



## Installation Guide

### Cisco Unified IP Phones 7900 Series 7940/7941 and 7960/7961



*The Cisco 7940, 7960, and 7970 series of phones configure themselves automatically when first connected. The device will be connected and tested prior to shipment. All necessary firmware and settings will be installed, and the phone will not require configuration. Therefore, any problems with the device will most likely be local to the customer's network. Please follow the below instructions to connect and test the device.*

1. Remove the phone from its packaging and check for all contents. The package should contain the following:
  - Cisco phone
  - One power cable
  - One Ethernet patch cable
2. Ask the customer where they would like their phone to be located. Keep in mind that it will need to be near both an AC power outlet and an Ethernet connection to the customer's network.
3. Plug one end of the Ethernet patch cable into the plug labeled **10/100 SW**.
4. Connect the AC power adapter into the back of the Cisco phone and into a power outlet. Please note: If the customer has a power over Ethernet solution (PoE), the power cable may not be needed.
5. The device should now be on. Let it sit for a few minutes until the main screen comes on. As long as no errors are displayed, the phone is now ready to make and receive calls. If an error occurs see below, "If the phone does not work."
6. To make certain that the phone works, make an outbound call with the phone. There may be an outbound dial digit required to access an outside line. This will often be the number 9.

7. Once you have made an outbound call, make an inbound call to the phone from an off-network phone such as a cell phone.

**If the phone does not work:**

Verify the TFTP server setting in the phone is correct by following these steps:

1. Press the settings button on the phone.
2. Using the down arrow, select "Network Configuration" and press the soft key below the screen labeled "Select."
3. Using the down arrow, scroll to option 8 labeled "TFTP Server 1." The server should be 4.79.213.19. If it is something different, or blank, proceed to the next step.
  - If the TFTP server is correct, and the phone will not work, there is a problem on the customer's network that is preventing the phone from registering. Try connecting the phone in another location on the customer's network, or contact tech support for further assistance.
4. To change the TFTP server, first scroll down to the option labeled "Alternate TFTP." This will be a different option number depending on the phone type, but will be towards the bottom of the available options. Ensure this is set to "Yes." If it is not, press \*\*# (star star pound) to "unlock" the settings. The lock icon at the top right corner should now appear unlocked. Press the soft key labeled "Yes" and then the one labeled "Save."
5. Scroll back up to the "TFTP Server 1" option. The "Edit" soft key should now be available. Enter the IP address of the TFTP server, which should be one of the two mentioned in step 3. The period is typed using the soft key labeled with a period. When finished, press the "Validate" soft key, followed by the "Save" soft key.
6. The phone will now try to re-register. The Settings screen may stay active, so press "Exit" to return to the main screen and re-test the phone.
  - If the TFTP server is correct, and the phone will not work, there is a problem on the customer's network that is preventing the phone from registering. Try connecting the phone in another location on the customer's network, or contact tech support for further assistance.