CONTENTS

CHAPTER 1

Getting Started 1

Accessibility Features 1
Cisco IP Phone 8811 1
  Phone Connections 1
  Buttons and Hardware 3
Cisco IP Phone 8841 6
  Phone Connections 6
  Buttons and Hardware 8
Cisco IP Phones 8851 and 8851NR 11
  Phone Connections 11
  Buttons and Hardware 13
Cisco IP Phone 8861 16
  Phone Connections 16
  Buttons and Hardware 18
Power Save and Power Save Plus 21
  Power Save 21
  Power Save Plus 21
Additional Information 22

CHAPTER 2

Phone Setup 23

  Connect Footstand 23
  Adjust the Handset Rest 23
  Secure the Phone with a Cable Lock 24

CHAPTER 3

Basic Operations 27

  Clean the Phone Display 27
  Make Calls 28
  Predial a Number 28
Place a Call Using the Speakerphone 28
Place a Call Using a Headset 29
Release a Call and Start Another Call 29
Dial an International Number 29
Redial a Number 30
Navigate and Select Items 30
View All Calls on the Phone 31
Answer Calls 31
Answer the Oldest Call First 32
Call Pickup 32
Answer a Call Using PickUp 33
Answer a Call Using Group PickUp and a Phone Number 34
Answer a Call Using Group PickUp and a Group PickUp Number 34
Answer a Call Using Other PickUp 35
Automatically Answer Calls 35
Respond to a Call Waiting Notification 36
Manage Calls 36
Decline a Call 36
Transfer a Call to Another Number 37
Toggle Between Calls Before Completing a Transfer 37
Monitor and Record Calls 38
Call Forward 38
Forward All Calls 38
Call Forward 39
Forward All Calls 39
Mute Phone 39
Hold Calls 39
Swap Between Active and Held Calls 40
Put a Call on Hold by Answering a New Call 40
Respond to a Hold Reversion Notification 40
Determine If a Shared Line Is On Hold 40
Remote Hold 41
Set Up Call Back Notification 41
Call Park 41
Park and Retrieve a Call Using Call Park 42
Contents

CHAPTER 4

Contacts 47

Corporate Directory 47

Search and Dial a Contact 47

Search and Dial a Contact While On a Call 48

Personal Directory 48

Sign In and Out of the Personal Directory 49

Add a Personal Directory Entry from the Phone 49

Search for an Entry in the Personal Directory 49

Dial a Number from the Personal Directory 50

Edit a Personal Directory Entry 50

Delete a Personal Directory Entry 51

Fast Dial 51

Place a Call With a Fast-Dial Button 51

Fast-Dial Codes with Personal Directory 51

Assign a Fast Dial Code to a Personal Directory Entry 52

Place a Call Using a Fast Dial Code 52

Delete a Fast Dial Code 52

Cisco WebDialer 53

Use Cisco WebDialer with Another Online Corporate Directory 53

Change Cisco WebDialer Preferences 53

Sign Out of Cisco WebDialer 54

CHAPTER 5

Call History 55

Call History Overview 55

View the Call History 57

View Call Record Details 57
Filter the Call History 57
Dial From the Call History 58
Edit a Phone Number 58
Clear the Call History 59
Delete a Call Record 59

CHAPTER 6  Voicemail 61
Access Voicemail 61
Check for Voice Messages 61
Listen to Voice Messages 62
Visual Voicemail 62

CHAPTER 7  Advanced Calling Features 63
Conference 63
Add a Third Party to a Conference 64
Join Calls Into a Conference 64
Swap Between Calls Before Completing a Conference 64
View Conference Participants 65
Remove Conference Participants 65
Meet Me Conference 65
Host a Meet Me Conference 66
Join a Meet Me Conference 66
Speed Dial 66
Place a Call with a Speed-Dial Button 67
Use a Speed-Dial Code On Hook 67
Use a Speed-Dial Code Off Hook 67
Pause in Speed Dial 67
Do Not Disturb 68
Turn DND On and Off 69
Malicious Call Identification 69
Trace a Suspicious Call 69
Extension Mobility 69
Enable Extension Mobility 70
Mobile Connect 70
Enable Mobile Connect 70
Turn Mobile Connect On or Off for All Remote Destinations from a Desk Phone 71
Switch a Desk Phone Call to a Mobile Phone 71
Switch a Mobile Call to the Desk Phone 71
Hand Off a Call from a Mobile Phone to the Desk Phone 71

Line Status 72
  Line Status Indicators 72

Custom Line Filters 73
  Add a Line Filter 73
  Select an Active Line Filter 74
  Delete a Line Filter 74
  Duplicate a Line Filter 75
  Edit a Line Filter 75
  Rename a Line Filter 76

Hunt Groups 76
  Sign In and Out of a Hunt Group 76
  Display Queue Statistics 77

Barge 77
  Set Up Barge Alert 77
  Add Yourself to a Call on a Shared Line 77
  Enable Privacy on a Shared Line 77
  Dismiss the Barge Alert Prompt Window 78

Call Chaperone 78
  Record a Chaperoned Call 79

Uniform Resource Identifier Dialing 79

Intelligent Proximity for Mobile Devices 80
  Pair a Mobile Device 81
  Switch Connected Mobile Devices 81
  Delete a Mobile Device 82
  Answer a Mobile Call 82
  Decline a Mobile Call 82
  Ignore a Mobile Call 82
  Place a Mobile Call 83
  Move a Call Between the IP Phone and a Mobile Phone 83
  Adjust the Mobile Device Volume 83
  Mobile Contacts and Mobile Call History Sharing 83
Check Bluetooth Contact Status 84
Save Bluetooth Contacts 84
Delete Bluetooth Contacts 84
Intelligent Proximity for Tablets 84
Pair a Tablet 85
Move Audio from the Tablet to the Phone 85
Manage Tablet Audio on Phone 85

CHAPTER 8
Advanced Operations 87
Applications 87
View Active Applications 87
Switch to Active Applications 88
Close Active Applications 88
Call Functions 88
Agent Greeting 88
Alert Calls 89
Actionable Incoming Call Alert 89
Answer 89
Client Matter Code 89
Forced Authorization Code 90
Secure and Nonsecure Indication Tones 90
Shared Lines 90
Feature Buttons and Softkeys 91
Survivable Remote Site Telephony Overview 93
Mobile and Remote Access Through Expressway 95
Phone Features Available for Mobile and Remote Access Through Expressway 95
Sign in with Mobile and Remote Access Through Expressway 97
Cisco Collaboration Problem Reporting Tool 97
Report a Problem with Cisco Collaboration Problem Reporting Tool 98
Set Up a VPN Phone for Mobile and Remote Access Through Expressway 98
Set Up a Phone for Use with VPN 99

CHAPTER 9
User Preferences 101
Change the Wallpaper 101
Change the Ringtone 102
Adjust the Phone Screen Brightness 102
Adjust Phone Screen Contrast 102
Change the Font Size 103
Change the Phone Name 104
Adjust the Headset Sidetone 104
Phone Services 105
Line Settings 105

CHAPTER 10

Accessories 107
Accessory List 107
View the Accessories List 108
View Accessories Details 108
USB Devices 109
Mobile Device Charging 109
Set Up Wideband for an Analog Headset 111
Bluetooth Headsets 111
Add a Bluetooth Accessory 112
Connect a Bluetooth Accessory 112
Turn On Bluetooth 113
Disconnect a Bluetooth Accessory 113
Delete a Bluetooth Accessory 114
USB Headsets 114
Cisco IP Phone 8800 Key Expansion Module 115
Cisco IP Phone 8800 Key Expansion Module Features 115
Place a Call on the Key Expansion Module 118
Configure KEM Buttons 118
Adjust Key Expansion Module Brightness 119

CHAPTER 11

Frequently Asked Questions 121
Why Can't I See All Active Calls on My Phone? 121
How Do I Redirect an Incoming Call? 122
How Do I Silence a Ringing Call If I'm On a Call? 122
How Do I Resume a Call That is On Hold? 122
What Is the Difference Between Buttons on the Left and Those on the Right of the Screen? 123
Why Do Softkeys Keep Changing? 123
What Is the Best Way to Look at Calls When I Have a Shared Line or Multiple Lines?  123
What Should I Do If I Accidentally Press a Button While on a Call?  124
How Do I Check Missed Calls?  124
How Do I Exit from a Running Application?  124
How Do I Connect Two Calls and then Drop from the Line Myself?  125
What Does the Swap Softkey Do?  125
How Do I Cancel a Conference or Transfer After I Start It?  125
How Can I Combine Two Calls Into a Single Conference Call?  126
Why Does My Phone Not Wake Up?  126
What Do Four Rings in Succession Mean?  126

CHAPTER 12

Troubleshooting  127
Missing Alert Calls Button  127
Missing All Calls Button  127
Missing Mobile and Remote Access through Expressway Sign-in Window  128
Cannot Sign In to Personal Directory  128
Cannot Access Self Care Portal  129
Security Error Message  129
Report Phone Problems  129
Documentation, Service Requests, and Additional Information  130

CHAPTER 13

Product Safety and Security  131
Safety and Performance Information  131
Power Outage  131
External Devices  131
Bluetooth Wireless Headset Performance  132
Power Information  132
Phone Behavior During Times of Network Congestion  132
FCC Compliance Statements  132
FCC Part 15.21 Statement  133
FCC RF Radiation Exposure Statement  133
FCC Receivers and Class B Digital Statement  133
Cisco Product Security Overview  133

CHAPTER 14

Warranty  135
Getting Started

- Accessibility Features, page 1
- Cisco IP Phone 8811, page 1
- Cisco IP Phone 8841, page 6
- Cisco IP Phones 8851 and 8851NR, page 11
- Cisco IP Phone 8861, page 16
- Power Save and Power Save Plus, page 21
- Additional Information, page 22

Accessibility Features

Cisco IP Phones provide accessibility features for the vision impaired, the blind, and the hearing and mobility impaired.


You can also find more information about accessibility at this Cisco website:
http://www.cisco.com/web/about/responsibility/accessibility/index.html

Cisco IP Phone 8811

The following sections describe attributes of the Cisco IP Phone 8811.

Phone Connections

Connect your phone to the corporate IP telephony network, using the following diagram.
The Cisco IP Phone 8811 does not support the Cisco IP Phone 8800 Key Expansion Module.
Buttons and Hardware

Indicates an incoming call (flashing red) or new voice message (steady red).

Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings. The Cisco IP Phone 8811 screen is grayscale.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Handset light strip</td>
<td>Indicates an incoming call (flashing red) or new voice message (steady red).</td>
</tr>
<tr>
<td>2</td>
<td>Phone screen</td>
<td>Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings. The Cisco IP Phone 8811 screen is grayscale.</td>
</tr>
</tbody>
</table>
Your phone provides quick access to your phone lines, features, and call sessions:

- Programmable feature buttons (left side): Use to view calls on a line or access features such as Speed Dial or All Calls. These buttons are also called feature buttons.
- Session buttons (right side): Use to perform tasks such as answering a call, resuming a held call, or (when not being used for an active call) initiating phone functions such as displaying missed calls. Each call on your phone is associated with a session button.

**Note**: If you are using a locale that reads right to left, such as Arabic, the line button and session button locations are swapped. Depending on how your system administrator sets up the phone, the buttons provide access to:

- Phone lines and intercom lines
- Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features)
- Web-based services (for example, a Personal Address Book button)
- Call features (for example, a Privacy button)

Buttons illuminate to indicate status:

- Green, steady: Active call or two-way intercom call
- Green, flashing: Held call
- Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group
- Amber, flashing: Incoming call or reverting call
- Red, steady: Remote line in use (shared line or Line Status)
- Red, flashing: Remote line on hold

Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.

The Navigation cluster and Select button allows you to scroll through menus, highlight items, and select the highlighted item.

Ends a connected call or session.
<table>
<thead>
<tr>
<th></th>
<th>Button Description</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Hold/Resume button</td>
<td>Places an active call on hold and resumes the held call.</td>
</tr>
<tr>
<td>8</td>
<td>Conference button</td>
<td>Creates a conference call.</td>
</tr>
<tr>
<td>9</td>
<td>Transfer button</td>
<td>Transfers a call.</td>
</tr>
<tr>
<td>10</td>
<td>Speakerphone button</td>
<td>Toggles the speakerphone on or off. When the speakerphone is on, the</td>
</tr>
<tr>
<td></td>
<td></td>
<td>button is lit.</td>
</tr>
<tr>
<td>11</td>
<td>Mute button</td>
<td>Toggles the microphone on or off. When the microphone is muted, the</td>
</tr>
<tr>
<td></td>
<td></td>
<td>button is lit.</td>
</tr>
<tr>
<td>12</td>
<td>Headset button</td>
<td>Toggles the headset on or off. When the headset is on, the button is lit.</td>
</tr>
<tr>
<td>13</td>
<td>Keypad</td>
<td>Allows you to dial phone numbers, enter letters, and select menu items</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(by entering the item number).</td>
</tr>
<tr>
<td>14</td>
<td>Volume button</td>
<td>Controls the handset, headset, and speakerphone volume (off hook) and</td>
</tr>
<tr>
<td></td>
<td></td>
<td>the ringer volume (on hook).</td>
</tr>
<tr>
<td>15</td>
<td>Contacts button</td>
<td>Opens or closes the Directories menu. Use the Contacts button to access</td>
</tr>
<tr>
<td></td>
<td></td>
<td>personal and corporate directories.</td>
</tr>
<tr>
<td>16</td>
<td>Applications button</td>
<td>Opens or closes the Applications menu. Use the Applications button to</td>
</tr>
<tr>
<td></td>
<td></td>
<td>access call history, user preferences, phone settings, and phone model</td>
</tr>
<tr>
<td></td>
<td></td>
<td>information.</td>
</tr>
</tbody>
</table>
Cisco IP Phone 8841

The following sections describe attributes of the Cisco IP Phone 8841.

Phone Connections

Connect your phone to the corporate IP telephony network, using the following diagram.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>Messages button</td>
</tr>
<tr>
<td>18</td>
<td>Back button</td>
</tr>
<tr>
<td>19</td>
<td>Handset</td>
</tr>
</tbody>
</table>
The Cisco IP Phone 8841 does not support the Cisco IP Phone 8800 Key Expansion Module.
Buttons and Hardware

<table>
<thead>
<tr>
<th></th>
<th>Handset light strip</th>
<th>Indicates an incoming call (flashing red) or new voice message (steady red).</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Phone screen</td>
<td>Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.</td>
</tr>
</tbody>
</table>
Your phone provides quick access to your phone lines, features, and call sessions:

- **Programmable feature buttons** (left side): Use to view calls on a line or access features such as Speed Dial or All Calls. These buttons are also called feature buttons.
- **Session buttons** (right side): Use to perform tasks such as answering a call, resuming a held call, or (when not being used for an active call) initiating phone functions such as displaying missed calls. Each call on your phone is associated with a session button.

**Note** If you are using a locale that reads right to left, such as Arabic, the line button and session button locations are swapped. Depending on how your system administrator sets up the phone, the buttons provide access to:

- Phone lines and intercom lines
- Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features)
- Web-based services (for example, a Personal Address Book button)
- Call features (for example, a Privacy button)

Buttons illuminate to indicate status:

- **Green, steady:** Active call or two-way intercom call
- **Green, flashing:** Held call
- **Amber, steady:** Privacy in use, one-way intercom call, DND active, or logged into Hunt Group
- **Amber, flashing:** Incoming call or reverting call
- **Red, steady:** Remote line in use (shared line or Line Status)
- **Red, flashing:** Remote line on hold

| 3 | Programmable feature buttons and Session buttons | Your phone provides quick access to your phone lines, features, and call sessions:

- Programmable feature buttons (left side): Use to view calls on a line or access features such as Speed Dial or All Calls. These buttons are also called feature buttons.
- Session buttons (right side): Use to perform tasks such as answering a call, resuming a held call, or (when not being used for an active call) initiating phone functions such as displaying missed calls. Each call on your phone is associated with a session button.

**Note** If you are using a locale that reads right to left, such as Arabic, the line button and session button locations are swapped. Depending on how your system administrator sets up the phone, the buttons provide access to:

- Phone lines and intercom lines
- Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features)
- Web-based services (for example, a Personal Address Book button)
- Call features (for example, a Privacy button)

Buttons illuminate to indicate status:

- Green, steady: Active call or two-way intercom call
- Green, flashing: Held call
- Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group
- Amber, flashing: Incoming call or reverting call
- Red, steady: Remote line in use (shared line or Line Status)
- Red, flashing: Remote line on hold |

| 4 | Softkey buttons | Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen. |

| 5 | Navigation cluster and Select button | The Navigation cluster and Select button allows you to scroll through menus, highlight items and select the highlighted item. |

<p>| 6 | Release Button | Ends a connected call or session. |</p>
<table>
<thead>
<tr>
<th></th>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Hold/Resume button</td>
<td>Places an active call on hold and resumes the held call.</td>
</tr>
<tr>
<td>8</td>
<td>Conference button</td>
<td>Creates a conference call.</td>
</tr>
<tr>
<td>9</td>
<td>Transfer button</td>
<td>Transfers a call.</td>
</tr>
<tr>
<td>10</td>
<td>Speakerphone button</td>
<td>Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.</td>
</tr>
<tr>
<td>11</td>
<td>Mute button</td>
<td>Toggles the microphone on or off. When the microphone is muted, the button is lit.</td>
</tr>
<tr>
<td>12</td>
<td>Headset button</td>
<td>Toggles the headset on or off. When the headset is on, the button is lit.</td>
</tr>
<tr>
<td>13</td>
<td>Keypad</td>
<td>Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).</td>
</tr>
<tr>
<td>14</td>
<td>Volume button</td>
<td>Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).</td>
</tr>
<tr>
<td>15</td>
<td>Contacts button</td>
<td>Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.</td>
</tr>
<tr>
<td>16</td>
<td>Applications button</td>
<td>Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information.</td>
</tr>
</tbody>
</table>
Cisco IP Phones 8851 and 8851NR

The following sections describe attributes of the Cisco IP Phones 8851 and 8851NR.

**Note**

The Cisco IP Phone 8851NR does not support Bluetooth. Other than not supporting Bluetooth, the Cisco IP Phone 8851 and Cisco IP Phone 8851NR support the same features.

Phone Connections

Connect your phone to the corporate IP telephony network, using the following diagram.
<table>
<thead>
<tr>
<th></th>
<th>Connection Details</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DC adaptor port (DC48V).</td>
<td>5</td>
<td>Access port (10/100/1000 PC) connection.</td>
</tr>
<tr>
<td>2</td>
<td>AC-to-DC power supply (optional).</td>
<td>6</td>
<td>Auxiliary port.</td>
</tr>
<tr>
<td>3</td>
<td>AC power wall plug (optional).</td>
<td>7</td>
<td>Handset connection.</td>
</tr>
<tr>
<td>4</td>
<td>Network port (10/100/1000 SW) connection. IEEE 802.3at power enabled.</td>
<td>8</td>
<td>Analog headset connection (optional).</td>
</tr>
<tr>
<td>9</td>
<td>USB port</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note**

Each USB port supports the connection of up to five supported and nonsupported devices. Each device connected to the phone is included in the maximum device count. For example, your phone can support five USB devices (such as two Cisco IP Phone 8800 Key Expansion Modules, one headset, one hub, and one other standard USB device) on the side port. Many third-party USB products count as multiple USB devices, for example, a device containing USB hub and headset can count as two USB devices. For more information, see the USB device documentation.
Buttons and Hardware

1. Handset light strip
   Indicates an incoming call (flashing red) or new voice message (steady red).

2. Phone screen
   Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.
Your phone provides quick access to your phone lines, features, and call sessions:

- Programmable feature buttons (left side): Use to view calls on a line or access features such as Speed Dial or All Calls. These buttons are also called feature buttons.
- Session buttons (right side): Use to perform tasks such as answering a call, resuming a held call, or (when not being used for an active call) initiating phone functions such as displaying missed calls. Each call on your phone is associated with a session button.

**Note** If you are using a locale that reads right to left, such as Arabic, the line button and session button locations are swapped. Depending on how your system administrator sets up the phone, the buttons provide access to:

- Phone lines and intercom lines
- Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features)
- Web-based services (for example, a Personal Address Book button)
- Call features (for example, a Privacy button)

Buttons illuminate to indicate status:

- Green, steady: Active call or two-way intercom call
- Green, flashing: Held call
- Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group
- Amber, flashing: Incoming call or reverting call
- Red, steady: Remote line in use (shared line or Line Status)
- Red, flashing: Remote line on hold

---

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>3</strong></td>
<td>Programmable feature buttons and Session buttons</td>
</tr>
<tr>
<td></td>
<td><img src="image1.png" alt="Image" /></td>
</tr>
<tr>
<td>Your phone provides quick access to your phone lines, features, and call sessions:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Programmable feature buttons (left side): Use to view calls on a line or access features such as Speed Dial or All Calls. These buttons are also called feature buttons.</td>
</tr>
<tr>
<td></td>
<td>- Session buttons (right side): Use to perform tasks such as answering a call, resuming a held call, or (when not being used for an active call) initiating phone functions such as displaying missed calls. Each call on your phone is associated with a session button.</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong> If you are using a locale that reads right to left, such as Arabic, the line button and session button locations are swapped. Depending on how your system administrator sets up the phone, the buttons provide access to:</td>
</tr>
<tr>
<td></td>
<td>- Phone lines and intercom lines</td>
</tr>
<tr>
<td></td>
<td>- Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features)</td>
</tr>
<tr>
<td></td>
<td>- Web-based services (for example, a Personal Address Book button)</td>
</tr>
<tr>
<td></td>
<td>- Call features (for example, a Privacy button)</td>
</tr>
<tr>
<td></td>
<td>Buttons illuminate to indicate status:</td>
</tr>
<tr>
<td></td>
<td>- Green, steady: Active call or two-way intercom call</td>
</tr>
<tr>
<td></td>
<td>- Green, flashing: Held call</td>
</tr>
<tr>
<td></td>
<td>- Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group</td>
</tr>
<tr>
<td></td>
<td>- Amber, flashing: Incoming call or reverting call</td>
</tr>
<tr>
<td></td>
<td>- Red, steady: Remote line in use (shared line or Line Status)</td>
</tr>
<tr>
<td></td>
<td>- Red, flashing: Remote line on hold</td>
</tr>
</tbody>
</table>

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>4</strong></td>
<td>Softkey buttons</td>
</tr>
<tr>
<td></td>
<td><img src="image2.png" alt="Image" /></td>
</tr>
<tr>
<td>Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.</td>
<td></td>
</tr>
</tbody>
</table>

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5</strong></td>
<td>Navigation cluster and Select button</td>
</tr>
<tr>
<td></td>
<td><img src="image3.png" alt="Image" /></td>
</tr>
<tr>
<td>The Navigation cluster and Select button allows you to scroll through menus, highlight items and select the highlighted item.</td>
<td></td>
</tr>
</tbody>
</table>

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>6</strong></td>
<td>Release Button</td>
</tr>
<tr>
<td></td>
<td><img src="image4.png" alt="Image" /></td>
</tr>
<tr>
<td>Ends a connected call or session.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Button</td>
</tr>
<tr>
<td>---</td>
<td>------------------------</td>
</tr>
<tr>
<td>7</td>
<td>Hold/Resume button</td>
</tr>
<tr>
<td>8</td>
<td>Conference button</td>
</tr>
<tr>
<td>9</td>
<td>Transfer button</td>
</tr>
<tr>
<td>10</td>
<td>Speakerphone button</td>
</tr>
<tr>
<td>11</td>
<td>Mute button</td>
</tr>
<tr>
<td>12</td>
<td>Headset button</td>
</tr>
<tr>
<td>13</td>
<td>Keypad</td>
</tr>
<tr>
<td>14</td>
<td>Volume button</td>
</tr>
<tr>
<td>15</td>
<td>Contacts button</td>
</tr>
<tr>
<td>16</td>
<td>Applications button</td>
</tr>
</tbody>
</table>
17 Messages button  Autodials your voice messaging system (varies by system).

18 Back button  Returns to the previous screen or menu.

19 Handset  Phone handset.

Cisco IP Phone 8861

The following sections describe attributes of the Cisco IP Phone 8861.

Phone Connections

Connect your phone to the corporate IP telephony network, using the following diagram.
**Phone Connections**

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DC adaptor port (DC48V).</td>
</tr>
<tr>
<td>2</td>
<td>AC-to-DC power supply (optional).</td>
</tr>
<tr>
<td>3</td>
<td>AC power wall plug (optional).</td>
</tr>
<tr>
<td>4</td>
<td>Network port (10/100/1000 SW) connection. IEEE 802.3at power enabled.</td>
</tr>
<tr>
<td>5</td>
<td>Access port (10/100/1000 PC) connection.</td>
</tr>
<tr>
<td>6</td>
<td>Auxiliary port.</td>
</tr>
<tr>
<td>7</td>
<td>Handset connection.</td>
</tr>
<tr>
<td>8</td>
<td>Analog headset connection (optional).</td>
</tr>
<tr>
<td>9</td>
<td>USB port</td>
</tr>
<tr>
<td>10</td>
<td>Audio In/Out ports</td>
</tr>
<tr>
<td>11</td>
<td>USB port</td>
</tr>
</tbody>
</table>
Each USB port supports the connection of up to five supported and nonsupported devices. Each device connected to the phone is included in the maximum device count. For example, your phone can support five USB devices (such as three Cisco IP Phone 8800 Key Expansion Modules, one hub, and one other standard USB device) on the side port and five additional standard USB devices on the back port. Many third-party USB products count as multiple USB devices, for example, a device containing USB hub and headset can count as two USB devices. For more information, see the USB device documentation.

**Buttons and Hardware**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Handset light strip</td>
</tr>
<tr>
<td>2</td>
<td>Phone screen</td>
</tr>
</tbody>
</table>
### Programmable feature buttons and Session buttons

Your phone provides quick access to your phone lines, features, and call sessions:

- Programmable feature buttons (left side): Use to view calls on a line or access features such as Speed Dial or All Calls. These buttons are also called feature buttons.
- Session buttons (right side): Use to perform tasks such as answering a call, resuming a held call, or (when not being used for an active call) initiating phone functions such as displaying missed calls. Each call on your phone is associated with a session button.

**Note** If you are using a locale that reads right to left, such as Arabic, the line button and session button locations are swapped. Depending on how your system administrator sets up the phone, the buttons provide access to:

- Phone lines and intercom lines
- Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features)
- Web-based services (for example, a Personal Address Book button)
- Call features (for example, a Privacy button)

Buttons illuminate to indicate status:

- Green, steady: Active call or two-way intercom call
- Green, flashing: Held call
- Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group
- Amber, flashing: Incoming call or reverting call
- Red, steady: Remote line in use (shared line or Line Status)
- Red, flashing: Remote line on hold

### Softkey buttons

Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.

### Navigation cluster and Select button

The Navigation cluster and Select button allows you to scroll through menus, highlight items and select the highlighted item.

### Release Button

Ends a connected call or session.
<table>
<thead>
<tr>
<th></th>
<th>Button/Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Hold/Resume button</td>
<td>Places an active call on hold and resumes the held call.</td>
</tr>
<tr>
<td>8</td>
<td>Conference button</td>
<td>Creates a conference call.</td>
</tr>
<tr>
<td>9</td>
<td>Transfer button</td>
<td>Transfers a call.</td>
</tr>
<tr>
<td>10</td>
<td>Speakerphone button</td>
<td>Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.</td>
</tr>
<tr>
<td>11</td>
<td>Mute button</td>
<td>Toggles the microphone on or off. When the microphone is muted, the button is lit.</td>
</tr>
<tr>
<td>12</td>
<td>Headset button</td>
<td>Toggles the headset on or off. When the headset is on, the button is lit.</td>
</tr>
<tr>
<td>13</td>
<td>Keypad</td>
<td>Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).</td>
</tr>
<tr>
<td>14</td>
<td>Volume button</td>
<td>Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).</td>
</tr>
<tr>
<td>15</td>
<td>Contacts button</td>
<td>Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.</td>
</tr>
<tr>
<td>16</td>
<td>Applications button</td>
<td>Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information.</td>
</tr>
</tbody>
</table>
Power Save and Power Save Plus

There are two levels of energy-saving modes that your system administrator can set up:

- **Power Save**: Backlight turns off when not in use for a period of time, reducing the power requirements.
- **Power Save Plus**: The phone display goes blank, turning the phone off and on at predetermined times. The power to the phone is significantly reduced.

**Power Save**

Depending on how your system administrator set up your phone, the phone display may go into a power-save mode (the phone screen appears blank and the Select button is lit white).

To turn on the phone display, press any button or pick up the handset.

**Power Save Plus**

Your phone supports the Cisco EnergyWise (EW) program, also known as Power Save Plus. Your system administrator sets up sleep (power down) and wake (power up) times for your phone to save energy. If your phone goes into the Power Save Plus mode, the Select button is lit white.

Ten minutes before the scheduled sleep time, the Select button lights up and you receive a message that your phone will power off at a specific time. If enabled by your system administrator, you also hear your ringtone play. The ringtone plays according to the following schedule:

- At 10 minutes before power off, the ringtone plays four times
- At 7 minutes before power off, the ringtone plays four times
- At 4 minutes before power off, the ringtone plays four times
- At 30 seconds before power off, the ring tone plays 15 times or until the phone powers off
If your phone is inactive (idle) at the sleep time, you see a message to remind you that your phone is about to power down. To keep the phone active, you need to press OK in the message or any key on the phone. If you do not press the button or any key, your phone powers down.

If your phone is active (for example, on a call), your phone waits until it has been inactive for a period of time before telling you of the pending power shutdown. Before the shutdown happens, you see a message to remind you that your phone is about to power off.

After your phone goes to sleep, press Select to wake up your phone. After the phone is inactive for a period of time, a message displays to alert you that the phone is about to power down. At the configured wake time, your phone powers up.

Wake and sleep times are also linked to the configured days that you normally work. If your requirements change (for example, your work hours or work days change), contact your system administrator to have your phone reconfigured.

For more information about EnergyWise and your phone, contact your system administrator.

**Additional Information**

You can access the Cisco website at this URL: [http://www.cisco.com/](http://www.cisco.com/)

Within the Cisco website, you can find the following information:

- Quick reference cards, quick start guides, and end-user guides:

- Licensing information:

- Cisco international websites:
  Allows access to international Cisco websites from www.cisco.com by clicking the Worldwide [change] link at the top of the web page.
Phone Setup

- Connect Footstand, page 23
- Adjust the Handset Rest, page 23
- Secure the Phone with a Cable Lock, page 24

Connect Footstand

The phone includes an adjustable footstand. If the phone is placed on a table or desk, the footstand can be connected to the back of the phone. The footstand enables the phone angle to be adjusted from a minimum of 35 degrees to a maximum of 50 degrees to ensure an optimal viewing angle.

Procedure

Step 1 Insert the connectors into the slots provided.
Step 2 Press the footstand until the connectors snap into place.
Step 3 Adjust the angle by pressing down or pulling up on the footstand. The connectors are made of a flexible material.

Note

Adjusting the footstand to the required angle may require more force than you expect.

Adjust the Handset Rest

If your phone is wall-mounted, you may need to adjust the handset rest to ensure that the receiver does not slip out of the cradle.
**Procedure**

**Step 1** Remove the handset from the cradle and pull the plastic tab from the handset rest.

**Step 2** Rotate the tab 180 degrees.

**Step 3** Hold the tab between two fingers, with the corner notches facing you.

**Step 4** Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.

**Step 5** Return the handset to the handset rest.

---

**Secure the Phone with a Cable Lock**

You can secure the phone to a desktop with a laptop cable lock. The lock connects to the antitheft security connector on the back of the phone and the cable can be secured to a desktop.

The security slot can accommodate a lock up to 20 mm wide. Compatible laptop cable locks include the Kensington laptop cable lock and laptop cable locks from other manufacturers that can fit into the security slot on the back of the phone.

**Procedure**

**Step 1** Wrap the looped end of the cable lock and wrap it around object to which you want to secure your phone.

**Step 2** Pass the lock through the looped end of the cable.

**Step 3** Unlock the cable lock.

**Note** There are two kinds of cable locks: keyed and combination. Depending on the type of lock you have, unlock it by using the key or the correct combination.
Step 4  Press and hold the locking button to align the locking teeth.
Step 5  Insert the cable lock into the lock slot of your phone and release the locking button.
Step 6  Lock the cable lock.

Note  For keyed locks, turn the key 90 degrees in the clockwise direction and pull the key out of the lock.
       For combination locks, rotate the lock 90 degrees and then scramble the combination.
Secure the Phone with a Cable Lock
Clean the Phone Display

Phone displays that are not touchscreens can be easily cleaned.

Procedure

Wipe the screen with a soft, dry cloth.
Caution Use only a soft, dry cloth to wipe the phone display. Do not use any liquids or powders on the phone because they can contaminate phone components and cause failures.

Make Calls

If the phone window displays the Unprovisioned message for your primary line, contact your system administrator to get the primary line set up.

Predial a Number

You can dial a number while your phone is on-hook (without hearing dial tone); this dialing action is called predial.

Procedure

Step 1 Enter a number using the keypad.
Step 2 Go off-hook using one of the following actions:
  • Lift the handset.
  • Press Call.
  • Press Handset 📞
  • Press Speakerphone 🎤

Place a Call Using the Speakerphone

Your administrator can configure your phone so that the speakerphone is disabled. If the speakerphone is disabled, the softkeys are dimmed or blank.

Procedure

Step 1 Press Speakerphone 🎤.
Step 2 Enter a number.
Place a Call Using a Headset

Procedure

Step 1 Press New Call.
Step 2 Ensure the headset button is lit. If the headset button is not lit, press Headset.
Step 3 Enter a number.

Release a Call and Start Another Call

When you are on an active call or dialing, and want to release the call, the following actions occur:

- The active call ends.
- The phone provides dial tone.
- You can dial the new call.

Procedure

Step 1 When you are on an active call, press End Call, or while dialing, press Cancel.
Step 2 Enter the required number and press Call.

Dial an International Number

Plus Dialing allows you to press and hold the star (*) key for at least 1 second to insert a plus (+) sign as the first digit in a phone number for international dialing. The plus sign applies only for on-hook or off-hook calling.

When you see phone numbers with the + sign in them, you can select and dial the entry without having to add digits for international calls.

Procedure

Step 1 Press and hold star (*) for at least 1 second. The plus (+) sign displays as the first digit in the phone number. The corresponding tone stops to indicate that the * has changed to a + sign. You can only hear the tone in off-hook state.
Step 2 Dial the number.
Redial a Number

Redial allows you to call the most recently dialed phone number.

Procedure

Step 1  To place a call from any phone line, press Redial.
Step 2  To place the call on a specific phone line, select the line to obtain dial tone and press Redial.

Navigate and Select Items

<table>
<thead>
<tr>
<th>Task</th>
<th>Action</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scroll to highlight an item.</td>
<td>Press the Navigation cluster and Select button.</td>
<td>Highlight a call from the missed call list.</td>
</tr>
<tr>
<td>Select an item by number.</td>
<td>Press the corresponding number on the keypad.</td>
<td>Press 2 to select the second item in the Applications menu.</td>
</tr>
<tr>
<td>Select an item using the Select button.</td>
<td>Press Select at the center of the Navigation cluster and Select button.</td>
<td>Highlight the Settings application and press Select.</td>
</tr>
<tr>
<td>Navigate to a submenu.</td>
<td>Highlight the menu item and press the item number on the keypad. Or press the Navigation cluster and Select button.</td>
<td>Highlight the Network Setup menu, then press 1 to open the submenu.</td>
</tr>
<tr>
<td>Select a line to use a calling feature (when the line is idle).</td>
<td>Press the line button. Indicators of your line selection include: • The selected line is displayed on the phone screen header. • On phones with color screens, the color of the icon (on the line label) changes to blue.</td>
<td>Press the line button and then press Forward All to forward calls on that line.</td>
</tr>
<tr>
<td>Task</td>
<td>Action</td>
<td>Example</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Select a line to use a calling feature (when the line has one or more active calls). | Press the line button. Indicators of your line selection include:  
  • The selected line is displayed on the phone screen header.  
  • On phones with color screens, the color of the icon (on the line label) changes to blue. | Press the line button twice and then press **Forward All** to forward calls on that line. |

**View All Calls on the Phone**

All Calls allows you to view a list, sorted in chronological order (oldest first), of all active calls on all of your phone lines. You see the normal phone calls as well as shared line, barged calls, and conference calls.

You use this feature if you have multiple lines or if you share lines with other users. With the All Calls view:

• All active calls display on one place, making it easy to view and interact with calls on any line.

• When you lift the handset, the phone selects your primary line, which helps prevent inadvertent use of a shared line for dialing.

• You can press the flashing amber session button to answer a ringing call on any line. You do not need to first select the line with the ringing call before answering it.

Your system administrator sets up the All Calls button depending on your call-handling needs and work environment.

The All Calls button is the session key with an associated icon. When the icon changes, you have missed a call. Press the icon to view the call history information for the missed call.

Your system administrator can also set up your primary line to automatically display all calls. Your system administrator can also set up your phone so that after a call completes, the primary line with the All Calls view displays.

**Procedure**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>To view all calls, press <strong>All Calls</strong>.</td>
</tr>
<tr>
<td>Step 2</td>
<td>If you do not see the All Calls button, press <strong>Primary Line</strong>.</td>
</tr>
</tbody>
</table>

**Answer Calls**

Answer allows you to answer the oldest call that is available on all line appearances on your phone, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls always have priority over Held or Park Reversion calls.
Your system administrator sets up the Answer button depending on your call-handling needs and work environment. This feature is typically set up for users who have multiple lines.

When you get a call, you see a notification window on the phone screen, called a call toast. The call toast remains visible for a preset amount of time. If an incoming call has been call forwarded from another phone, you may see additional information in the call toast to identify that the call has been forwarded.

If an incoming call has been call forwarded from another phone, you may see additional information to identify that the call has been forwarded. Your system administrator controls the amount of additional information that is displayed. Additional information can identify the person who forwarded the call to you and the caller information.

For more information, contact your system administrator.

**Answer the Oldest Call First**

Answer allows you to answer the oldest call that is available on all line appearances on your phone, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls always have priority over Held or Park Reversion calls.

Your system administrator sets up the Answer button depending on your call-handling needs and work environment. Typically, the Answer is set up if you have multiple lines.

When you get a call, you see a notification window on the phone screen, called a call toast. The call toast remains visible for a preset amount of time. Your system administrator sets up the default time.

If an incoming call has been call forwarded from another phone, you may see additional information in the call toast to identify that the call has been forwarded. Your system administrator controls the amount of additional information displayed. Additional information can identify the person who forwarded the call to you and the caller information.

**Procedure**

To answer the oldest incoming call first, press **Answer**.

**Call Pickup**

Call Pickup allows you to answer a call that is ringing on a coworker's phone by redirecting the call to your phone. Your system administrator sets up call groups and can assign you to one or more call groups. Your system administrator also sets up the Call Pickup softkeys depending on your call-handling needs and work environment.

You might use Call Pickup if you share call-handling tasks with coworkers.

There are three ways you can pick up a call:

**Pickup**

- Allows you to answer a call that is ringing on another phone within your call pickup group.
  - If multiple calls are available for pick up, your phone picks up the oldest call first (the call that has been ringing for the longest time).
Group Pickup

Allows you to answer a call on a phone that is outside your call pickup group by:

• Using a group pickup number (provided by your system administrator).
• Dialing the number of the ringing phone.

Other Pickup

Allows you to answer a call that is ringing on another phone within your call pickup group or in an associated call pickup group.

You can also monitor and pick up ringing calls using Line Status indicators if your system administrator has set up Line Status indicators on speed-dial buttons for you. Line Status indicators allow you to see if a line associated with a speed-dial button is idle, in-use, in a Do Not Disturb state, or ringing.

Related Topics

Line Status Indicators, on page 72

Answer a Call Using PickUp

Call PickUp allows you to answer a call ringing on a coworker's phone by redirecting the call to your phone. You might use Call PickUp if you share call-handling tasks with coworkers.

There are three ways you can pick up a call:

• PickUp: Allows you to answer a call ringing on another phone within your call pickup group.
  If multiple calls are available for pick up, your phone picks up the oldest call first (the call that has been ringing for the longest time).
• Group PickUp: Allows you to answer a call on a phone that is outside your call pickup group by:
  • Using a group pickup number (provided by your system administrator).
  • Dialing the number of the ringing phone.
• Other PickUp: Allows you to answer a call ringing on another phone within in your call pickup group or in an associated call pickup group.

Your system administrator sets up your call pickup group and your call pickup softkeys, depending on your call-handling needs and work environment.

You can also monitor and pick up ringing calls using Line Status indicators if your system administrator has set up Line Status indicators on speed-dial buttons for you. Line Status indicators allow you to see if a line that is associated with a speed-dial button is idle, in-use, in a Do Not Disturb state, or ringing.

Procedure

Step 1

Perform one of the following actions:

• Press PickUp to transfer a ringing call within your pickup group to your phone.
If you have multiple lines and want to pick up the call on a nonprimary line, first press the desired line button, then press **PickUp**.

If your phone supports autopickup, you are connected to the call.

### Step 2
If the call rings, press **Answer** to connect to the call.

---

**Answer a Call Using Group PickUp and a Phone Number**

**Procedure**

**Step 1** Perform one of the following actions:

- Press **Group PickUp**.
- If you have multiple lines and want to pick up the call on a nonprimary line, first press the desired line button, and then press **Group PickUp**.

**Step 2** Enter the number of the phone line with the call that you want to pick up. For example, if the call is ringing on line 12345, enter 12345.

If your phone supports autopickup, you are now connected to the call.

**Step 3** If the call rings, press **Answer** to connect to the call.

---

**Answer a Call Using Group PickUp and a Group PickUp Number**

**Procedure**

**Step 1** Perform one of the following actions:

- Press **Group PickUp** to answer a call on a phone outside your pickup group.
- If you have multiple lines and want to pick up the call on another line, first press the desired line button, then press **Group PickUp**.

**Step 2** Enter the group pickup number. If your phone supports autopickup, you are now connected to the call.

**Step 3** If the call rings, press **Answer** to connect to the call.
**Answer a Call Using Other PickUp**

**Procedure**

**Step 1** Perform one of the following actions:

- Press **OPickUp** to answer a call in your pickup group or in an associated group to your phone.
- If you have multiple lines and want to pick up the call on another line, first press the desired line button, then press **OPickUp**.

**Step 2** If the call rings, press **Answer** to connect to the call.

**Automatically Answer Calls**

Incoming calls can be answered automatically by your phone after one ring. Your administrator sets up the Auto Answer feature to work with either your speakerphone or headset. For more information, contact your administrator.

**Procedure**

**Step 1** When your phone is set up to autoanswer calls using your headset,

a) To answer calls automatically with a headset, prepare your phone in the following way:

   - Ensure that your headset is connected to the phone.
   - Ensure that the headset button is illuminated.

   When you get a call, the call answers automatically and you interact with the caller using the headset.

b) To end calls or make calls, use the buttons and softkeys. Do not use the headset button.

c) If you do not want calls to automatically answer on your headset, press the headset button to turn off the headset and use the handset or speakerphone to make and answer calls.

**Step 2** When your phone is set up to autoanswer calls using the speakerphone,

a) To answer calls automatically on the speakerphone, prepare your phone in the following way:

   - Ensure that the headset button is not illuminated.
   - Leave the handset in the cradle.

   When you get a call, the call answers automatically and you interact with the caller using the speakerphone.
b) If you do not want calls to answer automatically on your speakerphone, press the headset button to make and answer calls using a headset or the handset.

Respond to a Call Waiting Notification

Call Waiting provides the following to notify you that a new call is ringing on your phone when you are talking on another call:

- Call Waiting tone (single beep)
- An amber flashing line button

This feature is configured by the administrator.

Procedure

Step 1 To answer the ringing call, press the flashing amber session button or press Answer to answer the call. You can also scroll to the call and press Select to answer it. Your phone puts the original call on hold automatically and connects the ringing call.

Step 2 If the call is on a different line, you must first press the line button or All Calls, if available, to display the ringing session and then answer the call.

Step 3 If the call is on the same line and not visible, as there are many calls, then you must scroll to display the sessions.

Step 4 If a programmable feature button is set up by your system administrator to answer calls, you can press the feature button to answer a ringing call, regardless of the line of the call or the line that is currently visible. The phone automatically switches the line to display the call.

Manage Calls

Decline a Call

Decline allows you to send an active or ringing call to your voicemail system or to a predetermined phone number. For more information, contact your system administrator.

You can silence the incoming (ringing) call. Press Volume down once, then let the incoming call go to the target number (voicemail or predetermined number set up the system administrator).
Procedure

Step 1  To redirect an incoming (ringing) call while on another call, highlight the incoming call, then press Decline. Otherwise, press Decline to redirect the current, active call.
Step 2  To redirect an incoming call while not on a call, press Decline.
Step 3  To redirect a held call, first resume the call and then press Decline.

Transfer a Call to Another Number

Transfer allows you to redirect a connected call from your phone to another number.

- You can redirect a single call to another number that you specify.
- You can connect two calls to each other without remaining on the line yourself.

Your system administrator controls the ability to transfer calls from one line to another line.

Procedure

Step 1  Verify that you are on an active call (not on hold).
Step 2  Press Transfer.
Step 3  Enter the transfer recipient’s phone number or press a speed-dial button.
Step 4  Wait for the recipient to answer or skip to Step 5 while the call is ringing.
Step 5  Press Transfer again.

Toggle Between Calls Before Completing a Transfer

After you connect to the transfer recipient, but before you transfer a call to this party, you can press Swap to toggle between the two calls. This allows you to consult privately with the party on each call before you complete the transfer.

Procedure

Step 1  Call a new conference participant, but do not add the participant to the conference.
Step 2  Press Swap to toggle between the participant and the conference.
Monitor and Record Calls

Monitoring and recording allows you to monitor and record calls if desired. Your system administrator enables this feature, which can be set up for automatic recording of all calls or recording of individual calls, when required.

Procedure

To start or stop recording, press Record on your phone.

You may hear notification tones while you monitor and record calls. By default, the person who monitors the call and records it (if also configured) does not hear the notification tones.

Call Forward

Call Forward allows you to forward calls from any line on your phone to another number.

There are two types of call-forwarding features that your system administrator may set up on your phone:

- Unconditional call forwarding (Call Forward All): Applies to all calls that you receive. You can set up Call Forward All directly on your phone for any line. To set up Call Forward All remotely, go to the Self Care Portal.

- Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Coverage): Applies to certain calls that you receive, according to conditions, and is set up from the Self Care Portal.

When forwarding calls from your phone:

- Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.

- Call forward is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.

- Your system administrator can set up other call-forward options:
  - Allow calls placed from the call forward target number to your phone to ring through, rather than be forwarded.
  - Prevent you from creating a call-forward loop or exceeding the maximum number of links in a call forwarding chain.

Forward All Calls

Procedure

Step 1 On any idle line from which you want to forward your calls, press Forward All.
Step 2 Enter a phone number, or select an entry from the Call History list.
Depending on how your voicemail system is set up, you may be able to press Messages to forward all calls to voicemail. Visual confirmation displays for a few seconds to confirm the number to which your calls will be forwarded.

**Step 3**
To verify that your calls are forwarded, look for:
- A Forward All icon in the line label.
- The forwarding information in the header.

**Step 4**
To cancel call forwarding, press Forward Off.

## Call Forward

### Forward All Calls

**Procedure**

## Mute Phone

Mute allows you to block audio input for your handset, headset, and speakerphone, so that you can hear other parties on the call but they cannot hear you.

**Procedure**

**Step 1**
Press Mute to turn Mute on.

**Step 2**
Press Mute again to turn Mute off.

## Hold Calls

Hold allows you to put an active call into a held state. Your phone allows one active call at a time; other calls are put on hold. Hold works with your phone handset as well as with USB headsets.

**Procedure**

While on an active call, press Hold.
Swap Between Active and Held Calls

Use the line buttons to swap between held and connected calls.

Procedure

If you have a held call and an active call, press the line button for the held call to resume that call and place the other call on hold automatically.

Put a Call on Hold by Answering a New Call

If you are already on a call and receive a new call, answering the new call puts the first call on hold automatically.

Procedure

Press flashing amber line button or press Answer to answer the ringing call.

Respond to a Hold Reversion Notification

Hold Reversion notifies you when a call is left on hold. A Hold Reversion notification is similar to a new call notification and includes these cues:

- Single ring, repeating at intervals
- Flashing amber line button
- Flashing message indicator on the handset
- Visual notification on the phone screen

Procedure

Press the flashing amber line button or Answer to resume the held call.

Determine If a Shared Line Is On Hold

If a call on a shared line has been put on hold remotely by another user, a pulsing red line button and the Hold icon are displayed.
Remote Hold

When you place a call on hold while using a shared line, the line button pulses green and the phone displays the Hold icon. When another phone places a call on hold, the line button pulses red and the phone displays the Remote Hold icon.

Set Up Call Back Notification

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Press Callback while listening to the busy tone or ring sound.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Press Exit to exit the confirmation screen. Your phone alerts you when the line is free.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Press Call to place the call again.</td>
</tr>
</tbody>
</table>

Call Park

Call Park allows you to use your phone to park (temporarily store) a call, which you can then retrieve from another phone (such as a phone at a colleague's desk or in a conference room).

There are two ways you can park a call:

**Park**

- Allows you to park an active call that you answered on your phone, and retrieve it using another phone in the Cisco Unified Communications Manager system.

**Directed Call Park**

- Allows you to park and retrieve an active call in two different ways:
  - Assisted Directed Call Park: Allows you to park an active call using a feature button, which your system administrator sets up as a speed-dial line. With this type of directed call, you can monitor the status of the line (in-use or idle) using Line Status indicators.
  - Manual Directed Call Park: Allows you to park an active call by transferring it to a Directed Call number, which your system administrator sets up. You retrieve the call at another phone by dialing a park retrieval prefix number (provided by your system administrator) and then dialing the Directed Call number you used to park the call.

Your system administrator sets up either the Directed Call Park or the Park feature on your phone, but not both.
Related Topics

Line Status, on page 72

Park and Retrieve a Call Using Call Park

Procedure

Step 1  During a call, press Park, and then hang up.
Your phone displays the number where the system parked the call. The parked call is put on hold, and you can press Resume to resume the call on your phone.

Step 2  From any other Cisco IP Phone in your network, enter the number where the call is parked to retrieve the call.

Step 3  If you do not retrieve the call within a certain amount of time (set by your system administrator) you receive an alert tone, at which time you can:

• Press Answer to answer the call on your phone.
• Retrieve the call from another phone.

If you fail to retrieve or answer the call within a specified amount of time, the call is redirected to another destination (set up by your system administrator), such as voicemail. If the call gets redirected, it can no longer be retrieved by using Call Park.

Park a Call Using Assisted Directed Call Park

Procedure

Step 1  During a call, press BLF Directed Call Park on a line that displays an idle Line Status indicator.

Step 2  Retrieve the call from any other Cisco IP Phone in your network as follows:

a)  Enter the park retrieval prefix.
b)  Dial the Directed Call number.

Step 3  If you do not retrieve the call within the time that your system administrator has set, you receive an incoming call with notification of CallPark Reversion. At that time, you can press answer to answer the call. The other phones can no longer retrieve that call.

• Press Resume to resume the call on your phone.
• Retrieve the call from another phone.
Park a Call Using Manual Directed Call Park

Procedure

Step 1  During a call, press Transfer.
Step 2  Enter the Directed Call number where you will park the call.
Step 3  Press Transfer again to finish parking the call and then hang up.
Step 4  Retrieve the call from any other Cisco IP Phone in your network as follows:
   a) Enter the park retrieval prefix.
   b) Dial the Directed Call number.
Step 5  If you do not retrieve the call within the time that your system administrator has set, you receive an alert tone.
At that time, you can:
   • Press Resume to resume the call on your phone.
   • Retrieve the call from another phone.

Manage Intercom Calls

Intercom allows you to place and receive one-way calls using a dedicated or dialable intercom line.
When you place an intercom call, the recipient’s phone autoanswers with mute activated (whisper mode) and broadcasts your message through the recipient’s speakerphone, headset, or handset, if one of these devices is active.
After receiving the intercom call, the recipient can initiate two-way audio (connected mode) to allow for further conversation.

Place a Dedicated Intercom Call

Intercom allows you to place and receive one-way calls using a dedicated or dialable intercom line.
When you place an intercom call, the recipient phone autoanswers with mute activated (whisper mode) and broadcasts your message through the recipient’s speakerphone, headset, or handset, if one of these devices is active.
After receiving the intercom call, the recipient can initiate two-way audio (connected mode) to allow for further conversation.

Procedure

Step 1  Press Intercom.
Note  Your phone enters whisper mode until the recipient accepts the intercom call. If you are on an active call, that call is placed on hold.
Place a Dialable Intercom Call

Procedure

Step 1 Press Intercom.
Step 2 Enter the intercom code.
Note Your phone enters whisper mode until the recipient accepts the intercom call. If you are on an active call, that call is placed on hold.
Step 3 Listen for the intercom alert tone, then begin speaking.
Step 4 Press Intercom to end the call.

Receive an Intercom Call

Intercom allows you to place and receive one-way calls using a dedicated or dialable intercom line.

After receiving the intercom call, the recipient can initiate two-way audio (connected mode) to allow for further conversation.

Procedure

Step 1 When an intercom call comes to your phone, you receive a message on your phone screen, an audible alert, and your phone answers the intercom call with mute activated. You can handle the intercom call in one of these ways:

- Listen to the intercom caller in whisper mode. Any current call activity you are already engaged in continues simultaneously. In whisper mode, the intercom caller cannot hear you.
- Press Intercom to switch to connected mode. In connected mode, you can speak to the intercom caller.

Step 2 Press Intercom to end the call.

View Phone Information

Phone Information allows you to view the following information for your phone:

- Model Number
• IP Address
• Host Name
• Active Load
• Last Upgrade
• Active Server
• Stand-by-Server

Procedure

Step 1
Press Applications.

Step 2
Select Phone Information.

Step 3
Press Exit to return to the Applications screen.

Note  You can press Show detail to view the upgrade process during an upgrade.

Sign In To the Cisco Unified Communications Self Care Portal

Your phone is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to sign in to the Cisco Unified Communications Self Care Portal, where you can control features, settings, and services for your phone. For example, you can manage your phone display language, set up services, add entries to your personal address book, and set up speed-dial codes.

Before you can access any of your options, such as Speed Dial or Personal Address Book, you must sign in. When you are finished using portal, you must sign out.

In some cases, you can access the Cisco Unified Communications Self Care Portal without having to sign in. For more information, contact your system administrator.


Procedure

Step 1
Obtain the portal URL, user ID, and default password from your system administrator. Typically, the portal URL is http://<ip_address or hostname>/ucmuser.
Step 2  Open a web browser on your computer and enter the URL.
Step 3  If prompted to accept security settings, select Yes or Install Certificate.
Step 4  Enter your user ID in the Username field.
Step 5  Enter your password in the Password field.
Step 6  Select Login.
Step 7  To sign out, select Logout.
 CHAPTER 4

Contacts

- Corporate Directory, page 47
- Personal Directory, page 48
- Fast Dial, page 51
- Fast-Dial Codes with Personal Directory, page 51
- Cisco WebDialer, page 53

Corporate Directory

The Corporate Directory menu contains corporate contacts that you can access on your phone. Your system administrator sets up and maintains the directory.

Search and Dial a Contact

Procedure

Step 1  Press Contacts.
Step 2  Use the Navigation cluster and Select button to scroll and select Corporate Directory.
Step 3  Select one or all of these search criteria to search for a coworker:
   - First Name
   - Last Name
Step 4  Enter the search criteria information, press Submit, and select a contact.
Step 5  To dial, perform one of these actions:
   - Press Call.
   - Press Select.
• From the keypad, press the number that displays in the upper right corner of the contact label.

• Press Speakerphone.

• Press Headset.

• Pick up the handset.

# Search and Dial a Contact While On a Call

**Procedure**

**Step 1** Press **Contacts**.

**Step 2** Use the Navigation cluster and Select button to scroll and select **Corporate Directory**.

**Step 3** Select one or both of these search criteria to search for a coworker:

• First Name
• Last Name

**Step 4** Enter the search criteria information and press **Search**.

**Step 5** Press **Call**.

The phone puts the existing call on hold and makes the new call.

# Personal Directory

The personal directory contains a list of your personal contacts. You can assign fast-dial codes to your personal directory entries for fast-dialing.

You can set up your personal directory from your phone or from the Cisco Unified Communications Self Care Portal. Use your phone to assign fast-dial codes to the directory entries. For more information, see the *Cisco Unified Communications Self Care Portal User Guide*, located at [http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuem/useroptions/10_5_1/CUCM_BK_U437D0F8_00_self-care-user-guide-1051.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuem/useroptions/10_5_1/CUCM_BK_U437D0F8_00_self-care-user-guide-1051.html).
Sign In and Out of the Personal Directory

Procedure

Step 1 Press Contacts.
Step 2 Select Personal Directory.
Step 3 Enter the user ID and PIN, and press Submit.
Step 4 Select Log Out, press Select, and then press OK.

Add a Personal Directory Entry from the Phone

Procedure

Step 1 Press Contacts.
Step 2 Sign in to Personal Directory.
Step 3 Select Personal Address Book.
Step 4 Press Submit.
Step 5 Press New. You may need to press More first.
Step 6 Enter the nickname information.
   You can also enter a name.
Step 7 Press Phones and enter the phone numbers.
   Make sure you include any required access codes, such as 9 or 1.
Step 8 Press Submit to add the entry to your personal directory.

Search for an Entry in the Personal Directory

Procedure

Step 1 Press Contacts.
Step 2 Sign in to Personal Directory.
Step 3 Select Personal Address Book.
Step 4 Select one or all of the following:
   • Last Name
   • First Name
• Nickname

Step 5 Enter the search criteria information and press Submit.

Dial a Number from the Personal Directory

Procedure

Step 1 Press Contacts.
Step 2 Sign in to Personal Directory.
Step 3 Select Personal Directory and search for an entry.
Step 4 Select the personal address book entry that you want to dial.
Step 5 Press Call.

Edit a Personal Directory Entry

Procedure

Step 1 Press Contacts.
Step 2 Sign in to Personal Directory.
Step 3 Select Personal Address Book and search for an entry.
Step 4 Press Select.
Step 5 Press Edit.
Step 6 Modify the entry information.
Step 7 Press Phones to modify a phone number.
Step 8 Press Update.
Delete a Personal Directory Entry

Procedure

Step 1 Press Contacts.
Step 2 Sign in to Personal Directory.
Step 3 Select Personal Address Book and search for an entry.
Step 4 Press Select.
Step 5 Press Edit.
Step 6 Press Delete. You may need to press More first.
Step 7 Press OK to confirm the deletion.

Fast Dial

Fast Dial allows you dial a phone number from the Fast Dial service on your phone.

Place a Call With a Fast-Dial Button

Procedure

Step 1 Press Fast Dial.
Step 2 Sign in to Personal Directory.
Step 3 Select Personal Fast Dials.
Step 4 Select a fast-dial code and then press the Dial softkey.

Fast-Dial Codes with Personal Directory

You manage the fast-dial codes with Personal Directory using the Contacts menu on your phone.
Assign a Fast Dial Code to a Personal Directory Entry

Procedure

Step 1 Press Contacts.
Step 2 Select Personal Directory.
Step 3 Select Personal Address Book.
Step 4 Enter the name and press Submit.
Step 5 Press Select and then press FastDial.
Step 6 Select a number and press Select.
Step 7 Scroll to an unassigned fast-dial index and press Submit.

Place a Call Using a Fast Dial Code

Procedure

Step 1 Press Contacts.
Step 2 Sign in to Personal Directory.
Step 3 Select Personal Fast Dials and scroll to a fast-dial code.
   Note To get more fast-dial codes, press Next.
Step 4 Select the required fast-dial code and press Call.

Delete a Fast Dial Code

Procedure

Step 1 Press Contacts.
Step 2 Sign in to the Personal Directory.
Step 3 Select Personal Fast Dials and search for a fast-dial code.
Step 4 Select the required code and press Remove.
Step 5 Select the index and press Remove.
Cisco WebDialer

Cisco WebDialer allows you to make calls on your Cisco IP Phone to directory contacts by selecting items in a web browser.
For more information, contact your system administrator.

Use Cisco WebDialer with Another Online Corporate Directory

Procedure

Step 1 In a web browser, type the address of the Cisco WebDialer-enabled page:
https://[CUCM IP]/webdialer/Webdialer
Step 2 When prompted, enter your user ID and password.
Note If you are using Cisco WebDialer for the first time, review preferences on the Make Call window.
Step 3 Choose a line or a phone.
If you have one phone with a single line, the appropriate phone and line are automatically selected.
If you have more than one phone of the same type, the list identifies the phone by device type and MAC address. To display the MAC address on your phone, select Applications > Phone Information.
Step 4 Enter the phone number you want to dial, and select Dial.
Step 5 Select Hang up or hang up the handset after your call completes.

Change Cisco WebDialer Preferences

Procedure

Step 1 Initiate a call using Cisco WebDialer to access the Make Call window.
Step 2 Select one of the following options from the Make Call window:
  - Preferred language
  - Preferred device
Step 3 Choose a line or a phone.
Note If you have one phone with a single line, the appropriate phone and line are automatically selected.
If you have more than one phone of the same type, the list identifies the phone by device type and MAC address. To display the MAC address on your phone, select Applications > Phone Information.
Step 4 If you have an Extension Mobility profile, select Extension Mobility from the Calling Device drop-down menu.
Step 5 Ensure that you do not select Do not display call information nor Disable Auto Close.
If you select Do not display call information, the Make Call Window is not displayed when you next use the phone. If you select Disable auto close, the call window does not automatically close after 15 seconds.

Sign Out of Cisco WebDialer

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Access the Make Call or Hang Up window.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select Sign Out.</td>
</tr>
</tbody>
</table>
Call History

Call History Overview

Call History allows you to view information about the last 150 calls on your phone. The Call History lists individual calls and call groups chronologically from the most recent call to the oldest one. If your phone has multiple lines, calls on all lines are added together. The oldest calls over the 150-call limit are dropped from the history.

In the Call History screen, the line information (such as "Line: 5623") displays in the upper-right corner to indicate the line name or number for which the call history is displayed.

If set up by your administrator, you see icons beside each Call History entry. The icon shows the status (Unknown, Idle, Busy, or DND) of the person who made the call.

For each call record or call group, an icon to the left of the caller ID shows the call type:

- Received: 
- Placed: 
- Missed: 

Note: On the Cisco IP Phone 8811, the icon is gray.
If the caller ID is unavailable, “Unknown” is displayed, and the phone number is listed.

Calls for the same caller ID and phone number are grouped together only when they occur in chronological order and do not have calls associated. For each group, the time of the latest call and the number of calls (such as “(3)”) are displayed:

- Incoming (Received) and outgoing (Placed) calls are grouped together.
- Missed calls are grouped together in a separate group.

For each individual call record or call group, the phone number is listed in blue and is contact sensitive for touch dialing.

Hunt group and multiparty calls show an icon to the right of the caller ID that differentiates the call from a normal call, and these calls are not grouped even when they are next to each other in the list.

A plus (+) symbol on entries in call history, redial, or call directory indicates that your phone is set up to list international calls. For more information, contact your system administrator.

The received and placed calls from shared lines are logged in the Call History. To view all the call history logs, open the Call History screen. The following table describes the call state, icon, and tag for shared lines.

<table>
<thead>
<tr>
<th>Call State</th>
<th>Call Icon</th>
<th>Tag</th>
</tr>
</thead>
<tbody>
<tr>
<td>Locally placed calls</td>
<td>📞</td>
<td>Placed</td>
</tr>
<tr>
<td>Locally received calls</td>
<td>📞</td>
<td>Received</td>
</tr>
<tr>
<td>Remotely placed calls</td>
<td>📞</td>
<td>Remote Placed</td>
</tr>
<tr>
<td>Remotely received calls</td>
<td>📞</td>
<td>Remote Received</td>
</tr>
<tr>
<td>Missed calls</td>
<td>📞</td>
<td>Missed</td>
</tr>
</tbody>
</table>

**Note** On the Cisco IP Phone 8811, the icon is gray.

Your Call History list displays the status of monitored lines, if the feature is enabled by your system administrator. Each call history item in the Call History lists displays an icon to identify the state of the line. The following states are available:

- Offline
- Idle
- Busy
- DND
View the Call History

Procedure

Step 1 Press Applications.
Step 2 Select Recents.
Step 3 Scroll and select a call record or call group.
Step 4 Press Exit to return to the Applications screen.

View Call Record Details

Procedure

Step 1 If you are on a connected call, press Show Detail to show the Call Details screen. This screen displays single call information and call duration and updates each second.
Step 2 If you are not on a connected call, follow the steps below.
   a) Press Applications and select Recents.
   b) Select a call record or group and press Show Detail.
   Note When you are on a call record, you can keep the Navigation cluster and Select button highlighted to display the call details.
   c) Press Return to return to the Call History screen.
   d) Press Exit to return to the Applications screen.

Filter the Call History

Procedure

Step 1 Press Applications and select Recents.
Step 2 To sort calls for a specific line, select the required phone line and view the individual calls.
Step 3 To sort by missed calls for a specific line, select the required phone line press Missed Calls.
Step 4 Press Exit to return to the Applications screen.
Dial From the Call History

**Procedure**

**Step 1** If the phone is not in idle state, perform the following steps:

a) Press **Applications** and select **Recents**.

b) Select the call record that you want to dial and perform one of the following:

   • Press **Call**.
   
   • Pick up the handset.
   
   • Press **Details**.
   
   • Press **Speakerphone** or **Headset**.

**Step 2** If the phone is in idle state, press down on the Navigation cluster and Select button to display the On-Hook Dialing screen.

Edit a Phone Number

**Procedure**

**Step 1** Press **Applications** and select **Recents**.

**Step 2** Press **All Lines** or the required line.

**Step 3** Select the call you want to edit and press **EditDial**.

**Note** Press the Navigation pad right or left to move the cursor.

Press **Delete** to delete the character to the left of the cursor.

**Step 4** Press **Call** to dial the number.

**Step 5** Press **Return** to return to the Call History list.
Clear the Call History

Procedure

Step 1 Press Applications 📘 and select Recents.
Step 2 Select All Lines or the required line.
Step 3 Press Clear list and then press Delete to delete the call history list.
Step 4 Press Cancel to go back to the Call History screen.

Delete a Call Record

Procedure

Step 1 Press Applications 📘 and select Recents.
Step 2 Highlight the individual call record or call group that you want to delete.
Step 3 Press Delete to delete an individual call record or all calls in a group. A Delete Record alert message appears for verification.
Step 4 Press Delete to delete the record.
Step 5 Press Exit to return to the Applications screen.
Delete a Call Record
Voicemail

- Access Voicemail, page 61
- Check for Voice Messages, page 61
- Listen to Voice Messages, page 62
- Visual Voicemail, page 62

Access Voicemail

Procedure

Step 1  Press Messages.
Step 2  Follow the voice prompts.

Check for Voice Messages

Procedure

Check for voice messages in any of these ways:

- Look for a solid red light on your handset.
  You can set up the visual message waiting lamp using the Self Care Portal.
- Look for a colored box beside the line button.
  The colored background indicates that there are new voice messages and the number of missed calls and voice mail messages displays in the box.

Note  On the Cisco IP Phone 8811, the box is gray.
When you select a line with a Message icon, the Login screen displays on the phone screen.

**Note**  If you had selected Yes in the Remember me screen when you last logged in, the messages list is displayed.

If there are more than 99 new voice messages, the message count is replaced by a plus (+) sign.

If call forwarding is set up on a line that has new voice messages, the Call Forward icon replaces the Message icon on the line label.

**Note**  On the Cisco IP Phone 8811, the Call Forward icon is gray.

- Listen for a stutter tone (if available) from your handset, headset, or speakerphone when you place a call.

  The stutter tone is line-specific. You hear it only when using the line that has new voice messages.

You can set up audible message waiting tones using the Self Care Portal.

---

### Listen to Voice Messages

After you listen to your new voice messages, the message indicators are updated on the phone screen. If there are no new voice messages, the Message icon is removed from the line label, and the Voicemail icon is removed from the right side of the phone screen.

**Procedure**

#### Step 1

To listen to voice messages, do one of the following:

- Press **Messages**. The Login screen displays.
  
  **Note**  If you selected Yes in the Remember me screen when you last logged in, the messages list displays.

- Select a line with colored box beside it. The box indicates the number of messages waiting.

  The Cisco IP Phone 8881 displays a gray box.

- Press the line button and then **Voicemail**.

#### Step 2

Follow the prompts to listen to your voice message.

---

### Visual Voicemail

Visual Voicemail is an alternative to audio voicemail. You use the screen on your phone to work with your messages, rather than respond to audio prompts. You can view a list of your messages and play your messages.

You can also compose, reply to, forward, and delete messages.

Advanced Calling Features

- Conference, page 63
- Meet Me Conference, page 65
- Speed Dial, page 66
- Do Not Disturb, page 68
- Malicious Call Identification, page 69
- Extension Mobility, page 69
- Mobile Connect, page 70
- Line Status, page 72
- Custom Line Filters, page 73
- Hunt Groups, page 76
- Barge, page 77
- Call Chaperone, page 78
- Uniform Resource Identifier Dialing, page 79
- Intelligent Proximity for Mobile Devices, page 80
- Intelligent Proximity for Tablets, page 84

Conference

Conference allows you to talk simultaneously with multiple parties in an ad hoc meeting.

When you are talking on a call, use Conference to dial another party and add them to the call.

If you have multiple phone lines, you can alternately use Conference to combine two calls across two lines. For example, if you have a call on Line 1 and a call on Line 2, you can combine the calls into a conference.

As the conference host, you can remove individual participants from the conference. The conference ends when all participants hang up.
Add a Third Party to a Conference

Procedure

Step 1  Start with a connected call that is not on hold.
Step 2  Press Conference and do one of the following:
   • Enter the phone number for the party you want to add and press Call.
   • Press a speed-dial button.
   • Press Speed Dial, enter a speed-dial number, and press Speed Dial again.
   • Press Active Calls and select a call.
   • Select a call from the Call History.
Step 3  Wait for the party to answer or skip to step 4 while the call is ringing.
Step 4  Press Conference.
       The conference begins.

Join Calls Into a Conference

The conference is established on the line that had the active call.

Your system administrator controls the ability to transfer calls from one line to another line.

Procedure

Step 1  Start with two connected calls.
Step 2  Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call.
Step 3  Press Conference.
Step 4  Press the line button for the other (held) call or if the held call is on another line:
   a) Press Active Calls.
   b) Choose a call from the list.
   c) Press Conference.
       The conference begins. The conference is established on the line that had the active call.

Swap Between Calls Before Completing a Conference

You can consult privately with the conference and another person, before adding the person into the conference.
Procedure

Step 1 Call a new conference participant, but do not add the participant to the conference. You must wait until the call is connected.

Step 2 Press Swap to toggle between the participant and the conference.

View Conference Participants

You can view the details of the last 16 participants who joined the conference.

Procedure

While in a conference, press Show Details to view a list of participants.

Note When you place a call to another party and the person that you called creates a conference with a third phone, the Show Details softkey displays only for the person who created the conference.

Remove Conference Participants

Procedure

Step 1 While in a conference, press Show Details.

Step 2 Highlight the participant that you want to remove, then press Remove.

Meet Me Conference

Meet Me allows you to call a predetermined number at a scheduled time to host or join a Meet Me conference. The Meet Me conference begins when the host connects. Participants who call the conference before the host has joined hear a busy tone and must dial again. The conference ends when all participants hang up; the conference does not automatically end when the host disconnects.
Host a Meet Me Conference

Procedure

Step 1 Obtain a Meet Me phone number from your system administrator.
Step 2 Distribute the Meet Me phone number to participants.
Step 3 When you are ready to start the meeting, lift the handset to get a dial tone and press Meet Me.
Step 4 Dial the Meet Me phone number.

Join a Meet Me Conference

Procedure

Step 1 Dial the Meet Me phone number that the conference host provides.
Step 2 If you hear a busy tone, the host has not yet joined the conference. In this case, hang up and try your call again.

Speed Dial

Speed Dial allows you to press a button and enter a preset code to place a call. Before you can use Speed Dial features on your phone, you must set up speed-dial in the Self Care Portal.

Depending on setup, your phone can support these Speed Dial features:

- Speed-dial buttons: Allow you to quickly dial a phone number from one or more line buttons set up for speed dialing.

  If your system administrator has set up the Line Status feature, you can monitor the status of a speed-dial line by using the line status indicators.

- Speed-dial codes: Allow you to dial a phone number from a code (sometimes referred to as abbreviated dialing).

You can use also use Speed Dial to reach telephone numbers that require a Forced Authorization Code (FAC), Client Matter Code (CMC), or additional digits (such as a user extension, a meeting access code, or a voicemail password). These numbers usually require you to input pause characters in the digit string.

Related Topics

- Pause in Speed Dial, on page 67
Place a Call with a Speed-Dial Button

Before You Begin
Before you can use speed-dial buttons on your phone, you must set up Speed Dial in the Self Care Portal.

Procedure
To place a call, press a speed-dial button on the left side of your phone.

Use a Speed-Dial Code On Hook

Before You Begin
Before you can use speed-dial codes on your phone, you must set up Speed Dial in the Self Care Portal.

Procedure
Enter the speed-dial code and press **Speed Dial**.

Use a Speed-Dial Code Off Hook

Before You Begin
Before you can use speed-dial codes on your phone, you must set up Speed Dial in the Self Care Portal.

Procedure

---

**Step 1** Lift the handset and press **Speed Dial**.
**Step 2** Enter the speed-dial code and press **Speed Dial** again to complete the call.

Pause in Speed Dial

You can use Speed Dial to reach destinations that require a Forced Authorization Code (FAC), Client Matter Code (CMC), dialing pauses, or additional digits (such as a user extension, a meeting access code, or a voice mail password). When you press the configured Speed Dial, the phone establishes the call to the destination number and sends the specified FAC, CMC, and additional digits with dialing pauses inserted.

To include dialing pauses in the speed dial, include a comma (,) as part of the speed-dial string. This comma specifies a pause of 2 seconds. It also allows you to separate FAC and CMC from the other digits in the speed-dial string.
Be aware of the following requirements when you include FAC and CMC in the speed-dial string:

- FAC must always precede CMC in the speed-dial string.
- A speed-dial label is required for speed dials with FAC and DTMF digits.
- Only one comma is allowed between FAC and CMC digits in the string.

Each comma you include represents an additional pause of 2 seconds. For example, two commas (,,) represent a pause of 4 seconds.

Be aware of the following requirements when you include FAC and CMC in the speed-dial string:

- FAC must always precede CMC in the speed-dial string.
- A speed-dial label is required for speed dials with FAC and DTMF digits.
- Only one comma is allowed between FAC and CMC digits in the string.

Before you configure the speed-dial, try to dial the specified digits manually at least once to ensure that the digit sequence is correct.

The phone does not save the FAC, CMC, or additional digits from the speed dial in the call history. If you press Redial after connecting to a destination using the speed-dial, the phone prompts you to enter any required FAC, CMC, or DTMF digits manually.

**Example 1**

Consider the following requirements to access voicemail:

- Called number to access voicemail: 8000
- PIN: 123456# after announcement of 2 seconds
- Voicemail response: Enter option 3 to read latest message after a pause of 6 seconds (while the automated announcement lists the available options)

To set up the speed-dial to access this voice mailbox, specify the following speed-dial string:

8000,123456#,,,3

**Example 2**

Consider the following call requirements

- Called number: 95556543
- FAC: 1234
- CMC: 9876
- Automated phone system response, required 4 seconds after the call is connected: 56789#

To access this destination, specify the following speed-dial string:

95556543,1234,9876,,56789#

**Do Not Disturb**

Do Not Disturb (DND) allows you to turn off one of the following incoming call indicators:
• The ringer on your phone
• The ringer and any visual notification that you have an incoming call

When DND is enabled, your incoming calls forward to another number, such as your voicemail, if it is set up and the call is not saved or listed in your Call History.

The DND feature affects all lines on a phone. The feature does not affect intercom or 911 calls.


### Turn DND On and Off

#### Procedure

**Step 1**  
Press **DND** to turn on DND.  
Visual confirmation displays briefly.

**Step 2**  
Press **DND** again to turn off DND.  
Visual confirmation displays briefly.

### Malicious Call Identification

Malicious Call Identification (MCID) allows you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.

### Trace a Suspicious Call

#### Procedure

Press **Report Caller** to send a silent notification message to your system administrator.  
When the silent notification message is sent, your phone provides both a visual and audible confirmation.

### Extension Mobility

Cisco Extension Mobility (EM) allows you to configure a different Cisco IP Phone as your own temporarily. After you sign in to EM, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your system administrator sets up EM for you.

The Cisco Extension Mobility ChangePIN feature allows you to change your PIN from your Cisco IP Phone.
Enable Extension Mobility

Procedure

Step 1  Press Applications.
Step 2  Select Extension Mobility (name can vary, including EM Service).
Step 3  Enter your user ID and PIN (provided by your system administrator).
Step 4  Select a device profile if prompted.
Step 5  Press Applications to sign out.
Step 6  Select Extension Mobility.
Step 7  Press Yes when prompted to sign out.

Mobile Connect

Mobile Connect allows you to use your mobile phone to handle calls that are associated with your desk phone number.

When using Cisco Mobile Connect, you must add your mobile and other phones that you want to use to make and receive calls using the same directory numbers as your desk phone. These phones are called remote destinations. You can also define access lists to restrict or allow calls from certain numbers to be sent to your mobile phone.

When you enable Mobile Connect:

- Your desk phone and remote destinations (your mobile phones) receive calls simultaneously.
- When you answer the call on your desk phone, the remote destinations stop ringing, are disconnected, and display a missed call message.
- When you answer the call on one remote destination, the other remote destinations and desk phone stop ringing and are disconnected, and a missed call message is shown on the other remote destinations.
- When you answer the call on one remote destination and then switch the call to a Cisco Unified device that shares lines, the Cisco Unified devices that share the same line display a Remote In Use message.

Enable Mobile Connect

Procedure

Step 1  Press Mobility to display the current remote destination status (Enabled or Disabled).
Step 2  Press Select to change the status.
Turn Mobile Connect On or Off for All Remote Destinations from a Desk Phone

Procedure

Step 1  Press Mobility or To Mobile to display the current remote destination status (Enabled or Disabled).
Step 2  Press Select to change the status.

Switch a Desk Phone Call to a Mobile Phone

Procedure

Step 1  Press Mobility.
Step 2  Press Select to send a call to mobile phone.
Step 3  Answer the in-progress call on your mobile phone.

Note   You cannot use the same phone line for any other calls, but if your desk phone supports multiple lines, you can use another line to make or receive calls.

Switch a Mobile Call to the Desk Phone

Procedure

Step 1  Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
Step 2  Press the line on your desk phone to resume the call on your desk phone within 5 to 10 seconds and start talking on the desk phone.

Hand Off a Call from a Mobile Phone to the Desk Phone

Procedure

Step 1  While on your mobile phone, enter the access code for the hand off feature.
        For more information, contact your system administrator.
Step 2 Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.

Step 3 Press Answer on your desk phone within 10 seconds and start talking on the desk phone.

For more information, contact your system administrator. The Cisco Unified devices that share the same line display a Remote In Use message.

---

**Line Status**

Line Status indicators allow you to view the state of a phone line that is associated with a speed-dial button. Your system administrator sets up Line Status indicators on your phone.

**Line Status Indicators**

Line Status indicators show the state of a line.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Icon]</td>
<td>Line is in use.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Line is idle.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Line is ringing. (Only for Call Pickup.)</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Line is in a Do Not Disturb (DND) state.</td>
</tr>
</tbody>
</table>

Line Status indicators can be set up on speed-dial buttons by your system administrator and can be used with these features:

- **Speed Dial**
  
  Allows you to monitor the status of (and dial) a specific number on a speed-dial button. If the monitored line is unavailable, the Line Status button changes to a normal speed-dial button.

- **Directed Call Park**
  
  Allows you to monitor the line status of and dial a Directed Call Park number on a speed-dial button.

- **Call Pickup**
  
  Allows you to monitor the line status of (and pick up a ringing call on) a ringing call on a speed-dial button.

Your system administrator can also set up your phone to play an audible alert when a call rings on the monitored line.
Custom Line Filters

Custom Line Filters enable you to reduce alert activity by filtering it to high-priority lines by allowing you to set the alerting call notification priority on a subset of lines covered by an alert filter. The custom filter generates either traditional pop-up alerts or actionable alerts for incoming calls on the selected lines. For each filter, only the subset of lines under coverage will generate an alert. If a filter is turned off, lines under its coverage will not show alert notifications.

If this feature has been configured, there are three, selectable, filter types available to you:

- All Calls (on all lines)
- Daily schedule
- Custom user

The administrator configures the default line filter, which is visible to you as the Daily schedule filter. Even if the administrator has not configured the default filter, the all calls filter and custom filter options are available to you. If you have not created any custom filters all provisioned lines are covered by the default line filter if it exists, or all calls if it does not.

You cannot edit either the All Calls filter or the Daily schedule filter, but you can use the Daily schedule filter as a template for a new, custom filter by duplicating and then editing the duplicate filter.

You save the custom filters directly to your phone so that you can quickly select and change coverage. You can define a maximum of 20 custom filters, but only one filter may be active at a time.

Note: If both the Custom Line Filters and the Actionable Incoming Call Alert features are enabled, actionable call alerts apply only to the lines that are covered by filters.

Add a Line Filter

Procedure

Step 1 On your phone, go to Applications > Settings.
Step 2 Highlight Call notifications, and press Select.
The current filter displays next to the option.
Step 3 Highlight Add new filter and press Select.
The maximum number of custom filters is 20. If you have already created the maximum number of custom filters, delete a filter before continuing with this procedure.
Step 4 Press Select a second time to make the text editable.
The Show incoming call notification for selected lines screen with available phone lines displays.

**Step 5** Accept the default name for the new filter, or enter a new one.

**Step 6** Select the lines to add to the new filter.
All available lines are displayed in the list. If you require a line that is not in the list, contact your administrator.

**Step 7** Click **Apply**.

**Step 8** To view the filter, press **Back**.

---

## Select an Active Line Filter

**Procedure**

**Step 1** On your phone, select **Applications > Settings**.

**Step 2** Highlight **Call notifications**, and press **Select**.
The currently available filter options display.

**Step 3** Highlight the filter to apply and press **Select**.

## Delete a Line Filter

**Procedure**

**Step 1** On your phone, go to **Applications > Settings**.

**Step 2** Highlight **Call notifications**, and press **Select**.

**Step 3** Highlight the filter to be deleted and press **Delete**.
The filter is deleted and no longer appears in the list of filters.
Duplicate a Line Filter

Procedure

Step 1  On your phone, go to Applications > Settings.
Step 2  Highlight Call notifications, and press Select.
Step 3  Highlight the filter to be duplicated and press Duplicate.
Step 4  Highlight the duplicated filter and press Edit.
Step 5  (Optional) Enter a new name for the filter.
Step 6  Add or remove available lines from the filter.
Step 7  Click Apply.
Step 8  To view the filter, press Back.

Edit a Line Filter

Procedure

Step 1  On your phone, go to Applications > Settings.
Step 2  Highlight Call notifications, and press Select.
Step 3  Highlight the filter to be edited and press Edit.
Step 4  (Optional) Enter a new name for the filter.
Step 5  Add or remove available lines from the filter.
Step 6  Click Apply.
Step 7  To view the filter, press Back.

Note  You cannot edit the Daily schedule filter. For more information, contact your administrator.
Rename a Line Filter

**Procedure**

**Step 1** On your phone, go to **Applications > Settings.**

**Step 2** Highlight **Call notifications,** and press **Select.**

**Step 3** Highlight the filter to be renamed and press **Edit.**

**Step 4** Enter a new name for the filter.

**Step 5** Click **Apply.**

**Step 6** To view the filter, press **Back.**

Hunt Groups

Hunt Groups are used to share the call load in organizations that receive a large number of incoming calls.

Your system administrator sets up a hunt group with a series of directory numbers. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group and directs the call to that phone.

If you are a member of a hunt group, you sign in to a hunt group when you want to receive calls, and you sign out of the group when you want to prevent calls from ringing on your phone.

Your administrator sets up the Queue Status button so that you can view statistics about the queue for the hunt group.

Calls in the group call queue display the same call identification number, no matter which group phone accesses the list.

Sign In and Out of a Hunt Group

Signing out of a hunt group does not prevent direct calls from ringing your phone.

**Procedure**

**Step 1** Press **Hunt Group** to sign in.

Visual confirmation displays briefly.

**Step 2** Press **Hunt Group** again to sign out.
Display Queue Statistics

Use the queue statistics to check the status of the hunt group queue.

**Procedure**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Press <strong>Queue Status</strong>. The Queue status window appears.</td>
</tr>
<tr>
<td>Step 2</td>
<td>To refresh the statistics, press <strong>Update</strong>.</td>
</tr>
<tr>
<td>Step 3</td>
<td>To exit, press <strong>Exit</strong>.</td>
</tr>
</tbody>
</table>

Barge

Barge allow you to add yourself to nonprivate calls on a shared line. You access the Barge function using the Merge softkey. A conference call is set up with yourself and the participants of the nonprivate call on the Cisco Unified Communications Manager.

Set Up Barge Alert

By default, the Barge Alert option is set to Off and you can barge into an eligible shared lined without receiving a prompt. When the Barge Alert is set to On, an alert prompt is displayed.

**Procedure**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>On your phone, go to <strong>Applications &gt; Settings</strong>.</td>
</tr>
<tr>
<td>Step 2</td>
<td>At the <strong>Barge Alert</strong> menu item, click <strong>On</strong> to enable the alert or <strong>Off</strong> to enable Barge. By default, the barge alert prompt is toggled Off.</td>
</tr>
</tbody>
</table>

Add Yourself to a Call on a Shared Line

**Procedure**

Press the line button for the shared line.

Enable Privacy on a Shared Line

Privacy allows you to prevent others who share your line from seeing information about your calls.
Privacy applies to all shared lines on your phone. If you have multiple shared lines and Privacy is enabled, others cannot view any of your shared lines.

If the phone that shares your line has Privacy enabled, you can make and receive calls using the shared line as usual.

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Privacy to enable the feature. Visual confirmation displays on your phone screen for as long as the feature is enabled.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Press Privacy again to turn off the feature.</td>
</tr>
</tbody>
</table>

**Dismiss the Barge Alert Prompt Window**

When the Prompt for Barge feature is enabled on your phone, you see a pop-up window when you start to barge into a call.

**Procedure**

Press No to cancel the barge, or press any line or session key.

**Note**  The alert closes automatically if the phone opens a new window, if a new alert window opens, or if the current session is no longer available for barge.

**Call Chaperone**

Call Chaperone allows an authorized Call Chaperone user (the chaperone) to supervise (chaperone) and record a call. Chaperoned calls have a minimum of three parties: the calling party, the chaperone, and the called party. To determine if you are an authorized chaperone, contact your system administrator.

The chaperone answers a call, creates a conference call, and remains on the conference call to chaperone and record the call. Cisco IP Phones that are set up with the Call Chaperone feature also have a **Record** button.

When the chaperone hangs up the call, the entire conference ends.

The chaperone can perform only the following tasks while chaperoning the call:

- Record the call.
- Conference in one participant. A chaperone can conference the first participant only; subsequent participants can be added to the conference only by the other participants in the conference.
- End the call.
Record a Chaperoned Call

Procedure

Step 1 Answer an incoming call. Record displays if the system determines that the call must be chaperoned and recorded.

Step 2 Press Conference to create a conference call.

Step 3 Enter the phone number for the party you want to add and press Call.

Step 4 When the called party answers, press Conference. The conference begins.

Step 5 Press Record to begin recording the conference call. Alternatively, you can begin recording the call before the conference call is established. In this case, press Conference after answering the incoming call. The call gets put on hold automatically, and the recording stops while you set up the conference call. The recording restarts automatically when the conference call is established.

Step 6 Press End Call to end the chaperoned call; all parties are disconnected.

Uniform Resource Identifier Dialing

You can place calls using Uniform Resource Identifier (URI) Dialing, using the alphanumeric URI address as a directory number; for example, bob@cisco.com. You must enter the URI address to select the contact.

The phone screen displays the call information for the URI call. The phone stores the URI call information in the Call History and the Details page. When you receive a call with a URI address, the URI address is stored in your Call History. Press Redial to call the most recently dialed URI address.

Depending upon how the administrator configures your phone, you may see either the URI or the Directory Number (DN) displayed for the incoming call alerts, call sessions and call history. If the phone is set to display the DN but only the URI is available, then the URI displays. If the phone is set to display the URI and only the DN is available, then the DN displays.

Note

URI calls cannot be placed using the soft keypad.

To place an on-hook call using a URI address, you need to press the ABC softkey to switch the keypad mode. To place an off-hook call using a URI address, the URI address must be stored in your Call History or Speed Dial list.
When you enter a URI address to place a call, do not pause for more than 10 seconds between key presses. After 10 seconds of inactivity, the phone assumes that it has the complete address and attempts to place the call.

When you dial or receive a call through URI dialing, the call window and incoming call alert display the complete URI address.

When you enter a URI address, the maximum length is 254 characters. You can enter the complete domain name to override the default domain.

URI dialing works with the other features of your phone:

- You can configure a URI address as a speed dial entry to place a call.
- You can configure the Call Forward All destination using the Speed Dial or Call History entries.
- You can initiate a conference call and add multiple parties using URI Dialing if the URI address is stored in the Speed Dial list or Call History.
- You cannot use URI addresses during Meet Me conferences or for Group Call Pickup.
- You can initiate a transfer call using URI dialing if the URI address is stored in the Speed Dial list or Call History.
- You can monitor the state (in-use or idle) of a call using URI Dialing associated with Speed Dial or Call History.
- You can initiate URI Dialing when a busy or unavailable party becomes available.
- You can hide the display of the URI address information.
- When the phones are connected to the Cisco Unified Communications Manager Express and Survivable Remote Site Telephony (CME/SRST), the URI Dialing functions are disabled. The ABC softkey does not appear on the phone screen.

**Intelligent Proximity for Mobile Devices**

Intelligent Proximity allows you to pair your mobile device to use the mobile line through your Cisco IP Phone. Once the mobile device is paired, you can place and receive calls on the mobile line from your Cisco IP Phone, with either the handset or the speaker. You can also use calling features such as hold and redial with the mobile line.

**Note**
Cisco IP Phone 8811, 8841, and 8851NR do not support Bluetooth or Intelligent Proximity for Mobile Devices.

You can share your mobile contacts and call history with the Cisco IP Phone, and move calls between your mobile device and Cisco IP Phone. You can also view signal strength and battery level of the mobile device on the Cisco IP Phone.
Pair a Mobile Device

You can connect one mobile device and one Bluetooth headset at the same time. You cannot connect one mobile device and one tablet at the same time. You can pair multiple mobile devices with the phone, but only one mobile device and one Bluetooth headset can be active at the same time.

Note

When you connect your Bluetooth headset and your mobile device at the same time, the Bluetooth headset cannot be used to answer the audio from the mobile device.

Note

Cisco IP Phone 8811, 8841, and 8851NR do not support Bluetooth or Pair a Mobile Device.

You pair the device with the phone to establish a communication path. After you pair your mobile device to your Cisco IP Phone, the phone automatically connects to the mobile device when the device is in range, and disconnects from the mobile device when the device is out of range. When the mobile device disconnects, the mobile line is gray and displays not connected.

Procedure

Step 1 Put the mobile device in discoverable mode.

Note For more information about discoverable mode, see your mobile device documentation.

Step 2 On your Cisco IP Phone, press Applications.

Step 3 Select Bluetooth > Add Bluetooth.

Step 4 Add new device and select the mobile device from the available devices list to pair.

Step 5 Verify the passkey on the mobile device and the Cisco IP Phone.

Step 6 When you are prompted to save mobile contacts, choose to make your mobile device contacts and call history available on your Cisco IP Phone.

Switch Connected Mobile Devices

If you have more than one paired mobile device in range of your Cisco IP Phone, you can choose which mobile device to connect.
Delete a Mobile Device

Procedure

Step 1 Select the mobile device in the available devices list.
Step 2 Press Delete.

Answer a Mobile Call

Procedure

Select Answer.

Decline a Mobile Call

Procedure

Select Decline.
The call ends.

Ignore a Mobile Call

Procedure

Select Ignore.
The call ends.
Place a Mobile Call

Procedure

Step 1 Select a mobile line.
Step 2 Enter a ten digit number or select a contact from the call history.
Step 3 Press Call.

Move a Call Between the IP Phone and a Mobile Phone

Use your Cisco IP Phone to move an active call to or from your mobile device.

Procedure

Step 1 To move the call from your Cisco IP Phone to your mobile device, select Move audio.
Step 2 To move the call from your mobile device to your Cisco IP Phone, select Move audio.

Adjust the Mobile Device Volume

Volume controls on your Cisco IP Phone and mobile device are synchronized. Synchronization only occurs when there is an active call.

Procedure

While on a call, adjust the volume on either the desk phone or on your mobile device to adjust the mobile device volume.

Mobile Contacts and Mobile Call History Sharing

A paired mobile device displays in Bluetooth > Accounts as Bluetooth. This account remains until the mobile device is unpaired.

Mobile Contacts can be checked from the Recents menu on the IP phone; Mobile Call History sharing can be found using the New Call softkey.

Note Cisco IP Phone 8811, 8841, and 8851NR do not support Bluetooth or Mobile Contacts and Mobile Call History Sharing.
Check Bluetooth Contact Status

The contacts automatically synchronize to the Cisco IP phone when the mobile device connected. The contacts update when a call ends or when the mobile device reconnects. You do not need to manually synchronize the contacts.

Procedure

1. Press Contacts.
2. Select Settings.
3. Select Phone Book Access.

Save Bluetooth Contacts

Use this procedure if your Bluetooth Phone Book Access Profile option is set to No.

Note
This procedure only applies to Cisco IP Phone 8851 and 8861. Cisco IP Phone 8851NR does not support Bluetooth.

Procedure

On the Contacts screen, select your mobile phone and check Save.

Delete Bluetooth Contacts

Use this procedure if your Bluetooth Phone Book Access Profile option is Save.

Note
This procedure only applies to Cisco IP Phone 8851 and 8861. Cisco IP Phone 8851NR does not support Bluetooth.

Procedure

On the Contacts screen, select your mobile phone and check Delete.

Intelligent Proximity for Tablets

If you have a tablet, you can pair the tablet to the phone using Bluetooth. After pairing, audio from a soft client phone call on the tablet can be played on the phone. There are no phone call management options for calls from tablets. The phone supports connections from Android and iOS tablets.
Cisco IP Phone 8811, 8841, and 8851NR do not support Bluetooth or Intelligent Proximity for Tablets.

## Pair a Tablet

You can connect a tablet and a Bluetooth headset at the same time. You cannot connect a tablet and a mobile phone at the same time.

After you pair your tablet to your Cisco IP Phone, the phone will automatically connect to the tablet when the tablet is in range, and disconnect from the tablet when the tablet is out of range.

---

**Note**

When you connect your Bluetooth headset and your tablet at the same time, the Bluetooth headset cannot be used to answer the audio from the tablet or tablet.

---

**Procedure**

1. **Step 1** Put the tablet in discoverable mode.
   - **Note** For more information about discoverable mode, see your tablet documentation.

2. **Step 2** On your Cisco IP Phone, press **Applications**.

3. **Step 3** Choose **Bluetooth > Add Bluetooth device**.

4. **Step 4** Select the tablet from the available devices list to pair.

5. **Step 5** Verify the passkey on the tablet and the Cisco IP Phone.

---

## Move Audio from the Tablet to the Phone

Cisco IP Phone 8811, 8841, and 8851NR do not support Bluetooth.

**Procedure**

1. **Step 1** When the soft client call comes to the tablet, set the audio path to use the Bluetooth connection to the phone.

2. **Step 2** Listen to the audio on the phone using the headset, handset, or speakerphone.

---

## Manage Tablet Audio on Phone

Cisco IP Phone 8851NR does not support Bluetooth.
Procedure

Step 1  To move the audio from the phone handset to the phone headset, press Headset.

Step 2  To move the audio from the phone handset to the phone speakerphone, press Speakerphone.

Step 3  To move the audio from the headset or the speakerphone to the handset, pick up the handset.

Step 4  To move the audio back to the tablet, hang up the handset or press Release.

Step 5  To handle an incoming phone call on the phone, answer the phone.
The audio for the active soft client reverts to the tablet automatically.
Advanced Operations

- Applications, page 87
- Call Functions, page 88
- Feature Buttons and Softkeys, page 91
- Survivable Remote Site Telephony Overview, page 93
- Mobile and Remote Access Through Expressway, page 95

Applications

You can view the applications that are running on your phone, including those that are not under Applications menu; for example, Directories. You may first see the disclaimer required for remote workers, if you have not already accepted it.

View Active Applications

Procedure

Step 1  Press Applications.

Step 2  Use the Navigation cluster and Select button to scroll and select Running Applications. The phone displays a list of applications running on the phone including those that are not under the Application menu.

Step 3  Press Exit to return to the Applications screen.
Switch to Active Applications

Procedure

Step 1  Press Applications.
Step 2  Use the Navigation cluster and Select button to scroll and select Running Applications.
Step 3  Choose a running application and press Switch To to open and use the selected application.
Step 4  Press Exit to close the application.

Close Active Applications

Procedure

Step 1  Press Applications.
Step 2  Use the Navigation cluster and Select button to scroll and select Running Applications.
Step 3  Select a running application and press Close App to close the application. Choose one of the following actions in the alert pop up:
   • Press Close to close the application without saving the changes.
   • Press Cancel to cancel the close application operations.
Step 4  Press Exit to return back to the Applications screen.

Call Functions

This section provides information about some of the advanced call functions that are available on Cisco IP Phones.

Agent Greeting

Agent Greeting allows you to create and update a prerecorded greeting that plays at the beginning of a call, such as a customer call, before you begin the conversation with the caller. You can prerecord a single greeting or multiple greetings as needed.

When a customer calls, both parties hear the prerecorded greeting. You can remain on mute until the greeting ends or answer the call over the greeting.

For more information, contact your system administrator.
Alert Calls

The Alert Calls feature allows you to view a list of all Alert Calls in chronological order (oldest to most recent). You interact with this feature using a programmable line key, which makes it easier to view all of the Alert Calls that are received across your phone lines.

An Alert Call is a specific phone number that you consider important and want to be alerted to when you receive a call from or make a call to this number.

System administrators set up the Alert Calls button. For more information, contact your system administrator.

Actionable Incoming Call Alert

The Actionable Incoming Call Alert displays an actionable alert instead of a toast alert when you receive an incoming call. In addition to displaying incoming caller details, the actionable alert allows you to answer, ignore, or divert the call.

Your administrator configures the Actionable Incoming Call Alert. By default, this actionable alert is disabled.

**Note**

If both the Custom Line Filters and the Actionable Incoming Call Alert features are enabled, actionable call alerts apply only to the lines that are covered by filters.

Answer

Answer allows you to answer the oldest call that is available on all line appearances on your phone, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls always have priority over Held or Park Reversion calls.

Your system administrator sets up the Answer button depending on your call-handling needs and work environment. Typically, the Answer is set up if you have multiple lines.

When you get a call, you see a notification window on the phone screen, called a call toast. The call toast remains visible for a preset amount of time. Your system administrator sets up the default time.

If an incoming call has been call forwarded from another phone, you may see additional information in the call toast to identify that the call has been forwarded. Your system administrator controls the amount of additional information displayed. Additional information can identify the person who forwarded the call to you and the caller information.

Client Matter Code

Your administrator may require that you enter a Client Matter Code (CMC) after you dial a phone number. The CMC can be used for accounting or billing codes. For more information, contact your system administrator.

When you need to enter a CMC, the phone displays Enter Client Matter Code, the dialed number changes to "*******", and you hear a special tone. Enter the CMC for the call using the keypad.
Forced Authorization Code

Your administrator may require that you enter a Forced Authorization Code (FACC) after you dial a phone number. The FAC controls access to phone numbers. For more information, contact your system administrator.

When you need to enter an FAC, the phone displays Enter Authorization Code, the dialed number changes to "*******", and you hear a special tone. Enter the FAC for the call using the keypad. For security reasons, the phone displays a "*" instead of the number entered.

Secure and Nonsecure Indication Tones

When a phone is configured as secure (encrypted and trusted), it can be given a "protected" status. After a phone is protected, it can be configured to play an indication tone at the beginning of a call.

You will hear these secure or nonsecure indication tones only on protected phones. If the overall call status changes during the call, the protected phone plays the appropriate tone.

When the Play Secure Indication Tone option is enabled (True), the following circumstances determine the type of tone the protected phone plays:

- If end-to-end secure media is established and the call status is secure, the phone plays the secure indication tone (three long beeps with pauses)
- If end-to-end nonsecure media is established and the call status is not secure, the phone plays the nonsecure indication tone (six short beeps with brief pauses)
- When the Play Secure Indication Tone option is disabled, no tone plays.

For more information, contact your system administrator.

Shared Lines

Shared lines allow you to use one phone number for multiple phones and either you or your coworker can answer the call. When the line flashes red, your coworker can pick up the call.

If you share a line with a coworker:

- When a call comes in on the shared line:
  - Your phone rings, the line button is solid amber, and the session button flashes amber.
  - Your coworker's phone rings, the line button is solid amber, and the session button flashes amber.
- When your coworker has a call on the shared line:
• If your coworker has privacy enabled, the shared line button is solid red, the session button is solid red, but the call information does not display on your phone.

• If your coworker does not have privacy enabled, the shared line button is solid red, the session button is solid red, and the call information (name and number, if available) displays on your phone.

• If you put the call on hold:
  • Your line button is solid green and the session button pulses green
  • Your coworker’s line button is solid red and the session button pulses red.

• You or the coworker can join a call on the shared line using the Barge feature. Barge converts the call into a conference. To barge, press the red session button for the remote in-use call on the shared line.

Feature Buttons and Softkeys

Depending on how your system administrator set up your phone, some features included in this guide may not be available to you.

The following table provides information about some of the features that are available on softkeys and dedicated feature buttons and some that your system administrator can set up on programmable feature buttons. Features that appear on softkeys are set up by your system administrator.

<table>
<thead>
<tr>
<th>Feature name</th>
<th>Dedicated feature button</th>
<th>Programmable feature button</th>
<th>Softkey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alert Calls</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All Calls</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Answer</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Barge</td>
<td></td>
<td>X</td>
<td>Displays as Merge</td>
</tr>
<tr>
<td>Call Back</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Call Forward All</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Park</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Call Park Line Status</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Call Pickup (Pick Up)</td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Call Pickup Line Status</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Conference</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Decline</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Feature name</td>
<td>Dedicated feature button</td>
<td>Programmable feature button</td>
<td>Softkey</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>--------------------------</td>
<td>-----------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Group Pickup (Group Pick Up)</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Hold</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Hunt Groups</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Intercom</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Malicious Call Identification (MCID)</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Meet Me</td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Mobile Connect (Mobility)</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Mute</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Pickup</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>PLK Support for Queue Status</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Privacy</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Queue Status</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Reporting Tool (QRT)</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Record</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Redial</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Speed Dial</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Speed Dial Line Status</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Support for Hold Button on USB Headsets</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Transfer</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
Survivable Remote Site Telephony Overview

If communication between your phone and the Cisco Unified Communications Server is interrupted, you receive an alert message on your phone. If you are on an active call, the call remains established, and you enter a failover situation. This failover is the Survivable Remote Site Telephony (SRST) feature.

While in failover, not all the features of your phone are available. The following table describes typical feature and feature availability, although not all the features may be supported on your phone. For more information about feature availability during failover, contact your system administrator.

Note
SRST does not support IPv6.

Table 1: Feature Support During Failover

<table>
<thead>
<tr>
<th>Feature</th>
<th>Supported</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Call</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>End Call</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Redial</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Answer</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Hold</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Resume</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Conference</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Conference to Active Calls (Join)</td>
<td>No</td>
<td>The Active Calls softkey does not display.</td>
</tr>
<tr>
<td>Conference List</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Transfer</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Transfer to Active Calls (Direct Transfer)</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Auto Answer</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Call Waiting</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Caller ID</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Audible Message Waiting Indicator</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Feature</td>
<td>Supported</td>
<td>Notes</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>-----------</td>
<td>-------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>All Calls Programmable Line Key</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Answer Programmable Line Key</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Unified Session Presentation</td>
<td>Yes</td>
<td>Conference is the only feature supported.</td>
</tr>
<tr>
<td>Voicemail</td>
<td>Yes</td>
<td>Your voicemail will not be synchronized with other users in the Cisco Unified Communications Manager cluster.</td>
</tr>
<tr>
<td>Speed Dial</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Service IRL Programmable Line Key</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>To Voicemail (iDivert)</td>
<td>No</td>
<td>The iDivert softkey does not display.</td>
</tr>
<tr>
<td>Line Filters</td>
<td>Partial</td>
<td>Lines are supported but cannot be shared.</td>
</tr>
<tr>
<td>Park Monitoring</td>
<td>No</td>
<td>The Park softkey does not display.</td>
</tr>
<tr>
<td>Merge</td>
<td>No</td>
<td>The Merge softkey does not display.</td>
</tr>
<tr>
<td>Directed Call Park</td>
<td>No</td>
<td>The softkey does not display.</td>
</tr>
<tr>
<td>Hold Reversion</td>
<td>No</td>
<td>Calls remain on hold indefinitely.</td>
</tr>
<tr>
<td>Remote Hold</td>
<td>No</td>
<td>Calls appear as Local Hold calls.</td>
</tr>
<tr>
<td>Meet Me</td>
<td>No</td>
<td>The Meet Me softkey does not display.</td>
</tr>
<tr>
<td>PickUp</td>
<td>No</td>
<td>The softkey causes no action.</td>
</tr>
<tr>
<td>Group PickUp</td>
<td>No</td>
<td>The softkey causes no action.</td>
</tr>
<tr>
<td>Other PickUp</td>
<td>No</td>
<td>The softkey causes no action.</td>
</tr>
</tbody>
</table>
Mobile and Remote Access Through Expressway

Mobile and Remote Access Through Expressway lets you easily and securely connect into your corporate network when working away from your corporate office (off-premises). This feature is enabled by default.

When your phone loses connectivity, your phone may display a message like this: Service interruption. Some features unavailable.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Supported</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Malicious Call ID</td>
<td>No</td>
<td>The softkey causes no action.</td>
</tr>
<tr>
<td>QRT</td>
<td>No</td>
<td>The softkey causes no action.</td>
</tr>
<tr>
<td>Hunt Group</td>
<td>No</td>
<td>The softkey causes no action.</td>
</tr>
<tr>
<td>Intercom</td>
<td>No</td>
<td>The softkey causes no action.</td>
</tr>
<tr>
<td>Mobility</td>
<td>No</td>
<td>The softkey causes no action.</td>
</tr>
<tr>
<td>Privacy</td>
<td>No</td>
<td>The softkey causes no action.</td>
</tr>
<tr>
<td>Call Back</td>
<td>No</td>
<td>The Call Back softkey does not display.</td>
</tr>
<tr>
<td>Shared line</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>BLF Speed Dial</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

Phone Features Available for Mobile and Remote Access Through Expressway

Mobile and Remote Access Through Expressway provides secure VPN-less access to collaboration services for Cisco mobile and remote users. But to preserve network security, it limits access to some phone features.
The following list shows the phone features available with Mobile and Remote Access Through Expressway.

- Abbreviated Dialing
- Assisted Directed Call Park
- Busy Lamp Field (BLF)
- Busy Lamp Field (BLF) Pickup
- Busy Lamp Field (BLF) Speed Dial
- Call Back
- Call Forward
- Call Forward Notification
- Call Park
- Call Pickup
- Conference
- Direct Transfer
- Directed Call Park
- Divert
- Group Call Pickup
- Hold/Resume
- Hold Reversion
- Immediate Divert
- Join
- Meet Me Conference
- Message Waiting Indicator
- Mobile Connect
- Mobile Voice Access
- Music On Hold
- Mute
- Onhook Dialing
- Plus Dialing
- Redial
- Speed Dial
- Transfer
- Uniform Resource Identifier (URI) Dialing
Sign in with Mobile and Remote Access Through Expressway

Tip
You can store your login information with User Credentials Persistent for Expressway Sign-In. Contact your administrator to enable this feature.

Before You Begin
Before you can connect to your corporate network using Mobile and Remote Access Through Expressway, you must have a valid service domain, username, and password. If you do not have this information, contact your administrator.

You must reset your Network Settings when switching between Mobile and Remote Access Through Expressway and Cisco Unified Communications Manager modes. This is to clear the Alternate TFTP Server setting. See the Basic Reset section in the "Maintenance" chapter of this book.

If the DHCP option 150 or option 66 is enabled on your network router, you may have trouble logging in to the corporate network. Disable DHCP option 150 or option 66 on your router. If you prefer not to disable these DHCP options, you can configure the static IP address directly.

Procedure

Step 1 Enter your service domain in the Service domain field.
Step 2 Enter your username in the Username field.
Step 3 Enter your password in the Password field.
Step 4 Press Submit.
If you log in successfully, the Mobile and Remote Access Through Expressway sign-in information can be found in on the Phone Information screen.

Cisco Collaboration Problem Reporting Tool

You can use the Cisco Collaboration Problem Report Tool (PRT) to collect and send phone logs - and to report problems to your system administrator. This tool is found on the Phone Information screen.
Report a Problem with Cisco Collaboration Problem Reporting Tool

Note
If the PRT upload fails, you can access the PRT file for the phone from the URL http://<phone-ip>/FS/<prt-file-name. This URL is displayed on your phone in the following cases:

- If the phone is in the factory default state. The URL is active for 1 hour. After 1 hour, you should try to submit the phone logs again.
- If the phone has downloaded a configuration file and the Web Access parameter on Cisco Unified Communications Manager parameter is set to Enabled.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Applications.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select Phone Information.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Press Report Problem.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Enter the current date in the Date of Problem field. Use the format dd/mm/yyyy. The current date appears in this field by default.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Enter a time into the Time of Problem field. The current time appears in this field by default.</td>
</tr>
<tr>
<td>Step 6</td>
<td>Select Problem Description.</td>
</tr>
<tr>
<td>Step 7</td>
<td>Select a description from the displayed list.</td>
</tr>
<tr>
<td>Step 8</td>
<td>Press Submit.</td>
</tr>
</tbody>
</table>

Set Up a VPN Phone for Mobile and Remote Access Through Expressway

If your phone is set up for use with a virtual private network (VPN), you must reset the Network Settings to clear the Alternate TFTP setting before you can access your company network with Mobile and Remote Access Through Expressway. This ensures that the phone detects the off-premises network and stops the phone from making a VPN connection.

Before You Begin

To complete this procedure, you must have a valid service domain, username, and password. If you do not have this information, contact your administrator.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Choose Admin settings from the Applications menu.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Choose Reset settings.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Choose Network settings.</td>
</tr>
</tbody>
</table>
The phone resets.

**Step 4**
Log in to your network with Mobile and Remote Access Through Expressway.

---

## Set Up a Phone for Use with VPN

### Before You Begin
To complete this procedure, you must have a valid TFTP server address. If you do not have this information, contact your administrator.

### Procedure

**Step 1** Choose **Admin settings** from the **Applications** menu.

**Step 2** Choose **Ethernet Setup**.
Cisco IP Phone 8861 users: Choose **Wifi settings** or **Ethernet Setup**.

**Step 3** Choose **IPv4 Setup**.

**Step 4** Navigate to Alternate TFTP and choose **On**.

**Step 5** Choose **TFTP server 1**.

**Step 6** Enter your TFTP server address in the **TFTP server 1** field.

**Step 7** Choose **Apply**.

**Step 8** Choose **Continue**.

**Step 9** Choose **Exit**.
User Preferences

- Change the Wallpaper, page 101
- Change the Ringtone, page 102
- Adjust the Phone Screen Brightness, page 102
- Adjust Phone Screen Contrast, page 102
- Change the Font Size, page 103
- Change the Phone Name, page 104
- Adjust the Headset Sidetone, page 104
- Phone Services, page 105
- Line Settings, page 105

Change the Wallpaper

Your system administrator controls if you can change the wallpaper. If you can change the wallpaper, you can set up your phone with wallpapers that are provided with the phone, or with your own custom wallpaper. For more information, contact your system administrator.

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Press Applications.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Use the Navigation cluster and Select button to scroll and select Settings&gt;Wallpaper.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Select a wallpaper option.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Press Preview to see the wallpaper on your phone screen.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Press Set to apply the wallpaper to the phone.</td>
</tr>
<tr>
<td>Step 6</td>
<td>Press Exit.</td>
</tr>
</tbody>
</table>
Change the Ringtone

You can choose a different ringtone for each line that your phone plays to indicate an incoming call. For information about adding custom ringtones to your phone, contact your system administrator.

**Procedure**

**Step 1** Press Applications.
**Step 2** Use the Navigation cluster and Select button to scroll and select Settings>Ringtone.
**Step 3** If your phone has multiple lines, select a line and press Edit or Select.
**Step 4** Highlight a ringtone.
**Step 5** Press Play to play the sample ringtone.
**Step 6** Press Set to apply the ringtone.
**Step 7** To apply the ringtone to all lines, press Apply To All.
**Step 8** Press Exit to return to the Settings screen.

Adjust the Phone Screen Brightness

You can adjust your phone screen brightness level.

**Procedure**

**Step 1** Press Applications.
**Step 2** Use the Navigation cluster and Select button to scroll and select Settings>Brightness.
**Step 3** Perform one of the following:
   • To increase brightness, press up or right on the Navigation cluster.
   • To decrease brightness, press down or left on the Navigation cluster.
**Step 4** Press Save to set the brightness, or press Cancel to exit.

Adjust Phone Screen Contrast

You can adjust the contrast on the Cisco IP Phone 8811.
Change the Font Size

You can increase or decrease the maximum number of characters the phone displays by changing the font size for the displayed characters. To increase the maximum number of displayed characters, select a smaller font size. To decrease the maximum number of displayed characters, select a larger font size.

The font size affects the following labels:

- call screen (caller name and feature key label)
- caller name in the Call History
- line label on the phone screen

The following table describes the configuration setting and the corresponding font sizes.

<table>
<thead>
<tr>
<th>Configuration Setting</th>
<th>Line Label</th>
<th>Call Session: Caller Name</th>
<th>Call Session: Caller Number</th>
<th>Call History</th>
<th>KEM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Huge</td>
<td>1st Line: 26 px 2nd Line: 22 px</td>
<td>26 px</td>
<td>22 px</td>
<td>Name: 26 px Number: 24 px</td>
<td>1st Line: 26 px 2nd Line: 22 px</td>
</tr>
<tr>
<td>Large</td>
<td>1st Line: 24 px 2nd Line: 20 px</td>
<td>24 px</td>
<td>20 px</td>
<td>Name: 24 px Number: 22 px</td>
<td>1st Line: 24 px 2nd Line: 20 px</td>
</tr>
<tr>
<td>Regular (default)</td>
<td>1st Line: 22 px 2nd Line: 18 px</td>
<td>22 px</td>
<td>18 px</td>
<td>Name: 22 px Number: 20 px</td>
<td>1st Line: 22 px 2nd Line: 18 px</td>
</tr>
<tr>
<td>Small</td>
<td>1st Line: 20 px 2nd Line: 16 px</td>
<td>20 px</td>
<td>16 px</td>
<td>Name: 20 px Number: 18 px</td>
<td>1st Line: 20 px 2nd Line: 16 px</td>
</tr>
<tr>
<td>Tiny</td>
<td>1st Line: 18 px 2nd Line: 14 px</td>
<td>18 px</td>
<td>14 px</td>
<td>Name: 18 px Number: 16 px</td>
<td>1st Line: 18 px 2nd Line: 14 px</td>
</tr>
</tbody>
</table>
Change the Phone Name

You can change the name of the phone from the default name.

Procedure

Step 1  On the phone, select Applications.
Step 2  Scroll and select Settings>Phone Name.
Step 3  Use the keypad to enter a name.
Step 4  Press Apply to save the changes or press Revert to cancel the change.
Step 5  Press Exit.

Adjust the Headset Sidetone

If your system administrator has sets the Headset Sidetone Controls feature for your phone, you can specify the volume of your headset from your phone.

Procedure

Step 1  Press Applications.
Step 2  Use the Navigation cluster and Select button to select Settings>Headset Sidetone.
Step 3  Select one of these sidetone levels:

- High
- Normal
- Low
- Off
**Step 4** Press Exit.

---

**Phone Services**

Phone services can include special phone features, network data, and web-based information (such as stock quotes and movie listings). You must subscribe to a phone service using the Self Care Portal before you access it on your phone.

For more information, contact your system administrator.

If only one service is set up, the service opens by default. If more than one service is set up, select an option from the menu.

Select a service by using one of these feature buttons:

- 📞 (Feature button that your system administrator sets up)
- 📣 Messages
- 📡 Applications
- 📀 Contacts


---

**Line Settings**

Line settings affect a specific phone line (directory number) on your phone. Line settings can include call forwarding, visual and audio message-waiting indicators, voice-message indicators, ring patterns, and other line-specific settings.

You can change your line settings using the Cisco Unified Communications Self Care Portal. For information, see the *Cisco Unified Communications Self Care Portal User Guide*, located at [http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/useroptions/10_5_1/CUCM_BK_U437D0F8_00_self-care-user-guide-1051.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/useroptions/10_5_1/CUCM_BK_U437D0F8_00_self-care-user-guide-1051.html).
Accessories

- Accessory List, page 107
- View the Accessories List, page 108
- View Accessories Details, page 108
- USB Devices, page 109
- Set Up Wideband for an Analog Headset, page 111
- Bluetooth Headsets, page 111
- USB Headsets, page 114
- Cisco IP Phone 8800 Key Expansion Module, page 115

Accessory List

Your phone supports accessories from Cisco and third-party manufacturers.

<table>
<thead>
<tr>
<th>Accessory</th>
<th>Type</th>
<th>Cisco IP Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>8841</td>
</tr>
<tr>
<td><strong>Cisco Accessories</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cisco IP Phone 8800 Key Expansion Module</td>
<td>Add-on module</td>
<td>Not supported</td>
</tr>
<tr>
<td><strong>Third-Party Accessories</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
View the Accessories List

You can connect external hardware to your phone using the headjack, Bluetooth, or USB. The accessory list, by default, contains an analog headset that can be set up to enable wideband.

Procedure

Step 1  Press Applications.
Step 2  To view most accessories, use the Navigation cluster and Select button to scroll and select Accessories. A list of phone accessories displays.
Step 3  To view the Bluetooth accessories, use the Navigation cluster and Select button to scroll and select Bluetooth. A list of Bluetooth accessories displays.
Step 4  Press Exit to return to the Applications screen.

View Accessories Details

Procedure

Step 1  Press Applications.
Step 2  Use the Navigation cluster and Select button to scroll and select Accessories. A list of phone accessories displays.
Step 3  Select an accessory from list and press Show Detail.
The phone screen displays the details of selected accessory. The information displayed on the phone screen depends on the accessory selected. Most of the accessories provide these details:

- Device Name
- Hostname
- Device Type
- Device Service
- Firmware Version
- Paired Status (for Bluetooth devices)
- Connected Status
- Configured Status

**Step 4** Press **Setup** to configure the selected accessory for your phone.

**Step 5** Press **Exit** to return to the Applications screen.

---

**USB Devices**

Each USB port supports a maximum of five supported and nonsupported devices that are connected to the phone. Each device connected to the phone is included in the maximum device count.

For example, your phone can support five USB devices on the side port and five additional standard USB devices on the back port. Many third-party USB products contain more than one USB device, and thus count as more than one device. For example, a third-party USB device may contain an internal hub and a headset, and thus count as two USB devices.

If you use a USB hub and remove the USB cable from the phone or device port during an active call, it may cause your phone or device to reboot. For more information, contact your system administrator.

---

**Mobile Device Charging**

You can use the USB port on your Cisco IP phone to charge your mobile device if the device has a USB connection. USB charging is supported on the following ports:

- Side Port: Supports low current charging with a maximum value of 500mA charging current (2.5 Watt)
- Back Port: Supports SDP and DCP modes, with SDP supporting a maximum of 500mA charging current and the DCP supporting fast charging with a maximum 2.1A charging current (10.5 Watt)

**Note**

The back port is only available on the Cisco IP Phone 8861.

Your Cisco IP phone keeps charging the mobile device while in power saving mode but stops charging in deep sleep mode.
The USB charging feature supports the following mobile devices:

- Apple
  - iPad 1, 2, 3, and 4
  - iPad Air
  - iPad mini
  - iPhone 4 and iPhone 5 series

- Samsung
  - Tablet
  - Note 2 and Note 3 series
  - Galaxy S4 series

**Note**
Other mobile devices are supported but there may be instances of incompatibility where they will not get charged.

When charging your mobile device using your Cisco IP Phone, the following conditions apply:

- When you plug in a tablet, it takes about 3 seconds for the charging to begin. When it gets fully charged or nearly fully charged, the charging icon does not display and the battery capacity may decrease over time.

**Note**
You can force the charging icon to display by unplugging and re-plugging in your device.

- In the PoE mode, when you plug-in a tablet, it does not display the charging icon and the battery capacity may decrease over time.

- If the battery capacity of your mobile device is lower than 90% when you plug it in, you will notice that charging starts immediately, stops for 2 seconds, and then resumes.

- If you unplug your tablet and immediately plug-in a USB headset to the tablet, there will be a delay of 3 seconds before the phone recognizes the USB headset.

- When more than one Cisco IP Phone 8800 Key Expansion Module is attached, the back USB port cannot fast-charge the device.
Set Up Wideband for an Analog Headset

Procedure

Step 1 Press Applications.

Step 2 Use the Navigation cluster and Select button to scroll and select Accessories.
A list of phone accessories displays.

Step 3 Select Analog Headset>Setup.
The phone screen displays the wideband status for the analog headset.

Step 4 Press On or Off to enable or disable wideband for the analog headset.

Step 5 Press Return to return to the Accessories screen.

Bluetooth Headsets

For the Cisco IP Phone 8851 and 8861. The Cisco IP Phone 8851NR does not support Bluetooth.
The Cisco IP Phone 8851 and 8861 support Bluetooth Class 1 technology when the headsets support Bluetooth.
Bluetooth enables low-bandwidth wireless connections within a range of 66 feet (20 meters). The best performance is in the 3- to 6-foot (1- to 2-meter) range.

When using Bluetooth headsets with your phone, these conditions apply:

• You can pair and connect up to 50 Bluetooth headsets and smart phones to your phone, but the last Bluetooth headset or smart phone connected becomes the default for use with the phone.

• After a Bluetooth headset is connected, turning it off and on reconnects it to the phone. The following instructions apply when using the Bluetooth headset:
  ◦ If you have both a Bluetooth headset and an analog headset attached to the phone, only one type of headset works at any time. Using a USB headset disables both the Bluetooth and analog headset.
  ◦ Enable the Bluetooth headset to disable the analog headset.
  ◦ Disable the Bluetooth headset to enable the analog headset.
  ◦ Unplug the USB headset and then enable either the Bluetooth headset or the analog headset.

• For optimum headset coverage, use your Bluetooth headset within 10 ft of the phone, although Bluetooth coverage extends to about 30 ft from the phone.

• Your phone supports the Bluetooth Handsfree Profile. If your Bluetooth headset supports these features, you can perform these call functions from your Bluetooth headset:
  ◦ Answer a call
  ◦ End a call
  ◦ Change the headset volume for a call
Add a Bluetooth Accessory

For Cisco IP Phone 8851 and 8861 only.

Before you add a Bluetooth accessory, it must be discoverable by the phone. Look for a flashing LED on a Bluetooth accessory as an indication that it is discoverable. For more information, see the documentation from the Bluetooth accessory manufacturer.

Procedure

Step 1  Press Applications.

Step 2  Select Bluetooth.

Step 3  Select Add Bluetooth Accessory.
The phone searches for discoverable accessories that are supported. When an accessory is found, it is added to the list in the Adding Bluetooth Accessory screen.

Step 4  Select the accessory and press Connect.
The phone automatically attempts to connect the accessory using a Bluetooth device PIN of "0000".

Step 5  If your accessory requires a different PIN and the Adding PIN screen appears, enter the PIN for your accessory. When the connection completes, a checkmark appears next to the connected accessory.

When Bluetooth is turned on, the Bluetooth active icon appears on the phone screen header.

Connect a Bluetooth Accessory

For Cisco IP Phone 8851 and 8861 only.
Before You Begin

Before you can connect a Bluetooth accessory, it must be already added as an accessory to the phone.

Procedure

Step 1
Press Applications.

Step 2
Select a Bluetooth accessory and press Connect.
When the connection completes, a checkmark appears next to the connected accessory.

When Bluetooth is turned on, the Bluetooth active icon appears on the phone screen header.

Turn On Bluetooth

For Cisco IP Phone 8851 and 8861 only.

If your system administrator has set up the Bluetooth feature for your phone, you can turn it on and off from your phone.

Procedure

Step 1
Press Applications.

Step 2
Use the Navigation cluster and Select button to scroll and select Bluetooth.

Step 3
Press On.

Step 4
(Optional) To add a Bluetooth accessory from this screen, select Bluetooth again and press Add Accessory.

Step 5
To turn off Bluetooth, press Applications.

Step 6
Use the Navigation pad and Select button to scroll and select Settings.

Step 7
Select Bluetooth.

Step 8
Press Off.

The Bluetooth icon disappears from the phone screen header.

Disconnect a Bluetooth Accessory

For Cisco IP Phone 8851 and 8861 only.
Delete a Bluetooth Accessory

For Cisco IP Phone 8851 and 8861 only.

**Procedure**

**Step 1** Press **Applications**.

**Step 2** Select a Bluetooth accessory and press **Disconnect**.

The Bluetooth accessory disconnects (if it was connected) and does not display on the Accessories list.

---

USB Headsets

For Cisco IP Phones 8851 and 8861 only.

For Cisco IP Phones 8851, 8851NR, and 8861.

Your phone supports USB headset devices attaching to all USB ports including side USB, back USB, and Key Expansion Module USB ports.


USB headsets not listed above may not function properly when attached to the USB port. For more information, see the documentation from your USB headset manufacturer.

When using USB headsets with your phone, these conditions apply:

- The priority of USB headset over Bluetooth or analog headsets depends on the connected state of the headset (only one headset can be connected at a time).
- During a call using headset, the audio path changes automatically if you plug in a USB headset but does not change automatically if you plug out a USB headset.
- The phone displays an appropriate message when you plug in the USB headset or adjust the volume using the phone volume control key.
Cisco IP Phone 8800 Key Expansion Module

The Cisco IP Phone 8800 Key Expansion Module (KEM) attaches to your Cisco IP Phone 8851, 8851NR, or Cisco IP Phone 8861 and allows you to add up to 36 extra line appearances or programmable buttons to your phone. The programmable buttons can be set up as phone line buttons, speed-dial buttons, or phone feature buttons.

You can add multiple Expansion Modules to the Cisco IP Phone 8851, 8851NR, and Cisco IP Phone 8861.

<table>
<thead>
<tr>
<th>Cisco Unified IP Phone model</th>
<th>Number of Expansion Modules supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>8851 and 8851NR</td>
<td>2 Expansion Modules with 72 lines or buttons</td>
</tr>
<tr>
<td>8861</td>
<td>3 Expansion Modules with 108 lines or buttons</td>
</tr>
</tbody>
</table>

**Note**

The Cisco IP Phone 8811, and Cisco IP Phone 8841 do not support the Cisco IP Phone 8800 Key Expansion Module.

When multiple KEMs are attached, they are numbered according to the order in which they are connected to the phone. For example:

- Key Expansion Module 1 is the Expansion Module closest to the phone.
- Key Expansion Module 2 is the Expansion Module in the middle.
- Key Expansion Module 3 is the Expansion Module farthest to the right.

The following figure shows a Cisco IP Phone 8861 with three Cisco IP Phone 8800 Key Expansion Modules.

**Attention**

The slots in the side of the phone are designed for the KEM spine connector only. Inserting other objects will cause permanent damage to the phone.

Cisco IP Phone 8800 Key Expansion Module Features

The Cisco IP Phone 8800 Key Expansion Module includes the following features.
### LCD screen:
Displays the phone number, speed-dial number (or name or 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 the Cisco IP Phone to which the Key Expansion Module is attached.

### Lighted Buttons:
18 line buttons. Depending on the mode, each button or pair of buttons corresponds to one line (as with the Cisco IP Phone). For mode information, see the description of one-column and 2-column mode following the table. The lights beneath each button indicate the state of the corresponding line as follows:

- Line available: light off
- Line in use by you: solid green light
- Line in use by someone else: solid red light
- Line ringing: solid amber light
- You have a call on hold: solid green light
- Someone else has a call on hold on a shared line: solid red light
- Call transfer: solid green light
- Call is ringing on an inactive page: light off

### Shift Buttons:
2 buttons. Each button corresponds to one page of 18 line keys. The button for page one is labeled with the number 1 and the button for page two is labeled with the number 2. The lights beneath each button indicate the state of the page as follows:

- Page is in view: solid green light
- Page is not in view: light off
- Page is not in view, with one or more alerting calls on the page: solid amber light
- Page is in view with one or more alerting calls on the page: solid green light
Your administrator sets up the Key Expansion Module to display in one-column or two-column mode.

**One-column mode**

In one-column mode, each row in the display corresponds to one line, and this line can be accessed by either the button on the left or the button on the right. In this configuration, the Key Expansion Module displays 9 lines on page 1, and 9 lines on page 2. The following graphic shows the one-column mode.
Two-column mode

In two-column mode, each of the buttons on the left and right of the screen is assigned to different lines. In this configuration, the Key Expansion Module displays 18 lines on page 1, and 18 lines on page 2. The following graphic shows the two-column mode.

Place a Call on the Key Expansion Module

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press the line button on the Key Expansion Module.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Dial a telephone number.</td>
</tr>
</tbody>
</table>

Configure KEM Buttons

Before you can set up KEM buttons, contact your system administrator for the following information to access your Self Care Portal:

- URL
- Username and password

After you have this information, you can configure your speed-dial numbers or program buttons to access phone services. Phone services can include, for example, weather, stock quotes, or corporate calendars and directories.
Adjust Key Expansion Module Brightness

Procedure

Step 1  Press Applications on the phone.
Step 2  Use the Navigation pad and Select to scroll and select Settings.
Step 3  Select Brightness.
Step 4  Select Key Expansion Module.
Step 5  If required, select the KEM number.
Step 6  Adjust brightness.
   • To increase brightness, press the right arrow on the Navigation pad.
   • To decrease brightness, press the left arrow on the Navigation pad.
Step 7  Press Save to set the brightness, or press Cancel to exit.
Why Can't I See All Active Calls on My Phone?

Question
Why can't I see all the active calls on my phone?
How Do I Redirect an Incoming Call?

Answer
When there are more calls than available session buttons on the phone, you can scroll to see them. Calls are sorted from oldest to newest, with the oldest call at the top of the list.

How Do I Redirect an Incoming Call?

Question
How do I redirect an incoming call when I am on a call?

Answer
To redirect an incoming (ringing) call while on another call, highlight the incoming call, and then press Decline. Otherwise press Decline to redirect the current, active call.

How Do I Silence a Ringing Call If I'm On a Call?

Question
How do I silence a ringing call, if I'm on a call?

Answer
You can silence the incoming (ringing) call. Press Volume down once, and then let the incoming call go to the target number (voice mail or predetermined number set up by the system administrator).

How Do I Resume a Call That is On Hold?

Question
How do I resume a call that is on hold?

Answer
To resume a call on hold, you can use any of the following methods:

- Press the pulsing green session button.
- Press the call session on the phone display.
- Press Resume.
- Highlight the call by using the Navigation cluster and press Select button.
- Press Hold.
What Is the Difference Between Buttons on the Left and Those on the Right of the Screen?

Question
What is the difference between the buttons on the left and those on the right of the screen?

Answer
Your phone has feature buttons on the left and call session buttons on the right. Use the feature buttons to access features (such as speed dial) or select a phone line. Use call session buttons to perform call-related tasks, such as making a new call, resuming a held call, or checking your voicemail. The positions of the session buttons and feature buttons can be reversed on phones that use a locale with a right-to-left reading orientation, such as Hebrew and Arabic.

Why Do Softkeys Keep Changing?

Question
Why do the softkeys keep changing?

Answer
Softkeys act on the selected (highlighted) call or menu item only. The softkeys that display depend on the call or item you have selected.

What Is the Best Way to Look at Calls When I Have a Shared Line or Multiple Lines?

Question
What is the best way to look at calls when I have a shared line or multiple lines?

Answer
If you have a shared line or multiple lines, it is recommended that you use the All Calls feature to view calls. When you press the All Calls button (on the left), all calls for all your lines are listed on the phone screen in chronological order (oldest first). If you do not have an All Calls button, contact your system administrator to set up this feature. Your administrator can also set up your primary line key to act the same as the All Calls button.
What Should I Do If I Accidentally Press a Button While on a Call?

**Question**
What should I do if I accidentally press a button while on a call?

**Answer**
If you are on a call and press a button for another line, your line view will change. Your current call disappears from view and calls for the newly selected line are displayed. To redisplay the call you are on, select the line that it is on, press All Calls, or, press the Primary line key if it is set up by your administrator to display all calls.

How Do I Check Missed Calls?

**Question**
How do I check missed calls on my phone?

**Answer**
To check missed calls on your phone:

- Press Applications, select Recents, and press Missed Calls.
- Press All Calls, and then press Missed Calls.

How Do I Exit from a Running Application?

**Question**
How do I exit from a running application?

**Answer**
To exit from a running applications you must:

1. Press Applications.
2. Scroll and select Running Applications.
3. Select a running application and press Close App to close the application.
   - When prompted, save your changes.
4. Press Exit to end the running application.
   - If you do not exit a running application, it continues to run in the background.
How Do I Connect Two Calls and then Drop from the Line Myself?

**Question**
How do I connect two calls and then drop from the line myself?

**Answer**
When you are on an active call (not on hold), do the following:

1. Press **Transfer** and enter the transfer recipient’s phone number in one of these ways:
   - Press the session button of a held call.
   - Enter the transfer recipient’s phone number.
   - Scroll to a Call History record and press **Call**.
   - Press a speed-dial button.
   - Press **Speed Dial**, enter a speed-dial number or highlight the number you want to call, and press **Speed Dial** again.
   - Press **Active Calls** and select a held call. The transfer completes immediately.

2. Press **Transfer** again. You do not have to wait for the recipient to answer to complete the transfer.

What Does the Swap Softkey Do?

**Question**
What does the Swap softkey do?

**Answer**
The **Swap** softkey allows you to toggle between two calls before completing the transfer or creating a conference. This allows you to consult privately with the party or parties on each call before combining the calls into a conference.

How Do I Cancel a Conference or Transfer After I Start It?

**Question**
Can I cancel a conference or transfer procedure after I have started it?

**Answer**
Yes, before completing a conference or transfer, you can press **Release** or **Cancel** to cancel it.
How Can I Combine Two Calls Into a Single Conference Call?

**Question**
How can I combine two calls on hold into a single conference call?

**Answer**
Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call, and then:

1. Press **Conference**.
2. Press the line button for the other (held) call.

The conference begins. The conference is established on the line that had the active call.

Why Does My Phone Not Wake Up?

**Question**
Why does my phone not work “wake up” when it worked before?

**Answer**
If your system administrator has set up your phone for EnergyWise, the phone may be sleeping (powered down). Your system administrator sets your phone to sleep at a certain time and wake (power up) at a certain time. Your phone wakes up at the time your system administrator configured. You can press the **Select** button to wake your phone up. Contact your system administrator to have the sleep and wake up times changed.

What Do Four Rings in Succession Mean?

**Question**
My phone played the ring tone four times in succession, but there is no call. What does this mean?

**Answer**
The phone is notifying you that your phone will power down (sleep) soon to conserve energy (the EnergyWise feature). Your system administrator sets your phone to sleep at a certain time and wakes (power up) at a certain time. Your phone wakes up at the time your system administrator configured, or you can press Select to wake it up. Contact your system administrator to have the sleep and wake up times changed.
Troubleshooting

- Missing Alert Calls Button, page 127
- Missing All Calls Button, page 127
- Missing Mobile and Remote Access through Expressway Sign-in Window, page 128
- Cannot Sign In to Personal Directory, page 128
- Cannot Access Self Care Portal, page 129
- Security Error Message, page 129
- Report Phone Problems, page 129
- Documentation, Service Requests, and Additional Information, page 130

Missing Alert Calls Button

**Issue**
I would like to use the Alert Calls button but it is not on my phone.

**Possible Cause**
It has not been set up by your system administrator.

**Solution**
Contact your system administrator to enable the Alert Calls feature for you.

Missing All Calls Button

**Issue**
I would like to use the All Calls button, but it is not on my phone.
Possible Cause
It has not been set up by your system administrator or your system administrator may have set up your phone so that the primary line button performs the All Calls function.

Solution
Contact your system administrator to enable the All Calls feature for you or check with your administrator about the primary line button functionality.

Missing Mobile and Remote Access through Expressway Sign-in Window

Issue
The Mobile and Remote Access through Expressway sign-in window did not appear on my phone.

Possible Cause
The DHCP setting is enabled on your network router.

Solution
Check your network router settings and, if necessary, disable the DHCP setting and configure the static IP on the phone directly. Contact your administrator for assistance.

Cannot Sign In to Personal Directory

Problem
You are unable to sign in to your personal directory.

Possible Cause
• You are using your password to sign in, not your personal identification number (PIN).
• Your PIN needs to be reset.

Solution
• Use your PIN, not your password.
• Contact your system administrator.
Cannot Access Self Care Portal

Problem
You are unable to access your Self Care Portal.

Possible Cause
Your password needs to be reset or your administrator may have changed your access to the pages.

Solution
Contact your system administrator.

Security Error Message

Problem
Your phone displays Security Error.

Cause
Your phone firmware has identified an internal error.

Solution
If the message persists, contact your system administrator.

Report Phone Problems

Your system administrator may temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. Depending on configuration, use the QRT to:

- Immediately report an audio problem on a current call.
- Select a general problem from a list of categories and choose reason codes.

Procedure

Step 1
Press Report Quality.

Step 2
Scroll and select the item that closely matches your problem.

Step 3
Press the Select softkey.
The information is sent to your system administrator.
Documentation, Service Requests, and Additional Information

For information about how to obtain documentation, submit a service request, and gather additional information, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html.

Subscribe to the What's New in Cisco Product Documentation as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.
Product Safety and Security

- Safety and Performance Information, page 131
- FCC Compliance Statements, page 132
- Cisco Product Security Overview, page 133

Safety and Performance Information

Power Outage

Power outages and other devices can affect your Cisco IP Phone.

Your access to emergency service through the phone requires that the phone receive power. If a power interruption occurs, Service and Emergency Calling Service dialing will not function until power is restored. In case of a power failure or disruption, you may need to reset or reconfigure the equipment before you can use the Service or Emergency Calling Service dialing.

External Devices

We recommend using good-quality external devices, such as headsets, cables, and connectors, that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

Note

Not all Cisco IP Telephony products support external devices, cords or cables. For more information, consult the documentation for your endpoint.

Depending on the quality of these devices and their proximity to other devices, such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of these actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
Bluetooth Wireless Headset Performance

The Cisco IP Phones support Bluetooth Class 2 technology when the headsets support Bluetooth. Bluetooth enables low-bandwidth wireless connections within a range of 30 feet (10 meters). The best performance is in the 3- to 6-foot (1- to 2-meter) range. You can connect up to five headsets, but only the last one connected is used as the default.

Because there can be potential interference issues, Cisco recommends that you move 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects away from the wireless headset.

For a Bluetooth wireless headset to work, it does not need to be within direct line-of-sight of the phone, but some barriers, such as walls or doors, and interference from other electronic devices, can affect the connection.

Power Information

Connect your Cisco IP phone to your LAN using a CAT 5e Ethernet cable to enable full functionality of your Cisco IP phone. If your Ethernet port is equipped with Power over Ethernet (PoE), your Cisco IP phone can be powered through the LAN port. Do not extend the LAN Ethernet cable outside the building.

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect Cisco IP Phone voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

To reduce or eliminate any adverse effects to the phones, schedule administrative network tasks during a time when the phones are not being used or exclude the phones from testing.

FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:
FCC Part 15.21 Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

FCC RF Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must be at least 20 cm from the user and must not be collocated or operating in conjunction with any other antenna or transmitter.

FCC Receivers and Class B Digital Statement

This product has been tested and complies with the specifications for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which is found by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment or devices
- Connect the equipment to an outlet other than the receiver's
- Consult a dealer or an experienced radio/TV technician for assistance

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors, and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at http://www.bis.doc.gov/policiesandregulations/ear/index.htm.
CHAPTER 14

Warranty

- Cisco One-Year Limited Hardware Warranty Terms, page 135

Cisco One-Year Limited Hardware Warranty Terms

Special terms apply to your hardware warranty and services that you can use during the warranty period. Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com at the following URL: http://www.cisco.com/go/hwwarranty.