



# Phone Systems Express

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## User Guide for Cisco 7916 Key Expansion Module



The Cisco Unified Ip Phone Expansion Module 7916 attaches to your Cisco 7975 IP Phone and adds extra programmable buttons that can be set up as speed dial buttons or feature buttons.

The Features are:

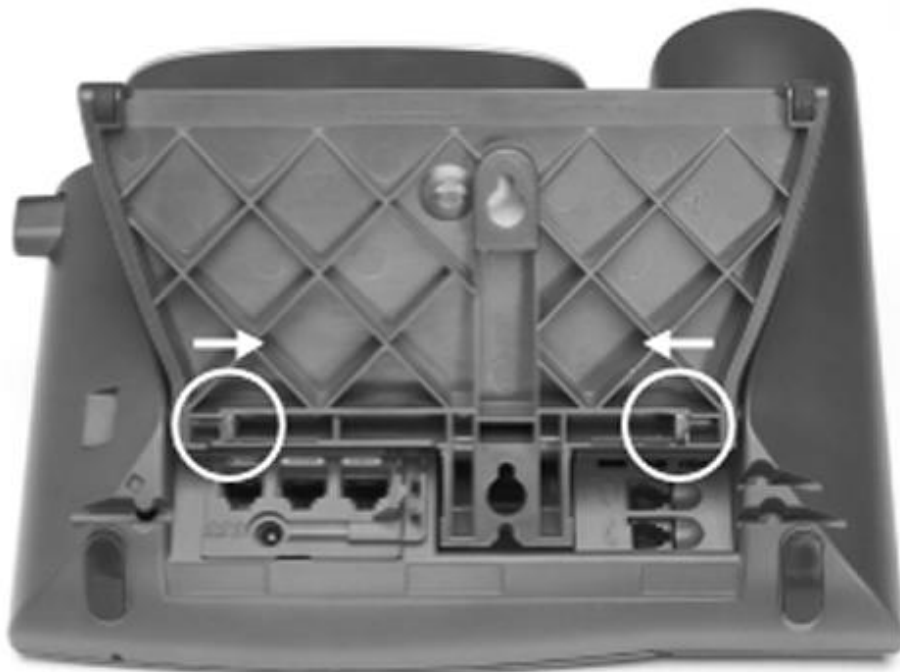
- Single Screen module
- 12 Line keys
- 2 Pages
- One Column Display
- 7975 IP Phone can use up to 2 7916 Key Expansion Modules

## Key Expansion Module Power Information

- If you are using Power Over Ethernet (PoE) to power your 7975 IP Phone, you will need a power supply unit for your 7916 Key Expansion Module.
- If you are using a power supply to power your 7975 and only using one 7916 Key Expansion Module, you do NOT need a power supply. If you are using two Key Expansion Modules, you will need an additional power supply.

## Installation Guide

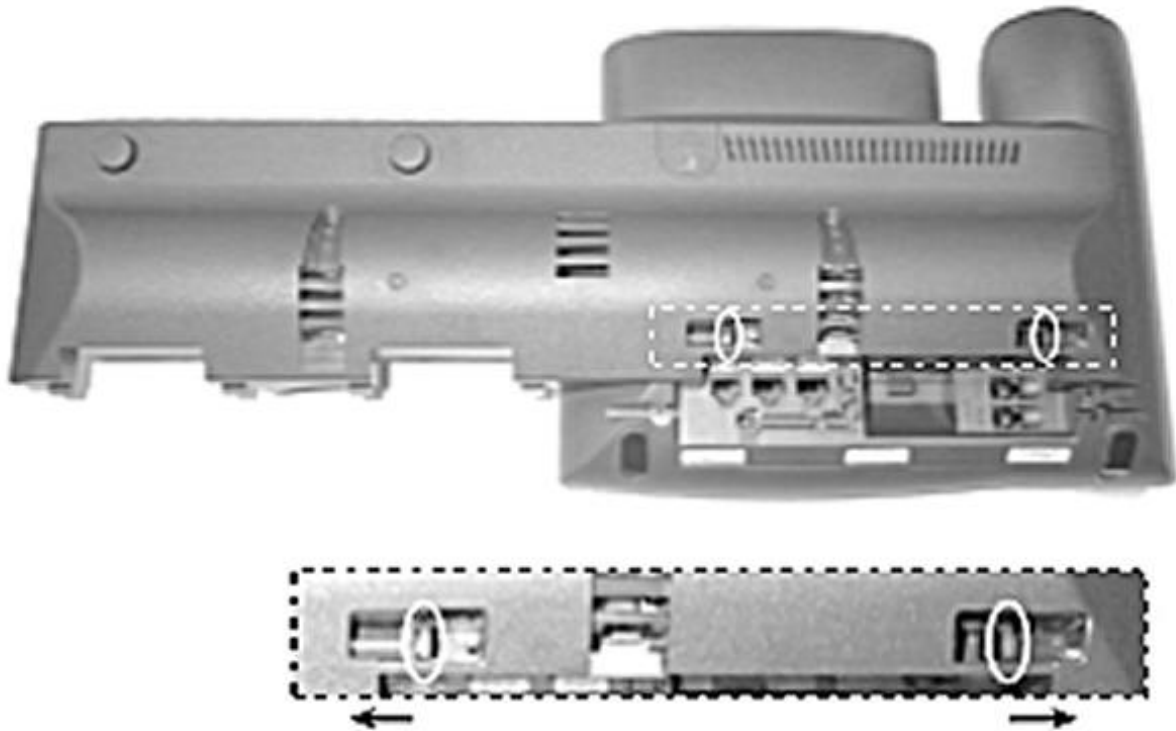
### Removing the Footstand



- Step 1** Unplug the network and power connections.
- Step 2** Unplug the handset, and unplug the headset if one is attached to the phone.
- Step 3** Turn the phone over and lay it on a protected flat surface to prevent it from being scratched.
- Step 4** Locate the two foot pins on the footstand.
- Step 5** Use a flathead screw driver to carefully push on one of the foot pins to release it. Then carefully push on the other foot pin to release it.
- Step 6** Lift off the footstand and store it separately.

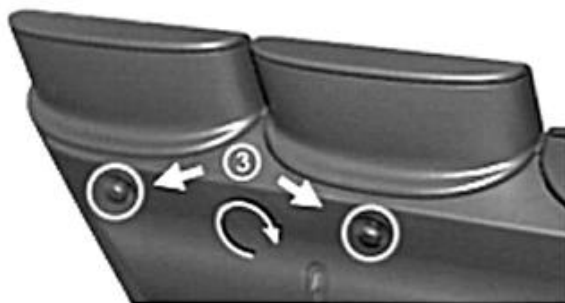
## Connect the Support Bar to the Cisco Unified IP Phone

- Step 1** Position the support bar on the back of the 7975 IP Phone so that it fits flush with the phone.
- Step 2** Locate the two connector pins.
- Step 3** Use a flathead screwdriver to carefully push each of the connector pins so that the support bar is firmly fastened to the Cisco 7975 IP Phone.



## Connecting the Expansion Module to the Support Bar



- Step 1** Position the phone so that the front of the phone is facing up.
- Step 2** Line up the two open slots on the bottom of the Cisco 7916 expansion module with the two hooks on the support bar.
- Step 3** Insert the hooks into the slots and then rotate the top of the Cisco 7916 expansion module into the support bar so that it rests flush with the bar.
- Step 4** Tighten the thumbscrew on the back of the expansion module.



**Note** If you are connecting two expansion modules, repeat steps 2, 3, and 4 for the second expansion module.

## Connect the Interface Cable

Refer to the following table, which depicts the “in” and “out” icons on the AUX jacks.

| In icon   | Out icon  |
|---|---|
|  |  |

**Step 1** Plug one end of the interface cable into the jack labeled AUX on the Cisco 7975 IP Phone.

**Step 2** Plug the other end of the interface cable into the AUX jack with the “in” icon underneath it on the 7916 expansion module.

**Note** If you are installing a *second* expansion module 7916, continue with steps 3 and 4. Otherwise go to the “Connect the Power Supply Unit” section of this guide.

**Step 3** Plug one end of the second interface cable into the AUX jack with the “out” icon underneath it on the *first* expansion module (the one closest to the phone).

**Step 4** Plug the other end of the second interface cable into the AUX jack with the “in” icon underneath it on the *second* expansion module.

## Connect the Power Supply Unit

**Step 1** Depending on how your 7975 IP Phone is powered with one or two Expansion Modules, perform **one** of the following actions to connect the power supply:

- Your phone is powered over the Ethernet with **one** Expansion Module:

Connect the power supply unit to the AC adapter port on the Expansion Module and plug the other end into a standard power outlet in the wall.

- If your phone is powered over the Ethernet with **two** Expansion Modules:

Connect the power supply unit to the AC adapter port on the Expansion Module closest to the 7975 phone and plug the other end into a standard electrical power outlet in the wall.

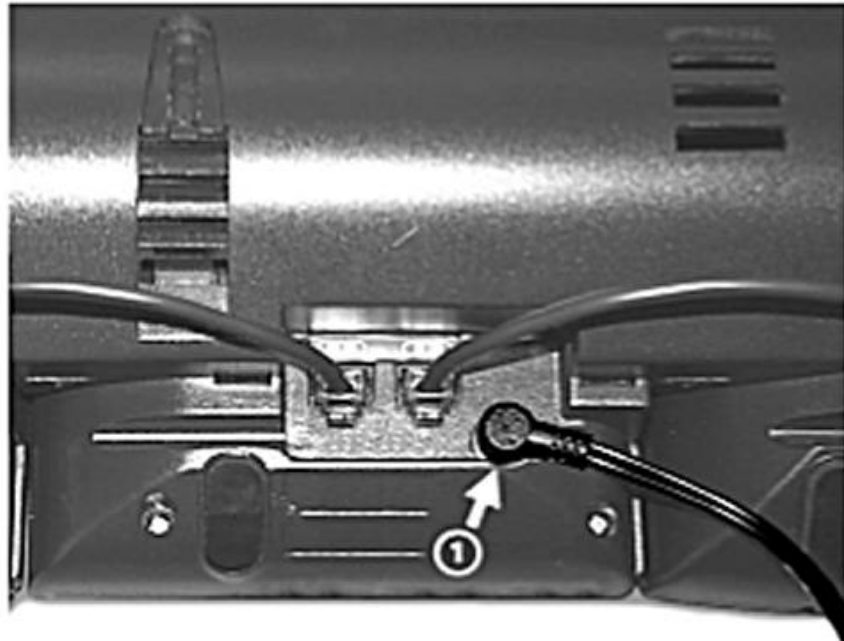
- If your phone is powered with a power supply unit and only using one Expansion Module:

Reconnect the original 7975 phone power supply unit to the AC adapter port on the 7975 phone and plug the other end into a standard electrical power outlet in the wall.

- If your phone is powered with a power supply unit and using two Expansion Modules:

Connect a second power supply unit to the AC adapter port on the Expansion Module closest to the 7975 phone and plug the other end into a standard electrical power outlet in the wall.

**Step 2** Reconnect the 7975 phone handset and network connection.



## **Connect the Footstand**

**Step 1** Locate the three hooks on the footstand.

**Step 2** Position the hooks so that they align with the open slots on the support bar.

**Note** There are four positions on each of the three sets of open slots on the support bar. This lets you choose the angle of the footstand.

**Step 3** Insert the footstand hooks into the support bar and push in slightly to make the connection.

**This completes assembly of your 7975 Phone and 7916 Key Expansion Module.**

**At this point your phone should be starting up. Please continue reading to see the features of the 7916 key expansion module, how to use them, and troubleshooting below.**

## **Start Up Sequence**

After the 7916 Expansion module is installed, upon startup the buttons all show a steady amber light. The Cisco logo, load name, segment name, and download percentage are displayed. After the firmware is installed, the LCD screen refreshes, and the buttons all go off and any line appearances are displayed in the LCD screen. You can then start using the Expansion Module.

## Features of the 7916 Expansion Module



- 1) **Phone screen** – Displays the phone number, speed dial number (or name/other text label), phone service, phone feature or Privacy assigned to each button. Icons indicating line status appear similar to and function the same as those on your 7975 phone that it is attached to.
- 2) **Lighted Buttons** – 12 buttons. Each corresponds to one line (just like the 7975 phone). The lights beneath each button indicate the state of the corresponding line as follows:
  - Light Off: Line available
  - Steady Green Light: Line in use by you
  - Steady Red Light: Line in use by someone else
  - Flashing Amber Light: Line ringing
  - Flashing Green Light: You have a call on hold
  - Flashing Green Light: Someone else has a call on hold
  - Steady Green Light: Call transfer
- 3) **Shift Buttons** – 2 buttons. Each button corresponds to one page of the 12 Line keys. Page one is labeled with the number 1 and page two is labeled with the page number 2. The lights beneath each button indicate the state of the page as follows:
  - Steady Green Light: Page is active
  - Light Off: Page is inactive
  - Flashing Amber Light: A call is ringing on an inactive page

**Note** If Privacy is programmed for one of your buttons, you can keep your call information private from users who share your lines. Simply press the Privacy button when receiving an incoming call. With Privacy enabled, other shared lines are blocked from joining your calls.



## Troubleshooting the 7916 Key Expansion Module

| <b>Problem</b>   | <b>Solution</b>  |
|--|--|
| <b>No Display on the 7916 Expansion Module</b>                           | <ul style="list-style-type: none"><li>• Verify that all of the cable connections are correct</li><li>• Verify that you have power to the 7916 Expansion Module</li></ul>   |
| <b>Buttons on the first 7916 Expansion Module are all Amber</b>          | <ul style="list-style-type: none"><li>• Verify that the interface cable between the 7975 Phone and the 7916 Expansion Module is connected.</li><li>• Verify with your system administrator that your 7916 Expansion Module is defined in Cisco Unified Communications Manager.</li></ul> |
| <b>Buttons on the second 7916 Expansion Module are all Amber</b>         | <ul style="list-style-type: none"><li>• Verify with your system administrator that your 7916 Expansion Module is defined in Cisco Unified Communications Manager.</li></ul>  |
| <b>Buttons are off, and the Cisco logo is frozen in the display area</b> | <ul style="list-style-type: none"><li>• Verify with your system administrator that your 7916 Expansion Module is defined in Cisco Unified Communications Manager.</li></ul>  |
| <b>The page shift button does not display the second page</b>            | <ul style="list-style-type: none"><li>• Verify with your system administrator that your 7916 is configured as a 24-line module instead of a 12-line module in Cisco unified Communications Manager.</li></ul>  |

## Cable Specifications

The following are the cable specifications for the cables used with the Cisco Unified IP Expansion Module 7916:

- 2 RJ-11 jacks with 6-pin connectors for the interface cable connections
- 48-V power connector. The diameter of the center pin in the Expansion Module power jack (Switchcraft 712A) is 0.1 in. (2.5 mm). The center pin is positive (+) voltage. The miniature power plug required to mate with the power jack on the Expansion Module is a switchcraft 760 or equivalent.