USER GUIDE

# Cisco Unified IP Conference Station 7935 and 7936 for Cisco Unified Communications Manager Express 4.3


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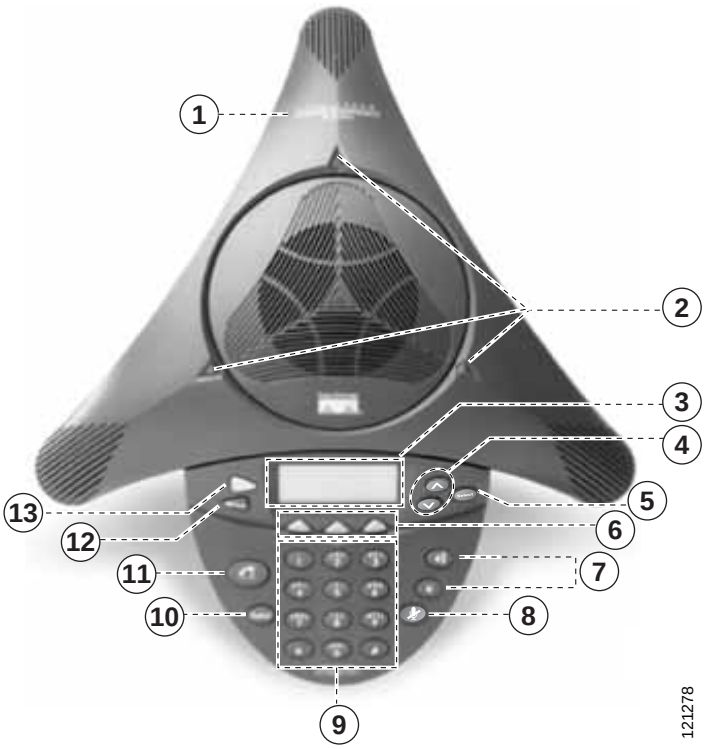
# 1 Overview

## Physical Layout




| | Feature | Function |
|---|---|---|
| 1 | Cisco Unified IP phone model type | Shows the Cisco Unified IP phone model number. |
| 2 | LEDs | Provide call status indicators:<br>• **Green:** dial tone On; dialing; connected<br>• **Green and blinking:** ringing/connecting<br>• **Green and blinking with ring:** incoming call<br>• **Off:** call State Off<br>• **Red:** powering On; hold<br>• **Red and blinking:** mute |
| 3 | LCD screen | Displays information such as line/call status, phone number, and soft key tabs. |
| 4 | Scroll buttons | Allow you to scroll through the menus or through an open list on the LCD screen. |
| 5 | Select button | Selects the menu option or list item that is highlighted. |
| 6 | Soft keys | Engage the functions displayed on the corresponding LCD tabs. |

| | Feature | Function |
|---|---|---|
| 7 | Volume buttons | Increase or decrease the volume of the call, speaker, ringer, or dial tone, depending on which sound is currently active. |
| 8 | Mute button | Toggles muting on and off. |
| 9 | Keypad | Functions like a traditional telephone keypad. |
| 10 | Redial button | Automatically redials the last number dialed. |
| 11 | Phone button | Allows you to get a dial tone, answer an incoming call, and hang up a call. |
| 12 | Exit button | Returns to the main LCD screen from a menu, a list, or the Phone Book. |
| 13 | Menu button | Opens and closes the main menu on the Cisco Unified IP Conference Station. The main menu includes the following selections:<br>• **Call Functions**—opens the call function options, including Pickup, Group Pickup, and Transfer.<br>• **Phone Book**—opens the Phone Book.<br>• **Settings**—opens the Settings options, including Contrast and Ringer.<br>• **Admin Setup**—opens Admin Setup (requires administrator password).<br>• **System Information**—read-only display showing the system settings. |

## Soft Key Descriptions

Your Cisco Unified IP phone is equipped with soft keys that point to feature options displayed along the bottom of the LCD screen. The following is a comprehensive list of soft keys offered. Functionality will vary according to your system configuration.

| Soft Key | Function |
|---|---|
| << or >> | Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly. |
| - or + | Increases or decreases the display contrast. |
| Answer | Answers the incoming call. |
| Call | Dials the selected phone number. |
| Cancel | Cancels the last selection. |
| CFwdALL | Forwards all calls. |
| Change | Changes a Phone Book entry. |
| Clr Entry | Clears a Phone Book entry. |
| Conf | Adds a party to a conference call. |

| Soft Key | Function |
|---|---|
| Corp Dir | Displays the local directory. |
| Dial | Calls the number in the directory. |
| EndCall | Ends the current call. |
| Hold | Puts the active call on hold. |
| LivRcd | Enables the user to record a phone conversation. |
| New Entry | Adds an entry to the Phone Book. |
| Ph Book | Displays the Phone Book. |
| Resume | Returns to the original call. |
| Save | Saves your entry. |
| Search | Starts a search in the directory. |
| Trnsfer | Transfers the current call. |
| TrnsfVM | Transfers a call to voice mail. |
| View/Edit | Enables view and edit capabilities. |

# 2 Operating Your Phone

## Place a Call

Use one of the following methods to place a call:

- Press the **Phone** button, and then dial the number.
- Dial the number, and then press the **Phone** button.

## Answer a Call

Use one of the following methods to answer a call:

- Press the **Phone** button.
- Press the **Answer** soft key**.**

## End a Call

Use one of the following methods to end a call:

- Press the **Phone** button.
- Press the **EndCall** soft key.

## Redial a Number

To redial the most recently dialed number:

- Press the **Redial** button.

## Hold a Call

To put a call on hold:

- While on a call, press the **Hold** soft key. The held call appears in the active call list in the LCD display.

To return to the call:

- Press the **Resume** soft key.

- If more than one call is on hold, press the **Up** or **Down** scroll button to select a call in the active call list in the LCD display and then press the **Resume** soft key.

**Note** Because the hold feature can generate music or a beeping tone, avoid using hold when dialed into a remote conference system. Simple three-party conferences that are created locally on your phone can safely be placed on hold without introducing music or beeps into the conference.

## Mute a Call

To mute a call:

- While on a call, press the **Mute** button. The LEDs blink red, and a Mute icon appears on the LCD display.

To disengage the mute function:

- Press the **Mute** button again.

**Note** The Mute feature does not generate music or a beeping tone.

## Adjust the Volume for the Current Call

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

## Adjust the Display Contrast

To adjust the LCD display contrast, perform the following steps:

1. Press the **Menu** button.
2. Press the **Up** or **Down** scroll button to select Settings. Press the **Select** button.
3. Press the **Up** or **Down** scroll button to select the contrast entry.
4. Press the **-** or **+** soft key to set the desired contrast for the LCD display.
5. Press the **Menu** button to return to the main menu, or press the **Exit** button to return to the resting display.

## Live Record a Call

Call initiators can use the **LiveRcd** soft key to record an active call, private line or conference call. To record a call, use this method:

1. Press the **LiveRcd**. This puts the other party on-hold and initiates a call to the configured live record number.
2. Press the **LiveRcd** again to stop the recording.

## Transfer a Call

To transfer a call, perform the following steps:

1. During a call, press the **Trnsfer** soft key. The call is placed on hold.
2. Dial the number to which you want to transfer the call.
3. As soon as you finish dialing the number, the call is transferred and automatically disconnected from the dialing Cisco Unified 7935 IP Phone.

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

## Transfer to Voice Mail

To transfer a call to the recipient's voice mail, perform the following steps:

1. Press **TrnsfVM**.

2. Enter the recipient's extension number and press **TrnsfVM** again

## Forward All Calls

To forward all incoming calls to another number, perform the following steps:

1. Press the **CFwdALL** soft key. You will hear a confirmation beep.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as you would if you were placing a call to that number. Remember to include locally required prefix numbers.
3. Press the pound key (**#**).

   The phone display will be updated to show that calls are to be forwarded.

**Note** To forward calls to voice mail, manually enter the voice-mail number, or use the soft key and button sequence of **CFwdALL** soft key plus the **Menu** button, and select the **Messages** menu option followed by the **EndCall** soft key.

To cancel call forwarding, use one of the following methods:

- Hang up the handset.
- Press the **CFwdALL** soft key.

## Place a Conference Call

To place a three-party conference call, perform the following steps:

1. Press the **Phone** button.
2. Dial the number of the party you want to add to the conference call.
3. When the call connects, press the **Conf** soft key to add the new party to the existing call with the first party.
4. To add parties to a conference call by using the phone book, press the **Ph Book** soft key and press the **Up** or **Down** scroll button to select the entry you want.

To establish a conference call between second- and third-party calls to a Cisco Unified IP phone, one active and the other on hold:

- Press the **Confr** soft key on the Cisco Unified IP phone.

## End a Conference Call

- To end the conference call press the **Phone** button.

**Note** Once the conference call initiator disconnects, the conference call is terminated.

### Alternate Methods to End a Conference Call

Call initiators may use one of the following methods (Functionality will vary according to your system configuration.):

- To end the conference but remain connected to the most recent call, press the **Conf** soft key. The older call is placed on hold.
- To disconnect from the conference, hang up the handset. The other parties will remain on the conference call.

## Use Audio Paging

Audio paging provides a one-way voice path to the phones that have been designated to receive paging. It does not have a press-to-answer option.

To use the paging function for paging a group, perform the following steps:

1. Select an available phone line, listen for the dial tone.
2. Dial the designated paging group number.

Each idle IP phone that has been configured with the paging number answers automatically in speakerphone mode, and the phone displays the caller ID.

3. When you finish speaking your message and hang up, the phones are returned to their idle states.

**Note** The Cisco Unified IP Phone 7935 Conference Station and the Cisco Unified IP Phone 7936 Conference Station cannot be designated to receive paging.

## Place a Call from Your Local Directory

To search your directory by name or phone number, perform the following steps:

1. Press the **Corp Dir** soft key.
2. Press the **Up** or **Down** scroll button to select a field. Use the keypad to enter the search data, namely, the first name, last name, or number to be searched.
3. Press the **Search** soft key. The search results will be displayed.
4. Use the **Up** or **Down** scroll button to select an entry.
5. Press the **Dial** soft key to dial the number.
6. To exit the directory, press the **Exit** button.

## Use the Personal Phone Book

To use the Phone Book, perform the following steps:

1. Press the **Ph Book** soft key.
2. To call a number in the phone book, press the **Up** or **Down** scroll button to select the entry you want.
3. Press the **Call** soft key.

## Add an Entry to the Personal Phone Book

To add an entry to the Phone Book, perform the following steps:

1. Press the **NewEntry** soft key.
2. Using the keypad, enter the last name, first name, and phone number for the new entry.
3. Press the **Up** or **Down** scroll button to select the Last, First, or Number field.

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

   Use the backspace (**<<**) soft key to erase characters that were entered incorrectly.
4. Press the **Save** soft key to save the new entry.

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

## Edit an Entry in the Personal Phone Book

To edit an entry in the Phone Book, perform the following steps:

1. Press the **Up** or **Down** scroll button to select an entry.
2. Press the **View/Edit** soft key.
3. You can change or clear the selected entry using the **Change** or **Clr Entry** soft key. Press the backspace soft key (**<<**) to erase characters that were entered incorrectly.
4. Press the **Save** soft key to save your changes. To exit without saving, press the **Exit** soft key.
5. Press the **Menu** button to return to the main menu, or press the **Exit** button to return to the resting display.

# 3 Phone Features Index

This section provides an alphabetical list of features for your Cisco Unified IP phone 7935 and 7936.

***Table 1 Features (with page number references) supported in SCCP protocol.***

| Features | SCCP |
|---|---|
| Add an Entry to the Personal Phone Book 7 | Supported |
| Adjust the Display Contrast 5 | Supported |
| Adjust the Volume for the Current Call 5 | Supported |
| Answer a Call 4 | Supported |
| Edit an Entry in the Personal Phone Book 7 | Supported |
| End a Call 4 | Supported |
| End a Conference Call 6 | Supported |
| Forward All Calls 6 | Supported |
| Hold a Call 4 | Supported |
| Live Record a Call 5 | Supported |
| Mute a Call 5 | Supported |
| Place a Call 4 | Supported |
| Place a Call from Your Local Directory 79 | Supported |
| Place a Conference Call 6 | Supported |
| Redial a Number 4 | Supported |
| Transfer a Call 5 | Supported |
| Transfer to Voice Mail 5 | Supported |
| Use Audio Paging 6 | Supported |
| Use the Personal Phone Book 7 | Supported |

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