

Cisco IP Phone 7970

License and Warranty

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Text Part Number: 78-15630-02



Making and Receiving Secure Calls 27

Prioritizing Critical Calls 28

Using a Handset, Headset, and Speakerphone 29

Obtaining a Headset 29

Using AutoAnswer with a Headset or the Speakerphone 30

Customizing Phone Settings 31

Adjusting the Volume 31

Customizing Rings and Message Indicators 32

Customizing the Touchscreen 32

Setting Up Speed Dial Buttons 33

Using Voice Messaging, Call Logs, and Directories 34

Accessing Your User Options Web Pages 35

Logging In to the User Options Web Pages 35

Subscribing to Phone Services 36

Understanding Additional Configuration Options 37

Cisco One-Year Limited Hardware Warranty Terms 38

Protecting and Maintaining the Touchscreen Display

Your Cisco IP Phone 7970 features a high-resolution color touchscreen display. Refer to the table below for recommendations on the best practices for protecting and maintaining the touchscreen.

If you want to...	Then
Choose touchscreen items	Press (or tap) an item on the touchscreen with your fingertip. Do not use a device or object other than your fingertip to press the touchscreen. Your phone's touchscreen was designed to respond best when using your fingertip, and using other objects could damage the display.
Disable the touchscreen	Press the Display button and hold for more than one second. The Display button changes to flashing green, and the screen displays the "Touchscreen Disabled" message. The touchscreen remains disabled for about a minute unless you enable it sooner.
Enable the touchscreen	Press the Display button and hold for more than one second. The Display button stops flashing, and the screen displays the "Touchscreen Enabled" message.
Clean the touchscreen	Disable the touchscreen before cleaning it. Once the touchscreen is disabled, use a soft, dry cloth to wipe the touchscreen.
Wake the touchscreen	When you first use your phone in the morning or after a period of inactivity (determined by your system administrator), the backlight on your touchscreen might be disabled. This is a sleep mode similar to a screen saver on your computer. To wake or activate the touchscreen, press any button or the touchscreen, or lift the handset.

Using an External Power Supply

The following warnings apply when you use the external power supply with the Cisco 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.



Caution

Use only a Cisco-approved power supply.

Using External Devices with Your Cisco IP Phone

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

Cisco recommends the use of good quality external devices (speakers, microphones, and headsets) that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals.

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

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use screened cables for the external device, or use cables with a better screen 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

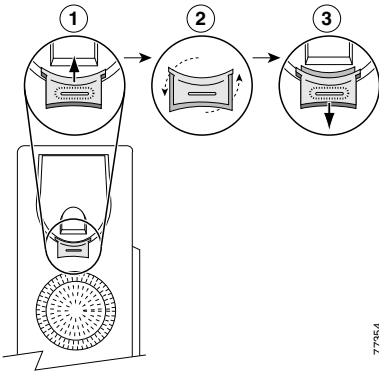
In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

Adjusting the Footstand

To change the angle that your phone sits on your desktop, adjust the footstand while pressing the footstand button.

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.

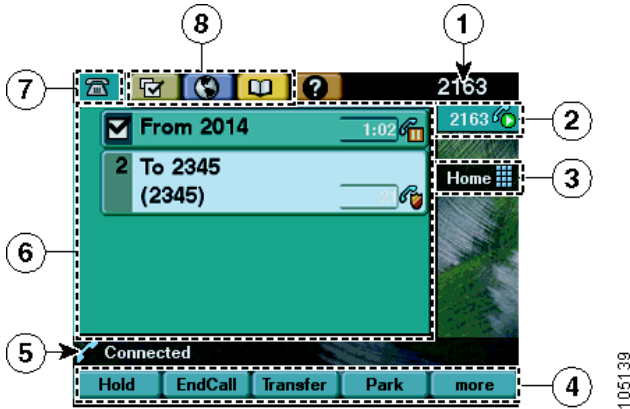








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<p>1 Programmable buttons</p> 	<p>Configurable buttons that provide access to:</p> <ul style="list-style-type: none"> • Different phone lines, or extensions (line buttons) • Frequently dialed phone numbers (speed dial buttons) • Web-based phone services (service buttons) • Specialized phone features, such as privacy (privacy button) <p>The buttons illuminate to indicate status as follows:</p> <ul style="list-style-type: none">  Green, steady—Active call on this line (off-hook)  Green, blinking—Call on hold on this line  Orange, steady—Privacy feature enabled  Orange, blinking—Incoming call ringing on this line  Red—Shared line, currently in use  No color—No call activity on this line (on hook)
<p>2 Footstand button</p>	<p>Allows you to adjust the angle of the phone base.</p>







Touchscreen Features

This is what your main touchscreen might look like with active calls and several feature menus open. Press (or tap) with your fingertip to activate touch-sensitive items on your touchscreen.





1	Primary line	Displays your primary phone number or office extension. If several tabs are open, the time and date appear here also, alternating with the line number.
2	Line area and call overview	Displays all configured lines or phone numbers assigned to the phone. Also shows an overview of current calls on each line. The active call is highlighted.
3	Programmable button labels	Displays configuration of each programmable button  on your phone: <ul style="list-style-type: none">  Phone lines, or extensions (line buttons)  Frequently-dialed phone numbers (speed dial buttons)  Web-based phone services (service buttons)  Specialized phone features, such as Privacy (feature buttons)
4	Softkey labels	Each displays a softkey function. Activate a softkey by pressing either the softkey label on the touchscreen or  (the softkey button).
5	Status line	Displays current audio mode icon, status information and prompts.
6	Call activity	Displays your current calls per line, caller ID, call duration, and call state.
7	Phone tab	Appears when there is call activity. Press this tab to return to the call activity area from another screen.
8	Feature tabs	Each indicates an open feature menu. Press a tabs to switch between open menus. (To open a menu, press a feature button).

Calls can have different states, which are indicated by special icons in the call activity area. Only one call can be *active* at any given time. An active call can be a connected call or an in-progress call (you are dialing a number or an outgoing call is ringing). Other calls must be ringing in, on hold, remote-in-use (for shared lines).

Icon	Call State	Description
	Connected call	A type of active call in which you are currently connected to the other party. Many phone features require that you have a connected call.
	Off hook	A type of active call in which you are actively dialing a number or an outgoing call is ringing. You have not yet connected with the other party. See the “Placing a Call” section on page 16 for details.
	On hook	No call activity on this line. You might be using on-hook dialing features, but the call is not in-progress until you go off hook. See the “Placing a Call” section on page 16 for details.
	Ringing	A incoming call is ringing on one of your lines. See the “Answering a Call” section on page 18 for details.
	Call on hold	The call is on hold. See the “Using Hold and Resume” section on page 19 for details.
	Remote in use	Another phone that shares the line has an active connected call. See the “Understanding Shared Lines” section on page 25 for details.

Selecting Calls






Many phone features require that you select the calls you want to use with a particular feature. For example, you might have 15 held calls, but you only want to join 10 of them to a conference call. You can select just the calls you want to add to the conference call before activating the feature.

If you want to...	Then...
Highlight a call	Use the Navigation button to scroll through the call list. Highlighted calls appear on a lighter and brighter background color.
Select a call	Highlight a connected or held call and press Select . Selected calls are indicated with a  next to them.
Verify selected calls	Use the Navigation button to scroll through the list of calls. Selected calls are indicated with a  and are grouped together in the call list.

Choosing Touchscreen Items

To choose a touchscreen item...	Do this...
By touch	Press (or tap) an item on the touchscreen with your fingertip. Pressing a phone number on the touchscreen can cause the phone to dial the number.
By item number	Press the corresponding number on your keypad. For example, press 4 to choose the fourth item in a menu.
By scrolling	Press the Navigation button to highlight an item in a list. Tap the item with your fingertip or press a relevant softkey such as Select or Dial to finish the action.

Using Feature Menus

If you want to...	Then...
Open a feature menu	Press a feature button: <ul style="list-style-type: none">  Messages  Services  Help  Directories  Settings
Scroll through a list or menu	Press the Navigation button.
Go back one level in a feature menu	Press Exit . (Note that if you press Exit from the top-level of a menu, the menu will close.)
Switch between open feature menus	Press a feature button (for a hidden feature menu only) or press a feature tab on your touchscreen. (Each feature menu has a corresponding feature tab. The tab is visible only when the feature menu is open.)
Close a feature menu	Press the feature button (for a visible feature menu only) or press Exit one or more times until the menu closes.

Transferring a Connected Call

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

If you want to...	Then...
Transfer a call without talking to the transfer recipient	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 (“consult transfer”)	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. If the recipient refuses the call, press Resume to return to the original call.
Transfer two current calls to each other (“direct transfer”)	Scroll to highlight any call on the line and press Select . Repeat this process for the second call. With one of the selected calls highlighted, press DirTrfr . (You might need to press the more softkey first.) The two calls connect to each other and drop you from the call. If you want to stay on the line with the callers, use Join to create a conference instead. For details, see the “Making Conference Calls” section on page 21.

Tips

- You can only transfer a call on hold if you are using Direct Transfer. Otherwise, press **Resume** to take a selected call off of hold, then transfer it.
- When transferring calls, all calls must be on the same line.

If you want to...	Then...
Get an updated list of conference participants	While viewing the conference list, press Update .
See who started the conference	While viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name.
Remove any conference participant	Highlight the participant's name, and press Remove . You can only remove participants if you initiated the conference call.
Drop the last party added to the conference	Highlight the participant's name at the top of the conference list and press Remove . The last participant to the conference is always listed at the top of the list. Or, when not viewing the conference list, simply press RmLstC . You can only remove participants if you initiated the conference call.
End a standard conference	Hang up or press EndCall .

Tips

- To participate in a standard conference, all calls must be placed on the same line. If this is not the case, you can transfer the calls to the same line before adding them to the conference.
- If you get an error stating, “No Participant Info” when attempting to use **Join**, be sure that you have selected at least one call in addition to the active call, which is selected automatically.


Starting or Joining a Meet-Me Conference Call

Unlike a standard conference, where the conference organizer must call participants, a Meet-Me conference call allows participants to dial a Meet-Me conference number at a pre-determined time to join the conference call. The Meet-Me conference calling option is a special feature that your system administrator might configure for you.

If you want to...	Then...
Establish a Meet-Me conference	Press Meet-Me , if available. (You might need to press the more softkey first.) Dial the Meet-Me conference number provided by your system administrator or phone help desk, then follow the voice instructions.
Join a Meet-Me conference	Dial the Meet-Me conference number provided by the conference initiator. You can join after the initiator has established the conference. You do not use the Meet-Me softkey to join the established conference.
End a Meet-Me conference	Hang up or press EndCall .






Customizing Rings and Message Indicators

You can customize the way your phone indicates the presence of an incoming call or a new voice mail message for each of your lines. Customized ring sounds and other indicators can help you quickly differentiate between multiple lines. For example, you can choose a chirping sound to indicate an incoming call on Line 1 and a drumbeat to indicate an incoming call on Line 2.

If you want to...	Then...
Change the ring sound	Choose  > User Preferences > Rings and select a phone line or the default ring setting. Choose a ring type to play a sample of it. When you have selected the ring you want, press Select and Save . Press Cancel to revert to the previously saved setting.
Change the ring pattern (flash-only, ring once, beep-only, etc.)	Log in to your User Options web pages, select your device, then choose Change the Ring Settings for your phone from the main menu.
Change the way that the voice message light on your handset works	Log in to your User Options web pages, select your device, then choose Change the Message Waiting Lamp policy... from the main menu. Typically, the default system policy tells your phone to “always light” when you receive a new voice message.

Customizing the Touchscreen

You can adjust brightness, viewing angle, and background image of the touchscreen and also change the language that your touchscreen uses.

If you want to...	Then...
Change the touchscreen brightness	Choose  > User Preferences > Brightness . To make adjustments, press Up , Down or  . Then press Save . Press Cancel to revert to the previously saved setting.
Adjust the touchscreen to accommodate your viewing angle	Choose  > User Preferences > Viewing Angle . To make adjustments, press Up , Down or  . Then press Save . Press Cancel to revert to the previously saved setting.
Change the background image	Choose  > User Preferences > Background Images . To view available images, use the touchscreen or Navigation button. Press Select to choose an image. Press Preview if you want to see how the background will look and Exit to return to the selection menu. Press Save to accept the image or press Cancel to revert to the previously saved setting.
Change the language on your touchscreen	Log in to your User Options web pages, select your device, then choose Change the Locale... from the main menu.

