




Using a Handset, Headset, and Speakerphone

You can use your phone with these audio devices: a handset, headset, or speakerphone.

The phone is *off-hook* when the handset is lifted or another audio device is in use.



The phone is *on-hook* when the handset is in its cradle and other audio devices are not in use.

Using a Handset



If you want to...	Then...
Use the handset	Lift it to go off-hook; replace it in the cradle to go on-hook. The ringing line is selected automatically. Ask your system administrator about options to always select the primary line.
Switch to the speakerphone or headset during a call	Press  or  , then hang up the handset.
Adjust the volume level for a call	Press  during a call or after invoking a dial tone. Press Save to preserve the volume level for future calls.

Using a Headset

Your phone supports four- or six-wire headset jacks for wired headsets. Cisco Unified IP Phones 7962G and 7942G also support wireless headsets. For information about purchasing headsets, see [Using a Headset, page 6](#).

You can use a headset with all of the controls on your phone, including  and .

However, if you use a wireless headset, refer to the wireless headset documentation for instructions.


If you want to...	Then...
Toggle headset mode on and off	Press  .
Switch to a handset	Lift the handset.
Adjust the volume level for a call	Press  during a call or after invoking a dial tone. Press Save to preserve the volume level for future calls.

If you use AutoAnswer, see [Using AutoAnswer with a Headset or Speakerphone, page 53](#).

Using a Wireless Headset

Cisco Unified IP Phones 7962G and 7942G support wireless headsets. Refer to the wireless headset documentation for information about using the wireless headset's remote features. Also, check with your system administrator to be sure your phone is enabled to use a wireless headset with the wireless headset remote hookswitch control feature.


Using Wideband with your Headset



If you use a headset that supports wideband, you may experience improved audio sensitivity if you enable the wideband setting on your phone (this setting is disabled by default). To access the setting, choose  > **User Preferences > Audio Preferences > Wideband Headset**.

If the Wideband Headset setting shows as dimmed, then this setting is not user controllable.

Check with your system administrator to be sure your phone system is configured to use wideband. If the system is not configured for wideband, you may not detect any additional audio sensitivity even when using a wideband headset. To learn more about your headset, refer to the headset documentation or ask your system administrator for assistance.




Using a Speakerphone

Many of the actions you can take to dial a number or answer a call will automatically trigger speakerphone mode, assuming that the handset is in its cradle and  is not lit.

If you want to...	Then...
Toggle speakerphone mode on or off	Press  .
Switch to a handset	Lift the handset.
Adjust the volume level for a call	Press  during a call or after invoking a dial tone. Press Save to preserve the volume level for future calls.

Using AutoAnswer with a Headset or Speakerphone

When AutoAnswer is enabled, your phone answers incoming calls automatically after a few rings. Your system administrator configures AutoAnswer to use either the speakerphone or a headset. You may use AutoAnswer if you receive a high volume of incoming calls.

If you...	Then...
Use AutoAnswer with a headset	Keep headset mode active (in other words, keep  illuminated), even when you are not on a call. To keep headset mode active, do the following: <ul style="list-style-type: none">• Press EndCall to hang up.• Press New Call or Dial to place new calls. If your phone is set up to use AutoAnswer in headset mode, calls are automatically answered only if  is illuminated. Otherwise, calls ring normally and you must manually answer them.
Use AutoAnswer with the speakerphone	Keep the handset in the cradle and headset mode inactive ( unlit). Otherwise, calls ring normally and you must manually answer them.

Tip

AutoAnswer is disabled when the Do Not Disturb feature is active.