПО СОБЛЮДЕНИЮ ТЕХНИКИ БЕЗОПАСНОСТИ

Этот символ предупреждения обозначает опасность. То есть имеет место ситуация, в которой следует опасаться телесных повреждений. Перед эксплуатацией оборудования выясните, каким опасностям может подвергаться пользователь при использовании электрических цепей, и ознакомьтесь с правилами техники безопасности для предотвращения возможных несчастных случаев. Воспользуйтесь номером заявления, приведенным в конце каждого предупреждения, чтобы найти его переведенный вариант в переводе предупреждений по безопасности, прилагаемом к данному устройству.

СОХРАНИТЕ ЭТИ ИНСТРУКЦИИ

警告　重要的安全性说明

此警告符号代表危险。您正处于可能受到严重伤害的工作环境中。在您使用设备开始工作之前，必须充分意识到触电的危险，并熟练掌握防止事故发生的标准工作程序。请根据每项警告结尾提供的声明号码来找到此设备的安全性警告说明的翻译文本。

请保存这些安全性说明

警告　安全上の重要な注意事項

「危険」の意味です。人身事故を予防するための注意事項が記述されています。装置の取り扱い作業を行うときは、電気回路の危険性に注意し、一般的な事故防止策に留意してください。警告の各国語版は、各注意事項の番号を基に、装置に付属の「Translated Safety Warnings」を参照してください。

これらの注意事項を保管しておいてください。

주의　중요 안전 지침

이 경고 기호는 위험을 나타냅니다. 작업자가 신체 부상을 일으킬 수 있는 위험한 환경에 있습니다. 장비에 작업을 수행하기 전에 전기 회로와 관련된 위험을 숙지하고 표준 작업 관례를 숙지하여 사고를 방지하십시오. 각 경고의 마지막 부분에 있는 경고문 번호를 참조하여 이 장치와 함께 제공되는 번역된 안전 경고문에서 해당 번역문을 찾으십시오.

이 지시 사항을 보관하십시오.

Aviso　**INSTRUÇÕES IMPORTANTES DE SEGURANÇA**

Este símbolo de aviso significa perigo. Você se encontra em uma situação em que há risco de lesões corporais. Antes de trabalhar com qualquer equipamento, esteja ciente dos riscos que envolvem os circuitos elétricos e familiarize-se com as práticas padrão de prevenção de acidentes. Use o número da declaração fornecido ao final de cada aviso para localizar sua tradução nos avisos de segurança traduzidos que acompanham o dispositivo.

GUARDE ESTAS INSTRUÇÕES

Advarsel   VIGTIGE SIKKERHEDSANVISNINGER

Dette advarselssymbol betyder fare. Du befinder dig i en situation med risiko for legemesbeskadigelse. Før du begynder arbejde på udstyr, skal du være opmærksom på de involverede risici, der er ved elektriske kredsløb, og du skal sætte dig ind i standardprocedurer til undgåelse af ulykker. Brug erklæringsnummeret efter hver advarsel for at finde oversættelsen i de oversatte advarsler, der fulgte med denne enhed.

GEM DISSE ANVISNINGER

تحذير   إرشادات الأمان الهامة

يوضح رمز التحذير هذا وجود خطر. وهذا يعني أنك متواجد في مكان قد ينتج عنه التعرض لإصابات. قبل بدء العمل، احذر مخاطر التعرض للصدمات الكهربائية وكن على علم بالإجراءات القياسية للحيلولة دون وقوع أي حوادث. استخدم رقم البيان الموجود في أخر كل تحذير لتحديد مكان ترجمته داخل تحذيرات الأمان المترجمة التي تأتي مع الجهاز. قم بحفظ هذه الإرشادات

Upozorenje   VAŽNE SIGURNOSNE NAPOMENE

Ovaj simbol upozorenja predstavlja opasnost. Nalazite se u situaciji koja može prouzročiti tjelesne ozljede. Prije rada s bilo kojim uređajem, morate razumjeti opasnosti vezane uz električne sklopove, te biti upoznati sa standardnim načinima izbjegavanja nesreća. U prevedenim sigurnosnim upozorenjima, priloženima uz uređaj, možete prema broju koji se nalazi uz pojedino upozorenje pronaći i njegov prijevod.

SAČUVAJTE OVE UPUTE

Upozornění   DŮLEŽITÉ BEZPEČNOSTNÍ POKYNY

Tento upozorňující symbol označuje nebezpečí. Jste v situaci, která by mohla způsobit nebezpečí úrazu. Před prací na jakémkoliv vybavení si uvědomte nebezpečí související s elektrickými obvody a seznamte se se standardními opatřeními pro předcházení úrazům. Podle čísla na konci každého upozornění vyhledejte jeho překlad v přeložených bezpečnostních upozorněních, která jsou přiložena k zařízení.

USCHOVEJTE TYTO POKYNY

Προειδοποίηση ΣΗΜΑΝΤΙΚΕΣ ΟΔΗΓΙΕΣ ΑΣΦΑΛΕΙΑΣ

Αυτό το προειδοποιητικό σύμβολο σημαίνει κίνδυνο. Βρίσκεστε σε κατάσταση που μπορεί να προκαλέσει τραυματισμό. Πριν εργαστείτε σε οποιοδήποτε εξοπλισμό, να έχετε υπόψη σας τους κινδύνους που σχετίζονται με τα ηλεκτρικά κυκλώματα και να έχετε εξοικειωθεί με τις συνήθεις πρακτικές για την αποφυγή ατυχημάτων. Χρησιμοποιήστε τον αριθμό δήλωσης που παρέχεται στο τέλος κάθε προειδοποίησης, για να εντοπίσετε τη μετάφρασή της στις μεταφρασμένες προειδοποιήσεις ασφαλείας που συνοδεύουν τη συσκευή.

ΦΥΛΑΞΤΕ ΑΥΤΕΣ ΤΙΣ ΟΔΗΓΙΕΣ

אזהרה

הוראות בטיחות חשובות
סימן אזהרה זה מסמל סכנה. אתה נמצא במצב העלול לגרום לפציעה. לפני שתעבוד עם ציוד כלשהו, עליך להיות מודע לסכנות הכרוכות במעגלים חשמליים ולהכיר את הנהלים המקובלים למניעת תאונות. השתמש במספר ההוראה המסופק בסופה של כל אזהרה כד לאתר את התרגום באזהרות הבטיחות המתורגמות שמצורפות להתקן.
שמור הוראות אלה

Opomena ВАЖНИ БЕЗБЕДНОСНИ НАПАТСТВИЈА
Симболот за предупредување значи опасност. Се наоѓате во ситуација што може да предизвика телесни повреди. Пред да работите со опремата, бидете свесни за ризикот што постои кај електричните кола и треба да ги познавате стандардните постапки за спречување на несреќни случаи. Искористете го бројот на изјавата што се наоѓа на крајот на секое предупредување за да го најдете неговиот период во преведените безбедносни предупредувања што се испорачани со уредот.
ЧУВАЈТЕ ГИ ОВИЕ НАПАТСТВИЈА

Ostrzeżenie WAŻNE INSTRUKCJE DOTYCZĄCE BEZPIECZEŃSTWA

Ten symbol ostrzeżenia oznacza niebezpieczeństwo. Zachodzi sytuacja, która może powodować obrażenia ciała. Przed przystąpieniem do prac przy urządzeniach należy zapoznać się z zagrożeniami związanymi z układami elektrycznymi oraz ze standardowymi środkami zapobiegania wypadkom. Na końcu każdego ostrzeżenia podano numer, na podstawie którego można odszukać tłumaczenie tego ostrzeżenia w dołączonym do urządzenia dokumencie z tłumaczeniami ostrzeżeń.

NINIEJSZE INSTRUKCJE NALEŻY ZACHOWAĆ

Upozornenie DÔLEŽITÉ BEZPEČNOSTNÉ POKYNY

Tento varovný symbol označuje nebezpečenstvo. Nachádzate sa v situácii s nebezpečenstvom úrazu. Pred prácou na akomkoľvek vybavení si uvedomte nebezpečenstvo súvisiace s elektrickými obvodmi a oboznámte sa so štandardnými opatreniami na predchádzanie úrazom. Podľa čísla na konci každého upozornenia vyhľadajte jeho preklad v preložených bezpečnostných upozorneniach, ktoré sú priložené k zariadeniu.

USCHOVAJTE SI TENTO NÁVOD

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.

Caution   Inline power circuits provide current through the communication cable. Use the Cisco provided cable or a minimum 24 AWG communication cable.

Using an External Power Supply

The following warnings apply when you use the external power supply with the Cisco Unified IP Phone:

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.

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

Warning   The power supply must be placed indoors.

Caution   Only use the Cisco-specified power supply with this product.

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.

Accessibility Features

A list of accessibility features is available upon request.

Connecting Your Phone

Your system administrator will likely connect your new Cisco Unified IP Phone to the corporate IP telephony network. If that is not the case, refer to the graphic and table below to connect your phone.
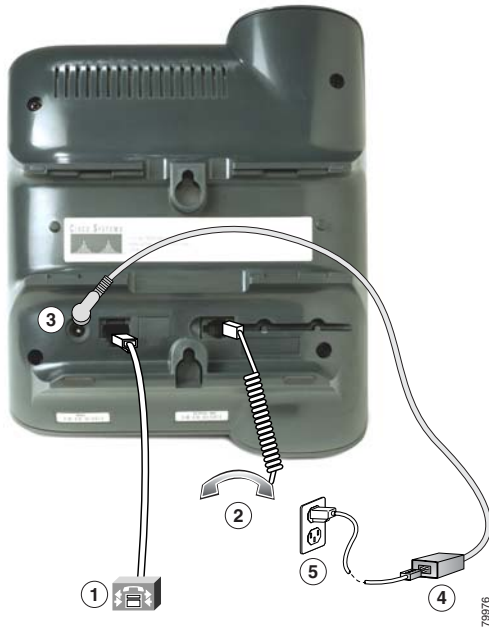
1	Network (Ethernet) port (10 BASE T)	4	Power supply with DC output connector (Optional. Required only if power is not supplied through an Ethernet connection.)
2	Handset port	5	Power cable with wall AC plug. Provided if your phone uses external power
3	DC adaptor port (DC48V)		

⚠

Caution   If you plan to power your phone locally (instead of receiving power through the Ethernet connection), use only a Cisco 48-volt power supply designed to work with a Cisco Unified IP Phone.

Adjusting the Handset Rest

When you connect your phone, you might want to adjust the handset rest to ensure that the receiver will not slip out of the cradle. See the table below for instructions.
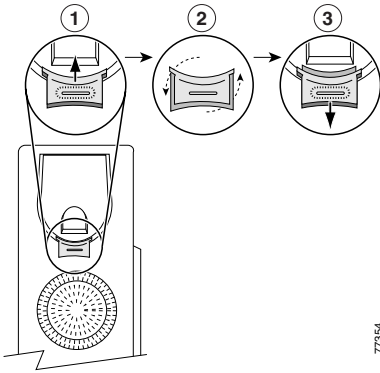
1	Set the handset aside and pull the square plastic tab from the handset rest.
2	Rotate the tab 180 degrees.
3	Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.

Registering with TAPS

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

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

An Overview of Your Phone

The Cisco Unified IP Phone 7902G is a basic telephone that provides the following features:

- Voice communication over a data network
- One phone line that can support up to two calls
- Familiar telephony features to handle calls easily
- Online control from your User Options web pages

Understanding Buttons and Hardware

1	Cisco Unified IP Phone series type	Indicates the Cisco Unified IP Phone model number.
2	Label and plastic cover	Use the paper label, protected by a plastic cover, to indicate your phone number. You can also note your speed-dial numbers on this label.

3	Feature buttons	
	Redial	Dials the most recently dialed number.
	Transfer	Transfers a call to another party.
	Conference	Sets up a single call for 3 to 16 participants.
	Messages	Accesses voice messages left by callers.
4	Volume button	Increases or decreases volume for the handset. Also controls the ring volume (if on-hook).
5	Hold button	Places an active call on hold, for example, to place a new call; resumes a call on hold; and switches between an incoming call or an active call and a call on hold.
6	Menu button	Accesses the Interactive Voice Response (IVR) system for phone configuration. You should *only* use this button as directed by your system administrator. **Note** If you accidentally press this button and enter the IVR system, hang up the phone to exit.
7	Dial pad	Works exactly like the dial pad on a traditional telephone.
8	Handset with indicator light	Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and remains lit to indicate a new voice mail message (depending on your message system).

Understanding Feature Availability

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

Going On-Hook and Off-Hook

Some phone tasks and instructions differ depending on whether the phone is *on-hook* or *off-hook*.

- On-Hook—The phone handset is resting in the cradle, no calls are active, and you do not have an active dial tone.
- Off-Hook—The phone handset is lifted from the cradle and you have dial tone.

Basic Call Handling

This section covers basic call-handling tasks such as placing, answering, transferring, and conferencing calls. The features you use to perform these tasks are standard and available on most phone systems.

Placing a Call

If you want to...	Then...
Place a call	Lift the handset and dial the number.
Redial the most recently dialed number	Lift the handset and press ↻ (**Redial**).
Speed dial a number	Press and hold (for about 2 seconds) the number on your keypad that you assigned as a speed dial number. For information on setting up speed-dial buttons, see the "Setting Up Speed Dials on the Web" section on page 26.

Answering a Call

If you want to...	Then...
Answer a call	Pick up the handset.
Answer a priority call	When you hear the special call waiting tone, answer the higher-priority call. For information on priority calls, see the "Prioritizing Critical Calls" section on page 22.
Answer a priority call when you are already on a call	When you hear the special call waiting tone, end an active call and answer the higher-priority call. For information on priority calls, see the "Prioritizing Critical Calls" section on page 22.

Ending a Call

To end a call, hang up the handset.

Using Hold and Resume

Only one call can be active at any given time; all other calls must be placed on hold.

If you want to...	Then...
Put a call on hold	Press ⬤ (**Hold**)**.** The Hold button lights red. A call on hold remains active even though you and the other party cannot hear each other. You can answer or place another call while a call is on hold.
Return to the held call	Press ⬤ (lit Hold).

🔎

Tip Engaging the Hold feature typically generates music or a beeping tone. For this reason, avoid putting a conference call on hold.

Transferring a Connected Call

Use the Transfer button 📞 to redirect a connected call. The *target* is the number to which you want to transfer the call.

If you want to...	Then...
Transfer a call without talking to the transfer recipient	During a connected call, press 📞 (**Transfer**) and enter the target number.
	When you hear the call ringing, press 📞 (**Transfer**) again.
Talk to the transfer recipient before transferring a call	During a connected call, press 📞 (**Transfer**) and enter the target number.
	Wait for the transfer recipient to answer.
	If the recipient accepts the transferred call, press 📞 (**Transfer**) again.
	To return to the original call, press ⬤ (**Hold**).

Making Conference Calls

Use the Conference button ![conference icon] to set up a standard conference. A standard conference allows from 3 to 16 people to participate in a single call. See the table below for details.

✎

Note   Your phone line must be configured for two calls for you to use Hold with Conference as described here. Your system administrator can confirm whether your phone is configured to support one or two calls.

If you want to...	Then...
Invite current callers to join a standard conference	During a conference call, you receive a new call. Press ◯ (**Hold**) to put the conference call on hold. Answer the new call. Press ![conference icon] (**Conference**) to add the caller to the conference.
Start a conference call by calling participants	During a connected call, press ![conference icon] (**Conference**) to add another party to the call. Doing so automatically activates a new line and puts the first party on hold. Place a call to another number. After the call connects and you have spoken to the conference participant, press ![conference icon] (**Conference**) again to add this party to your call. Follow this procedure to add each participant.
Add a participant to an existing conference call	During a conference call, press ◯ (**Hold**). Doing so automatically activates a new line and puts the conference on hold. Place a call to another number. After the call connects and you have spoken to the person, press ![conference icon] (**Conference**) to add this person to your call. Then press ![conference icon] (**Conference**) again to rejoin the conference call.
Join a conference	Answer the phone when it rings. You do not need to do anything special to join a standard conference call.
End a conference	Hang up the handset.

✎

Note   You cannot drop a participant from a conference call even if you initiate the conference.

Forwarding Your Calls to Another Number

You can use Call Forward All to redirect your incoming calls from your Cisco Unified IP Phone to another number.

✎

Note Enter the Call Forward All target number exactly as you would need to dial it from your desk phone. For example, enter an access code such as 9 or the area code, if necessary.

If you want to...	Then...
Set up call forwarding from your phone	Lift the handset and press ****1**. You will hear a short confirmation tone. Enter the phone number to which you want to forward your calls. You will hear another short confirmation tone to indicate that call forwarding is in effect.
	After you have set up call forwarding, you will hear a different (starter) dial tone when you lift the handset.
Cancel call forwarding	Lift the handset and press ****2**. You will hear another short confirmation tone to indicate that call forwarding is cancelled.
	Note Be sure to cancel call forwarding before forwarding your phone again. If you try to forward your phone without cancelling the first call forward, you will receive a busy tone.
Set up or cancel call forwarding from your User Options web page	Log in to your User Options web pages, choose your device, then choose **Forward all calls...** from the main menu. Press **Update** to save the change.

🔍

Tip You can forward your calls to a traditional analog phone or to another IP phone, although your system administrator might restrict the call forwarding feature to numbers within your company.

Using Voice Messaging

Use the Messages button ✉ to access your voice messages as outlined in the table below.

✎

Note   Your company determines the voice message service that your phone system uses. For the most accurate and detailed information about using the voice message service, see the documentation that came with it.

If you want to...	Then...
Set up your voice message service	Press ✉ (**Messages**) and follow the voice instructions.
	Your system administrator will provide you with a default password for your voice message service. For security reasons, you should change your default password as soon as possible.
See if you have a new voice message	Look at your phone for a steady red light on the handset.
Listen to your voice messages	Press ✉ (**Messages**) and follow the voice instructions.

Prioritizing Critical Calls

Advanced call-handling tasks involve special (non-standard) features that your system administrator might configure for your phone depending on your call-handling needs and work environment. You typically will not have access to these features by default.

In some specialized environments, such as military or government offices, you might need to receive urgent or critical calls. These critical calls might require higher priority handling, such as being able to bypass other calls. If you have the need for this specialized call handling, your system administrator can add Multilevel Precedence and Preemption (MLPP) to your phone.

Keep these terms in mind:

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

If you want to...	Then...
Choose a priority (precedence) level for an outgoing call	Contact your system administrator for a list of corresponding precedence numbers for calls (ranging from low to highest).
Make a priority (precedence) call	Enter the MLPP access number (which is provided by your system administrator) followed by the phone number.
Receive a priority (precedence) call	While on an active call, you hear the special call waiting tone.
Accept an higher-priority call	When you hear the special call waiting tone, end an active call and answer the higher-priority call.
Receive a preemption call	While on an active call, you hear a continuous tone for about 10 seconds. The preemption call then overrides the active call.

Tip When you make or receive an MLPP-enabled call, you will hear special ring tones and call waiting tones that differ from the standard tones.

Customizing Phone Settings

This section describes ways in which you can personalize your Cisco Unified IP Phone 7902G.

Adjusting the Volume

The table below describes how to adjust and save volume levels on your phone.

If you want to...	Then...
Adjust the volume level for a call	Press **Volume** when the handset is in use. The volume is saved automatically when you release the Volume button.
Adjust the volume level for the ringer	Press **Volume** while the handset is in the cradle. The new ringer volume is saved automatically when you release the Volume button.

Customizing Your Phone on the Web

Your Cisco Unified IP Phone is a network device that can share information with other network devices in your company, including your computer. You can use your Cisco Unified CallManager User Options web pages to access features and settings for your Cisco Unified IP Phone. For example, you can set up phone speed-dial buttons from your user web pages.

Accessing Your User Options Web Pages

Access your User Options web pages on your personal computer.

If you want to...	Then do this...
Log in to your User Options web pages	**1.** Obtain a User Options URL, user ID, and default password from your system administrator.
	2. Open a web browser on your computer, enter the URL, and log on.
	3. If prompted to accept security settings, click **Yes** or **Install Certificate**.
	The Cisco Unified CallManager User Options main web page displays. From this page you can choose **User Options** to access User Settings, Directory features, a Personal Address Book, and Fast Dials.
	Or, to access phone-specific options, select a device (see below).
Select a device after logging in	**1.** After you have logged in to your User Options web pages, choose **User Options > Device**.
	The Device Configuration page displays.
	2. If you have multiple devices assigned to you, verify that the appropriate device (phone model or Extension Mobility profile) is selected. If necessary, choose another device from the Name drop-down menu.
	From the Device Configuration page, you can access all of the various configuration options available for your phone (other pages might not provide access to all options).
	– Choose **User Options** to access User Settings, Directory, Personal Address Book, and Fast Dials.
	– Choose toolbar buttons to access phone-specific options, such as line settings, phone service settings, and speed dials.
	To return to the Device Configuration page from another page, choose **User Options > Device**.

Configuring Features on the Web

The topics in this section describe how to configure features from your User Options pages after logging in. See the "Accessing Your User Options Web Pages" section on page 25.

Setting Up Speed Dials on the Web

For help using speed-dial features, see the "Placing a Call" section on page 17.

If you want to...	Then do this after you log in...
Set up speed-dial buttons	1. Select a device. 2. Click **Speed Dials**. 3. Enter a number and label for a speed-dial button (programmable button) on your phone. Enter the number exactly as you would dial it from your desk phone. For example, enter an access code such as 9 or the area code, if necessary. 4. Click **Save**. **Note** Your phone uses the ASCII Label field if the phone does not support double-byte character sets.

Tip

Your phone uses the ASCII Label field only if the phone does not support double-byte character sets. Entering information in the first Label field auto-populates the ASCII Label field.

Controlling User Settings on the Web

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

If you want to...	Then do this after you log in...
Change your password	1. Choose **User Options > User Settings**. 2. In the Browser Password area, enter information. 3. Click **Save**.

If you want to...	Then do this after you log in...
Change your PIN	1. Choose **User Options > User Settings**. 2. In the Phone PIN area, enter information. 3. Click **Save.**
Change the locale (language) for your User Options pages	1. Choose **User Options > User Settings**. 2. In the User Locale area of the User Settings page, choose an item from the Locale drop-down list. 3. Click **Save.**

Using Cisco WebDialer

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

If you want to...	Then...
Use WebDialer with your User Options directory	1. Log into your User Options web pages. See the "Accessing Your User Options Web Pages" section on page 25.
	2. Choose **User Options > Directory** and search for a coworker.
	3. Click the number that you want to dial.
	4. If this is your first time using WebDialer, set up preferences and click **Submit**. (See the last entry in this table for details.)
	5. If the Make Call page appears, click **Dial**. (See the last entry in this table to learn how to suppress this page in the future, if desired.)
	The call is now placed on your phone.
	6. To end a call, click **Hangup** or hang up from your phone.
Use WebDialer with another online corporate directory (not your User Options directory)	1. Log into a WebDialer-enabled corporate directory and search for coworkers.
	2. Click the number that you want to dial.
	3. When prompted, enter your user ID and password.
	4. If this is your first time using WebDialer, set up preferences and click **Submit**. (See the last row in this table for details.)
	5. If the Make Call page appears, click **Dial**. (See the last entry in this table to learn how to suppress this page in the future, if desired.)
	The call is now placed on your phone.
	6. To end a call, click **Hangup** or hang up from your phone.

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

Troubleshooting Your Phone

Refer to the following table for some general troubleshooting information for your phone.

Problem	Explanation
The phone Hold and Menu buttons are lit or flashing after the phone is connected to power.	Your phone did not initialize correctly. Contact your system administrator who will help you troubleshoot the problem.
No dial tone	Check that all the cable connections are secure and that the phone is properly connected to power. See the "Connecting Your Phone" section on page 4. If necessary, contact your system administrator who will help you troubleshoot the problem.
The phone does not ring.	Check the ring volume setting. See the "Adjusting the Volume" section on page 23.
The Menu button was accidentally pressed and you entered the IVR system.	Hang up the phone to exit. This resets the phone.
The phone Hold button flashes red and the Menu button flashes green at the same time.	The phone's firmware is being upgraded. After the upgrade, all LEDs on the phone should be off.

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. Follow these steps to access and download the *Cisco Information Packet* and your warranty and license agreements from Cisco.com.

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

   http://www.cisco.com/univercd/cc/td/doc/es_inpck/cetrans.htm

   The Warranties and License Agreements page appears.

2. To read the *Cisco Information Packet*, follow these steps:

   a. Click the **Information Packet Number** field, and make sure that the part number 78-5235-03A0 is highlighted.

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

   c. Click **Go**.

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

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

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

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

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

   78-10747-01C0

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

   c. Click **Go**.

   The Cisco warranty page appears.

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

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

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

Duration of Hardware Warranty

One (1) Year

Replacement, Repair, or Refund Policy for Hardware

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

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

To Receive a Return Materials Authorization (RMA) Number

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

Complete the information below, and keep it for reference.

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

CISCO SYSTEMS

Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
      800 553-NETS (6387)
Fax: 408 526-4100

European Headquarters
Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: 31 0 20 357 1000
Fax: 31 0 20 357 1100

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-7660
Fax: 408 527-0883

Asia Pacific Headquarters
Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

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