



Cisco Unified Wireless IP Phone 7920 Accessory Guide

This guide describes the various accessories that are available for your Cisco Unified Wireless IP Phone 7920 and provides this information:

- [Available Accessories, page 2](#)
- [Guidelines for Using Accessories, page 10](#)
- [Related Documentation, page 10](#)
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Available Accessories

Table 1 lists the available accessories and part numbers for the Cisco Unified Wireless IP Phone 7920. To purchase these accessories, contact your local dealer or your corporate representative.

Table 1 *Accessories and Part Numbers for the Cisco Unified Wireless IP Phone 7920*

Accessory	Part Number
Standard battery	CP-BATT-7920-STD=
Extended battery	CP-BATT-7920-EXT=
Phone power supply for Australia and New Zealand	CP-PWR-7920-AU=
Phone power supply for Central Europe	CP-PWR-7920-CE=
Phone power Supply for China	CP-PWR-7920-CN=
Phone power supply for Japan	CP-PWR-7920-JP=
Phone power supply for North America	CP-PWR-7920-NA=
Phone power supply for United Kingdom	CP-PWR-7920-UK=
Desktop charger, standard (no power supply)	CP-DSKCH-BUN-7920
Carrying case, holster	CP-CASE-7920-HOL=
Carrying case, full cover	CP-CASE-7920-FLC=
Standard wired earbud	CP-EARBUD-7920-ST=
Cisco Unified Wireless IP Phone 7920 Configuration Utility CD and USB cables	CP-CFGPR-BUN-7920
Cisco Unified Wireless IP Phone 7920 Multi-Charger bundle (includes multi-charger, power supply, and AC power cord)	CP-MCHGR-7920-BUN
Cisco Unified Wireless IP Phone 7920 Multi-Charger	CP-MULTICHGR-7920=
Power supply for multi-charger	CP-PWR-MC7920=
Multi-charger AC power cord for Australia and New Zealand	CAB-AC2AUS=
Multi-charger AC power cord for China	CAB-AC2CHI=
Multi-charger AC power cord for Europe	CAB-AC2E=
Multi-charger AC power cord for Japan	CAB-AC2J=
Multi-charger AC power cord for North America	CAB-AC2=
Multi-charger AC power cord for United Kingdom	CAB-AC2UK=

Battery

Table 2 describes the battery types for the Cisco Unified Wireless IP Phone 7920. Refer to the *Cisco Unified Wireless IP Phone 7920 Guide* for instructions on installing your battery.

Table 2 *Battery Types for the Cisco Unified Wireless IP Phone 7920*

Type	Technology	Talk Time	Standby Time	Battery Part Numbers
Standard	Li-ion	3.5 hours	Up to 30 hours	CP-BATT-7920-STD=
Extended	Li-ion	4.25 hours	Up to 40 hours	CP-BATT-7920-EXT=

**Caution**

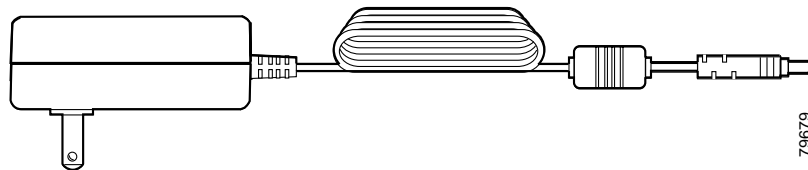
Use only Cisco recommended batteries with the Cisco Unified Wireless IP Phone 7920.

Power Supply

The power supply with AC adapter shown in [Figure 1](#) enables you to quickly charge your phone battery. To use the adapter, plug it into a wall outlet, and insert the connector into the base of your Cisco Unified Wireless IP Phone 7920 or to the back of the desktop charger.

**Note**

You can use the phone while you are charging the battery.

Figure 1 *Power Supply*

[Table 3](#) provides approximate battery charging times for the two battery types and power supply configurations. You can check the battery charging state on the phone display.

Table 3 *Battery Charging Times with Power Supply Configurations*

Battery Type	Power Supply Connected to Phone	Power Supply Connected to Desktop Charger
Standard	4.5 hours	4.5 hours
Extended	6 hours	6 hours

**Caution**

Use only Cisco specified power supplies for the Cisco Unified Wireless IP Phone 7920.

Desktop Charger

You can use the desktop charger, as shown in [Figure 2](#), to charge both the phone battery installed in the phone and an extra battery at the same time.

**Note**

The desktop charger does not include the power supply which must be ordered separately.

To use the desktop charger, see [Figure 2](#) and follow these steps:

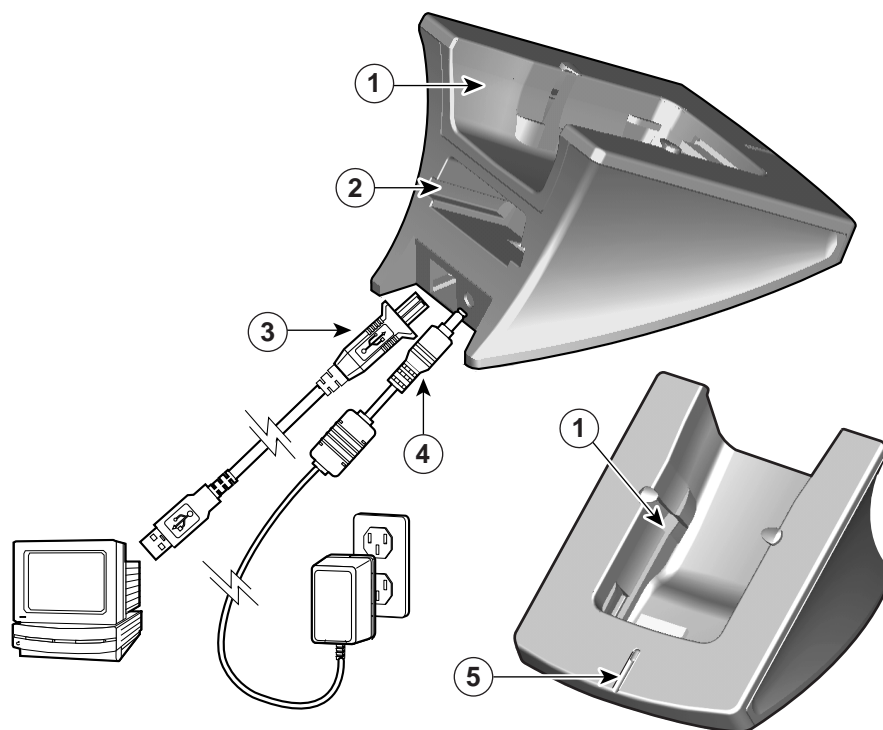
Procedure

-
- Step 1** Plug the power supply with AC adapter into a wall outlet, and insert the connector into the back of the desktop charger.
 - Step 2** Insert the Cisco Unified Wireless IP Phone 7920 into the upper compartment of the charger.
 - Step 3** Insert the spare battery into the lower compartment.

**Note**

You can insert and charge both the phone and the spare battery at the same time, or you can insert and charge them separately.

- Step 4** To use the Cisco Unified 7920 Configuration Utility to import or export settings while charging the Cisco Unified Wireless IP Phone 7920 and the battery, connect the desktop charger to your computer with the standard USB A-type to B-type cable.
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Figure 2 Desktop Charger

1	Upper compartment—For phone	4	AC adapter—Plugs into wall outlet
2	Lower compartment—For battery	5	LED indicator—Indicates charging status
3	USB A-type to B-type cable—Connects phone to PC		

The LED indicator in [Figure 2](#), turns red when the battery is charging. The indicator turns green when the battery is charged. Check the LED for charging state of the phone or battery.

[Table 4](#) provides the approximate charging times for the standard battery with these desktop charger configurations.

Table 4 Battery Charging Times for Desktop Charger

Desktop Charger Configuration	Charging Times	
	Standard Battery	Extended Battery
Battery only	4.5 hours	6 hours
Battery installed in the phone with phone powered on	4.5 hours	6 hours
Battery installed in the phone (powered on) and an extra battery	4.5 hours	6 hours

Multi-Charger

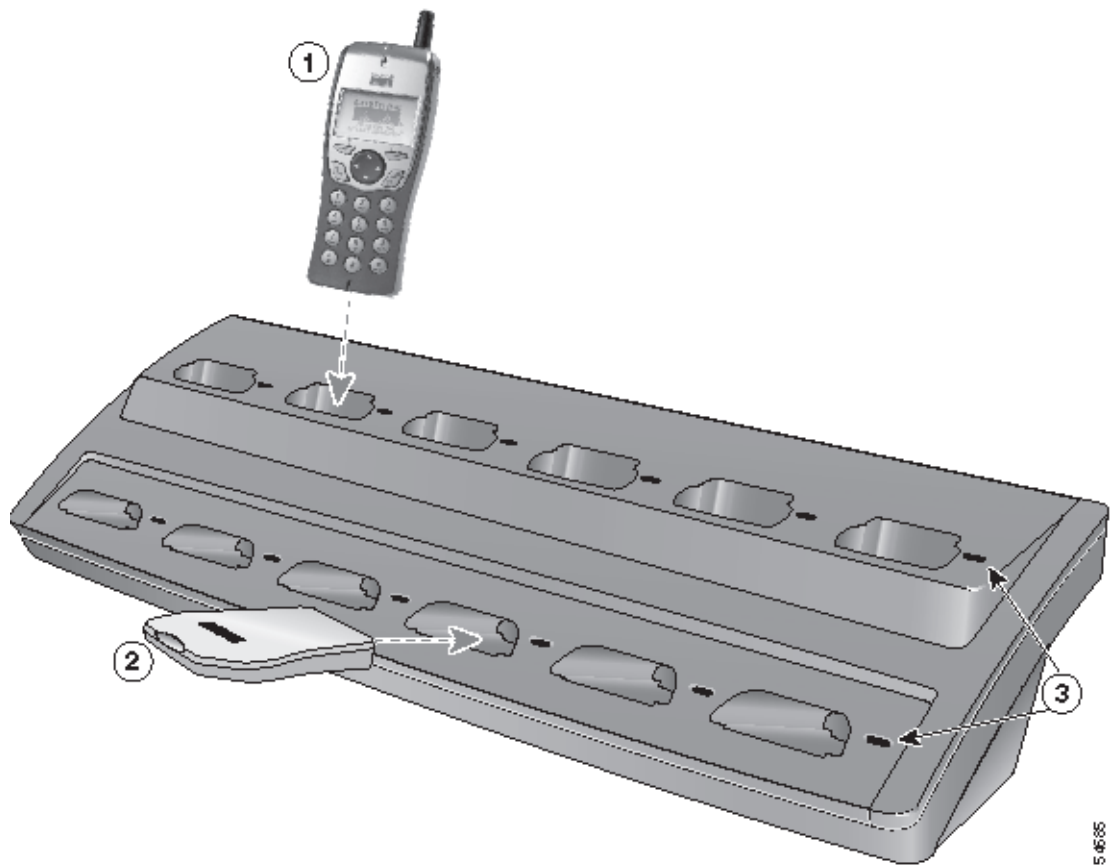
The multi-charger, as shown in [Figure 3](#), can charge up to six phones and up to six batteries at the same time. You can place the multi-charger on a desk or mount it on the wall to save space.

To use the multi-charger, see [Figure 3](#) and follow these steps:

Procedure

-
- Step 1** Install and power the multi-charger by following the instructions in the installation guide that accompanies the multi-charger.
- Step 2** Insert a phone into the upper compartment and the LED indicator turns red.
- Step 3** Insert a spare battery into the lower compartment and the LED indicator turns red.
- Step 4** When the LED indicator turns green, the battery is charged and you can remove the phone or battery.
-

Figure 3 Multi-Charger



1	Upper compartment—For phone	3	LED indicators—Indicates charging status
2	Lower compartment—For battery		

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Table 5 provides approximate battery charging times for various multi-charger configurations.

Table 5 *Battery Charging Time and Multi-Charger Charging Configurations*

Charging Configuration	Charging Time
Standard battery in lower compartment	3 hours
Extended battery in lower compartment	4 hours
Standard battery installed in the phone with phone powered on	4.5 hours
Extended battery installed in the phone with phone powered on	6 hours



Note

Separate AC power cords for use outside of the United States are available for the multi-charger power supply.

Carrying Cases

The holster case, shown in Figure 4, and the full cover case, shown in Figure 5 are available for carrying your Cisco Unified Wireless IP Phone 7920.

Figure 4 *Holster Case*

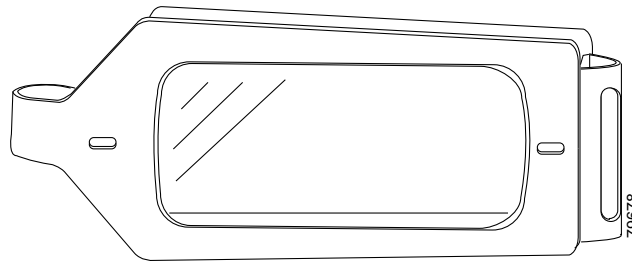
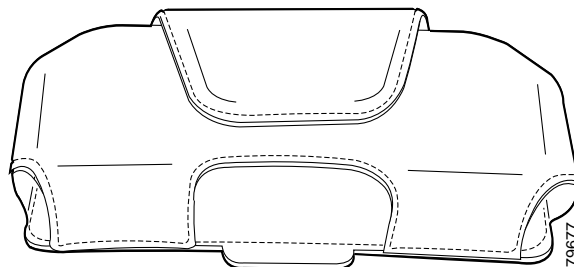


Figure 5 *Full Cover Case*

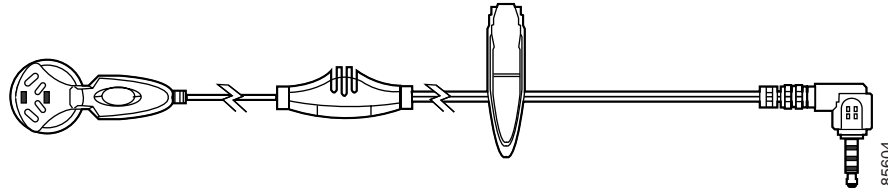


Standard Wired Earbud

The standard wired earbud, shown in [Figure 6](#), has a 2.5 mm, 3-band plug and is designed for indoor and outdoor use with the Cisco Unified Wireless IP Phone 7920. You can use the clip to attach the cord to a shirt pocket to prevent the cord from getting caught on objects or from being pulled out of the ear.

Figure 6 Standard Wired Earbud

For



Note

For Australia and New Zealand, the Cisco supplied earbud for the Cisco Unified Wireless IP Phone 7920 is not supported. Contact your sales representative for assistance.

Cisco 7920 Configuration Utility CD and USB Cables

The Cisco 7920 Configuration Utility enables system administrators to save settings to configuration files for exporting from a computer to the Cisco Unified Wireless IP Phone 7920 and to upgrade firmware on the phone. The Cisco 7920 Configuration Utility also enables system administrators to import configuration files from the Cisco Unified Wireless IP Phone 7920 to the computer. Refer to the *Cisco Unified Wireless IP Phone 7920 Administration Guide for Cisco Unified CallManager* for information about using the Cisco 7920 Configuration Utility.

The computer and the Cisco Unified Wireless IP Phone 7920 are connected by using a USB cable. Two USB cables are shipped with the Cisco 7920 Configuration Utility CD. Refer to the following sections for more information about the USB cables.

- [Phone to A-Type 48-Inch USB Cable, page 9](#)
- [Standard A-Type to B-Type 48-Inch USB Cable, page 9](#)



Note

USB cables are not sold separately from the Cisco 7920 Configuration Utility CD bundle. See [Table 1](#) for information about accessory bundle contents.

Computer Hardware and Software Requirements

The Cisco 7920 Configuration Utility application requires the following computer hardware and software.

Computer Hardware Requirements

- IBM-compatible PC that runs Microsoft Windows
- CD-ROM drive
- USB port and cable
- Keyboard and mouse or other pointing device

Computer Software Requirements

The computer must run one of these Windows operating systems:

- Windows 98 (Second Edition)
- Windows ME
- Windows 2000 Professional (SP1 or later)
- Windows XP (Home Edition or Professional)

USB Cables

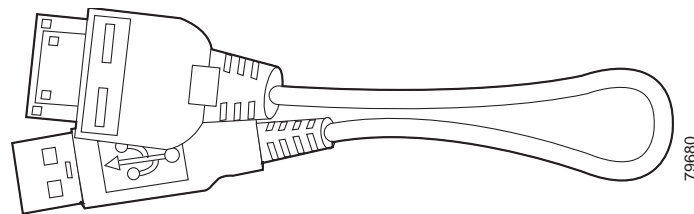
You can use these USB cables with your Cisco Unified Wireless IP Phone 7920:

- [Phone to A-Type 48-Inch USB Cable](#)
- [Standard A-Type to B-Type 48-Inch USB Cable](#)

Phone to A-Type 48-Inch USB Cable

You can use the phone to A-type 48-inch USB cable, as shown in [Figure 7](#), to connect your Cisco Unified Wireless IP Phone 7920 to a computer that is running the Cisco 7920 Configuration Utility.

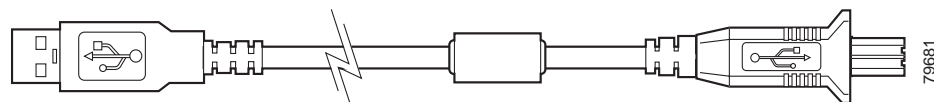
Figure 7 Phone to A-Type 48-Inch USB Cable



Standard A-Type to B-Type 48-Inch USB Cable

You can use the standard A-type to B-type 48-inch USB cable, as shown in [Figure 8](#), to connect your computer to a Cisco Unified Wireless IP Phone 7920 that is in the desktop charger. You can charge your Cisco Unified Wireless IP Phone 7920 while simultaneously transmitting data between the Cisco Unified Wireless IP Phone 7920 and your computer that is running the Cisco 7920 Configuration Utility. (See [Figure 2 on page 5.](#))

Figure 8 Standard A-Type to B-Type 48-Inch USB Cable



Guidelines for Using Accessories

Follow these guidelines when using accessories with your Cisco Unified Wireless IP Phone 7920:

- When disconnecting the power cord of any accessory, grasp and pull the plug. Do not pull the cord.
- Keep accessories out of reach of young children.
- Use only chargers, batteries, and accessories that are approved by the Cisco Unified Wireless IP Phone 7920 manufacturer. Use of unapproved chargers, batteries, and accessories might be dangerous, and will invalidate the warranty on your phone.

Related Documentation

The following publications are companion documents to the *Cisco Unified Wireless IP Phone 7920 Accessory Guide*:

- *Cisco Unified Wireless IP Phone 7920 Guide for Cisco Unified CallManager.*
- *Cisco Unified Wireless IP Phone 7920 Administration Guide for Cisco Unified CallManager.*
- *Regulatory Compliance and Safety Information for the Cisco Unified Wireless IP Phone 7920.*
- *Cisco Unified Wireless IP Phone 7920 Installation Guide*

**Note**

For the latest information about the Cisco Unified Wireless IP Phone 7920, refer to the *Cisco Unified Wireless IP Phone 7920 Release Notes for Cisco Unified CallManager*. You can access the release notes from Cisco.com by performing a keyword search for “7920 release notes.”

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

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

Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Ordering Documentation

Registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can submit comments about Cisco documentation by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For Emergencies only—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is down, or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired, while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:

<http://www.cisco.com/go/guide>

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

<http://www.cisco.com/en/US/learning/index.html>

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