



Cisco IP Phone 8800 Series Multiplatform Phones User Guide

First Published: 2016-01-29

Last Modified: 2021-06-09

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CHAPTER 1

Your Phone

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- [New and Changed Features, on page 2](#)
- [Phone Setup, on page 11](#)
- [Sign into Your Extension from Another Phone \(Extension Mobility\), on page 14](#)
- [Sign in to a Phone as a Guest, on page 14](#)
- [Coworker Line Status, on page 15](#)
- [Add a Menu Shortcut to a Line Key, on page 19](#)
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The Cisco IP Phone 8800 Series

The Cisco IP Phones 8811, 8841, 8845, 8851, 8861, and 8865 deliver easy-to-use, highly-secure voice communications.



Table 1: Cisco IP Phone 8800 Series Major Features

Features	8811	8841	8845	8851	8861	8865
Screen	Grayscale	Color	Color	Color	Color	Color

Features	8811	8841	8845	8851	8861	8865
USB Ports	0	0	0	1	2	2
Wi-Fi	No	No	No	No	Yes	Yes
Bluetooth	No	No	Yes	Yes	Yes	Yes
Cisco Intelligent Proximity	No	No	Yes	Yes	Yes	Yes
Key Expansion Modules	0	0	0	2	3	3

To use the phone, the phone needs to be connected to a network and configured to connect to a call control system. The phones support many functions and features, depending on the call control system. Your phone might not have all functions available, based on the way your administrator has set up the phone.

Feature Support

This document describes all the features that the device supports. However, not all features may be supported with your current configuration. For information on supported features, contact your service provider or administrator.

New and Changed Features

New and Changed for 11.3(4)

Revisions	New and Changed Sections
Updated the topic to mention XMPP user ID or the station name	Forward Calls, on page 46

New and Changed for Firmware Release 11.3(3)

Revision	New and Changed Sections
Updated the step on how to add contacts in the topic	Search for a Contact in the All Directories Screen, on page 71
Updated the topic with one prerequisite and another method to add contacts in the personal address book	Add a New Contact to Your Personal Address Book, on page 80
Added the topic about how to add, edit, and delete the contacts in the BroadSoft Personal directory	Manage Your Contacts in the BroadSoft Personal Directory, on page 74
Updated the topic with the new steps to add a contact	Create a Contact from a Recents Record, on page 88

Revision	New and Changed Sections
Added the Executive-Assistant calls relevant topics	Check Assistant List as an Executive, on page 117 Check Executive List as an Assistant, on page 122
Updated the Executive-Assistant calls relevant topics	Executive Calls, on page 59 Join an Ongoing Call as an Executive, on page 60 Transfer an Ongoing Call to Yourself as an Executive, on page 60 Troubleshooting Executive Calls, on page 60 Executive Assistant Calls, on page 60 Initiate a Call On Behalf of an Executive as an Assistant, on page 61 Transfer an Ongoing Call to an Executive as an Assistant, on page 62 Join or Transfer an Ongoing Call to Yourself as an Executive Assistant, on page 62 Troubleshooting Executive-Assistant Calls, on page 62 Executive Settings, on page 114
Updated the topic to block an anonymous call on the phone	Block an Anonymous Call, on page 102
Added the topic to enable anonymous call blocking from the phone web page	Enable Anonymous Call Blocking from the Phone Web Page, on page 102
Added the topic to enable call waiting on the phone	Enable Call Waiting, on page 101
Added the topic to enable call waiting from the phone web page	Enable Call Waiting from the Phone Web Page, on page 101
Updated the topic to mention the new menu text box Unavailability	Change Your Status as a Call Center Agent, on page 57
Updated the topic for the new softkeys of the calls history list	View Your Recent Calls, on page 85
Updated to topic to add the new menu item	Find Information About Your Phone, on page 28

New and Changed for Firmware Release 11.3(2)

Revision	New and Changed Sections
Added the topics for adding and removing menu shortcuts on line keys	Add a Menu Shortcut to a Line Key, on page 19 Remove the Menu Shortcut from a Line Key, on page 19
Added the topics for adding and removing menu shortcuts and features on key expansion module line keys	Add Features or Menu Shortcuts to Key Expansion Module Line Keys, on page 164 Remove Features or Menu Shortcuts from Key Expansion Module Line Keys, on page 164
Added the topic for user authentication control on phone menus	User Authentication Control, on page 14
Added the topic for Activation Code Sync	Activate Call Forward All with Feature Activation Code Synchronization, on page 47
Updated the existing task to include information on reverse name lookup with local directory	View Calls Logs from BroadWorks XSI Server, on page 86
Added the topic to include the information on parking calls in a dedicated call park extension and call park status	Call Park Extension and Status, on page 45
Added the overview description for phone settings	Phone Settings Overview, on page 98
Updated the directory-related tasks	Search for a Contact in the All Directories Screen, on page 71 Add a New Contact to Your Personal Address Book, on page 80 Add a New Contact to Your Personal Address Book with Phone Web Page, on page 81 Call a Contact in Your Personal Address Book, on page 82 Edit a Contact in Your Personal Address Book, on page 82 Remove a Contact from Your Personal Address Book, on page 83

Revision	New and Changed Sections
Updated the tasks for the directory enhancement feature	<p>Search for a Contact in the All Directories Screen, on page 71</p> <p>Search for a Contact in Your BroadSoft Directory, on page 73</p> <p>Edit Your Contact Type in Your BroadSoft Directory, on page 74</p> <p>Edit Your BroadSoft Directory Name, on page 76</p> <p>Edit the Server Name of Your BroadSoft Directory, on page 77</p> <p>Edit Credentials of Your BroadSoft Directory, on page 77</p> <p>Search for a Contact in Your LDAP Directory, on page 79</p> <p>Make a Call to an IM and Presence Contact, on page 53</p> <p>Change Your Presence State, on page 54</p> <p>Add a New Contact to Your Personal Address Book, on page 80</p> <p>Add a New Contact to Your Personal Address Book with Phone Web Page, on page 81</p> <p>Search for a Contact in Your Personal Address Book, on page 81</p> <p>Call a Contact in Your Personal Address Book, on page 82</p> <p>Edit a Contact in Your Personal Address Book, on page 82</p> <p>Remove a Contact from Your Personal Address Book, on page 83</p>
Updated the tasks of forwarding a call	<p>Forward Calls with the Phone Web Page, on page 47</p> <p>Forward Calls from Your Phone, on page 99</p>
Updated the topic title	<p>Your Personal Voicemail Account, on page 91</p> <p>Check Your Personal New Voice Messages, on page 92</p> <p>Access Your Personal Voicemail, on page 92</p> <p>Access Your Personal Audio Voicemail, on page 92</p>

Revision	New and Changed Sections
Added the topics for the monitored voicemail with PLK	Voice Messages States of Monitored Voicemail Accounts, on page 94 Access Monitored Voicemail Account Messages, on page 94
Updated the task with a new step to include information on the different user credentials	Edit Credentials of Your LDAP Directory, on page 79
Updated the task to include user credentials	Search for a Contact in Your LDAP Directory, on page 79
Update the topics to introduce or mention the LDAP cache mechanism	LDAP Directory, on page 78 Search for a Contact in Your LDAP Directory, on page 79
Add the topic to edit user credentials to access the LDAP directory	Edit Credentials of Your LDAP Directory, on page 79
Updated the existing topic to include ACD status synchronization	Call Center Features, on page 56
Updated the topic to check the status of a call center agent.	Sign In as a Call Center Agent, on page 56

New and Changed for Firmware Release 11.3(1)

Revision	New and Changed Sections
Added new task to support Auto Provisioning with Short Activation Code.	Auto Provision Your Phone with Short Activation Code, on page 13
Updated an existing task to support display UDI feature on phone screen	Find Information About Your Phone, on page 28
Added a task to support Serviceability Enhancement Messages for Provisioning Failure	Get More Information When Your Phone Displays a Provisioning Failure Message, on page 33
Added a task to support One-Button Call Park	Park and Unpark a Call with One Line Key, on page 45
Added a task to support Wi-Fi auto scan	Connect the Phone to a Wireless Network at the First Boot, on page 123
Added a task to support Wi-Fi auto scan and the Wi-Fi Scan softkey	Trigger Wi-Fi Scan with Softkey, on page 123
Added a task to support Serviceability Enhancement Messages for Network Connection Failure	Connect to a Wi-Fi Network When Your Phone Displays a Connection Failure Message, on page 125

Revision	New and Changed Sections
Added a new task about how to view the Wi-Fi status on the phone	View Wi-Fi Status Messages on the Phone, on page 132
Added a new task to support display UDI on key expansion module screen	View the UDI Information of the Key Expansion Module, on page 163

New and Changed for Firmware Release 11.2(3)SR1

Revisions	New and Changed Sections
Added new task to support Activation Code Onboarding.	Onboard Your Phone with Activation Code, on page 12

New and Changed for Firmware 11.2(3)

Revisions	New and Changed Sections
Added a new task on contact search in multiple directories	Search for a Contact in the All Directories Screen, on page 71
Updated the topic on profile account setup to support resync profile with the SIP credentials or the login credentials	Set up the Profile Account, on page 113
Update the topic to support monitoring phone lines for coworkers	Coworker Line Status, on page 15
Added a new task to support activating and deactivating the monitoring of BLF list	Activate or Deactivate Monitoring of the BLF List, on page 16
Added a new task to support the configuring the monitoring of an individual line	Configure Monitoring of an Individual Line, on page 17
Added a new task to support removing the feature that is configured on a Line Key	Remove the Feature Configured on a Line Key, on page 18
Added updates to support MPP 88xx 8851/8861 and 8865 Key Expansion Module	Cisco IP Phone Key Expansion Module Setup Overview, on page 157 Key Expansion Module Buttons and Hardware, on page 160 Column Modes , on page 161 Key Expansion Module Power Information, on page 158 Allocate a Key Expansion Module Type with the Phone Menu, on page 162

Revisions	New and Changed Sections
Add new task to support Wi-Fi management and Wi-Fi profile	Set Up a Wi-Fi Profile from the Phone , on page 126 Set Up a Wi-Fi Profile , on page 128 Turn the Wi-Fi On or Off from the Phone Web Page , on page 124 Turn the Wi-Fi On or Off from Your phone , on page 124 Connect the Phone to a Wi-Fi Manually , on page 125 Delete a Wi-Fi Profile , on page 128 Change the Order of a Wi-Fi Profile , on page 129 Scan and Save a Wi-Fi Network , on page 129
Voice Feedback	Accessibility with Voice Feedback , on page 132 Enable Voice Feedback , on page 133 Adjust Voice Speed , on page 133 Adjust Voice Volume , on page 133

New and Changed for Firmware Release 11.2(1)

Revisions	New or Changed Sections
Added a new topic to support multiple locations (anywhere) for a BroadWorks XSI user	Add Multiple Locations for a BroadWorks XSI User , on page 104
Updated the topic with the new Display recents from option to support XSI call logs improvement	View Your Recent Calls , on page 85
Added a new topic to support XSI call logs improvement	View Calls Logs from BroadWorks XSI Server , on page 86
Updated the topic with the new Missed softkey to support XSI call logs improvement.	Return a Recent Call , on page 87
Added a new topic to support DND and call forward indication for a non-selected line	Silence an Incoming Call , on page 41
Updated the topic with icons for call forwarding and DND to support DND and call forward indication for a non-selected line	Forward Calls , on page 46 Turn On Do Not Disturb , on page 41
Updated the topic to support XSI caller ID blocking	Block Caller ID , on page 102
Added a new topic to support username and password collection on HTTP authentication challenge	Set up the Profile Account , on page 113

Revisions	New or Changed Sections
Updated the menu navigation for ringtone setting to support audio equalizers to customize audio for handset and headset (acoustic audio)	Change the Ringtone, on page 98
Added a new topic to support audio equalizers to customize audio for handset and headset (acoustic audio)	Specify an Audio Device for a Call, on page 111
Added new topics to support audio equalizers to customize audio for handset and headset (acoustic audio)	Adjust Sidetone Gain, on page 153. Adjust the Microphone Gain, on page 153 Test the Microphone, on page 154. Tune the Speaker, on page 154.
Updated the topic to support screen saver type lock removal	Change the Screen Saver, on page 106
Added new sections to support executive and assistant phones	Executive Calls, on page 59 Executive Assistant Calls, on page 60 Executive Settings, on page 114 Executive Assistant Settings, on page 117

New and Changed for Firmware Release 11.1(2)

Revision	Updated Section
Emergency Call Support	Make an Emergency Call, on page 36
Cisco Headset 531 and Cisco Headset 532	Important Headset Safety Information, on page 137 Cisco Headset 500 Series Setup, on page 144 Adjust Your Headset Bass and Treble, on page 145 Adjust Your Headset Microphone Volume, on page 145 Adjust Your Headset Speaker Feedback, on page 145 Test Your Headset Microphone, on page 146 Replace Your Cisco Headset 500 Series Ear Pads, on page 146
Reverse Name Lookup	Administrators enable and disable this feature. For information about this feature, see Reverse Name Lookup for Incoming and Outgoing Calls, on page 83.

New and Changed for Firmware Release 11.1(1)

Revision	Updated Section
Adjust Contrast Slider	Adjust the Phone Screen Brightness, on page 110
Call Recording Support	Record a Call, on page 52
Call Center Support	Call Center Features, on page 56
Cisco IP Phone 8845 and 8865	Buttons and Hardware, on page 21
Instant Message and Presence Contacts Presence	Instant Message and Presence Contacts, on page 53 Presence, on page 53 Make a Call to an IM and Presence Contact, on page 53 Change Your Presence State, on page 54
Secure Call	Secure Calls, on page 40
Video Calls	Video Calls, on page 50
XSI Call Logs - Server All Calls menu	View Your Recent Calls, on page 85

New and Changed Features for Firmware Release 11.0(1)

Revision	Updated Section
Configure a line key to perform a speed dial either with a VID or without a VID	Use the Line in Focus for Speed-Dial Calls, on page 39
Perform a check to confirm whether the call is made with the current focusing line	Use the Line in Focus to Check Speed-Dial Calls, on page 39
Configure missed call indication on the Phone Web Page	Phone Behavior with Voicemail Setting, on page 92 Phone Behavior with Voicemail and Missed Call Configuration Setting, on page 93
To add wallpaper available options are default, download picture, and logo. The new default wallpaper is a monochrome picture	Change Wallpaper from the Phone Page, on page 106
A star code is added to Conference hard key from the phone web page	Conference with a Star Code, on page 49
Logo can be added as phone background	Add a Logo as a Phone Background, on page 108

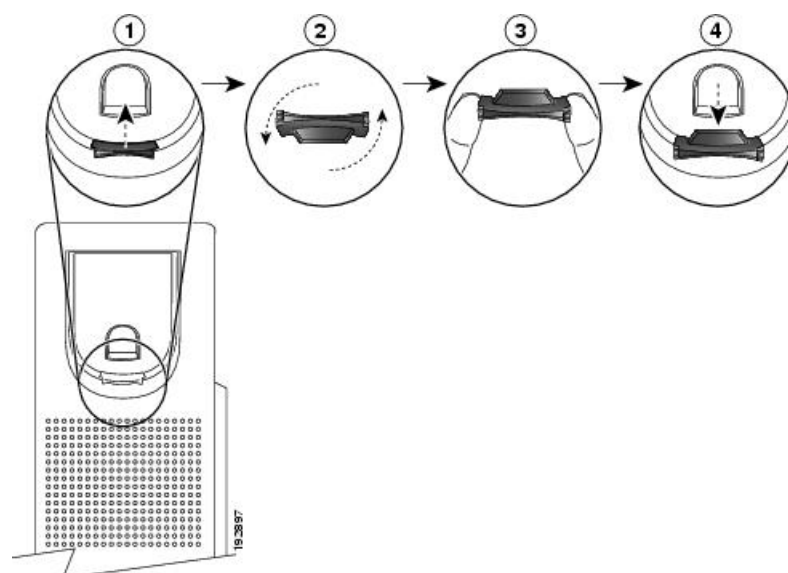
Phone Setup

Your administrator sets up your phone and connects it to the network. If your phone is not set up and connected, contact your administrator for instructions.

Adjust the Handset Rest

If your phone is wall-mounted or if the handset slips out of the cradle too easily, you may need to adjust the handset rest to ensure that the receiver does not slip out of the cradle.

Figure 1: Adjust the Handset Rest



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.

Change the Viewing Angle of Your Phone

You can change the angle of the phone to eliminate glare on the screen. If your phone has a video camera, you can change the angle to improve the camera view.

Procedure

- Step 1** Hold the receiver in the cradle with one hand.
 - Step 2** Move the footstand with the other hand to change the angle.
 - Step 3** (Optional) Adjust the footstand on the key expansion module and ensure that the phone and key expansion module are stable.
 - Step 4** (Optional) Press **Self-view** to check the camera angle.
-

Connect to the Network

You need to connect the phone to the network.

- Wired network connection—The phone is plugged into the network with an Ethernet cable.
- Wireless connection—The Cisco IP Phone 8861 and 8865 can connect to a Wireless Access Point using Wi-Fi.

After connecting the phone to the network, your phone may be set up for:

- Virtual Private Network (VPN)—Your phone connects to a protected network.
- Mobile and Remote Access Through Expressway—If your administrator sets up Mobile and Remote Access Through Expressway and you connect your phone to the network, it connects to the Expressway server.

Onboard Your Phone with Activation Code

After your phone boots up, you will see a welcome screen where you can enter the activation code. If you don't have an activation code, contact your administrator.

Before you begin

Your administrator provides you with a 16-digit activation code in the form xxxx-xxxx-xxxx-xxxx.

Procedure

- Step 1** Enter your activation code in the field that is provided on the Welcome screen. You don't need to input the hyphen (-) character when entering the code.
 - Step 2** Press **Continue**.
The phone completes the onboarding process automatically.
 - Step 3** If an error message displays, enter the code again or contact your administrator for a new code.
-

Auto Provision Your Phone with Short Activation Code

After your phone boots up, you see a welcome screen where you can enter the activation code. If you don't have the activation code, contact your administrator.

Before you begin

Your administrator provides your activation code:

Procedure

- Step 1** Press pound (#), and enter your activation code in the field that is provided on the Welcome screen.
 - Step 2** Press **Continue**.
The phone completes the provisioning process automatically.
 - Step 3** If an error message displays, enter the code again or contact your administrator.
-

Set a Password on Initial Phone Boot Up

The first time your phone boots up, you may be prompted to set a password. If you are not prompted, your administrator has created a password for you.

Procedure

- Step 1** Enter your password in the **New password** and **Reenter new password** fields.
 - Step 2** Press **Save**.
-

Secure the Phone with a Cable Lock

You can secure your Cisco IP Phone 8800 Series with a laptop cable lock up to 20 mm wide.

Procedure

- Step 1** Take the looped end of the cable lock and wrap it around the 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.
 - 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.
-

User Authentication Control

Your administrator can configure if you require authentication to access phone menus. Your administrator can also customize and turn off the authentication to allow access to all phone menus.

With this feature, whether any phone menu needs authentication is controlled by your administrator. If your administrator configures authentication to access the menu, you need to provide the password and sign in to access the menu.

Sign into Your Extension from Another Phone (Extension Mobility)

If extension mobility is configured, you can sign into a different phone in your network and have it act the same as your phone. After you sign in, the phone adopts your personal directory number.

Before you begin

Your administrator configures provisioning authority.

Procedure

Step 1 Press **Sign in**.

Step 2 Enter your username and password, then press **Sign in**.

The password field allows two input methods: alphanumeric and numeric. While you type in the password, you see the **Options** softkey on the phone. Use this softkey to change the current password input type. Select **Input all** for alphanumeric input and select **Input num** for numeric entry. Your administrator configures the password input method on the phone web page.

Sign out of Your Extension from Another Phone

Procedure

Press **Sign out**.

Sign in to a Phone as a Guest

Your phone has a guest account when your administrator enables hoteling on your phone. You can then sign in to a different phone in your network as a guest.

Procedure

Step 1 Press **Sign in**.

Step 2 Enter your user ID and password.

The password field uses two types of input methods; alphanumeric and numeric. While you type in the password, you see **Options** softkey on the phone. You can use this softkey to change the current password input type. Select **Input all** for alphanumeric input and select **Input num** for numeric entry.

Step 3 Press **Save**.



Note An administrator can set up a phone to make emergency calls. Whenever you sign in as a guest to a registered phone, the phone transfers a request to obtain the location of the phone. The location is sent to the emergency services when you make an emergency call.

Sign Out of a Phone as a Guest

Procedure

Step 1 Press **Guest Out**.

Step 2 Press **Sign Out**.

Coworker Line Status

You can set up line keys on your phone to monitor coworkers' lines. This feature is useful if you routinely handle calls for coworkers and need to see if they are available to answer calls. The monitoring line keys function as Busy Lamp Field (BLF) keys. A BLF is an LED that changes color to indicate the status of the monitored line.

The following table describes the LED status:

Table 2: BLF Key LED Status

LED Color	Meaning
Green	The monitored line is available.
Red	The monitored line is busy.
Blinking red	The monitored line is ringing.
Amber	Error in BLF key configuration.

Your administrator performs the necessary setup on the server and for the phone to allow you to monitor the desired lines.

















You can configure monitoring on your phone in two ways:

- You can configure monitoring of an individual user's line.
- If your administrator has set up a BLF list for you, you can activate or deactivate monitoring of the entire list. The BLF list is the list of users whose lines you can monitor. The phone monitors each user on a separate line key. The phone assigns available line keys for monitoring, automatically.

With the appropriate configuration, you can use the BLF keys to call the monitored line (speed dial), and to answer incoming calls to the monitored line (call pickup).

When the configuration is complete, the icon in the BLF key label indicates the combination of features configured on the key:

Table 3: Busy Lamp Field Icons

	BLF	BLF and Speed Dial	BLF and Call Pickup	BLF, Speed Dial, and Call Pickup
Idle				
Alerting				
In use				
Error				

Activate or Deactivate Monitoring of the BLF List

If your administrator has configured a Busy Lamp Field (BLF) list for you, you can activate or deactivate monitoring of the entire BLF list. The phone monitors each user on a separate line key. When you activate monitoring, the phone assigns available line keys in sequence to monitor the BLF list entries.

The phone may use line keys both on the phone and any Key Expansion Module attached to the phone, or only the Key Expansion Module. This is controlled by your administrator.

The BLF list keys function in the same way as individual BLF keys. See [Coworker Line Status, on page 15](#) for details. When you activate monitoring, the phone starts showing the status of the monitored lines on the BLF list keys. You can use each BLF list key to call the monitored line (speed dial), and to answer incoming calls to the monitored line (call pickup).



Note The sequential order of the users in the BLF list is set by your administrator. The corresponding BLF list keys always maintain this sequential order. You can choose to configure another feature such as speed dial on a BLF list key at any time. However, it renders the line key unavailable for the BLF list.


Whenever you make any change to line key configurations, the phone redoes the BLF list key assignment taking the change into account. The phone only assigns available line keys, and in the same sequential order, every time. This can result in changes in the positions of BLF list keys.

The phone monitors as many users as possible with the available line keys. You can make more line keys available for monitoring the list by removing features configured on line keys. See [Remove the Feature Configured on a Line Key, on page 18](#) for details.

Before you begin

Your administrator configures the BLF list.

Procedure

-
- Step 1** Press **Applications** .
- Step 2** Select **User preferences > Attendant console preferences > BLF list**.
- When **BLF list** is set to **Show**, monitoring is activated. The phone shows the status of the monitored lines on the BLF list keys.
 - When **BLF list** is set to **Hide**, monitoring is deactivated.
- Step 3** Press **Set**.
-

Configure Monitoring of an Individual Line

You can configure a line key to monitor a coworker's line status. When you add speed dial to the configuration, you can use the line key to call the monitored line. When you add call pickup to the configuration, you can use the line key to answer incoming calls to the monitored line. The line key functions as a Busy Lamp Field (BLF) key. See [Coworker Line Status, on page 15](#) for details.

You can select any available line key to configure this feature. You can also select any line key that is functioning as a speed-dial key or as a BLF key. Your configuration will override any existing configuration for the key.

If your administrator has configured a BLF list for you, you can only monitor the lines of people who are in the list.

Your phone may already be monitoring the entire list. See [Activate or Deactivate Monitoring of the BLF List, on page 16](#) for details. You can still configure an individual key to monitor a line. However, the phone will then no longer monitor the line automatically as part of the list. If you remove the individual BLF key configuration, the phone resumes monitoring the line automatically as part of the list. Note that the phone adjusts the BLF list key assignment every time it has to add or remove a line for automatic monitoring. This results in changes in the positions of BLF list keys.

Before you begin

- Your administrator performs the necessary setup to allow you to monitor the concerned line.
- Your administrator allows configuring the BLF feature options on line keys.
- The line key on which you want to configure this feature is not configured as an extension.

Procedure

Step 1 Press and hold down the line key for two seconds.

Step 2 On the **Select feature** screen, select one of these options:

- If you just want to use the key to monitor a line, select **BLF presence**.
- If you want to use the key to monitor a line and also speed-dial the monitored line, select **BLF + Speed dial**.
- If you want to use the key to monitor a line and also answer incoming calls to the monitored line, select **BLF + Call pickup**.
- If you want to use the key for all the three functions, select **BLF + Speed dial + Call pickup**.

Step 3 Enter the user ID of the person whose line you want to monitor, in the **User ID** field.

Note You must enter the user ID. The user ID may not be the person's name or extension. Consult your administrator if you need assistance.

If your administrator has configured a BLF list for you, you can select the user whose line you want to monitor from the list:

a) Select **Search BLF list**.

Users whose names appear in grey in the list are ones that your phone is already monitoring on individually configured BLF keys.

b) Select the user whose line you want to monitor.

The user ID appears in the **User ID** field.

If you select a user who is already monitored on an individually configured key, the new configuration overrides the previous configuration to monitor the user.

Step 4 Press **Save**.

Remove the Feature Configured on a Line Key

You can remove the feature configured on a line key.

If your phone is monitoring a Busy Lamp Field (BLF) list, removing the feature configured on a line key makes the line key available for monitoring the BLF list. This can change the positions of BLF list keys. See [Activate or Deactivate Monitoring of the BLF List, on page 16](#) for details.



Note You cannot remove some features configured by your administrator.

Procedure

- Step 1** Press and hold down the line key for two seconds.
 - Step 2** On the **Select feature** screen, select **None**.
 - Step 3** When prompted to confirm, press **OK**.
-

Add a Menu Shortcut to a Line Key

After you configure a line key with a menu shortcut, you can open the menu with a simple press on the line key.

Before you begin

Your administrator must enable this feature on your phone.

Procedure

- Step 1** Press and hold a line key for two seconds. The available feature list is displayed.
 - Step 2** Select **Menu shortcut** from the list. The available menu list is displayed.
 - Step 3** Scroll the list and select the menu you want to add to the line key and press **Set**.
-

Remove the Menu Shortcut from a Line Key

Procedure

- Step 1** Press and hold the line key for two seconds. The available feature list is displayed.
 - Step 2** Select **None** from the list and press **Set**.
-

Phone Web Page

You can customize some phone settings with the phone web page, which you access from your computer. Your administrator gives you the page URL, your user ID, and password.

In the phone web page, you can control features, line settings, and phone services for your phone.

- Phone features include speed dial, do not disturb, and your personal address book.
- Line settings affect a specific phone line (directory number) on your phone. Line settings can include call forwarding, visual and audio message indicators, ring patterns, and other line-specific settings.

If you have a Cisco IP Phone 8800 Key Expansion Module connected to your phone, you can also configure the expansion module buttons for speed dial and other phone services.

The following table describes some specific features that you configure using the phone web page.

Features	Description
Call forward	You specify the number that will receive calls when call forward is enabled on the phone. Use the phone web page to set up more complicated call forward functions, for example, when your line is busy.
Speed dial	You assign phone numbers to speed-dial numbers so that you can quickly call that person.
Ringtone	You assign a ringtone to a specific line.
Personal directory contact	You add a contact to your personal directory with phone web page.

Related Topics

[Speed Dial](#), on page 37

[Forward Calls](#)

Speed-Dial Numbers

When you dial a number on your phone, you enter a series of digits. When you set up a speed-dial number, the speed-dial number must contain all the digits you need to make the call. For example, if you need to dial 9 to get an outside line, you enter the number 9 and then the number you want to dial.

You can also add other dialed digits to the number. Examples of additional digits include a meeting access code, an extension, a voicemail password, an authorization code, and a billing code.

The dial string can contain the following characters:

- 0 to 9
- Pound (#)
- Asterisk (*)
- Comma (,)—This is the pause character, and gives a 2 second delay in the dialing. You can have several commas in a row. For example, two commas (,,) represent a pause of 4 seconds.

The rules for dial strings are:

- Use the comma to separate the parts of the dial string.
- An authorization code must always precede a billing code in the speed-dial string.
- A single comma is required between the authorization code and the billing code in the string.

- A speed-dial label is required for speed dials with authorization codes and additional digits.

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

Your phone does not save the authorization code, billing code, or extra digits from the speed dial in the call history. If you press **Redial** after you connect to a speed-dial destination, the phone prompts you to enter any required authorization code, billing code, or additional digits manually.

Example

To set up a speed-dial number to call a person at a specific extension, and if you need an authorization code and billing code, consider the following requirements:

- You need to dial **9** for an outside line.
- You want to call **5556543**.
- You need to input the authorization code **1234**.
- You need to input the billing code **9876**.
- You must wait for 4 seconds.
- After the call connects, you must dial the extension **56789#**.

In this scenario, the speed-dial number is **95556543,1234,9876,,56789#**.









Buttons and Hardware








The Cisco IP Phone 8800 Series has two distinct hardware types:

- Cisco IP Phones 8811, 8841, 8851, and 8861—do not have a camera.
- Cisco IP Phones 8845 and 8865—have a built-in camera.

Figure 2: Cisco IP Phone 8845 Buttons and Hardware



1	Handset and Handset light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Camera Cisco IP Phone 8845 and 8865 only	Use the camera for video calls.
3	Programmable feature buttons and line buttons	 Access your phone lines, features, and call sessions.
4	Softkey buttons	 Access to functions and services.
5	Back , Navigation cluster, and Release	<p>Back  Return to the previous screen or menu.</p> <p>If you press and hold the back button for more than 0.5 secs (long press), you return to the main screen or the call screen. When you are in the settings screens, the long press takes you to the main screen. If you are in one of the call screens, the long press takes you to the call screen.</p> <p>Navigation cluster  Navigation ring and Select button—Scroll through menus, highlight items and select the highlighted item.</p> <p>Release  End a connected call or session.</p>
6	Hold/Resume , Conference , and Transfer	<p>Hold/Resume  Place an active call on hold and resume the held call.</p> <p>Conference  Create a conference call.</p> <p>Transfer  Transfer a call.</p>

7	Speakerphone, Mute, and Headset	<p>Speakerphone  Toggle the speakerphone on or off. When the speakerphone is on, the button is lit.</p> <p>Mute  Toggle the microphone on or off. When the microphone is muted, the button is lit.</p> <p>Headset  Toggle the headset on or off. When the headset is on, the button is lit.</p>
8	Contacts, Applications, and Messages	<p>Contacts  Access personal and corporate directories.</p> <p>Applications  Access call history, user preferences, phone settings, and phone model information.</p> <p>Messages  Autodial your voice messaging system.</p>
9	Volume button	<p> Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).</p>

Navigation

Use the outer ring of the Navigation cluster to scroll through menus and to move between fields. Use the inner **Select** button of the Navigation cluster to select menu items.

Figure 3: Navigation Cluster









If a menu item has an index number, you can enter the index number with the keypad to select the item.

Softkey, Line, and Feature Buttons

You can interact with the features on your phone in several ways:

- Softkeys, located below the screen, give you access to the function displayed on the screen above the softkey. The softkeys change depending on what you are doing at the time. The **More ...** softkey shows you that more functions are available.
- Feature and line buttons, located on either side of the screen, give you access to phone features and phone lines.
 - Feature buttons—Used for features such as **Speed dial** or **Call pickup**, and to view your status on another line.
 - Line buttons—Used to answer a call or resume a held call. When not used for an active call, used to initiate phone functions, such as the missed calls display.

Feature and line buttons illuminate to indicate status.

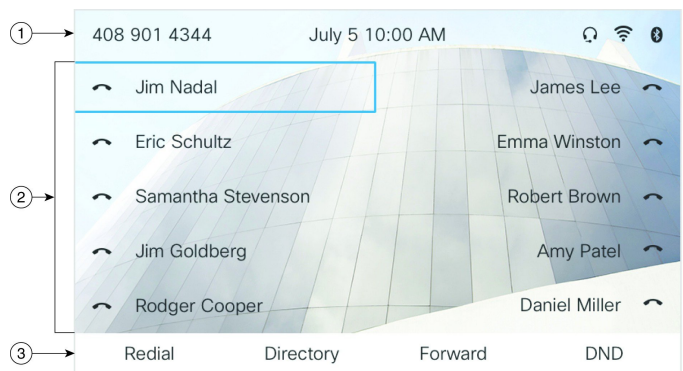
LED Color and State	Normal Line Mode: Line Buttons	Normal Line Mode: Feature Buttons Enhanced Line Mode
 Green, steady LED	Active call or two-way intercom call, held call, privacy in use	Active call or two-way intercom call, privacy in use
 Green, flashing LED	Not applicable	Held call
 Amber, steady LED	Incoming call, reverting call, one-way intercom call, logged into a Hunt Group	One-way intercom call, logged into a Hunt Group
 Amber, flashing LED	Not applicable	Incoming call, reverting call
 Red, steady LED	Remote line in use, Remote line on hold, Do Not Disturb active	Remote line in use, Do Not Disturb active
 Red, flashing LED	Not applicable	Remote line on hold

Your administrator can set up some functions as softkeys or as feature buttons. You can also access some functions with softkeys or the associated hard button.

Phone Screen Features

The phone screen shows information about your phone such as directory number, active call and line status, softkeys, speed dials, placed calls, and phone menu listings. The screen is made up of three sections: the header row, the middle section, and the footer row.

Figure 4: Cisco IP Phone 8800 Screen



1	<p>At the top of the screen is the header row. The header row displays the phone name, current date and time, as well a number of icons. The icons display when features are active.</p> <p>The header row can display phone number, XMPP user ID, or phone name according to the setting by your administrator. If you want to change the setting, contact your administrator.</p>
---	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

2	<p>The middle of the phone screen displays the information associated with the line and feature buttons on the phone.</p> <p>When you select a line which has more than two registered lines, a black box highlight around the selected line is displayed. There will be no highlight for an active call.</p> <p>Active and incoming call screen supports more than 21 characters. The Cisco IP Phone can display 15 digits on the phone screen when line is inactive.</p>
3	<p>The bottom row of the screen contains the softkey labels. Each label indicates the action for the softkey button below the screen.</p>

Clean the Phone Screen

Procedure

If your phone screen gets dirty, wipe it with a soft, dry cloth.

Caution Do not use any liquids or powders on the phone because they can contaminate the phone components and cause failures.

Differences Between Phone Calls and Lines

We use the terms *lines* and *calls* in very specific ways to explain how to use your phone.

- **Lines**—Each line corresponds to a directory number or intercom number that others can use to call you. You have as many lines as you have directory numbers and phone line icons.
- **Calls**—Each line can support multiple calls. By default, your phone supports two connected calls per line, but your administrator can adjust this number according to your needs.

Only one call can be active at any time; other calls are automatically placed on hold.

Here is an example: If you have two lines and each line supports four calls, then you could have up to eight connected calls at one time. Only one of those calls is active and the other seven are held calls.

USB Ports

Only for Cisco IP Phone 8851 and 8861.

Your phone may have one or more USB ports. Each USB port supports a maximum of five USB devices. Each device connected to the port is included in the maximum device count, including any Key Expansion Modules.

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.

If you use a USB hub and remove the USB cable from the phone during an active call, your phone might restart.

Related Topics

[The Cisco IP Phone 8800 Series](#), on page 1

Mobile Device Charging

You can use the USB ports on your phone to charge your mobile device if the device has a USB connection. The following ports support USB charging:

Your phone continues to charge the mobile device while it is in power saving mode.

When you use your phone to charge your mobile device, the following conditions apply:

- A short delay may occur before charging begins.
- In some situations, your device will not display the charging icon. For example, the icon may not display when the device is fully charged.
- When more than one Cisco IP Phone 8800 Key Expansion Module is attached to your phone, the back USB port cannot fast-charge the device.

If you unplug your tablet and immediately plug in a USB headset to the phone, a 3-second delay occurs before the phone recognizes the USB headset.

Related Topics

[Energy Savings](#), on page 27

Bluetooth and Your Phone

Bluetooth is supported on Cisco IP Phone 8851 and 8861.

If your phone supports Bluetooth, use a Bluetooth headset and connect your mobile phone or tablet to the phone.

Bluetooth connections work best when you're within 3 to 6 feet (1 to 2 meters) from your phone, but you might be able to be as far away as 66 feet (20 meters). The Bluetooth connection can degrade if you have a barrier (wall, door, window), large metal object, or other electronic devices between your phone and the connected device.

To connect a mobile device or headset to your phone with Bluetooth, start by pairing the device with your phone. You can pair up to three devices. If you try to pair more than three devices, you are prompted to delete one device.

After the headset or mobile device is paired, the phone connects to the headset or mobile device when the headset or mobile device is turned on.

When you pair a device, you can set the Bluetooth mode to Phone, Handsfree or Both. Phone allows you to use only a Bluetooth headset. Handsfree allows you to use only your mobile phone. Both allows you to use both a headset and a mobile phone.

When you use a Bluetooth headset and mobile devices with your phone, keep these things in mind:

- The last Bluetooth headset or mobile device connected with the phone is the default device that the phone uses.
- You can have only one active connection at any time. For example, you can have a Bluetooth headset or a mobile phone active.
- The phone supports one device of each type. For example, you cannot connect two Bluetooth headsets.

- You can connect one mobile device at any time. For example, if your Bluetooth headset is active, and you connect a mobile phone, the Bluetooth headset disconnects.
- Your Bluetooth device will reconnect if you move back into range, or if it restarts.

Related Topics

[Bluetooth Headsets](#)

[Pair a Mobile Device with Your Desk Phone](#), on page 63

[The Cisco IP Phone 8800 Series](#), on page 1

Energy Savings

Your administrator can reduce the amount of power that the phone screen uses when you're not using your phone. Level of energy-saving that your administrator can set up:

- Power Save—The backlight or screen turns off when the phone has been inactive for a period of time.

Turn On Your Phone

When your phone is powered off to save energy, the phone screen is blank.

Procedure

Press any key to turn on the phone.

Additional Help and Information

If you have questions about the functions available on your phone, contact your administrator.

The Cisco website (<https://www.cisco.com>) contains more information about the phones and call control systems.

- For quick start guides and end-user guides in English, follow this link:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-8800-series-multiplatform-firmware/products-user-guide-list.html>

- For guides in languages other than English, follow this link:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-8800-series-multiplatform-firmware/tsd-products-support-translated-end-user-guides-list.html>

- For licensing information, follow this link:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-8800-series-multiplatform-firmware/products-licensing-information-listing.html>

Accessibility Features

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

For detailed information about the accessibility features on these phones, see <http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-technical-reference-list.html>.

You can also find more information about accessibility at this Cisco website:

<http://www.cisco.com/web/about/responsibility/accessibility/index.html>

Troubleshooting

You may experience issues related to the following scenarios:

- Your phone cannot communicate with the call control system.
- The call control system has communication or internal problems.
- Your phone has internal problems.

If you experience problems, your administrator can help troubleshoot the root cause of the problem.

Find Information About Your Phone

Your administrator may ask for information about your phone. This information uniquely identifies the phone for troubleshooting purposes.

The phone contains all unique device identifier (UDI) information. The UDI is composed of three data elements associated with the phone. The data elements are:

- Product Identifier (PID)
- Version Identifier (VID)
- Serial Number (SN)

You can also find the information about your phone by going to **Info > Status > Product Information** on the phone web interface.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Status > Product Information**.

You can view the following information:

Product name— Name that represents the Cisco IP Phone.

Serial number— Serial number of the Cisco IP Phone.

MAC address—Hardware address of the Cisco IP Phone.

Software version—Version number of the Cisco IP Phone firmware.

Configuration version—Version number of the Cisco IP Phone configuration. This information shows when your administrator has enabled it.

Hardware version—Version number of the Cisco IP Phone hardware.

VID—Version ID of the Cisco IP Phone.

Certificate—Status of the client certificate, which authenticates the Cisco IP Phone for use in the ITSP network. This field indicates if the client certificate is properly installed in the phone.

Customization—For an RC unit, this field indicates whether the unit has been customized or not. Pending indicates a new RC unit that is ready for provisioning. If the unit has already retrieved its customized profile, this field displays the Customization state as Acquired.

Step 3 Press **Exit** to return to the Applications screen.

View the Customization State on the Phone

After the RC download from the EDOS server completes, you can view the customization state of a phone on the screen.

Here are the descriptions of the remote customization states:

- **Open**—The phone has booted for the first time and is not configured.
- **Aborted**—Remote Customization is aborted due to other provisioning, for example, DHCP options.
- **Pending**—The phone can not download the profile from the EDOS server.
- **Custom-Pending**—The phone has downloaded a redirect URL from the EDOS server.
- **Acquired**—In the profile downloaded from the EDOS server, there is a redirect URL for provision configuration. If the redirect URL download from the provisioning server is successful, this state is displayed.
- **Unavailable**—Remote customization has stopped because the EDOS server responded with an empty provisioning file and the HTTP response was 200 OK.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Status** > **Product information** > **Customization**.
- Step 3** Press **Back** .
-

View the Network Status

Procedure

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


Step 2 Select **Status > Network Status**.

You can view the following information:

- **Network type**—Indicates the type of Local Area Network (LAN) connection that the phone uses.
 - **Network status**—Indicates if the phone is connected to a network.
 - **IPv4 status**—IP address of the phone. You can see information on IP address, Addressing type, IP status, Subnet mask, Default router, Domain Name Server (DNS) 1, DNS 2 of the phone.
 - **IPv6 status**—IP address of the phone. You can see information on IP address, Addressing type, IP status, Subnet mask, Default router, Domain Name Server (DNS) 1, DNS 2 of the phone.
 - **VLAN ID**—VLAN ID of the phone.
 - **MAC address**—Unique Media Access Control (MAC) address of the phone.
 - **Host name**—Displays the current host name assigned to the phone.
 - **Domain**—Displays the network domain name of the phone. Default: cisco.com
 - **Switch port link**—Status of the switch port.
 - **Switch port config**—Indicates speed and duplex of the network port.
 - **PC port config**—Indicates speed and duplex of the PC port.
 - **PC port link**—Indicates speed and duplex of the PC port.
-

View the Phone Status

Procedure

Step 1 Press **Applications** .

Step 2 Select **Status > Phone Status > Phone Status**.

You can view the following information:

- **Elapsed time**—Total time elapsed since the last reboot of the system
 - **Tx (Packets)**—Transmitted packets from the phone.
 - **Rx (Packets)**—Received packets from the phone.
-

View the Status Messages on the Phone

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Status** > **Status messages**.

You can view a log of the various phone statuses since provisioning was last done.

Note Status messages reflect UTC time and are not affected by the timezone settings on the phone.

- Step 3** Press **Back** .
-

View the Line Status

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Status** > **Phone status** > **Line status**.

You can view the status of each line on the phone.

View 802.1X Transaction Status

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Network configuration** > **Ethernet configuration** > **802.1X authentication** > **Transaction status**.

You can view the following information:

- **Transaction status**
 - **Protocol**
-

View the Reboot History

Procedure

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

Step 2 Select **Status > Reboot history**.

You can view the details of the date and time whenever the phone has rebooted, no matter why the phone rebooted.

Report All Phone Issues

You can use the Problem Reporting Tool (PRT) to collect and send phone logs, and to report problems to your administrator.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Status > Report problem**.

Step 3 Enter the date that you experienced the problem in the **Date of problem** field. The current date appears in this field by default.

Step 4 Enter the time that you experienced the problem in the **Time of problem** field. The current time appears in this field by default.

Step 5 Select **Problem description**.

Step 6 Select a description from the displayed list.

Step 7 Press **Submit**.

Factory Reset the Phone from Phone Web Page

You can restore your phone to its original manufacturer settings from the phone web page. After you reset the phone, you can reconfigure it.

Procedure

Enter the URL in a supported web browser and click **Confirm Factory Reset**

You can enter URL in the format:

```
http://<Phone IP>/admin/factory-reset
```

where:

Phone IP = actual IP address of your phone.

/admin = path to access admin page of your phone.

factory-reset = command that you need to enter in the phone web page to factory-reset your phone.

Identify Phone Issues with a URL in the Phone Web Page

When the phone doesn't work or doesn't register, a network error or any misconfiguration might be the cause. To identify the cause, add a specific IP address or a domain name to the phone admin page. Then, try to access so that the phone can ping the destination and display the cause.

Procedure

In a supported web browser, enter a URL that consists of your phone IP address and the destination IP that you want to ping. Enter the URL using the format:

`http://<Phone IP>/admin/ping?<ping destination>`, where:

`<Phone IP>` = actual IP address of your phone.

`/admin` = path to the access admin page of your phone.

`<ping destination>` = any IP address or domain name that you want to ping.

The ping destination allows only alphanumeric characters, '-', and '_' (underscores). Otherwise the phone shows an error on the web page. If the `<ping destination>` includes spaces, the phone uses only the first part of the address as the pinging destination.

For example, to ping the 192.168.1.1 address:

`http://<Phone IP>/admin/ping?192.168.1.1`

Lost Phone Connectivity

Sometimes your phone loses its connection to the phone network. When this connection is lost, your phone displays a message.

If you are on an active call when the connection is lost, the call continues. But, you don't have access to all normal phone features because some functions require information from the call control system. For example, your softkeys might not work as you expect.

When the phone reconnects to the call control system, you'll be able to use your phone normally again.

Get More Information When Your Phone Displays a Provisioning Failure Message

If your phone displays the message `Verify your provisioning settings or contact your service provider.`, you have a configuration problem. This message will display only immediately after the phone boots up. You will not see this message after the phone is registered to a call server.

This message applies to all MPP Phones.

Procedure

Step 1 Press one of these options:

- **Details**—display a list of status messages.
- **Cancel**—return to the main phone screen.

Note If you cancel a provisioning alert, the phone doesn't show another provisioning alert until the phone has rebooted.

Step 2 Highlight the relevant status message from the list, and press one of these options:

- **Details**—display the entire status message.
- **Clear**—delete the complete message list.

Step 3 Contact your administrator to help you resolve the issue. If your administrator has given you access, you can also view the messages on the phone web page.

On the phone web page, go to **Info > Download Status > Provisioning Status**

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 this URL: <https://www.cisco.com/go/hwwarranty>.



CHAPTER 2

Calls

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Make Calls

Your phone works just like a regular phone. But we make it easier for you to make calls.

Make a Call

Use your phone just like any other phone to make a call.

Make a Call with the Dial Assistance List

When you are dialing a number and dial assistance is configured, the dial assistance list shows you suggestions from your directory and call history.


Procedure

- Step 1** Use the navigation button to highlight a phone number that you see in the dial assistance list.
- Step 2** Press **Dial** or **Call** to place the call.
-

Make a Call with the Speakerphone

Use your speakerphone for hands-free calling. Keep in mind that your coworkers might be able to hear your call too.


Procedure

- Step 1** Enter a number using the keypad.
- Step 2** Press **Speakerphone** .
-

Make a Call with a Headset

Use your headset for hands-free calling that won't disturb your coworker and gives you some privacy.

Procedure

- Step 1** Plug in a headset.
- Step 2** Enter a number using the keypad.
- Step 3** Press **Headset** .
-

Make an Emergency Call

Use your phone to make an emergency call, similar to any other call. When you dial the emergency number, your emergency services get your phone number and location so that they can assist you.



Note If your call disconnects, the emergency services can call you back.

Before you begin

Your phone must be set up to obtain your physical location. Emergency services personnel need your location to find you when you make an emergency call.

Procedure

Enter the emergency number and lift the handset.

Redial a Number

You can call the most recently dialed phone number.

Procedure

- Step 1** (Optional) Select a line.
Step 2 Press **Redial**.
Step 3 Select the call record from the **Placed calls** list and press **Call**.

You can also access the **Placed calls** list from **Information and settings > Recents > Placed calls**.

Speed Dial

Speed Dial allows you to press a button, enter a preset code, or select a phone screen item to place a call. You can configure the speed dial from the phone screen and also from the phone web page.

You can edit, delete, and validate a speed-dial code.


Related Topics

- [Phone Web Page](#), on page 19
- [Speed-Dial Numbers](#), on page 20

Assign a Speed-Dial Code from the Phone Screen

You can configure a speed-dial index from your phone screen. You can also assign a speed-dial code from the phone web page.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Speed dials**.
- Step 3** Scroll to an unassigned speed-dial index.
- Step 4** Press **Edit** and do one of the following:
- Enter the name and number.
 - Select **Option > Select from contact** to select a contact from the address book.

Step 5 Press **Save**.

Make a Call with a Speed-Dial Code

Before you begin

Set up speed-dial codes on the phone web page or from your phone screen.

Procedure

Enter the speed-dial code and press **Call**.

Configure a Speed Dial on a Line Key

You can press any idle line key on your phone and set up speed dial on it. The speed-dial icon, the name, and the extension number are displayed on your phone screen next to the line key. You can also verify this change by checking the **Extended Function** field on the web page. After you configure the speed dial on a line key, you can press the line key to modify the speed-dial information and assign a new phone number and name. You can press the line key that has speed-dial configured to speed dial a number.

You can configure your key expansion module line key as a speed dial key and you can press that line key to speed dial a number. Your administrator configures the key expansion module line key as a speed dial key from the phone web page.

Before you begin

Go to the web page and disable the line key that will become the speed dial key.

Procedure

- Step 1** Press any idle line key on your phone for at least two seconds.
 - Step 2** In the **Speed-Dial** window, add the speed-dial name and phone number to call when you press this line key.
 - Step 3** Click **Save**.
-

Remove a Speed Dial from a Line Key

You can press a line key on your phone and delete speed dial assigned to it. The speed dial on the line key is removed. Check the phone web page to confirm that the speed dial is removed.

Procedure

- Step 1** Press a line key that has a speed dial configured for at least two seconds.

- Step 2** Press **Option** > **Delete** in the **Speed-Dial** window on the phone screen.
-

Use the Line in Focus for Speed-Dial Calls

You can configure a line key to perform a speed dial either with a Voice Profile ID (VID) or without a VID. When both are configured, VID has a higher priority. The call is routed to that line.

If a line key is configured without VID, you can configure a speed-dial key to use the line in focus.

Procedure

- Step 1** Configure a speed-dial key without using VID.
Step 2 Change the focus to the line that you prefer.
Step 3 Press the speed-dial key to make a call.

The call is made with the line in focus.

If the existing number of calls on the line in focus is equal to the value set in the **Call Appearances Per Line** field in the phone web page, the speed-dial call is made from the next available line.

Use the Line in Focus to Check Speed-Dial Calls

If a line key is configured without VID, you can perform a check to confirm whether the call is made with the line in focus.

Procedure

- Step 1** Configure a speed-dial key without using VID.
Step 2 Change the focus to the line that you prefer.
Step 3 Press the speed-dial key to make a call.

The call is made with the line in focus.

Dial an International Number

You can dial international calls when you prefix the phone number with a plus (+) sign.

Procedure

- Step 1** Press and hold **star** (*) for at least 1 second.
The plus (+) sign is displayed as the first digit in the phone number.

- Step 2** Enter the phone number.
- Step 3** Press **Call** or wait 10 seconds after the last key press to automatically place the call.
-

Secure Calls

Your administrator can take steps to protect your calls from tampering by people outside your company. When a lock icon is displayed on your phone during a call, your phone call is secure. Depending upon how your phone is configured, you may have to sign on before you make a call or before a security tone plays over your handset.

Answer Calls

Your Cisco IP Phone works just like a regular phone. But we make it easier for you to answer calls.

Answer a Call

Procedure

Press the flashing red session button. If you have multiple lines on your phone, press the solid red line button first.

Answer Call Waiting

When you're on an active call, you know that a call is waiting when you hear a single beep and the session button flashes red.

Procedure

- Step 1** Press the session button.
- Step 2** (Optional) If you have more than one call waiting, select an incoming call.
-

Decline a Call

You can send an active or ringing call to your voicemail system or to a preset phone number.

Procedure

Decline a call by performing one of the following actions:

- Press **Decline**.
- If you have multiple incoming calls, highlight the incoming call and press **Decline**.

Silence an Incoming Call


You can silence an incoming call when you are busy and don't want to be disturbed. The phone stops ringing, but you get a visual alert, and, can answer the phone call.

Before you begin

Your administrator configures the **Ignore** softkey on your phone.

Procedure

Silence the incoming call by any of the methods:

- Press the **Ignore** softkey. When you press this softkey, the softkey disappears from the phone screen, and is restored again during the next incoming call.
- Press the Volume  button down. If you press this button again, the ringer volume decreases.

The ringer volume is restored during the next incoming call.


Turn On Do Not Disturb

Use Do Not Disturb (DND) to silence your phone and ignore incoming call notifications when you need to avoid distractions. However, you will always receive paging and emergency calls, even when DND is turned on.

When you enable DND, your incoming calls forward to another number, such as your voicemail, if it is set up.

When DND is turned on, **Do not disturb** is displayed in the top bar of the phone screen.

When you enable DND, by default, it affects all lines on your phone. You can also enable DND on a specific line from the **Preferences** menu.

When a line key has both feature key sync and DND enabled, the DND icon  is displayed next to the line key label.

Procedure

Step 1

Press **DND** to turn on DND.

If the **DND** softkey is grayed on the phone screen, contact your administrator.

- Step 2** Press **Clr DND** to turn off DND.
-

Turn On or Turn Off DND Using a Star Code

You can turn on or turn off the do not disturb feature by dialing the respective star codes that are configured for your phone. The administrator enters the star codes in the **DND Act Code** and **DND Deact Code** fields respectively on the phone web page.

Procedure

- Step 1** To turn on DND, dial the star code provided by your administrator.
Step 2 To turn off DND, dial the star code provided by your administrator.
-

Answer a Coworker's Phone (Call Pickup)

If you share call handling tasks with your coworkers, you can answer a call that is ringing on a coworker's phone. First, your administrator has to assign you to at least one call pickup group.

Answer a Call Within Your Group (Pickup)

You can answer a call that rings on another phone within your call pickup group. If multiple calls are available for pickup, you'll answer the call that has been ringing for the longest time.

Procedure

- Step 1** (Optional) Press the line button.
Step 2 Press **PickUp** to transfer an incoming call within your pickup group to your phone.
-

Mute Your Call

While you are on a call, you can mute the audio so that you can hear the other person, but they cannot hear you.

If you have a video phone, when you mute your audio, your camera continues to transmit video.

Procedure

- Step 1** Press **Mute** .

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


Hold Calls

Put a Call on Hold

You can put an active call on hold and then resume the call when you're ready. When you place a video call on hold, video transmission is blocked until you resume the call.

Procedure

Step 1 Press **Hold**  or **Hold**.

Step 2 To resume a call from hold, press **Hold**  or **Resume**.

Answer a Call Left on Hold for Too Long

Your phone is configured to provide cues that let you know when you have left a call on hold for too long:

- Flashing message indicator on the handset
- Visual notification on the phone screen
- Ringing notification on the phone if a hold reminder is configured with phone web page

Procedure

Press **Hold**  or **Resume** to resume the held call.

Swap Between Active and Held Calls

You can easily switch between active and held calls.

Procedure

Press the session button for the held call to resume that call and place the other call on hold automatically.

Call Park

You can use your phone to park a call. You can then retrieve the call either from your phone or another phone, such as a phone at a coworker's desk or in a conference room.

A parked call is monitored by your network so you won't forget about it. If the call remains parked for too long, you hear an alert. You can then answer, decline to answer, or ignore the call on your original phone. You can also continue retrieving it from another phone.

If you don't answer the call within a certain length of time, it's routed to voicemail or another destination, as set by your administrator.

A parked call occupies one line.

Place a Call on Hold with Call Park

You can park an active call that you answered on your phone and then use another phone in the call control system to retrieve the call.

You can also park a call on your own phone. If so, then you may not hear a recording.

You can park only one call at the call park number.

Before you begin

Your call must be active.

Procedure

- Step 1** Press **Park**.
Your phone plays a recorded message that asks for the number of the parked call.
 - Step 2** (Optional) If you have call park configured on a key expansion module, press the call park line key.
 - Step 3** Enter the number and press **Pound (#)**.
 - Step 4** (Optional) Communicate the parked number to the person retrieving the call.
-

Retrieve a Call on Hold with Call Park

You can pick up a parked call from anywhere in your network.

Before you begin

You need the number that was used to park the call.

Procedure

- Step 1** Press **Unpark**.
- Step 2** (Optional) Press the line key that has busy lamp field with call pickup configured to retrieve a call on hold.
- Step 3** (Optional) If you have call park configured on a key expansion module, press the call park line key.
- Step 4** Enter the number where the call is parked followed by **Pound (#)**.

You can also enter **Pound (#)** to retrieve the parked call. If you retrieve a call parked on your own phone, you may not need to enter a number.

Park and Unpark a Call with One Line Key

If your administrator has configured a Busy Lamp Field (line status) list with the **prk** function for you, you can park and unpark active calls. See [Coworker Line Status, on page 15](#) for the `idle` and `Parked call` icons.

This feature doesn't apply to phone Cisco IP Phone 7811.

Before you begin

[Activate or Deactivate Monitoring of the BLF List, on page 16](#)

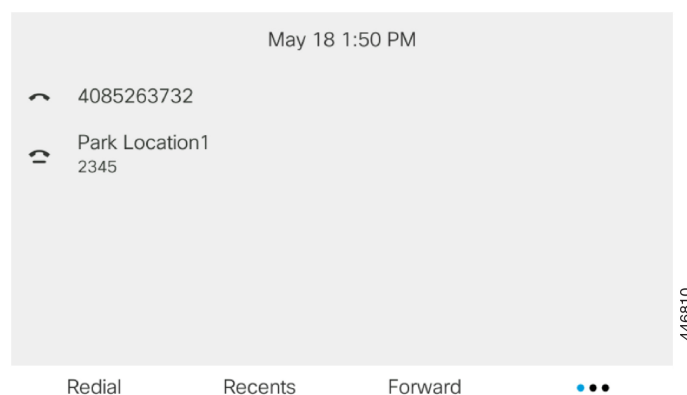
Procedure

-
- Step 1** Press the line key that monitors the user to park an active call.
- Step 2** To unpark a call, do one of three things:
- Press the monitored user that displays the parked call.
 - Press the extension line key, then press the monitored user that displays the parked call.
 - Use the navigation button to focus on the extension line key, then press the monitored user that displays the parked call.
-

Call Park Extension and Status

Your administrator can configure call park to support parking calls against dedicated call park extensions. These extensions are used only for call park and are not used for call routing.



Figure 5: Call Park in Call Park Extensions



In the above example, the phone is monitoring Park Location1. Your administrator has configured a call park extension, Park Location1. If call park extensions are subscribed successfully, line keys will be assigned for call park function and get the monitored extension status.


The following table shows the call park status and the relevant icon displayed next to the call park extension:

Table 4: Call Park Status and Icons

Status	Icon
Idle	
Parked	

Forward Calls


You can forward calls from any line on your phone to another number. 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.

If a line is enabled with feature key sync and call forward on it, the call forward  icon is displayed next to the line key label.

If your administrator enables the XMPP directory or assigns a station name for the phone, the call forwarding number displays beneath the XMPP user ID or the station name in the phone screen header.

There are three call forwarding services:

- Forward all—Forward all incoming calls to a target phone number.
- Forward busy—Forward an incoming call to a target phone number when the line is busy.
- Forward no answer—Forward an incoming call to a target phone number when the call isn't answered.

Verify that your calls are forwarded by looking for the call forwarding  icon in the line label or on the middle top of the phone screen.

Procedure

-
- Step 1** Press **Forward**.
- Step 2** Select one of the following call forwarding services:
- **Forward all**
 - **Forward busy**
 - **Forward no answer**
- Step 3** Do any of the following:
- Enter the target number, to which you want to forward incoming calls from this phone line.
 - Press the **Contacts** softkey and select a contact from your contact directories.

Step 4 Press **Call** to forward all calls to the specified number.

Forward Calls with the Phone Web Page

Use the phone web page to set up your phone to forward calls.

You can also set up call forward on your phone screen.

Before you begin

Your administrator must enable the call forwarding services. Otherwise, the configuration on the phone web page doesn't take effect.

Procedure

Step 1 On the phone web page, click **User Login > Voice > User**.

Step 2 In the **Call Forward** section, set the **Cfwd All**, **Cfwd Busy**, **Cfwd No Answer**, or combination of them to **Yes**, and enter a phone number for each of the call forwarding services that you want to enable:

- **Cfwd All/Cfwd All Dest**—Forwards all calls.
- **Cfwd Busy/Cfwd Busy Dest**—Forwards calls only if the line is busy.
- **Cfwd No Answer/Cfwd No Ans Dest**—Forwards calls only if the line is not answered.
- **Cfwd No Answer/Cfwd No Ans Delay**—Assigns a response delay time in seconds.


If your administrator disables the feature key synchronization (FKS) and XSI sync for call forwarding on your phone, you can enter the value as number of seconds after which call needs to be forwarded.

If your administrator enables feature key synchronization (FKS) or XSI sync for call forwarding on your phone, you can enter the value as number of rings after which call needs to be forwarded.

The call forwarding settings on the phone web page take effect only when FKS and XSI are disabled. For more information, consult your administrator.

Step 3 Click **Submit All Changes**.

Activate Call Forward All with Feature Activation Code Synchronization

Your administrator enables a feature activation code that synchronizes the phone with the server to forward all calls. When you activate the feature on the phone, you see a call forwarding  icon displayed at the top of the phone screen.



Note The Feature Activation Code Synchronization feature only supports *Forward all*. *Forward busy* and *Forward no answer* are not supported.

Procedure

- Step 1** Press **Forward**.
- Step 2** Do any of the following:
- Enter the target number, to which you want to forward incoming calls from this phone line.
 - Press **Contacts** and select a contact from your contact directories.
 - Press **Redial** and select an entry from the **Placed calls** list.
- Step 3** Press **Call** to forward all calls to the specified number.
- You can clear the call forward all service by pressing **Clr fwd**.
-


Transfer Calls

You can transfer an active call to another person.

Transfer a Call to Another Person

When you transfer a call, you can stay on the original call until the other person answers. This gives you an opportunity to talk privately with the other person before you remove yourself from the call. If you don't want to talk, transfer the call before the other person answers.

Procedure

- Step 1** From a call that is not on hold, press **Transfer** .
- Step 2** Enter the other person's phone number and press **Call**.
- Step 3** (Optional) Wait until you hear the line ring or until the other person answers the call.
-



Consult Before You Complete a Transfer

Before you transfer a call, you can talk to the person that you're transferring the call to.

Before you begin

You have an active call that needs to be transferred.

Procedure


- Step 1** From a call that is not on hold, press **Transfer** .
 - Step 2** When the other person answers, you can talk to them.
 - Step 3** (Optional) Press the line key to return to the held call.
 - Step 4** (Optional) Press the line key to return to the transfer target phone number.
 - Step 5** Press **Transfer**  or **Transfer** again.
-

Conference Calls and Meetings


You can talk with several people in a single call. You can dial another person and add them to the call. If you have multiple phone lines, you can join two calls across two lines. The conference ends when all participants hang up.

Add Another Person to a Call

Procedure

- Step 1** From an active call, press **Conference** .
 - Step 2** Enter the phone number for the party you want to add and press **Call**.
 - Step 3** Press **Conference** again.
-


Conference with a Star Code

Press the **Conference**  button only once to combine many active calls into a conference and talk to several people in a single call.

Before you begin

Your administrator has added a star code to the **Conference**  button from the phone web page.

Procedure

- Step 1** Make a call from a line and wait for an answer.
- Step 2** Use the same line to call another number and wait for an answer. You can use the same line to call other numbers.
- Step 3** Press **Conference**  only once.

All numbers are added to the conference call and you see the star code that represents the conference bridge URL with one of the active calls.

Video Calls

Cisco IP Phones 8845 and 8865 support video calls with a built-in video camera.

You can make an audio call into a video call by opening your camera shutter.

Make a Video Call

Cisco IP Phones 8845 and 8865 support video calls as long as the person you're calling also has a video phone. The ring on the outside of the camera controls the shutter.

Procedure

- Step 1** Turn the ring around the camera clockwise to open the shutter.
 - Step 2** (Optional) Press **Self-view** and move the camera up and down to improve the perspective.
 - Step 3** Make your call.
-

Toggle Between Phone and Video Display

If you need to see your phone's desktop while you're on a video call, you can easily switch between the video and the desktop. When you hide the video, it blurs and moves to the background.

Procedure


- Step 1** Press the **Call list** softkey to hide the video.
 - Step 2** Press the **Show video** softkey to show the video.
-

Adjust the Picture-In-Picture Position

When you are on a video call, you can view your incoming and your outgoing video at the same time, which is known as Picture-in-Picture (PiP). Typically, the incoming video displays on the full screen and a small inset screen shows the video from your camera.

When PiP is on, you can move the inset picture to a different quadrant of the screen. You can also change the view so that your camera video displays on the full screen and the inset displays the incoming video.

Procedure

- Step 1** Press **PiP**  to move the PiP window counterclockwise around your phone screen. Or, use the Navigation ring to move the PiP window.
- Step 2** (Optional) Press **Swap** to toggle between the full-screen view and the PiP view.
-

Stop Your Video

When you're on a video call, you can close the shutter to stop video transmission.

When you close the shutter, the person you're talking to won't see you, but they'll still be able to hear you.

Procedure

- Step 1** Turn the ring around the camera counterclockwise to close the shutter. The phone stops video transmission.
- Step 2** Turn the ring around the camera clockwise to open the shutter. The phone starts video transmission.
-


Adjust the Camera Exposure

You can adjust the camera exposure for the ambient light in your office. Adjust the exposure to change the brightness of the transmitted video.

Before you begin

The camera shutter must be open.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **User Preferences > Video > Exposure**.
- Step 3** Press the Navigation cluster left or right to decrease or increase, the exposure.
The exposure range is 0 to 15, and the default value is 8.
- Step 4** Click **Set**.
-


Adjust the Video Bandwidth

During a video call, your video can suddenly stop or lag behind the audio. The lag is often caused by a busy network.

By default, your phone automatically selects a bandwidth setting that balances the audio and video network requirements.

You can configure a fixed bandwidth setting to override the automatic selection, if required for your network conditions. If you configure a fixed bandwidth, select a setting and adjust downwards until there is no video lag.

Procedure

-
- Step 1** Press **Applications** .
 - Step 2** Select **User Preferences > Video > Bandwidth allowance**.
 - Step 3** Choose a bandwidth setting in the **Bandwidth allowance** screen.
 - Step 4** Click **Select** to set the bandwidth.
-

Video Call Security and Troubleshooting Information

Your administrator can take steps to protect your video calls from tampering by people outside your company. If you see the **Secure** icon displayed during a video call, your administrator has taken steps to ensure your privacy.





When you are in a video call, the video can fail if there is insufficient network bandwidth. The audio continues, but the video stops. If you require the video, hang up, wait a few minutes, and start the call again. If there is still insufficient bandwidth, contact your administrator.

Record a Call

When you're on an active call, you can record it. You might hear a notification tone as you record the call.

During a recording, you see different icons in different recording state. You see the icons on the Calls screen and also on the line key on which you are recording a call.

Table 5: Recording Icons

Icon	Meaning
	Recording in progress
	Recording in progress (8811)
	Recording paused
	Recording paused (8811)

Before you begin

Your administrator enables your phone with call recording.

Procedure

- Step 1** Press **Record** while on an active call.
- Step 2** (Optional) While recording is in progress, you can press **PauseRec** to pause the recording.
- Step 3** (Optional) Press **ResumeRec** to resume the recording.
- Step 4** (Optional) Press **StopRec** to stop the recording.
- Step 5** Press **End Call** to end the call.
-

Instant Message and Presence Contacts

Instant message and presence (IM&P) contacts display their presence information. You can see if the person is available, busy, or unavailable, or if the person does not want to be disturbed.

You use the UC-One Communicator to manage your lists of contacts. Your phone gets your lists of contacts from the UC-One Communicator server.

When you use the phone, the phone sends status information to the UC-One Communicator.

Presence

Your company may use the “UC-One Communicator” service and integrate it with the phone. You can use this service to display the status of your contacts.

On the phone, your status is displayed on the status line of the phone. You see one of the following:

- Available
- Away
- Do Not Disturb
- Offline

For more information on the “UC-One Communicator” service, see the Broadsoft documentation.


Make a Call to an IM and Presence Contact



When you call someone on your IM&P contacts, their presence state is displayed in your call history.

Before you begin

Your administrator enables the IM&P directory in the phone.

Procedure

- Step 1** Press **Contacts** .
- Step 2** Press **Category**, if it displays on the phone. Otherwise, skip the step.

- Step 3** Select **IM&P contacts**.
- Step 4** Select a directory.
- Step 5** Select an entry.
The entry shows the status of your contact.
- Step 6** (Optional) Press **Select**  to view the contact details and press  to return to the contacts list.
- Step 7** Press **Call**.
-


Change Your Presence State

Because the phone is always available, you need to set your presence manually on the phone.

Before you begin

Your administrator enables the IM&P directory in the phone.

Procedure

- Step 1** Press **Contacts** .
- Step 2** Press **Category**, if it displays on the phone. Otherwise, skip the step.
- Step 3** Select **IM&P contacts**.
- Step 4** Highlight a directory. For example, **Favorite**, **Non-Group**, **All contacts**, and so on.
- Step 5** Press **Presence**.
- Step 6** Select your presence from the list.
- Available—You can take a call.
 - Away—You have stepped away from the phone for a short time.
 - Do not disturb—You don't want to take a call.
 - Offline—You are not available to take calls. Typically, you use this presence when you leave the phone for long periods of time.
-

Page a Group of Phones (Multicast Paging)

Your administrator can configure your phone as a part of a paging group. In a paging group, your phone can automatically answer pages from other Multiplatform phones in the phone system. Each paging group has a unique number associated with it. Your administrator gives you the configured paging group numbers. When your phone is paged, you hear three short beeps. The phone establishes one-way audio between you and the phone that called you. You do not have to accept the page.

Procedure

Dial the number of the paging group.

Multiple Lines

If you share phone numbers with other people, you could have multiple lines on your phone. When you have multiple lines, you have more calling features available to you.

Answer the Oldest Call First

You can answer the oldest call available on all your phone lines, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls always have priority over Held or Park Reversion calls.

When working with multiple lines, you typically press the line button for the incoming call you want to answer. If you just want to answer the oldest call regardless of line, press **Answer**.

View All Calls on Your Phone

You can view a list of all your active calls—from all your phone lines—sorted in chronological order, oldest to newest.

The list of all calls is useful if you have multiple lines or if you share lines with other users. The list displays all your calls together.

Shared Lines on Your Multiplatform Desk Phone

You can share a single phone number with one or more of your coworkers. For example, as an administrative assistant, you might be responsible for screening calls for the person that you support.

When you share a phone number, you can use that phone line just like you would any other line, but you should be aware of these special characteristics about shared lines:

- The shared phone number can be configured to appear on a maximum of 35 devices.
- The shared phone number appears on all phones that share the number.
- If your coworker answers the call, the shared line button and the session button are solid red on your phone.
- If you put a call on hold, your line button is solid red and the session button pulses red. Your coworker's line button is also solid red and the session button pulses red.

Add Yourself to a Call on a Shared Line

You or your coworker can join a call on the shared line. Your administrator needs to enable the feature on your phone.

If a user with whom you share a line has privacy turned on, you can't see their line settings and you can't add yourself to their call.

Procedure

Step 1 Press the line button for the shared line.

Step 2 Press **Barge** or **BargeSilent**.

Call Center Features

Your administrator configures your phone as a call center phone.

Your administrator can enable your phone with Automatic Call Distribution (ACD) features. This phone acts as a call center agent's phone and can be used to trace a customer call, to escalate any customer call to a supervisor in emergency, to categorize contact numbers using disposition codes, and to view customer call details.

Your phone can have ACD status as:

- Sign in
- Sign out
- Available
- Unavailable
- Wrap-up

The initial ACD status is controlled by your administrator in two ways:

- The last local status can be restored as the ACD initial status when the phone boots up, status is changed to "Registered" from "Unregistered" or "Registration failed", or registration destination ip address is changed due to failover, fallback or DNS response is changed.
- The ACD initial status can be obtained from the server.

Sign In as a Call Center Agent


When you're ready to start your work as a call center agent, you sign into the phone and set your status.

Your administrator can set up your phone so that when you sign into the phone, your status is set to Available automatically. In this case, you don't need to manually set the status.

Procedure

Step 1 Press **AgtSgnIn**.

Step 2 Check your status as a call center agent.

If the status is Available, the icon  displays beside your phone number. Otherwise, proceed with the next steps to manually set the status.

- Step 3** Press **Agt status**.
 - Step 4** Highlight the **Available** status.
 - Step 5** Press **Select**.
-

Sign Out as a Call Center Agent

When you're ready to end your work as a call center agent, change your status and sign out of the phone. After you sign out, you won't receive more call center calls.

If you're on a call and know that you will sign off as soon as the call completes, change your status to **Wrap-up**.

Procedure

Press **AgtSgnOut**.

Change Your Status as a Call Center Agent

From time to time, you may need to take a brief break. To do that, change your status so that calls will not ring on your phone.

Procedure

- Step 1** Press **Agt status**.
 - Step 2** Highlight the **Unavailable** status.
The **Unavailable** menu text box allows you to add the reason of your unavailability.
If you need, your administrator can hide the text box on the phone from the phone web interface.
 - Step 3** Press **Select**.
 - Step 4** Press **Agt status**.
 - Step 5** Highlight the **Available** status.
 - Step 6** Press **Select**.
 - Step 7** Highlight the **Wrap-up** status.
 - Step 8** Press **Select**.
-

Accept a Call Center Call

When you sign into the phone as a call center agent and your phone status is set to available, your phone are ready to accept call center calls. Before you answer a call, you see information about the call.

Procedure

- Step 1** When you receive a call, you will see the call information page, press **Back** to exit and then press **Answer** to accept it.
 - Step 2** Press **Call Info** to see the call details.
 - Step 3** At the end of the call, press **End call**.
-

Hold an Agent Call

When you are on a call center call, you can put the caller on hold and return to the call. While the call is held for a long time, you will hear a reminder tone and a ring splash on the phone screen.

Procedure

- Step 1** Press **Hold**.
 - Step 2** When you are ready to return, select the held call and press **Resume**.
-

Set a Disposition Code While on a Call Center Call

You can assign a disposition code to an active customer call or after you set your status to Wrap-up after a call. Disposition codes are quick labels that you apply to call records to describe a call. It is an easy way to label calls and keep track of customer contact history so that no details about the call are missed.

Before you begin

Your administrator enables your phone to add a disposition code.

Procedure

- Step 1** Press **Disp code**.
 - Step 2** Press **Ok**.
-

Trace a Call

You can trace an active call and the last incoming call in any agent status.

Before you begin

Your administrator enables your phone to trace a call.

Procedure

From an active call or after a call, press **Trace**.

Escalate a Call to a Supervisor

When you need to escalate a call, you can add your supervisor to a conference call with you and your caller.

Before you begin

Your administrator enables emergency escalation on your phone.

Procedure

Step 1 From an active call, press **Emergency**.

Step 2 In the **Emergency Escalation** window, click **OK**.

You can enter preferred emergency escalation number, or you can leave it empty if you do not have any supervisor preference. You will not see any emergency escalation number.

Executive Calls

If your administrator has configured you as an executive user with a pool of assistants, you and your assistants can share control of your calls as described below:

- When call filtering is enabled, your incoming calls go to your assistants according to the criteria configured by your administrator on the BroadWorks.

You also receive your incoming calls that go to your assistants, if your administrator has enabled call screening for you.

When an assistant answers a call, you no longer see the call on your extension.

- You receive calls that your assistants transfer to you. If you do not answer a transferred call, the call returns to your assistants.
- You can join a call that is in progress with an assistant.
- You can transfer an ongoing call from an assistant to yourself.

Join an Ongoing Call as an Executive

Dial the service activation code provided by your administrator, or follow the procedure described below to join an ongoing call.

Before you begin

One of your assistants is engaged in a call on your behalf.

Procedure

Press the **Bridge in** softkey on your phone.

Transfer an Ongoing Call to Yourself as an Executive

Dial the service activation code provided by your administrator, or follow the procedure described below to transfer an ongoing call to yourself.

Before you begin

One of your assistants is engaged in a call on your behalf.

Procedure

Press **Call retrieve** on your phone.

Troubleshooting Executive Calls

Cannot Join or Transfer a Call

You can only transfer or join a call if there is only one ongoing call for you.

Executive Assistant Calls

If your administrator has added you to an executive's pool of assistants, and you have opted in to the pool, you share control of the executive's calls with the executive and other assistants in the pool, as described below:

- You can initiate calls on behalf of the executive.
- When call filtering is on, you receive the executives' incoming calls according to the criteria configured by your administrator. When an executive or another assistant answers a call, you no longer see the call on your extension.

- After you initiate or answer a call, you can transfer the call to the executive. If the executive does not answer a transferred call, the call may return to you.
- You can join a call that is in progress with an executive.
- You can transfer an ongoing call from an executive to yourself.



Initiate a Call On Behalf of an Executive as an Assistant

Dial the service activation code provided by your administrator, or follow the procedure described below to initiate a call on behalf of an executive.

Before you begin

You are in an executive's pool of assistants.

Procedure

- Step 1** Do one of the following actions:
- If your administrator has programmed the **Assistant** function on a line key, press the line key.
 - If you do not have the **Assistant** function on a line key:
 - a. Press **Applications** .
 - b. Select **Assistant** .
- Step 2** If your administrator has configured your extension to connect to the XSI BroadWorks server, the **Assistant** screen displays. In the screen, select **Executive List**.
- If your administrator only enables the feature key synchronization (FKS) on your extension, the screen directly displays the executive list.
- The screen shows a list of all executives associated with all the assistant extensions on the phone. It also shows the Opt-in/Opt-out status of the assistant for each executive.
- Step 3** Select the executive on whose behalf you want to initiate a call.
- If there are multiple assistant extensions on the phone, the extension with which the selected executive is associated appears at the top.
- Step 4** Press **Proxy call**.
- Step 5** Enter the number that you want to call.
- Step 6** Press **Call**.
- Step 7** (Optional) If your administrator has configured your extension to connect to the XSI BroadWorks server, you might receive an incoming call from a SIP proxy. In this case, press **Answer** to initiate the call to the target. You can also press **Decline** to decline the call or press **Ignore** to silence the call.
-

Transfer an Ongoing Call to an Executive as an Assistant



Note You can transfer an ongoing call to an executive if it is the only ongoing call for the executive. If assistants are currently engaged in other calls for the executive, you cannot transfer a call.

Dial the service activation code provided by your administrator, or follow the procedure described below to transfer an ongoing call to an executive.

Before you begin

You are engaged in a call on behalf of an executive.

Procedure

Press the **Call push** softkey to transfer the call.

You can also transfer the call by using the following method:

- a) Press the **Hold** softkey.
 - b) Press the **Call push** softkey.
-

Join or Transfer an Ongoing Call to Yourself as an Executive Assistant

Before you begin

A call is in progress with an executive.

Procedure

- Step 1** Dial the service activation code provided by your administrator, for initiating calls on behalf of executives, and follow the voice prompts.
- Step 2** When you are prompted to enter the destination number, dial the appropriate service activation code provided by your administrator, for joining or transferring a call to yourself.
-

Troubleshooting Executive-Assistant Calls

Cannot Join or Transfer a Call

You can only transfer or join an executive's call if there is only one ongoing call for the executive.

Cannot Initiate Multiple Calls On Behalf of Executives

The number of calls that you can initiate in parallel on behalf of executives is limited by your administrator.

Mobile Devices and Your Desk Phone

If you have a mobile phone, you can connect the mobile device to your desk phone. This connection allows you to make and answer phone calls on either the mobile device or the desk phone.

Cisco IP Phone 8851 and 8861 support this feature.

Do not pair two or more Cisco IP Phone 8800 Series desk phones.



Note When your mobile device is connected to the desk phone, the mobile device can't access or use the desk phone contacts. You can't move or copy the desk phone contacts to your mobile device.

Related Topics

[Bluetooth Headsets](#)

Phone Calls with Intelligent Proximity

When you use Bluetooth, you can pair your mobile device (phone or tablet) to your desk phone. After you pair and connect the mobile device, your phone displays an additional phone line, which is your mobile line (your mobile phone number). You can place and receive calls on this mobile line from your desk phone. This ability to use the mobile line on your desk phone is called Intelligent Proximity.

Pair a Mobile Device with Your Desk Phone

After you pair your mobile device to your desk phone, the phone connects to the mobile device when the device is in range. It disconnects from the mobile device when the device is out of range.


If you have both a Bluetooth headset and a mobile device connected, you cannot use the Bluetooth headset to answer the audio from the mobile device.

After the mobile device and phone are connected, you can save your mobile contacts and call history on your desk phone.

Before you begin

Make sure that your mobile device has Bluetooth turned on and that it is discoverable. Check the documentation included with your mobile device if you need help.

Procedure

- Step 1** On your desk phone, press **Applications** .
- Step 2** Select **Bluetooth** > **Add Bluetooth device**.
- Step 3** Select the mobile device from the available devices list to pair.
- Step 4** Verify the passkey on the mobile device.

- Step 5** Verify the passkey on the desk phone.
- Step 6** (Optional) Choose to make your mobile device contacts and call history available on your desk phone.


Related Topics

- [Bluetooth and Your Phone](#) , on page 26
- [The Cisco IP Phone 8800 Series](#), on page 1

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.


Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Bluetooth** > **Devices**.
- Step 3** Select a mobile device from the available devices list.
-

Delete a Mobile Device

You can delete a mobile device, so that it does not automatically connect using Bluetooth.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Bluetooth**.
- Step 3** Select the mobile device in the available devices list.
- Step 4** Select **Delete**.
-


Search Your Mobile Contacts on Your Desk Phone

You can search for contacts from your mobile device on your desk phone.

Before you begin

Your mobile phone is paired to your desk phone.

Procedure

- Step 1** Press **Contacts** .
- Step 2** Press **Category**, if it displays on the phone. Otherwise, skip the step.

- Step 3** Select your mobile phone from the directory list.
- Step 4** Press **Option**, then select **Search**.
- Step 5** Enter the search criteria.
-

View Your Paired Bluetooth Devices

A paired mobile device displays in the list of paired devices. You'll see this device listed until you unpair it from the desk phone.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Bluetooth > Devices**.
-

Intelligent Proximity for Mobile Phones

You can share your mobile contacts and call history with the desk phone, and move calls between your mobile phone and desk phone. You can also view signal strength and battery level of the mobile device on the desk phone.

Handle an Incoming Mobile Call

Before you begin

Your mobile phone is paired to your desk phone.

Procedure

When a call rings on your mobile phone, do one of these actions on your desk phone:

- Press **Answer** to answer the call.
 - Press **Decline** to decline the call and send it to your voicemail.
-

Make a Mobile Call

Before you begin

Your mobile phone is paired to your desk phone.

Procedure

- Step 1** Select a mobile line on your desk phone.

Step 2 Enter a phone number.

Step 3 Press **Call**.

Move a Call Between the Desk Phone and a Mobile Device

You can use your desk phone to move an active call to or from your mobile device.

Before you begin

Your mobile phone is paired to your desk phone.

Procedure

Press **Move audio** to move a call from your desk phone to your mobile device or in the opposite direction.

Adjust the Mobile Device Volume


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

Before you begin

Your mobile phone is paired to your desk phone.

Procedure

Perform one of these options:

- Press **Volume**  on your desk phone. Press the + to increase the volume or - to decrease the volume.
 - Press the **Volume** button on your mobile device.
-


View Your Mobile Contacts on Your Desk Phone

Use your desk phone to view the contacts list on your mobile phone. This is a convenient way to view a contact without accessing your mobile phone.

Before you begin

Before you can use your mobile device with your desk phone, use Bluetooth to pair the two phones. Select the option to share the mobile contacts.

Procedure

- Step 1** Press **Contacts** .
- Step 2** Press **Category**, if it displays on the phone. Otherwise, skip the step.
- Step 3** Select your mobile phone from the list.
-

Save Contacts from Your Mobile Device on Your Desk Phone


You can save the contact list from your mobile device to your desk phone. This mobile contact list remains on your desk phone, even if you disconnect or unpair your mobile device.

Before you begin

Your mobile phone is paired to your desk phone.

Your administrator has enabled either the BroadSoft personal directory or the your personal address book.

Procedure

- Step 1** Press **Contacts** .
- Step 2** Press **Category**, if it displays on the phone. Otherwise, skip the step.
- Step 3** Select your mobile phone.
- Step 4** Highlight the contact that you want to add, press **Option**, then select **Add contact**.

The menu label shows the target directory to which you want to add the contact:

- If the menu **Add personal address entry** displays, you add the contact to the local personal address book.
- If the menu **Add BroadSoft personal contact** displays, you add the contact to the BroadSoft Personal directory.

Your administrator can change the target directory.

- Step 5** Press **Save** to add the contact.
-


Delete Contacts in Your Mobile Device Contact List

You can remove your mobile contacts list from your desk phone. The contacts list on your mobile phone remains intact.

Before you begin

Your mobile phone is paired to your desk phone.

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Press **Category**, if it displays on the phone. Otherwise, skip the step.
 - Step 3** Select your mobile phone from the directory list.
 - Step 4** Press **Option**, then select **Delete all**.
-

View Your Mobile Call History on Your Desk Phone

You can view on your desk phone the recent calls placed or received from your mobile phone.

Before you begin

Before you can see the mobile call history on your desk phone, use Bluetooth to pair the mobile phone with your desk phone. Select the option to share your mobile call history with your desk phone.

Procedure

On the desk phone, press **New Call**.

Intelligent Proximity for Tablets

If you have a tablet, you can use Bluetooth to pair the tablet to your desk phone. After pairing, audio from a phone app on the tablet can be played on the desk phone. You can't use as many calling features on your tablet as you can with a mobile phone.

The desk phone supports connections from Android and iOS tablets.

Move the Audio from Your Tablet to Your Desk Phone

Before you begin

Your tablet is paired to your desk phone and you receive a call on the tablet.

Procedure

- Step 1** On the tablet, set the audio path to use Bluetooth.
 - Step 2** Use the headset, handset, or speakerphone to listen to the audio on the phone.
-

Move the Audio from Your Desk Phone to Your Tablet

Before you begin

Your tablet is paired to your desk phone and you are on a call on the tablet with the audio on the desk phone.

Procedure

Do one of the following actions:

- Hang up the handset.
 - Press **Release**.
 - Answer another call on the desk phone.
-



CHAPTER 3

Contacts

- [Search for a Contact in the All Directories Screen, on page 71](#)
- [Corporate Directory, on page 73](#)
- [Personal Address Book, on page 80](#)
- [Reverse Name Lookup for Incoming and Outgoing Calls, on page 83](#)

Search for a Contact in the All Directories Screen

The **All directories** is the landing page of your contacts. Typically, it automatically retrieves the contacts from your personal address book and Bluetooth-paired phone.

If your target contact is not in the displayed directories, you can perform a manual search in the screen. The search scope covers the following directories (if enabled):

- Personal address book
- BroadSoft directory, including the following subdirectories:
 - Enterprise
 - Group
 - Personal
 - Enterprise Common
 - Group Common
- LDAP directory
- Bluetooth-paired phone

The manual search operation tries to retrieve the contacts from the directories in the following order:

- Personal address book
- BroadSoft directory
- LDAP directory
- Bluetooth-paired phone




Note Your administrator controls the directories that you can access. If the contact is in a disabled directory, the entry doesn't display in the search results.

From the search results, you can view the contact details, call the contact, or edit the number before making the call. If your administrator enables the personal directory on the phone, you can also add the contact to your personal directory.

Before you begin

Your administrator must enable the all directory search. Otherwise, the **All directories** screen doesn't display.

Procedure

-
- Step 1** Press **Contacts** .
- Step 2** Select the contact already displayed in the screen by using the Navigation cluster.
If you can't find the contact in the screen, proceed with the next step.
- Step 3** Enter the name of the contact that you want to find.
The phone searches for first or last names that include your search string anywhere in the name.
If you search contacts without any keywords, the phone retrieves all contacts.
- Step 4** Press **Search**.
The search results show both full and partial name matches.
By default, up to 50 records of the contacts display in the phone. Your administrator can set up the maximum number of the contacts.
- Step 5** (Optional) To view a contact's details, highlight the contact in the search results, and press **Details**.
- Step 6** (Optional) To add a contact to the target directory on the phone, follow these steps:
- While viewing the contact details, press **Option**.
 - Select **Add contact**.
The menu label shows the target directory to which you want to add the contact:
 - If the menu **Add personal address entry** displays, you add the contact to the local personal address book.
 - If the menu **Add BroadSoft personal contact** displays, you add the contact to the BroadSoft Personal directory.

Your administrator can change the target directory.
If you don't see the **Add contact** option, contact your administrator.
 - Enter the contact details and press **Save**.
- Step 7** (Optional) To call a contact, highlight the contact in the search results, and press **Call**.
- Step 8** (Optional) To change the number to be dialed and then make a call to a contact, follow these steps:

- a) Highlight the contact in the search results, and press **Edit call**.
- b) Edit the number as necessary.
- c) Press **Call**.

Related Topics

- [Search for a Contact in Your Personal Address Book](#), on page 81
- [Search for a Contact in Your BroadSoft Directory](#), on page 73
- [Search for a Contact in Your LDAP Directory](#), on page 79
- [Search Your Mobile Contacts on Your Desk Phone](#), on page 64

Corporate Directory

You can look up a coworker's number from your phone, which makes it easier to give them a call. Your administrator sets up and maintains the directory.

Your phone supports three types of corporate directories—Lightweight Directory Access Protocol (LDAP) Directory, Broadsoft Directory, and a Cisco XML Directory.

Broadsoft Directory

You can search and view your personal, group, and enterprise contacts in your Broadsoft Directory, which makes it easier to give them a call. Your administrator configures the Broadsoft Directory in your phone. This application feature uses BroadSoft's Extended Services Interface (XSI).


Search for a Contact in Your BroadSoft Directory

Before you begin

- Your administrator enables the BroadSoft XSI services.
- Your administrator enables the BroadSoft directories and sets up the directories properly.
- Your administrator enables the Browse Mode for the directories.

When this mode is enabled, a preload operation will start automatically to retrieve all the contacts from the directory.

Procedure

- Step 1** Press **Contacts** .
- Step 2** Press **Category**, if it displays on the phone. Otherwise, skip the step.
- Step 3** Select a BroadSoft directory. The default names are:
- Enterprise
 - Group
 - Personal

- Enterprise Common
- Group Common

Note When your administrator disables the directory individual mode, the phone only displays **BroadSoft directory**.

After you enter the directory, wait until the preload operation is complete. You can press **Cancel** to stop the preload operation.

Step 4 Press **Option**, then select **Search**.

If your administrator disables the directory browse mode, you can find the **Search** softkey displayed on the phone instead.

Step 5 Select a search criteria.

- In BroadSoft Enterprise or Group directory, search a contact by Last Name, First Name, User ID, Number, Extension, Mobile phone, Department, or Email address.
- In BroadSoft Enterprise Common, Group Common, or Personal directory, search a contact by Name or Number.

Step 6 Enter your search criteria, and press **Search**.

Edit Your Contact Type in Your BroadSoft Directory

Before you begin

Your administrator disables the directory individual mode for the BroadSoft XSI service.

Procedure

Step 1 Press **Contacts** .

Step 2 Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3 Highlight the **BroadSoft directory**.

Step 4 Press **Option**.

Step 5 Select **Edit settings**.

Step 6 Select the **Type** field.

You can select Enterprise, Group, Personal, Enterprise Common, or Group Common as your BroadSoft Directory contact type.

Step 7 Press **Save** to apply the change.

Manage Your Contacts in the BroadSoft Personal Directory


You can add, edit, or delete contacts in the BroadSoft Personal directory.

Before you begin

- Your phone connects to the BroadSoft XSI service.
- Your administrator enables the BroadSoft Personal directory.
- Your administrator sets the BroadSoft Personal directory as the target directory to store new contacts.
- Your administrator enables the directory browse mode.

When this mode is enabled, a preload operation will start automatically to retrieve all the contacts from the directory.

Procedure

Step 1 Press **Contacts** .

Step 2 Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3 To add a contact in the BroadSoft Personal directory, do the following:

- a) Select the BroadSoft Personal directory. The default name is **Personal**.

Note If your administrator disables the directory individual mode, the phone displays the menu item **BroadSoft directory** instead, select it.

- b) Wait for the preload operation to be completed or press **Cancel** to stop the preload operation.

If your administrator disables the directory browse mode, the menu **Search personal directory** displays instead. Enter your search criteria, and press **Search**.

- c) Press **Option**, and then select **Add**.

- d) Enter details of the contact.

- e) Press **Save**.

Step 4 To add a contact from other directories (if enabled) to the BroadSoft Personal directory:

- a) Select the All directories, the BroadSoft directory, the LDAP directory, the personal address book, or the Bluetooth-paired device.

- b) Search for a contact that you want to add.

- c) Highlight the contact.

- d) Press **Option**, and then select **Add contact**.

- e) Enter details of the contact.

- f) Press **Save**.

Step 5 To edit a contact in the BroadSoft Personal directory, do the following:

- a) Select the BroadSoft Personal directory. The default name is **Personal**.

Note If your administrator disables the directory individual mode, the phone displays the menu item **BroadSoft directory** instead, select it.

- b) Wait for the preload operation to be completed or press **Cancel** to stop the preload operation.

If your administrator disables the directory browse mode, the menu **Search personal directory** displays instead. Enter your search criteria, and press **Search**.

- c) Highlight the contact that you want to edit.

- d) Press **Option**, and then select **Edit**.

You can also press the **Select** button of the Navigation cluster to edit the contact.

- e) Edit details of the contact.
f) Press **Save**.

Step 6

To delete a contact from the BroadSoft Personal directory, do the following:

- a) Select the BroadSoft Personal directory. The default name is **Personal**.

Note If your administrator disables the directory individual mode, the phone displays the menu item **BroadSoft directory** instead, select it.

- b) Wait for the preload operation to be completed or press **Cancel** to stop the preload operation.

If your administrator disables the directory browse mode, the menu **Search personal directory** displays instead. Enter your search criteria, and press **Search**.

- c) Highlight the contact that you want to delete.
d) Press **Option**, and then select **Delete**.

Edit Your BroadSoft Directory Name

When your administrator disables the directory individual mode, the phone only displays **BroadSoft directory**.


When your administrator enables the directory individual mode, the phone displays all enabled directories with default or customized names. The default names are:

- Enterprise
- Group
- Personal
- Enterprise Common
- Group Common



Note Only the directory that is enabled by your administrator can display in the **Directories** screen.

Procedure

Step 1 Press **Contacts** .

Step 2 Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3 Do one of the following actions:

- Highlight the **BroadSoft directory**.
- Highlight one of the configured directories.

- Step 4** Press **Option**.
 - Step 5** Select **Edit Settings**.
 - Step 6** Edit the **Directory Name** field.
 - Step 7** Press **Save** to apply the change.
-

Edit the Server Name of Your BroadSoft Directory

When your administrator disables the directory individual mode, the phone only displays **BroadSoft directory**.


When your administrator enables the directory individual mode, the phone displays all enabled directories with default or customized names. The default names are:

- Enterprise
- Group
- Personal
- Enterprise Common
- Group Common



Note Only the directory that is enabled by your administrator can display in the **Directories** screen.

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Press **Category**, if it displays on the phone. Otherwise, skip the step.
 - Step 3** Do one of the following actions:
 - Highlight the **BroadSoft directory**.
 - Highlight one of the configured directories.
 - Step 4** Press **Option**.
 - Step 5** Select **Edit Settings**.
 - Step 6** Edit the **Host Server** field.
 - Step 7** Press **Save** to apply the change.
-

Edit Credentials of Your BroadSoft Directory

When your administrator disables the directory individual mode, the phone only displays **BroadSoft directory**.


When your administrator enables the directory individual mode, the phone displays all enabled directories with default or customized names. The default names are:

- Enterprise
- Group
- Personal
- Enterprise Common
- Group Common



Note Only the directory that is enabled by your administrator can display in the **Directories** screen.

Procedure

- Step 1** Press **Contacts** .
- Step 2** Press **Category**, if it displays on the phone. Otherwise, skip the step.
- Step 3** Do one of the following actions:
- Highlight the **BroadSoft directory**.
 - Highlight one of the configured directories.
- Step 4** Press **Option**.
- Step 5** Select **Edit Settings**.
- Step 6** (Optional) Set the **Authentication type** to **Login credentials** or **SIP credentials**.
- Step 7** Enter the user credentials based on the authentication type.
- Login credentials: edit the **User ID** and **Password** fields.
 - SIP credentials: edit the **SIP auth ID** and **SIP password** fields.
- Step 8** Press **Save** to apply the change.
-

LDAP Directory

The Cisco IP Phone supports Lightweight Directory Access Protocol (LDAP) v3. You can search for a specified LDAP directory for a name, phone number, or both. LDAP-based directories, such as Microsoft Active Directory 2003 and OpenLDAP-based databases, are supported.

To access the LDAP directory on the phone, enter your user credentials at least once. Your administrator can set up your user credentials on the phone administration web page. Once you successfully access the LDAP directory, the phone saves the user credentials. Next time, you can skip the user login procedure. The phone can save the user credentials for the host users or guest users. These users normally sign in to the phone through the Flexible Seating or the Extension Mobility feature.

Edit Credentials of Your LDAP Directory


When you access the LDAP directory on the phone, you might be prompted to enter your user credentials. You can edit the credentials in advance to bypass the sign-in procedure. You can also change the LDAP account by editing the user credentials.

The phone saves the credentials for different types of users. For example, the users who sign into the phone with the Flexible Seating or Extension Mobility feature. After you switch a user on the phone, the phone retains the user's credentials. Therefore, you can still access the LDAP directory without the need to sign in.

Before you begin

Your administrator enables the LDAP directory.

Procedure

Step 1 Press **Contacts** .

Step 2 (Optional) Press **Category**.

If your administrator disables the directory browse mode, the softkey doesn't display on the phone.

Step 3 Highlight the LDAP directory.

By default, the directory name is “Corporate directory (LDAP)”.

Step 4 Press **Option**, then select **Edit settings**.

Step 5 Enter the user credentials.

The displayed fields are different according to the authentication method selected by your administrator:

- If the authentication method is “Simple”, the phone prompts the **Client DN** and **Password** credentials.
- If the authentication method is “DIGEST-MD5”, the phone prompts **Username** and **Password** credentials.

Step 6 Press **Save** to save the credentials.

Search for a Contact in Your LDAP Directory

Before you begin

Your administrator enables the LDAP directory.

Procedure

Step 1 Press **Contacts** .

Step 2 Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3 Select the LDAP directory.

By default, the directory name is “Corporate directory (LDAP)”.

Step 4 (Optional) If prompted, sign in with your user credentials.

The phone prompts one of the following credentials to access the LDAP directory:

- **Client DN and Password**
- **Username and Password**

For more information, contact your administrator.

If the local cache on the phone contains the user credentials, you skip the user sign-in procedure automatically.

When you enter the directory, the phone might start to retrieve all the contacts from the directory.

Step 5 (Optional) Press **Cancel** to stop the auto loading.

Step 6 Press **Option**, and then select one of the following methods:

- **Simple search:** You can search by last name and first name of a contact.
- **Advanced search:** You can search by last name, first name, and telephone number of a contact.

Step 7 Enter your search criteria, and then press **Search**.

Personal Address Book


Add a New Contact to Your Personal Address Book

Before you begin

Your administrator must enable the personal address book on the phone. Otherwise, the menu item **Personal address book** doesn't display.

Your administrator has set the personal address book as the target directory that stores the new contacts.

Procedure

Step 1 Press **Contacts** .

Step 2 Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3 To add a contact in your personal address book.

- Select **Personal address book**.
- Press **Add**.
- Enter a name and at least one phone number.
- (Optional) Select a custom ringtone for the contact.
- Press **Save** to add the contact.

Step 4 To add a contact from other directories to your personal address book.

- Select the All directories, the BroadSoft directory, the LDAP directory, or the Bluetooth-paired device.
- Search for a contact that you want to add.

- c) Highlight the contact.
- d) Press **Option**, and then select **Add contact**.
- e) Enter a name and at least one phone number.
- f) (Optional) Select a custom ringtone for the contact.
- g) Press **Save** to add the contact.

Related Topics

- [Search for a Contact in the All Directories Screen](#), on page 71
- [Search for a Contact in Your BroadSoft Directory](#), on page 73
- [Search for a Contact in Your LDAP Directory](#), on page 79
- [Search Your Mobile Contacts on Your Desk Phone](#), on page 64

Add a New Contact to Your Personal Address Book with Phone Web Page

Before you begin

Your administrator must enable the personal address book on the phone. Otherwise, the **Personal address book** menu doesn't display.

Procedure


- Step 1** On the phone web page, select **User Login > Personal Directory**.
 - Step 2** Click **Add to Personal Directory**.
 - Step 3** Add name and related number or numbers. The number contains work number, mobile number, and home number.
 - Step 4** Click **Submit All Changes**.
-

Search for a Contact in Your Personal Address Book

Before you begin

Your administrator must enable the personal directory feature on the phone. Otherwise, the **Personal address book** menu doesn't display.

Procedure

- Step 1** Press **Contacts** .
- Step 2** Press **Category**, if it displays. Otherwise, skip the step.
- Step 3** Select **Personal address book**.
- Step 4** Select **Option > Search**.
- Step 5** Enter the address entry to search for. The matched contacts will display on the phone.


You can only search by name (case insensitive). Search by number is not supported.

Call a Contact in Your Personal Address Book

Before you begin

Your administrator must enable the personal directory feature on the phone. Otherwise, the **Personal address book** menu doesn't display.

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Press **Category**, if it displays. Otherwise, skip the step.
 - Step 3** Select **Personal address book** and search for an entry.
 - Step 4** Highlight the personal address book entry that you want to dial.
 - Step 5** Press **Call**.
-

Related Topics



[Search for a Contact in Your Personal Address Book](#), on page 81

Edit a Contact in Your Personal Address Book

Before you begin

Your administrator must enable the personal directory feature on the phone. Otherwise, the **Personal address book** menu doesn't display.

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Press **Category**, if it displays on the phone. Otherwise, skip the step.
 - Step 3** Select **Personal address book** and search for an entry.
 - Step 4** Highlight the entry you want to change.
 - Step 5** Press **Select** .
 - Step 6** Modify the entry information.
 - Step 7** Press **Save**.
-

Related Topics


[Search for a Contact in Your Personal Address Book](#), on page 81

Remove a Contact from Your Personal Address Book

Before you begin

Your administrator must enable the personal directory feature on the phone. Otherwise, the **Personal address book** menu doesn't display.

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Press **Category**, if it displays. Otherwise, skip the step.
 - Step 3** Select **Personal address book**.
 - Step 4** Search for the contact that you want to remove.
 - Step 5** Highlight the address entry of the contact and press **Option** > **Delete** to delete the entry.
-

Related Topics

[Search for a Contact in Your Personal Address Book](#), on page 81

Reverse Name Lookup for Incoming and Outgoing Calls

Reverse name lookup searches for the name of a number in an incoming, outgoing, conference, or transferred call. The reverse name lookup acts when the phone cannot find a name using the service provider directory, Call History, or your contacts. Reverse name lookup needs a valid LDAP Directory or XML Directory configuration.

The reverse name lookup searches the phone's external directories. When a search succeeds, the name is placed in the call session and in the call history. For simultaneous, multiple phone calls, reverse name lookup searches for a name to match the first call number. When the second call connects or is placed on hold, reverse name lookup searches for a name to match the second call.

Reverse name lookup is enabled by default.

Reverse name lookup searches the directories in the following order:

1. Phone contacts
2. Call History
3. LDAP Directory
4. XML Directory



CHAPTER 4

Recent Calls

- [Recent Calls List, on page 85](#)
- [View Your Recent Calls, on page 85](#)
- [View Calls Logs from BroadWorks XSI Server, on page 86](#)
- [Return a Recent Call, on page 87](#)
- [Clear the Recent Calls List, on page 87](#)
- [Create a Contact from a Recents Record, on page 88](#)
- [Delete a Call Record, on page 89](#)
- [Delete All Call Records, on page 89](#)

Recent Calls List

Use the Recents list to see the 180 most recent individual calls and call groups.

If your Recents list reaches the maximum size, the next new entry overwrites the oldest entry in the list.

If you have missed calls, the phone shows the number of missed calls for the line on the main screen (up to 99 missed calls). To clear the number from the line, you view your Recents list.

The missed calls number that displays on the main screen may differ from the actual number of calls in the missed calls list. Some missed calls may have been removed from the list by the phone because you have more than 180 entries in the Recents list.

View Your Recent Calls

Check to see who's called you recently.



Note

Each line has missed call badging. You can view the number of missed calls per line on the phone screen. The maximum missed call badge is 99. When you view either the All calls or Missed calls list on the phone screen for a particular line, the missed call badge for the selected line gets cleared.

The missed call badge and the actual number of missed calls may be different due to a display limit of 180 calls for the Recents list. This limit consists of outgoing calls, missed calls, and incoming calls. Also, there can be some old missed calls that get added to the count for the missed call badge. This can get overwritten in the Recents list.

Procedure

Step 1 Select a line to view.

Step 2 Press **Applications** .

Step 3 Select **Recents** to access the **Recents** screen.

You can also press **Recents** softkey on the phone home screen. You only see this softkey when your administrator configures it on the phone web interface.

When you press the **Recents** softkey, it directly goes to the **All calls** screen automatically.

Step 4 In the **Recents** screen, choose to view all recent calls, or to view a certain kind of recent calls from the following calls list.

- All calls
- Missed calls
- Received calls
- Placed calls
- Display recents from

To know more on how to view call logs using the **Display recents from** option, see [View Calls Logs from BroadWorks XSI Server, on page 86](#).

Your administrator configures the **Option**, **Call**, **Edit call**, **Filter**, and **Back** softkeys in this screen for All, Placed, Received, and Missed calls list. When configured, you can see those softkeys when you access any of the menus in the above calls list. The softkeys can also appear as one of the **Option** menus of calls list based on the configuration.

Each menu in the above calls list contains **Option** softkey with the following menus.

- Filter - Allows to access **Recents** screen, when pressed.
Availability of this menu depends on your administrator's softkey configuration on the phone web interface.
 - Edit call - Enables to edit any call entry details, when pressed.
Availability of this menu depends on your administrator's softkey configuration on the phone web interface.
 - Delete entry - Deletes any selected entry, when pressed.
 - Delete list - Deletes all the entries in the selected menu, when pressed.
 - Sort by name - Sort according to caller names when selected.
 - Add contact - Adds a new contact to the directory.
-

View Calls Logs from BroadWorks XSI Server


You can view a separate list for the BroadWorks XSI server call logs and for the local call logs, depending on your selection.

The phone does a reverse name lookup against local personal directory when the user navigates the BroadWorks call log on the phone.

Before you begin

Your administrator adds the **Display recents from** menu on your phone.

Procedure

- Step 1** Select a line to view.
- Step 2** Press **Applications** .
- Step 3** Select **Recents**.
- Step 4** Select **Display recents from** and choose one of the options.
- **Server**: Displays call logs stored on and transferred from the server.
 - **Phone**: Displays call logs stored on the phone.
- Step 5** Click **Set**.
- You can view all calls, missed calls, received calls, and placed calls list.
-


Return a Recent Call

Procedure

- Step 1** Press **Recents**.
- If there is a missed call on a line, you can use the **Missed** softkey on the phone's home screen to access the **Missed calls** list.
- Step 2** Select the call record that you want to dial.
- Step 3** (Optional) Press **Edit call** to edit the call record.
- Step 4** Press the required line button or press **Call** to place the call.
-

Clear the Recent Calls List


Procedure

- Step 1** Select a line to view.
- Step 2** Press **Applications** .

- Step 3** Select **Recents**.
- Step 4** Select a list that you want to delete.
- All Calls
 - Missed Calls
 - Received Calls
 - Placed Calls
 - Display recents from
- Step 5** Press **Option** and select **Delete all**.
- Step 6** Press **OK**.
-


Create a Contact from a Recents Record

Procedure

- Step 1** Select a line to view.
- Step 2** Press **Applications** .
- Step 3** Select **Recents**.
- Step 4** Select a list item.
- All Calls
 - Missed Calls
 - Received Calls
 - Placed Calls
 - Display recents from
- To view calls in the **Display recents from** option, see [View Calls Logs from BroadWorks XSI Server, on page 86](#).
- Step 5** Highlight the individual record that you want to add.
- Step 6** Press **Option**.
- Step 7** Press **Add contact**.
- The menu label shows the target directory to which you want to add the contact:
- If the menu **Add personal address entry** displays, you add the contact to the local personal address book.
 - If the menu **Add BroadSoft personal contact** displays, you add the contact to the BroadSoft Personal directory.
- Your administrator can change the target directory.
- Step 8** Press **Save** to add the contact.
-

Delete a Call Record


Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Recents**.
- Step 3** Choose to view all recent calls, or to view a certain kind of recent call.
- All Calls
 - Missed Calls
 - Received Calls
 - Placed Calls
 - Display recents from
- Step 4** Highlight the individual record or call group that you want to delete.
- Step 5** Press **Option**.
- Step 6** Select **Delete entry**.
- Step 7** Press **OK**.
-

Delete All Call Records

You can delete all call history records on your phone.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Recents**.
- Step 3** Select **All calls**.
- Step 4** Press **Option** and select **Delete all**.
- Step 5** Press **OK**.
-




CHAPTER 5

Voicemail

- [Your Personal Voicemail Account](#), on page 91
- [Check Your Personal New Voice Messages](#), on page 92
- [Access Your Personal Voicemail](#), on page 92
- [Access Your Personal Audio Voicemail](#), on page 92
- [Phone Behavior with Voicemail Setting](#), on page 92
- [Phone Behavior with Voicemail and Missed Call Configuration Setting](#), on page 93
- [Voice Messages States of Monitored Voicemail Accounts](#), on page 94

Your Personal Voicemail Account

You can access your personal voice messages directly from your phone. But your administrator must set up your voicemail account, and may also set up your phone to access the voicemail system.

The **Messages**  button on your phone acts as a speed dial into the voicemail system.


When you aren't at your desk, you can call your voicemail system to access your voicemail. Your administrator can give you the voicemail system phone number.

Because each voicemail system is different, we can't tell you how to use your voicemail system. For information about your voicemail commands, see the voicemail system user documentation or contact your administrator.

Set up Voicemail on Your Phone

If your administrator has not set up your personal voicemail phone number on your phone, you can set it up yourself.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **User preferences > Call preferences**.
 - Step 3** Enter your personal voicemail phone number in **Voice mail**.
 - Step 4** Press **Set**.
-

Check Your Personal New Voice Messages


To find out if you have new voicemail messages, look for one of these signs:

- The light strip on your handset is solid red.
- The number of missed calls and voicemail messages is displayed on your screen. If you have more than 99 new messages, a plus (+) sign is displayed.
- An exclamation mark (!) indicates urgent voicemail messages.

You will also hear a stutter tone played from your handset, headset, or speakerphone when you use a phone line. This stutter tone is line-specific. You only hear it when you use a line that has voice messages.

Access Your Personal Voicemail

Procedure

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

Access Your Personal Audio Voicemail

Depending upon how your administrator has set up your phone, you can retrieve your personal voicemail without viewing a list of messages. This option is useful if you prefer a list of voicemail messages, but you occasionally access your messages without the visual prompts.

Procedure

- Step 1** In the screen, press the **Audio** softkey.
- Step 2** When prompted, enter your voicemail credentials.
-

Phone Behavior with Voicemail Setting

This table lists the phone behavior in various scenarios when the **Handset LED Alert** field in the Configuration Utility is set to Voicemail.

Starting State	Event	LED Status After Event	LED Turn Off Criteria
No Voicemail, No Missed Call	There is no active call and a call is missed or a call is on hold and the call is missed.	LED Off	-
No Voicemail, No Missed Call	Voicemail comes in	LED On	User calls the voicemail to retrieve a message.
Voicemail	There is no active call and a call is missed or a call is on hold and the call is missed.	LED On	User calls the voicemail to retrieve a message.
Missed Call	Voicemail comes in	LED On	User calls the voicemail to retrieve a message.
No Voicemail, No Missed Call	No event	LED Off	-

Phone Behavior with Voicemail and Missed Call Configuration Setting

This table lists the phone behavior in various scenarios when the **Handset LED Alert** field in the Configuration Utility is set to **Voicemail, Missed Call**.

Starting State	Event	LED Status After Event	LED Turn Off Criteria
No Voicemail, No Missed Call	There is no active call and a call is missed or a call is on hold and the call is missed.	LED On	User interacts with the phone.
No Voicemail, No Missed Call	Voicemail comes in	LED On	User calls the voicemail to retrieve a message.
Voicemail	There is no active call and a call is missed or a call is on hold and the call is missed.	LED On	User interacts with the phone and calls the voicemail to retrieve a message.
Missed Call	Voicemail comes in	LED On	User interacts with the phone and calls the voicemail to retrieve a message.

Starting State	Event	LED Status After Event	LED Turn Off Criteria
No Voicemail, No Missed Call	No event	LED Off	-

Voice Messages States of Monitored Voicemail Accounts





You can see the voicemail messages state of a voicemail account of a user or group on a line key or on an expansion module button.

The scope of the monitored voicemail account:

- an extension-associated voicemail account that is configured on the phone
- a voicemail account that is different from any extension-associated voicemail account

To check if your SIP proxy provides the support, contact your administrator.

A monitored voicemail account displays one of these icons beside the line key or expansion module button:

- : There are no voicemail messages for the monitored account.
- : There are new voicemail messages. The number of messages displays adjacent to the name of the monitored account. For example, (4) VM 3300 shows there are four voicemail messages for the monitored account VM 3300.
- : The new voicemail messages contain at least one urgent message.
- : The line failed to register to the voicemail server.

The line button LED also changes color to indicate the state of the monitored line. The default LED color and pattern for the states are:

- No message: solid green
- New messages: solid red
- Urgent messages: solid red
- Registration Failed: solid amber

To customize the LED behaviour, contact your administrator.

Access Monitored Voicemail Account Messages

Before you begin

- Your administrator must configure either a line key on the phone or an expansion module button to monitor a voicemail account.
- Your administrator must assign speed dial to the configured key.

- There are new messages for the monitored voicemail account.

Procedure

- Step 1** Press the line key on the phone or the expansion module button.
You may be prompted to enter the monitored voicemail account ID and PIN.
- Step 2** Follow the voice prompts.
-



CHAPTER 6

Settings

- [Phone Settings Overview](#), on page 98
- [Change the Ringtone](#), on page 98
- [Assign a Ring Tone with the Phone Web Page](#), on page 98
- [Forward Calls from Your Phone](#), on page 99
- [Enable Call Forwarding with the Phone Web Page](#), on page 100
- [Turn on Do Not Disturb for a Specific Line](#), on page 100
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Phone Settings Overview

Your administrator can configure the phone to make the setting menus available on the phone screen or on the phone web interface. If you can't find a specific menu, contact your administrator.

Change the Ringtone

You can set a ringtone for an incoming call.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **User preferences > Ringtone > Ext (n) - Ring tone**, where n= extension number.
- Step 3** Scroll through the list of ringtones and press **Play** to hear a sample.
- Step 4** Press **Select** and then **Set** to save a selection.
-

Assign a Ring Tone with the Phone Web Page

Procedure

- Step 1** On the phone web page, select **User Login > Voice > Ext(n)**, where (n) is the number of an extension.
- Step 2** In **Call Feature Settings** area, choose a ringtone from the **Default Ring** drop-down list.
- If you don't want to specify a ringtone for the phone line, choose **No ring**. Your phone doesn't ring when receiving an incoming call.
- Step 3** Click **Submit All Changes**.
-


Forward Calls from Your Phone

You can set up your phone to forward incoming calls.

Before you begin


Your administrator must enable the call forwarding services.

Procedure

-
- Step 1** Press **Applications** .
- Step 2** Select **User preferences** > **Call preferences** > **Call forwarding** to access the **Call forward settings** screen. You can also press the **Forward** softkey on the phone home screen to access the **Call forward settings** screen.
- Step 3** Select a call forwarding service.
- **Forward all**—Determines whether to forward all incoming calls to a target phone number.
 - **Forward busy**—Determines whether to forward an incoming call to a target phone number when the line is busy.
 - **Forward no answer**—Determines whether to forward an incoming call to a target phone number when the call isn't answered.
- Step 4** Enable the call forwarding service by pressing **Select** button of the Navigation cluster.
- Step 5** Assign a target phone number for the call forwarding service.
- **Forward all number**—Specifies the target phone number to which you want to forward all incoming calls.
 - **Forward busy number**—Specifies the target phone number to which you want to forward the incoming call when the line is busy.
 - **Fwd no answer number**—Specifies the target phone number to which you want to forward the coming call when the call isn't answered.
 - **Fwd no answer delay**—Assigns a response delay time for the no answer scenario.
- If your administrator disables the feature key synchronization (FKS) and XSI sync for call forwarding on your phone, you can enter the value as number of seconds after which call needs to be forwarded.
- If your administrator enables FKS or XSI sync for call forwarding on your phone, you can enter the value as number of rings after which call needs to be forwarded.
- The call forward settings on the phone take effect only when FKS and XSI are disabled. For more information, consult your administrator.
- Step 6** (Optional) Assign a target phone number by using the **Contacts** softkey.
- a) In the **Call forward settings** screen, select any of the call forwarding service.
 - b) Select **Forward all number**, **Forward busy number**, or **Fwd no answer number** based on the call forwarding service that you selected, then press the **Contacts** softkey.
 - c) Search for a contact. For more information, see [Search for a Contact in the All Directories Screen, on page 71](#).
 - d) Press **Call** to assign the target phone number.

You can find that the target phone number displays next to the call forwarding service.

Step 7 Press **Set** to apply the settings.

Step 8 Verify if the setting takes effect by looking for the call forwarding  icon. The icon displays with a target number on the top left or middle of the phone screen.

After you enable any type of call forwarding, the **Forward** softkey changes to the **Clr fwd** on the phone screen. You can press the **Clr fwd** softkey to disable all types of call forwarding, while the target phone number remains.

If the call forward settings on the phone don't take effect, consult your administrator.

Enable Call Forwarding with the Phone Web Page

Perform the following task if you want to enable the call forward settings from the phone web page.

Procedure

Step 1 On the phone web page, click **User Login > advanced > Voice > User**.

Step 2 Under **Call Forward**, choose **Yes** for CFWD Setting.

Step 3 Click **Submit All Changes**.

Turn on Do Not Disturb for a Specific Line

Set do not disturb (DND) to silence your phone and suppress incoming call notifications when you need to avoid distractions. You can suppress all incoming call notifications or you can suppress a specific caller notification.

Procedure

Step 1 Select a phone line using the Navigation cluster.

Step 2 Press **Applications** .

Step 3 Select **User preferences > Call preferences > Do not disturb**.

Note If the **Do not disturb** menu doesn't display on the screen, contact your administrator.

Step 4 Select **On** to turn on DND or select **Off** to turn off DND.

Step 5 Press **Set** to save the setting.

Turn on DND from the Phone Web Page

Procedure


- Step 1** On the phone web page, select **User Login > Voice > User**.
 - Step 2** Under **Supplementary Services**, set **DND Settings** to **Yes**.
You can turn on DND on for all lines if your administrator hasn't enabled feature key sync (FKS).
 - Step 3** Click **Submit All Changes**.
-

Enable Call Waiting

You can enable call waiting for a specific line or all lines. If enabled, you can receive the call notification (a single beep and the line button flashes red) while on an active call.

If your administrator has enabled synchronization of Call Waiting between a line and a BroadSoft XSI service, then your setting only applies to the specific line instead of all lines. Typically, the setting applies to all lines, except for the ones where the synchronization is enabled.

Procedure

- Step 1** Press the Navigation cluster up or down to select a phone line.
 - Step 2** Press **Applications** .
 - Step 3** Select **User preferences > Call preferences > Call waiting**.
 - Step 4** Select **On** to allow you to answer an incoming call that rings while on another call, or select **Off** to disable the function.
 - Step 5** Press **Set** to save the setting.
-

Enable Call Waiting from the Phone Web Page

Procedure

- Step 1** On the phone web page, select **User Login > Voice > User**.
- Step 2** Under **Supplementary Services**, set **CW Setting** to **Yes**.
The setting applies to all lines, except for the ones where your administrator has enabled synchronization of Call Waiting between the lines and the BroadSoft XSI service.


Step 3 Click **Submit All Changes**.

Block an Anonymous Call

You can block an incoming call that does not have caller information for a specific line or all lines.

If your administrator has enabled synchronization of Anonymous Call Rejection between a line and a BroadSoft XSI service, then your setting only applies to the specific line instead of all lines. Typically, the setting applies to all the lines, except for the ones where the synchronization is enabled.

Procedure

- Step 1** Press the Navigation cluster up or down to select a phone line.
 - Step 2** Press **Applications** .
 - Step 3** Select **User preferences > Call preferences > Block anonymous call**.
 - Step 4** Select **On** if you want to block the call that does not have caller information, or select **Off** to allow the call.
 - Step 5** Press **Set** to save the setting.
-

Enable Anonymous Call Blocking from the Phone Web Page

Procedure

- Step 1** On the phone web page, select **User Login > Voice > User**.
 - Step 2** Under **Supplementary Services**, set **Block ANC Setting** to **Yes**.

The setting applies to all lines, except for the ones where your administrator has enabled synchronization of Anonymous Call Rejection between the lines and the BroadSoft XSI service.
 - Step 3** Click **Submit All Changes**.
-

Block Caller ID


You can block your caller identification to prevent your name and phone number from being displayed on the receiver's screen when you make a call. This feature helps you to maintain privacy.

Before you begin

Your administrator enables Block CID feature on your phone.

Your administrator enables Block CID feature on the XSI BroadWorks server.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **User preferences > Call preferences**.
- Step 3** Select **Block caller ID**.
- Step 4** Press **Select** to toggle caller ID blocking on or off.


If your administrator enables the block caller ID feature on the XSI BroadWorks server, your phone retrieves the value from the server and you see the value that your administrator sets on the server. You can then modify the value from the **Block caller ID** menu on the phone.

- Step 5** Press **Set** to save the change.
-

Secure a Call

You can encrypt calls to protect them from eavesdroppers. You can set up the secure call feature on all outbound calls or for a specific call.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **User preferences > Call preferences > Secure call**.
 - Step 3** Select **On** to enable secure call feature or select **Off** to disable the secure call feature.
 - Step 4** Press **Set** to save the setting.
-

Enable Dial Assistance

When you make a new call, the dial assistance window displays the phone numbers that are closely matched to the entries in the Directory and the Call History list.

Before you begin

Your administrator enables the feature on your phone.

Procedure

- Step 1** Press **Applications**.
- Step 2** Select **User Preferences > Call Preferences > Dial assistance**.
- Step 3** Press **On** to enable the dial assistance or press **Off** to disable it.
- Step 4** Press **Set** to apply the mode.

- Step 5** Press **Back** to return to the Call Preferences screen.
-


Add Multiple Locations for a BroadWorks XSI User

You can add multiple locations to your phone extension. This allows an incoming call to seamlessly be moved from your phone to other mobile phones or desk phones that are added to your extension.

Before you begin


Your administrator has enabled the Anywhere feature on the extension.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **User preferences** > **Call preferences**.
- Step 3** Select **Anywhere**.
- Step 4** (Optional) Select a line if BroadWorks Anywhere is configured on multiple lines.
- Step 5** Add contact number and name in the **Locations** screen.
- Maximum length of a name that you can enter is 25. You can also keep the **Name** field empty.
- Maximum length of a number that you can enter is 20.
- Step 6** Enable or disable the location.
- Step 7** Press **Save** to add the locations to the **Locations** list.
-


Set Up an Auto Answer Page


Procedure


- Step 1** Press **Applications** .
- Step 2** Select **User preferences** > **Call preferences** > **Auto answer page**.
- Step 3** Select **On** to enable the Auto answer page or select **Off** to disable Auto answer page.
- Step 4** Press **Set** to save the changes.
-

Set Up Voicemail

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **User preferences > Call preferences > Voice mail**.
- Step 3** Enter a phone number to check voicemail.


If you press the **Messages**  button, it dials the voicemail number and displays the voice message list.

- Step 4** Press **Set** to confirm the assigned number.
- Step 5** Press  to exit.
- Step 6** Press **Back** to exit.
-

Change the Time Format

You can change the current time format that the phone screen displays.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Device administration > Date/Time > Time format**.
- To set daylight savings, select **Device administration > Date/Time > Daylight savings**. Select **On** to turn on the daylight savings and select **Off** to turn it off.
- Step 3** (Optional) Select **Device administration > Date/Time > Time zone**.
- Step 4** Select a time format and press **Set** to apply the changes.
-

Change the Date Format

You can change the date format that you want to see on your phone screen.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Device administration > Date/Time > Date format**.

Step 3 Select a date format and press **Set** to apply the changes.

Change the Screen Saver

You can enable your phone screen saver, and specify its appearance and the amount of time for the phone to be idle before the screen saver appears.

Procedure

Step 1 Press **Applications** .

Step 2 Select **User preferences > Screen preferences > Screen saver**.

Step 3 Select **On** to turn on screen saver and select **Off** to turn it off.

Step 4 Select **Screen saver settings** to choose the settings:

- **Screen saver type**—Choose one of the following options:
 - **Clock**—Displays a rounded clock with the wallpaper in the background.
 - **Download Picture**—Displays a picture pushed from the phone web page.
 - **Logo**: Displays a logo as the phone screensaver. This image is added in the Logo URL field of the phone web page.
 - **Lock**—Displays a lock icon on the phone screen wallpaper.
- **Trigger interval**—Enter the number of seconds that the phone remains idle before the screen saver turns on.
- **Refresh interval**—Enter the number of seconds before the screen saver should refresh (if, for example, you chose a rotation of pictures).

Step 5 Press **Set**.

Change Wallpaper from the Phone Page

Your administrator can allow you to change the default wallpaper on your phone to one of the wallpapers available.

Procedure

Step 1 On the phone web page, select **User Login > Voice > User**.

Step 2 In the **Phone Background** field of the **Screen** section, select any of the options as a phone wallpaper.

- **Default:** Phone does not have any wallpaper. If no wallpaper is added to the phone screen, the phone screen displays monochrome wallpaper.
- **Download Picture:** In the phone web page, you can select the **Download Picture** as your phone background option. The picture that you add in the **Picture Download URL** is used as the phone wallpaper.

Phone supports .jpg, and .png image files and the image size can be a maximum of 625 KB. You can scale-up or scale-down the image so that a picture can fully fit into the screen. If the aspect ratio of the target picture is not 5:3, some parts of the picture are lost.

- **Logo:** In the phone web page you can select **Logo** as your phone background option. The logo that you add in the **Logo URL** is used as the wallpaper.

Caution Do not exceed a maximum length of 255 characters for the **Logo URL** or **Picture Download URL**.

The logo display area is the center of the phone screen. The logo display area size of the phone is 128x128 pixels. If original logo size does not fit display area, the logo scales to fit the display area.

Configure the Screen Saver with the Phone Web Interface

You can configure a screen saver for the phone. When the phone is idle for a specified time, it enters screen saver mode.

Any button press returns the phone to normal mode.

Procedure

Step 1 On the phone web page, select **Voice > User**.

Step 2 In the **Screen** section, set up the fields as described in the following table.

Parameter	Description
Screen Saver Enable	Select Yes to enable a screen saver on the phone. When the phone is idle for a specified time, it enters screen saver mode. Default: No
Screen Saver Type	Types of screen saver. Options you can choose: <ul style="list-style-type: none"> • Clock—Displays a digital clock on a plain background. • Download Picture—Displays a picture pushed from the phone webpage. • Logo: Displays a logo on the phone screen. Add a logo image in the Logo URL field. • Lock —Enables locking of the screensaver.

Parameter	Description
Screen Saver Wait	Amount of idle time before screen saver displays. Enter the number of seconds of idle time to elapse before the screen saver starts. Default: 300
Picture Download URL	URL locating the (.png) file to display on the phone screen background. If you select picture as as screensaver type, this image displays as a screensaver on the phone screen. When you enter an incorrect URL to download a new wallpaper, the phone fails to upgrade to the newer wallpaper and displays the existing downloaded wallpaper. If the phone does not have any wallpaper downloaded earlier, it displays a gray screen.
Logo URL	Enter a URL or path for the location where the logo image is saved. If you select logo as as screensaver type, this image displays as a screensaver on the phone screen.

Step 3 Click **Submit All Changes**.

Add a Logo as a Phone Background

To add a logo icon as your phone screen background, add it from phone web page.

Procedure

- Step 1** On the phone web page, select **User Login > Voice > User**.
- Step 2** In the **Screen** section, select **Logo** from the **Phone Background** field and in the **Logo URL** field enter a URL or path for the location where the logo image is saved.
- Step 3** Click **Submit All Changes**.

After the logo is added in the phone background, if you select **Default** from the **Phone Background** list and save the changes, the logo icon on the phone screen will disappear.

Change Wallpaper from the Phone Page

Your administrator can allow you to change the default wallpaper on your phone to one of the wallpapers available.

Procedure

- Step 1** On the phone web page, select **User Login > Voice > User**.
- Step 2** In the **Phone Background** field of the **Screen** section, select any of the options as a phone wallpaper.
- **Default:** Phone does not have any wallpaper. If no wallpaper is added to the phone screen, the phone screen displays monochrome wallpaper.
 - **Download Picture:** In the phone web page, you can select the **Download Picture** as your phone background option. The picture that you add in the **Picture Download URL** is used as the phone wallpaper.

Phone supports .jpg, and .png image files and the image size can be a maximum of 625 KB. You can scale-up or scale-down the image so that a picture can fully fit into the screen. If the aspect ratio of the target picture is not 5:3, some parts of the picture are lost.
 - **Logo:** In the phone web page you can select **Logo** as your phone background option. The logo that you add in the **Logo URL** is used as the wallpaper.
- Caution** Do not exceed a maximum length of 255 characters for the **Logo URL** or **Picture Download URL**.

The logo display area is the center of the phone screen. The logo display area size of the phone is 128x128 pixels. If original logo size does not fit display area, the logo scales to fit the display area.

Download Wallpaper

You can download a picture to customize the background on the phone screen.

Procedure

- Step 1** On the phone web page, select **User Login > Voice > User**.
- Step 2** In the **Screen** section, choose **Download Picture** for the **Phone Background** field.
- Step 3** Upload the custom wallpaper to a TFTP,HTTP, or HTTPS server.

The image is a .jpg file. Preferred dimension is 800x480 pixels. If the image is not the preferred size, user still can upload it but it will resize to fit the screen.
- Step 4** In the **Picture Download URL** field, enter the path where the wallpaper image has been uploaded.

The URL must include the TFTP,HTTP, or HTTPS server name (or IP address), directory, and filename.

Example:

```
http://10.64.84.147/pictures/image04_800x480x24.jpg
```

When you enter an incorrect URL to download a new wallpaper, the phone fails to upgrade to the newer wallpaper and displays the existing downloaded wallpaper. If the phone does not have any wallpaper downloaded earlier, it displays a gray screen.

Step 5 Click **Submit All Changes**.

The phone does not reboot after you change the background image URL.

Adjust the Phone Screen Brightness

Procedure

Step 1 Press **Applications** .

Step 2 Select **User preferences > Screen preferences > Display brightness**.

Step 3 Press the Navigation cluster, right or left, to increase or decrease the brightness.

Step 4 Press **Save**.

Adjust the Backlight Duration

You can adjust the backlight to make the phone screen easier to read.

Procedure

Step 1 Press **Applications** .

Step 2 Select **User preferences > Screen preferences > Backlight timer**.

Step 3 Press **Edit** or **Select** button.

Step 4 Scroll through the list and select a duration for which the backlight remains on:

- 1 min
- 5 min
- 30 min
- Always On

Note Default value is 5 min.

Step 5 Press **Set** to apply the selection.

Adjust Backlight Timer from the Phone Web Interface


You can save energy by disabling the backlight on each phone at a preset time.

Procedure

- Step 1** Select **Voice > User**.
- Step 2** In the **Screen** section, select a duration for the **Back Light Timer** parameter.
- You can also configure this parameter in the configuration file (cfg.xml) by entering a string in this format:
- ```
<Back_Light_Timer ua="rw">30s</Back_Light_Timer>
```
- The allowed values are 1m|5m|30m|Always On. The default value is 5m (5 minutes).
- Step 3** In the **Display Brightness** field, enter an integer ranging from 4 to 15 for the desired brightness.
- You can also configure this parameter in the configuration file (cfg.xml) by entering a string in this format:
- ```
<Display_Brightness ua="rw">15</Display_Brightness>
```
- The allowed value is an integer ranging from 4 through 15. The bigger the value, the brighter the screen display. The default value is 15.
- Step 4** Click **Submit All Changes**.
-

Change the Display Mode

Procedure


- Step 1** Press **Applications** .
- Step 2** Select **User preferences > Attendant console preferences > Display mode**.
- The following options are available:
- **Name**
 - **Ext**
 - **Both**
- Step 3** Choose the display mode and press **Set**.
-

Specify an Audio Device for a Call

You can connect an analog headset, a Bluetooth headset, and a USB headset simultaneously to your phone. However, you can use only one headset at time.

When you connect multiple headsets to the phone, you can choose the audio device to use for a call. Your choice applies when you place or answer a call with a line key or the corresponding softkey.


Procedure

- Step 1** Press **Applications** .
- Step 2** Select **User preferences** > **Audio preferences** > **Preferred audio device**.
- Step 3** Press **Select** to choose one of the options:
- **None**—Selects the last used audio device.
 - **Speaker**—Selects the speakerphone as the audio device.
 - **Headset**—Selects a headset as the audio device. A headset priority order is:
 - USB (highest)
 - Bluetooth (medium)
 - analog headset (lowest)
 - **Bluetooth**—Selects Bluetooth as the audio device. The priority order is Bluetooth (highest), USB (medium), and analog headset (lowest).
- Step 4** Press **Set** to save the selection.
-

Restart Your Phone

You may have to reboot your phone for a software upgrade or other changes to take effect. Your settings or other customizations do not change.


Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Device administration** > **Restart**.
- Step 3** Select **OK** to confirm that you want to reboot your phone.
-

Set Language

Depending upon how your phone is configured, you may be able to change the language used by your phone.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Device administration** > **Language**.
- Step 3** Select a language from the list of available languages.

Step 4 Select **Save**.


Set Password

Reset your phone password regularly to maintain network security. Keep all passwords in a safe place to avoid theft.

Before you begin

You must have your existing password.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Device administration** > **Set password**.
 - Step 3** Enter your current password in the Old password field.
 - Step 4** Enter your new password in the New password and the Reenter new password fields.
 - Step 5** Select **Save**.
-

Set up the Profile Account

You need to enter the authentication credentials to resynchronize your phone with the provisioning profile when prompted with the **Profile account setup** screen.


If you missed the **Profile account setup** screen, you can also access it from the phone menu or the **Setup** softkey if available.

If the phone fails to sign in, contact your administrator.

Before you begin

Your administrator specifies the profile authentication type on your phone and provides you with the authentication credentials.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Device administration** > **Profile account setup**.
Your username and password are automatically filled. These fields are blank if your username and password were not added before.
- Step 3** Press **Sign in** to save your username and password.

Note If any of the **Username** field or the **Password** field is empty, the phone displays a grey **Sign in** softkey and you can't press the softkey.

Step 4 (Optional) Enter a new username and password if you want to login with another set of credentials.

Executive Settings

If your administrator has configured you as an executive user with a pool of assistants, you can configure the following settings to share control of your calls with your assistants:

- You can active or deactivate call filtering. If your extension connects to the XSI BroadWorks server, you can also select the call filtering mode and type.

When call filtering is on, your incoming calls go to your assistants according to the criteria configured by your administrator on the BroadWorks server.

You also receive your incoming calls that go to your assistants, if your administrator has enabled call screening for you.

- You can check the Opt-in/Opt-out status of your assistants.

The assistants with the Opt-in status have controls of the executive's calls.



Important

The menu items that display on the phone screen are different in the following scenarios:

- Your administrator enables the feature key synchronization (FKS) on your extension.
 - Your administrator connects your extension to the XSI BroadWorks server.
-

Activate Call Filtering as an Executive

Perform this task to active call filtering. If your administrator configures your extension to connect to the XSI BroadWorks server, you can also select the call filtering mode and call filtering type.

When call filtering is active, your incoming calls go to your assistants according to the criteria configured by your administrator.

You also receive your incoming calls that go to your assistants, if your administrator has enabled call screening for you. When an assistant answers a call, the call doesn't display on your extension.



Important

If you activate DND on your phone, your assistants do not receive your incoming calls.

Dial the service activation code provided by your administrator, or follow the procedure described below to activate call filtering.

Before you begin




Your administrator gives you executive user privileges.

Your administrator configures and enables the call filtering criteria on the XSI BroadWorks server.

Procedure


Step 1

Do one of the following actions:

- If your administrator has programmed the **Executive** function on a line key, the phone shows the **Executive**  together with the call filtering status (**On** or **Off**) on the main screen. Press the line key.
- If you do not have the **Executive** function that is configured on a line key:
 - a. Press **Applications** .
 - b. Select **Executive** .


Step 2

Follow the below procedure according to the actual menus displayed on the phone.

- If your administrator configures your extension to connect to the XSI BroadWorks server:
 - a. Select **Call filter** > **Call filter**.
 - b. Press  to select **On**.
 - c. Select the call filter mode and the call filter type.
 - **Call filter mode**—Choose one of the following options:
 - **Simple**—Your incoming calls go to your assistants according to the call filtering criteria configured in the simple mode.
 - **Advanced**—Your incoming calls go to your assistants according to the call filtering criteria configured in the advanced mode.
 - **Call filter type**—Choose one of the following options:

Note This menu item is available when the **Call filter mode** is set to **Simple**.

 - **All Calls**—All your incoming calls go to your assistants.
 - **Internal Calls**—If you and the callers are in the same BroadSoft group, their incoming calls go to your assistants.
 - **External Calls**—If you and the callers are not in the same BroadSoft group, their incoming calls go to your assistants.
 - d. Press **Set** to apply the changes.
- If your administrator only enables the feature key synchronization (FKS) on your extension:
 - a. Press the **On** softkey to activate call filtering.

- b. Press  to exit.
-

Deactivate Call Filtering as an Executive

When call filtering is off, none of your incoming calls go to your assistants.

Dial the service activation code provided by your administrator, or follow the procedure described below to deactivate call filtering.


Before you begin


Your administrator gives you executive user privileges.

Procedure

Step 1



Do one of the following actions:

- If your administrator has programmed the **Executive** function on a line key, the phone shows the **Executive**  together with the call filtering status (**On** or **Off**) on the main screen. Press the line key.
- If you do not have the **Executive** function that is configured on a line key:

- a. Press **Applications** .
- b. Select **Executive** .

Step 2

Follow the below procedure according to the actual menus displayed on the phone.

- If your administrator configures your extension to connect to the XSI BroadWorks server:
 - a. Select **Call filter** > **Call filter**
 - b. Press  to select **Off**.
 - c. Press **Set** to apply the changes.
 - If your administrator only enables the feature key synchronization (FKS) on your extension:
 - a. Press the **Off** softkey to deactivate call filtering.
 - b. Press  to exit.
-

Check Assistant List as an Executive

You can access the **Assistant List** menu on the phone to check the assistants that have been assigned to you. The menu also shows the Opt-in/Opt-out status of the assigned assistants.




Before you begin

Your administrator has assigned at least one assistant to you.

Your administrator has configured your extension to connect to the XSI BroadWorks server. Otherwise, the menu **Assistant List** doesn't display on the phone.

Your administrator has enabled alphanumeric dialing. Otherwise, you can't make a call to an assistant from the assistant list.

Procedure

- Step 1** Do one of the following actions:
- If your administrator has programmed the **Executive** function on a line key, the phone shows the **Executive**  together with the call filtering status (**On** or **Off**) on the main screen. Press the line key.
 - If you do not have the **Executive** function that is configured on a line key:
 - a. Press **Applications** .
 - b. Select **Executive** .
- Step 2** Select **Assistant List**.
- The **Assistant List** screen displays a maximum of 10 assistants on the phone.
- If your administrator configures more than one executive on the phone, then the screen only displays the assistants of the first available executive.
- Step 3** (Optional) If you want to make a call to one of your assistants, then highlight the assistant's phone number, and press **Call**.
-

Executive Assistant Settings

If your administrator has configured you as an executive assistant, you can configure the following settings for shared control of the executives' calls:

- You can view the associated executives.
- You can opt in to or out of an executive's pool of assistants if your administrator has enabled this option for the pool.
- If you have opted in to a pool, when you want someone else to answer calls on behalf of executives instead of you, you can activate call diversion to a number of your choice.

You can deactivate call diversion at any time.

- If you have opted in to a pool, you can activate or deactivate call filtering for an executive.

When call filtering is on, you and other assistants associated with the executive receive the executive's incoming calls according to the criteria configured by your administrator.



Important The menu items that display on the phone screen are different in the following scenarios:

- Your administrator enables the feature key synchronization (FKS) on your extension.
 - Your administrator connects your extension to the XSI BroadWorks server.
-

Opt in to or Out of an Executive's Pool as an Assistant

When you opt in to an executive's pool, you get shared control of the executive's calls.

When you opt out of an executive's pool, you do not have any control of the executive's calls.

If your administrator only enables the feature key synchronization (FSK) on your extension, dial the appropriate service activation code provided by your administrator to opt in to or out of an executive's pool. Skip the below procedure.

If your administrator has configured your extension to connect to the XSI BroadWorks server, you can either dial the appropriate service activation code or follow the procedure described below.





Before you begin

Your administrator gives you the assistant user privileges and includes you in the executive's pool of assistants.

Your administrator grants you the permission to opt in to or out of the executive's pool.


Procedure

Step 1 Do one of the following actions:

- If your administrator has programmed the **Assistant**  function on a line key, press the line key.
- If you do not have the **Assistant**  function on a line key:
 - a. Press **Applications** .
 - b. Select **Assistant** .

Step 2 Select **Executive List**.

Step 3 Select an executive of whose assistant pool that you want to opt in to or out of.

Step 4 Press  to select **Opt-in** to opt in to the executive's pool or select **Opt-out** to opt out of the executive's pool.

Step 5 Press **Set** to apply the changes.

Activate or Deactivate Call Filtering as an Executive Assistant

Access the **Call filter** screen to activate or deactivate call filtering. The screen shows a list of executives associated with all the assistant extensions on the phone together with the call filtering status (**On** or **Off**).

When call filtering is on for an executive, you and other assistants associated with the executive receive the executive's incoming calls according to the criteria configured by your administrator.

When the executive or another assistant answers a call, you no longer see the call on your extension.



Important Activating or deactivating call filtering for an executive activates or deactivates the setting for all the assistants in the executive's pool.

Before you begin



You are in an executive's pool of assistants.

Your administrator enables the **Call filter** menu item on the phone screen.



Procedure


Step 1 Do one of the following actions:

- If your administrator has programmed the **Assistant** function on a line key, press the line key.
- If you do not have the **Assistant** function on a line key:

- a. Press **Applications** .
- b. Select **Assistant** .

Step 2 Follow the below procedure according to the actual menus displayed on the phone.

- If your administrator configures your extension to connect to the XSI BroadWorks server:
 - a. Select **Call filter**.
 - b. Highlight an executive, press  to toggle call filtering on or off for the highlighted executive.
 - c. Press **Set**, and then press **OK** to apply the changes.
- If your administrator only enables the feature key synchronization (FKS) on your extension:
 - a. Highlight the executive for whom you want to activate or deactivate call filtering.
 - b. Press  to toggle call filtering on or off for the highlighted executive.

- c. Press  to exit.

Activate Call Diversion as an Executive Assistant

Access the **Divert** screen to activate call diversion when you want someone else to receive executives' incoming calls.



Important

If you activate DND on your extension, calls are not diverted.

You activate call diversion for an assistant extension. When you activate call diversion for an extension, if you handle multiple executives on that extension, all of the executives' incoming calls are diverted from that extension.

Other assistants in the executives' pool continue to receive executives' incoming calls.

Other assistant extensions on your phone also continue to receive executives' incoming calls.

Before you begin



You are in an executive's pool of assistants.

Procedure

Step 1

Do one of the following actions:

- If your administrator has programmed the **Assistant** function on a line key, press the line key.
- If you do not have the **Assistant** function on a line key:

- a. Press **Applications** .
- b. Select **Assistant** .


Step 2


Follow the below procedure according to the actual menus displayed on the phone.

- If your administrator configures your extension to connect to the XSI BroadWorks server:
 - a. Select **Divert** > **Divert**.
 - b. Select **On** to activate call diversion.
 - c. Highlight **Divert number** and enter the destination number to which you want the calls to be diverted.
 - d. Press **Set** to apply the changes.
- If your administrator only enables the feature key synchronization (FKS) on your extension:

- a. Typically, the screen shows a list of all the executives associated with all the assistant extensions on the phone. Select an executive associated with the extension for which you want to activate call diversion.

The extension with which the selected executive is associated appears at the top.

- b. Press **Divert**.
- c. Enter the destination number to which you want the calls to be diverted.
- d. Press **Call** to complete the action.
- e. Press  to exit.

If your administrator has programmed the **Assistant** function on a line key, the icon in the line key label changes to  to show that call diversion is on.

If you are the only executive assistant with an extension on the phone, the diversion destination number appears under the **Assistant** line key.

Deactivate Call Diversion as an Executive Assistant



Before you begin

You are in an executive's pool of assistants, and call diversion is on.

Procedure

Step 1


Do one of the following actions:



- If your administrator has programmed the **Assistant** function on a line key, press the line key.
- If you do not have the **Assistant** function on a line key:
 - a. Press **Applications** .
 - b. Select **Assistant** .

Step 2

Follow the below procedure according to the actual menus displayed on the phone.

- If your administrator configures your extension to connect to the XSI BroadWorks server:
 - a. Select **Divert** > **Divert**.
 - b. Select **Off** to deactivate call diversion.
 - c. Press **Set** to apply the change.
- If your administrator only enables the feature key synchronization (FKS) on your extension:
 - a. Press **Clr divert**.

- b. Press  to exit.

If your administrator has programmed the **Assistant** function on a line key, and call diversion is not on for any other assistant extension on the phone, the icon in the **Assistant** line key label changes back from  to .

Check Executive List as an Assistant





You can access the **Executive List** menu on the phone to check the executives that your administrator has assigned to you. The menu also shows your current Opt-in/Opt-out status for the associated executives together with their phone numbers.

Before you begin

Your administrator gives you the assistant user privileges, and includes you in the executive's pool of assistants. Your administrator has configured your extension to connect to the XSI BroadWorks server.

Procedure

Step 1 Do one of the following actions:

- If your administrator has programmed the **Assistant**  function on a line key, press the line key.
- If you do not have the **Assistant**  function on a line key:
 - a. Press **Applications** .
 - b. Select **Assistant** .

Step 2 Select **Executive List**.

The **Executive List** screen displays a maximum of 10 executives on the phone.

If your administrator configures more than one assistant on the phone, then the screen only displays the executives of the first available assistant.

Troubleshooting Executive Assistant Settings

Calls Fail Although Call Diversion Is On

Ensure that DND is not activated for your extension.

Wi-Fi Settings

Wi-Fi settings are available only on Cisco IP phone 8861 and 8865 Multiplatform Phones.

You can customize Wi-Fi settings for your phone from the **Wi-Fi configuration** menu under the **Network configuration** menu on the phone. Some of the Wi-Fi settings are also available on the phone web page.

Connect the Phone to a Wireless Network at the First Boot

The phone automatically scans for available Wi-Fi networks in any of the following situations:

- when the phone first boots up without a network connection.
- when the phone isn't connected to a network after a factory reset.

A list of available Wi-Fi networks is displayed after the Wi-Fi scan process completes.

Procedure

- Step 1** Select a Wi-Fi network from the list.
- You see the following options:
- **Scan**—The phone scans again for available networks.
 - **Setup**—Opens the **Setup Wi-Fi** page.
 - **Skip**—You see the message *If you skip this step, you will need to configure the network manually.* If you confirm to skip the **Connect to Wi-Fi** page, the **Wi-Fi Scan** softkey displays.
- Step 2** Press **Setup** and complete the fields.
- Step 3** Press **Connect**.
-

Trigger Wi-Fi Scan with Softkey

You can use the **Wi-Fi Scan** softkey to scan for available wireless networks. The softkey displays on the phone screen in any of the following situations:

- when you skip the Wi-Fi connection at the first boot with no wired network connection
- whenever the phone loses network connection and the phone Wi-Fi is turned on

Procedure

- Step 1** Press the **Wi-Fi Scan** softkey when it displays on the phone screen.

The message `Wireless scan in progress` displays. After the scan completes, a list of networks is displayed. You see the following options:

- **Scan**—Scans again for available networks.
- **Select**—Opens the **Setup Wi-Fi** page.
- **Cancel**—Closes the network list.

- Step 2** Select a Wi-Fi network from the list.
- Step 3** Press **Select** and complete the fields.
- Step 4** (Optional) Press **Save** to save the setups as a Wi-Fi profile. You can connect to this network later with the profile.
- Step 5** Press **Connect**.
-

Turn the Wi-Fi On or Off from the Phone Web Page

You can enable or disable the wireless LAN of your phone from the phone web page. You turn on the Wi-Fi so that the phone connects to a wireless network automatically or manually. By default, the wireless LAN on your phone is enabled.


Procedure

- Step 1** On the phone web page, select **User Login > Advanced > Voice > System**.
- Step 2** Go to the **Wi-Fi Settings** section and set the **Phone-wifi-on** field to **Yes**.
- Step 3** Click **Submit All Changes**.
-

Turn the Wi-Fi On or Off from Your phone

You can enable or disable the wireless LAN of your phone from the **Wi-Fi configuration** menu. By default, the wireless LAN on your phone is enabled.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Network configuration > Wi-Fi configuration > Wi-Fi**.
- Step 3** Press the **Select** button, to turn the Wi-Fi on or off. You can also press the Navigation cluster, left or right, to turn the Wi-Fi on or off.
- Step 4** Press **Set** to save the changes.
-

Connect the Phone to a Wi-Fi Manually


When you set up a Wi-Fi profile, it provides you the options to connect the phone manually to a wireless network. You can establish the connection from the **Wi-Fi profile** screen or from the **Setup Wi-Fi** screen.

The top most Wi-Fi profile in the **Wi-Fi profile** screen gets connected automatically when the phone provisions.

Before you begin

Turn on the Wi-Fi of your phone.

Procedure

-
- Step 1** Press **Applications** .
- Step 2** Select **Network configuration > Wi-Fi configuration > Wi-Fi profile**.
- Step 3** In the **Wi-Fi profile** screen, do any of the actions to connect to Wi-Fi.
- Select any of the configured Wi-Fi profile and click **Connect**.
 - Press **Scan** and select one wireless in the **Connect to Wi-Fi** screen. In the **Setup Wi-Fi** screen, enter values in the fields and press **Connect**.
- See the **Profile Parameter** table in the [Set Up a Wi-Fi Profile from the Phone, on page 126](#) for the field values.
-

Connect to a Wi-Fi Network When Your Phone Displays a Connection Failure Message

If your phone supports Wi-Fi, it provides status information if it doesn't have a network connection when it boots up. You see the message `Verify your internet settings or contact your service provider`.

Before you begin

The phone must not be connected to an Ethernet cable.

Procedure

-
- Step 1** Press **Wi-Fi Scan**.
A list of Wi-Fi networks displays.
- Step 2** Press one of these options:
- **Scan**—to scan for networks again.
 - **Select**—to configure the highlighted network.
- Step 3** Highlight a network from the list.
- Step 4** Press **Select**.

- Step 5** Select one of the following options:
- **Cancel**—go back to the previous screen.
 - **Save**—save the network with the information you input.
 - **Connect**—connect to the selected network.

Step 6 Press **Connect**.

Note The steps above also apply if your phone loses its network connection any time after it has booted up, and it's not connected to an Ethernet cable.

Set Up a Wi-Fi Profile from the Phone

You can add maximum of four Wi-Fi profiles. You can use this profile to connect your phone to a Wi-Fi network.

Procedure


- Step 1** Press **Applications** .
- Step 2** Select **Network configuration** > **Wi-Fi configuration** > **Wi-Fi profile**.
- Step 3** In the **Wi-Fi profile** screen, move to a row in the list on which you want to set up the profile.
- Step 4** Press the **Select** button.
- You can also press **Options** and then select **Edit**.
- Step 5** In the **Edit profile** screen, set the parameters as mentioned in the **Profile Parameters** table.

Table 6: Profile Parameters

Parameter	Description
Security mode	<p>Allows you to select the authentication method that is used to secure access to the Wi-Fi network. Depending on the method you choose, a password, passphrase, or key field appears so that you can provide the credentials that are required to join this Wi-Fi network. Options are:</p> <ul style="list-style-type: none"> • Auto • EAP-FAST • PEAP-GTC • PEAP-MSCHAPV2 • PSK • WEP • None <p>Default: None</p>
Network name	<p>Allows you to enter a name for the SSIDs. This name displays on the phone. Multiple profiles can have the same network name with different security mode. This name displays on the phone.</p>
User ID	<p>Allows you to enter a user ID for the network profile. This field is available when you set the security mode to Auto, EAP-FAST, PEAP-GTC, PEAP-MSCHAPV2. This is a mandatory field and it allows maximum length of 32 alphanumeric characters.</p>
Password	<p>Allows you to enter password for the network profile that you create. This field is available when you set the security mode to Auto, EAP-FAST, PEAP-GTC, PEAP-MSCHAPV2. This is a mandatory field and it allows maximum length of 64 alphanumeric characters.</p>
WEP key	<p>Allows you to enter password for the network profile that you create. This field is available when you set the security mode to WEP. This is a mandatory field and it allows maximum length of 32 alphanumeric characters.</p>

Parameter	Description
Passphrase	Allows you to enter password for the network profile that you create. You need to enter this value when the security mode is PSK.
Frequency band	Allows you to select the wireless signal frequency band that is used in the WLAN. Options are: <ul style="list-style-type: none"> • Auto • 2.4 GHz • 5 GHz Default: Auto

Step 6 Press **Save**.

Set Up a Wi-Fi Profile

You can configure a Wi-Fi profile from the phone web page or from remote device profile resync and then associate the profile to the available Wi-Fi networks. You can use this Wi-Fi profile to connect to a Wi-Fi. You can configure maximum of four profiles.

Procedure


- Step 1** On the phone web page, select **User Login > Advanced > Voice > System**.
- Step 2** Set the **Wi-Fi Profile** fields with the information that your administrator provided.
- Step 3** Click **Submit All Changes**.

If the phone has an active call, you can not save the changes.

Delete a Wi-Fi Profile

You can remove a Wi-Fi profile from the list when the profile is no more required.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Network configuration > Wi-Fi configuration > Wi-Fi profile**.
- Step 3** In the **Wi-Fi profile** screen, select the Wi-Fi profile that you want to remove.
- Step 4** Press **Options**.


- Step 5** Select **Delete** and then confirm the deletion.
-

Change the Order of a Wi-Fi Profile

You can determine the position of a Wi-Fi profile in the list. The Wi-Fi profile at the top of the list has the highest priority. When the Wi-Fi is turned on, the phone uses the Wi-Fi profile on the top of the list to connect automatically to a wireless network while provisioning.

Procedure

- Step 1** If you change the Wi-Fi profile order from the phone, follow these steps:

- Press **Applications** .
- Select **Network configuration > Wi-Fi configuration > Wi-Fi profile**.
- In the **Wi-Fi profile screen**, select a Wi-Fi of which you want to change the order.
- Press **Options**.
- Select **Move up** or **Move down** to move the Wi-Fi profile one level up or one level down respectively in the list.

- Step 2** If you change the Wi-Fi profile order from the phone web page, follow these steps:

- On the phone web page, select **User Login > Advanced > Voice > System**.
 - In the **Wi-Fi Profile (n)** section, set the **Wi-Fi Profile Order** field to the desired order.
 - Click **Submit All Changes**.
-

Scan and Save a Wi-Fi Network

You can scan a Wi-Fi profile to get the list of available wireless networks (SSID). The security mode and the network name have the same value of the scanned SSID. You can then edit the fields of any of the wireless networks. When you save the changes, it saves as a Wi-Fi profile in the phone Wi-Fi profile list. You can then use this new Wi-Fi profile to connect the phone to a wireless network.



Note

- When the security mode of a wireless network is None, PSK, and WEP, you can't modify the security mode. On the **Security mode** screen, you only see the security mode that is set for the network. For example, if the security mode of a network is PSK, you see only PSK in the **Security mode** screen.
 - When you scan a wireless network (SSID) which is the current connected wireless, you can't edit the **Network name** of this SSID.
-

Procedure

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

- Step 2** Select **Network configuration > Wi-Fi configuration > Wi-Fi profile**.
- Step 3** In the **Wi-Fi profile** screen, press **Scan** to get all available wireless networks.
- Step 4** (Optional) In the **Connect to Wi-Fi** screen, press **Scan** again to rescan the list.
- Step 5** Select a wireless and press **Select** or the **Select** button.
- Step 6** In the **Setup Wi-Fi** screen, set the parameters as mentioned in the **Profile Parameters** table.

Table 7: Profile Parameters

Parameter	Description
Security mode	<p>Allows you to select the authentication method that is used to secure access to the Wi-Fi network. Depending on the method you choose, a password, passphrase, or key field appears so that you can provide the credentials that are required to join this Wi-Fi network. Options are:</p> <ul style="list-style-type: none"> • Auto • EAP-FAST • PEAP-GTC • PEAP-MSCHAPV2 • PSK • WEP • None <p>Default: None</p>
Network name	<p>Allows you to enter a name for the SSIDs. This name displays on the phone. Multiple profiles can have the same network name with different security mode. This name displays on the phone.</p>
User ID	<p>Allows you to enter a user ID for the network profile.</p> <p>This field is available when you set the security mode to Auto, EAP-FAST, PEAP-GTC, PEAP-MSCHAPV2. This is a mandatory field and it allows maximum length of 32 alphanumeric characters.</p>
Password	<p>Allows you to enter password for the network profile that you create.</p> <p>This field is available when you set the security mode to Auto, EAP-FAST, PEAP-GTC, PEAP-MSCHAPV2. This is a mandatory field and it allows maximum length of 64 alphanumeric characters.</p>

Parameter	Description
WEP key	Allows you to enter password for the network profile that you create. This field is available when you set the security mode to WEP. This is a mandatory field and it allows maximum length of 32 alphanumeric characters.
Passphrase	Allows you to enter password for the network profile that you create. You need to enter this value when the security mode is PSK.
Frequency band	Allows you to select the wireless signal frequency band that is used in the WLAN. Options are: <ul style="list-style-type: none"> • Auto • 2.4 GHz • 5 GHz Default: Auto

Step 7 Press **Save**.

View the Wi-Fi Status

You can also view the status from the phone web page by selecting **User Login > Advanced > Info > Status > System Information**.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Network configuration > Wi-Fi configuration > Wi-Fi status**.

You see the information:

- **Wi-Fi status:** Displays if the Wi-Fi is connected or disconnected.
- **Network name:** Indicates the name of the SSID.
- **Signal strength:** Indicates strength of the network signal.
- **MAC address:** Indicates MAC address of the phone.
- **AP MAC address:** Indicates MAC address of the access point (SSID).
- **Channel:** Indicated the channel on which the Wi-Fi network transmits and receives data.
- **Frequency:** Indicates the wireless signal frequency band that is used in the Wireless LAN.


- **Security mode:** Indicates the security mode that is set for the wireless LAN.
-

View Wi-Fi Status Messages on the Phone

You can view messages about the Wi-Fi connection status of your phone. The messages can help you diagnose Wi-Fi connection problems. The messages contain:

- connection time and MAC address of the AP
- disconnection time and diagnostic code
- connection failure time
- time that weak signal of the AP continues over 12 seconds

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Status > Wi-Fi messages**.
- Step 3** Use the outer ring of the navigation cluster to scroll through the messages.
- Step 4** Press **Details** to view more details of the selected message.
- Step 5** (Optional) Press **Clear** to delete all the messages.
-

Accessibility with Voice Feedback

Voice Feedback helps people who have trouble seeing use their Cisco IP phone. When enabled, a voice prompt helps you navigate your phone buttons, and to use and configure phone features. The voice feedback also reads incoming caller IDs, displayed screens and settings, and button functions.

- Voice Feedback is enabled and disabled with the **Select** button that is located in the center of the Navigation cluster. When the phone is idle, quickly tap **Select** three times to turn this feature on or off. A voice prompt alerts you to the feature status.

Push a softkey once, and Voice Feedback reads the feature that is associated with the key. Quickly push the softkey twice to execute the feature.
- Hardkeys such as the Contacts, Applications, and Messages buttons are treated differently. Push a hardkey once, and a voice reads the screen name followed by the application or setting that is displayed on the phone.


You may not hear Voice Feedback if you select the Headset button, but don't have a connected headset. Select **Speakerphone** and you hear Voice Feedback again. When on a call, only you hear Voice Feedback so your privacy is assured.

Voice Feedback is only available for English language users. If this feature is not available to you, then it is disabled on your phone.

Enable Voice Feedback

Voice Feedback helps people who have trouble seeing use their Cisco IP phone. You can enable or disable Voice Feedback by pressing the **Select** button three times quickly. You can also access this feature from the **Accessibility** menu under **Applications** on your phone.


Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Accessibility** > **Voice Feedback**.
 - Step 3** Select **On** to turn On Voice Feedback.
 - Step 4** Press the **Set** softkey twice quickly to save your settings.
-

Adjust Voice Speed

You can customize the speed of Voice Feedback if it reads too quickly or too slowly. Voice Feedback must be enabled before you can select a Voice Speed.


Procedure

- Step 1** Press **Applications**  on your phone, or press **Select** three times quickly to turn on Voice Feedback.
 - Step 2** Select **Accessibility**, and navigate up and down using the **Select** button ring. Press **Select** when you hear the option for **Voice Speed**.
 - Step 3** Navigate up and down to hear the various speed options. You will hear the number and name of each option. Press **Select** to choose and save a voice speed.
 - a) 1 Slowest
 - b) 2 Slower
 - c) 3 Normal
 - d) 4 Faster
 - e) 5 Fastest
-

Adjust Voice Volume

The Voice Feedback feature also allows you to set the voice volume.

Before you begin**Procedure**

- Step 1** Press **Applications**  on your phone, or press **Select** three times quickly to turn on Voice Feedback.
- Step 2** Select **Accessibility**, and navigate to **Voice Volume** using the **Select** button ring.
- Step 3** Press **Select**, and continue pressing until you hear each of the five available volume settings.
- a) Highest
 - b) High
 - c) Normal
 - d) Low
 - e) Lowest
- Step 4** Press the **Set** softkey twice to save your settings.
-



CHAPTER 7

Accessories

- [Accessories Overview for Cisco IP Phone 8800 Series with Multiplatform Firmware](#), on page 135
- [View the Accessories Associated with Your Phone](#), on page 137
- [Headsets](#), on page 137
- [External Speakers and Microphone](#), on page 156
- [Cisco IP Phone Key Expansion Module Setup Overview](#), on page 157

Accessories Overview for Cisco IP Phone 8800 Series with Multiplatform Firmware

Table 8: Accessory Support for the Cisco IP Phone 8800 Series with Multiplatform Firmware

Accessory	Type	Cisco IP Phone				
		8811 and 8841	8845	8851	8861	8865
Cisco Accessory						
Cisco IP Phone 8800 Key Expansion Module	Add-on module	Not supported	Not supported	Supported	Supported	Supported
				Supports up to 2 expansion modules.	Supports up to 3 expansion modules.	
Wall Mount Kit		Supported	Supported	Supported	Supported	Supported
Footstand		Supported	Supported	Supported	Supported	Supported
Cable Lock		Supported	Supported	Supported	Supported	Supported
Cisco Headset 520 Series	USB	Not supported	Not supported	Supported	Supported	Supported
Cisco Headset 530 Series	Standard RJ9	Supported	Supported	Supported	Supported	Supported
	USB Adapter	Not supported	Not supported	Supported	Supported	Supported

Accessory	Type	Cisco IP Phone				
		8811 and 8841	8845	8851	8861	8865
Cisco Headset 560 Series with Standard Base	Standard RJ9 and AUX	Supported	Supported	Supported	Supported	Supported
Cisco Headset 560 Series with Multibase	USB	Not supported	Not supported	Supported	Supported	Supported
Third-Party Accessories						
Headsets: See Third Party Headsets, on page 147 . This section includes information about each headset type.	Analog	Supported	Supported	Supported	Supported	Supported
	Analog Wideband	Supported	Supported	Supported	Supported	Supported
	Bluetooth	Not supported	Supported	Supported	Supported	Supported
	USB	Not supported	Not supported	Supported	Supported	Supported
	Electronic Hookswitch	Supported	Supported	Supported	Supported	Supported
		See Note 1.		See Note 2.		
Microphones: See External Speakers and Microphone, on page 156 .	External PC	Not supported	Not supported	Not supported	Supported	Supported
Speakers: See External Speakers and Microphone, on page 156 .	External PC	Not supported	Not supported	Not supported	Supported	Supported




- Note**
1. If you connect your headset to the phone with the Y-cable (RJ-9 connector and AUX connector), make sure that you enable **Electronic HookSwitch Control** in the **Audio Volume** area from **Voice > User** tab on the phone administration web page.
 2. When you use the Electronic Hookswitch (EHS):
 - The EHS connects to the Cisco IP Phone 8811, 8841, and 8845 with the auxiliary port.
 - The EHS connects to the Cisco IP Phone 8851, 8861, and 8865 with the auxiliary port, the USB port, or with Bluetooth.

View the Accessories Associated with Your Phone

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

Procedure

- Step 1** Press **Applications** .
- Step 2** Select one of the following options:
- **Status > Accessories**
 - **Bluetooth > Devices**
- Step 3** (Optional) Select an accessory and press **Show detail**.
- Step 4** Press **Exit**.
-

Headsets

Check with the headset manufacturer to confirm whether you can use it with your Cisco phone.

If you plug a headset into the phone during an active call, the audio path automatically changes to the headset.

Important Headset Safety Information



High Sound Pressure—Avoid listening to high volume levels for long periods to prevent possible hearing damage.

When you plug in your headset, lower the volume of the headset speaker before you put the headset on. If you remember to lower the volume before you take the headset off, the volume will start lower when you plug in your headset again.

Be aware of your surroundings. When you use your headset, it may block out important external sounds, particularly in emergencies or in noisy environments. Don't use the headset while driving. Don't leave your headset or headset cables in an area where people or pets can trip over them. Always supervise children who are near your headset or headset cables.

Cisco Headsets 500 Series

You can use the Cisco Headset 500 Series with your Cisco IP Phone 8800 Series Multiplatform Phones. The Cisco Headset 500 Series offers a more enhanced experience with:

- In-call indicators: LEDs on an ear plate
- Simplified call controls
- Customized audio

The supported headsets are:

- Cisco Headset 520 Series
- Cisco Headset 531 and 532
- Cisco Headset 560 Series (Standard Base and Multibase)

Cisco Headset 521 and 522

The Cisco Headsets 521 and 522 are two wired headsets that have been developed for use on Cisco IP Phones and devices. The Cisco Headset 521 features a single earpiece for extended wear and comfort. The Cisco Headset 522 features two earpieces for use in a noisy workplace.

Both headsets feature a 3.5-mm connector for use on laptops and mobile devices. An inline controller with a USB connector is also available for use on the Cisco IP Phone 8851, 8861, and 8865 with Multiplatform Firmware. The controller is an easy way to answer your calls, and to access basic phone features such as hold and resume, mute, and volume control.

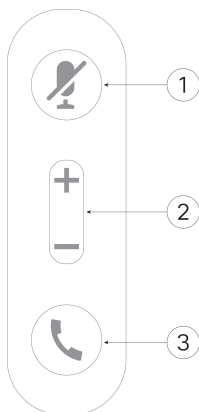
The Cisco Headsets 521 and 522 require Multiplatform Firmware Release 11.2(3) or later version. Upgrade your phones to the latest firmware before using these headsets.

To check your phone model and the firmware version, press **Applications** and select **Status > Product information**. The **Product name** field shows your phone model. The **Software version** field shows the installed load where you can get the firmware version.

Cisco Headset 521 and 522 Buttons and LED


Your controller buttons are used for basic call features.


Figure 6: Cisco Headset 521 and 522 Controller



The following table describes the Cisco Headset 521 and 522 controller buttons.

Table 9: Cisco Headset 521 and 522 Controller Buttons

Number	Name	Description
1	Mute button 	Toggle the microphone on and off.

Number	Name	Description
2	Volume button (+ and -)	Adjust the volume on your headset.
3	Call button 	Use to manage calls: <ul style="list-style-type: none"> • Press once to answer an incoming call. • Press and hold for 2 seconds to end a call. • Press twice to reject an incoming call. • Press once to put an active call on hold. Press again to retrieve a call from hold.

Cisco Headset 531 and 532

The Cisco Headset 530 Series are two headsets that are developed for Cisco products and services. The 531 headset features a single earpiece, and offers lightweight comfort. The 532 headset features two earpieces for use in a noisy environment or busy office.

The Cisco Headset 531 and 532 use one of two connectors with the Cisco IP Phone 8800 Series with Multiplatform Firmware:

- RJ9 connector—Use it with Cisco IP Phones that have a headset port.
- USB headset adapter—Provides enhanced call control and currently supports the 8851, 8861, and 8865 Cisco IP Phone models.

The Cisco Headset USB Adapter is available for use with the Cisco Headset 531 and 532. With the adapter, you can test your headset, and customize your bass and treble, gain or microphone volume, and sidetone or feedback settings. The adapter also retains your settings if you switch between phones.

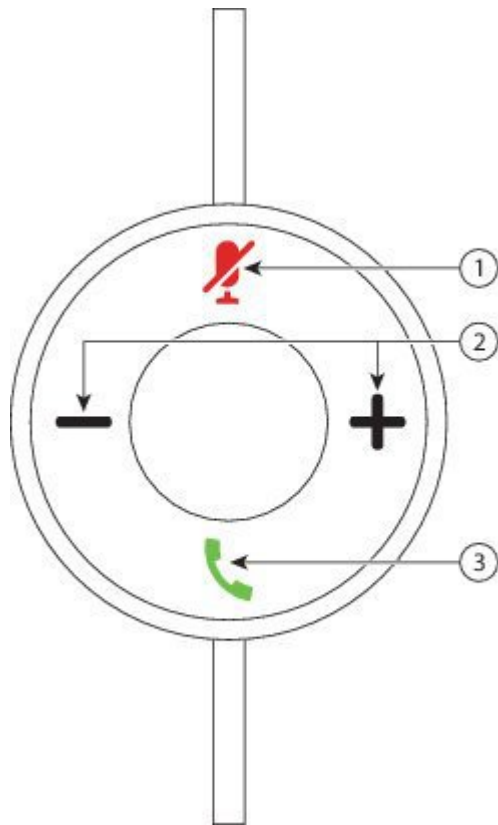
The Cisco USB adapter is supported on Cisco IP Phone 8851, 8861, and 8865 with Multiplatform Firmware. To check your phone model, press **Applications**  > **Status** > **Product information**. The **Product name** field shows your phone model.

The Cisco Headset 530 Series require Multiplatform Firmware Release 11.1(2) or a later version. Upgrade your phones to the latest firmware before using these headsets.

Cisco Headset 531 and 532 LED and Buttons



The Cisco Headset USB Adapter for Cisco Headset 530 Series is used for the basic call features.


Figure 7: Cisco Headset USB Adapter



The following table describes the Cisco Headset 531 and 532 USB Adapter buttons.

Table 10: Cisco Headset USB Adapter Buttons

Number	Name	Description
1	Mute button 	Toggle the microphone on and off. When Mute on the USB adapter is enabled, the Mute  button on the USB adapter lights up.
2	Volume button (+ and -)	Adjust the volume on your headset.

Number	Name	Description
3	Call button 	<p>Incoming and active call management depends upon if you have one call or multiple calls.</p> <p>One call:</p> <ul style="list-style-type: none"> • Press once to answer incoming calls. • Press once to put an active call on hold. Press again to retrieve the call from hold. • Press twice to reject an incoming call. <p>Multiple calls:</p> <ul style="list-style-type: none"> • Press once to put an active call on hold, and to answer a second incoming call. • Press once to put a current call on hold and press again to resume a call. • Press and hold for 2 seconds to end the current call and press again to resume a held call. • Press and hold for 2 seconds to end an active call, and to answer another incoming call. • Press twice to stay on a current call, and to reject a second incoming call.

Cisco Headset 561 and 562


The Cisco Headset 560 Series are two wireless headsets that are developed for Cisco products and services. The Cisco Headset 561 features a single earpiece, and offers lightweight comfort. The Cisco Headset 562 features two earpieces for use in a noisy environment or busy office.

The Cisco Headset 560 Series use a headset base to connect with Cisco IP Phones and charge the headsets. The available options for the base are Standard base and Multibase. The Cisco Headset 560 Series with Standard Base support connection with a single source from a phone or a computer. The Cisco Headset 560 Series with Multibase support multiple sources from phones, computers, and Bluetooth-paired devices and provide an easy and intuitive switch among the connected sources.

You can connect the Cisco Headset 560 Series with any of the following:

- RJ9 and AUX connector (Y-cable)—Supported on Cisco IP Phones 8811, 8841, 8845, 8851, 8861, and 8865 with multiple platforms.
- USB connector—Supported on Cisco IP Phones 8851, 8861, and 8865 with multiple platforms.

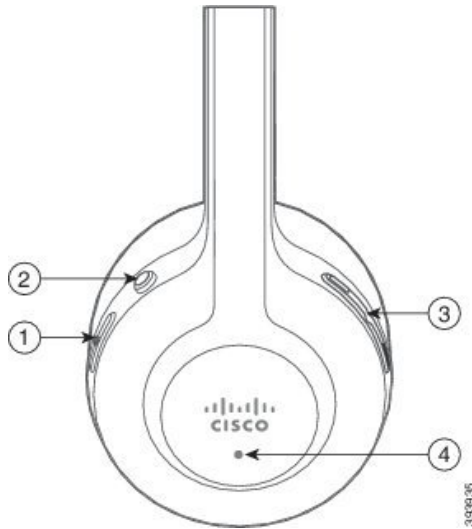
The Cisco Headset 560 Series require Multiplatform Firmware Release 11.2(3) and higher. Upgrade your phones to the latest firmware before using these headsets.

To check your phone model and the firmware version, press **Applications**  and select **Status > Product information**. The **Product name** field shows your phone model. The **Software version** field shows the installed load where you can get the firmware version.

Cisco Headset 561 and 562 Buttons and LED





Your headset buttons are used for basic call features.

Figure 8: Cisco Headset 561 and 562 Headset Buttons



The following table describes the Cisco Headset 561 and 562 Headset buttons.

Table 11: Cisco Headset 561 and 562 Headset Buttons

Number	Name	Description
1	Power and Call button 	<p>Use to power the headset on and off.</p> <p>Press and hold for 4 seconds to power on/off the headset.</p> <p>Incoming and active call management depends upon if you have one call or multiple calls.</p> <p>One call:</p> <ul style="list-style-type: none"> • Press once to answer incoming calls. • Press once to put an active call on hold. Press again to retrieve the call from hold. • Press twice to reject an incoming call. <p>Multiple calls:</p> <ul style="list-style-type: none"> • Press once to put an active call on hold, and to answer a second incoming call. • Press once to put a current call on hold and press again to resume a call. • Press and hold for 2 seconds to end the current call and press again to resume a held call. • Press and hold for 2 seconds to end an active call, and to answer another incoming call. • Press twice to stay on a current call, and to reject a second incoming call.
2	Mute button 	<p>Toggle the microphone on and off. When Mute on the headset is enabled:</p> <ul style="list-style-type: none"> • The Mute  button on the phone lights up. • The Mute  button on the headset base lights up. (For Multibase only)
3	Volume button (+ and -)	Adjust the volume on your headset.
4	LED	<p>Shows the headset status:</p> <ul style="list-style-type: none"> • Blinking red—Incoming call. • Steady red—Active call. • Flashing white every 6 seconds—The headset is paired and idle. • Blinking white—Firmware upgrade is in process or the headset is pairing with the base station.

Charge Cisco Headset 561 and 562

Use the headset base to charge the headset.

Procedure

Place the headset into the socket on the base.

The LEDs on the base station indicate the charging status. When the headset is fully charged, the five LEDs on the base are steady white. If the LEDs don't light up, remove the headset from the base and try again.

Upgrade the Headset 500 Series Firmware

When you connect the headset to the phone, the phone checks the headset firmware version. If a new version is available, the phone prompts you to upgrade your headset. The headset upgrade prompt displays only when you are on the home screen of the idle phone. If the phone is in use when a new version firmware is detected, the upgrade prompt displays when you return to the home screen in idle mode.




Note If you don't respond to the upgrade prompt, the upgrade automatically starts when the countdown ends.

Before you begin

Your administrator configures the upgrade rule for your headset on the phone administration web page.

Procedure

Step 1 Press **Upgrade** on the phone when prompted.

The upgrade icon  on the upper-right corner of the phone screen indicates that the headset is upgrading. The time that the upgrade process takes varies with headset models, from 10 to 15 minutes.

Step 2 (Optional) If you want to upgrade your headset later, press **Postpone**.

You will be prompted every 2 hours until you start the upgrade.

Cisco Headset 500 Series Setup

On the phone screen, you can test your headset, customize your bass and treble, gain or microphone volume, and sidetone or feedback settings when:

- The Cisco Headset 520 Series is connected to the phone with the inline USB controller.
- The Cisco Headset 531 and 532 is connected to the phone with the USB adapter.
- The Cisco Headset 560 Series Standard Base or Multibase is connected to the phone with the Y-cable or the USB cable.

You are prompted to set up your headset when you connect it to the phone. If you ignore the headset setup prompt, you can also access it from **Applications**  > **Status** > **Accessories**.




Note The settings are stored in the inline USB controller, the USB adapter, or the headset base, varying from headset models. A factory reset on the phone does not affect the headset settings.

Adjust Your Headset Bass and Treble

You can customize your headset by adjusting the bass and treble. If you prefer a headset with more bass, tune it toward the warmer setting. If you prefer more treble, tune it toward the brighter setting.


Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Status**.
- Step 3** Select **Accessories**.
- Step 4** Navigate to **Setup** > **Speaker** > **Tuning**.
- Step 5** Press ◀ or ▶ to adjust the tuning.
- Step 6** Press **Save** to apply and retain your setting.

Adjust Your Headset Microphone Volume

Microphone volume is also known as gain. You can adjust the gain level when you are on a call with various loud and soft voices. This setting equalizes the voices that you hear in the earpiece by making the loud voices softer, and the quiet voices louder.


Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Status**.
- Step 3** Select **Accessories**.
- Step 4** Navigate to **Setup** > **Microphone** > **Gain**.
- Step 5** Press ◀ or ▶ to adjust the gain level.
- Step 6** Press **Save** to apply and retain your setting.

Adjust Your Headset Speaker Feedback

Feedback, also called sidetone, is the term for hearing your own voice in your headset. You can adjust the sidetone level or turn it off if you find it distracting to hear your own voice during a call.


Procedure

- Step 1** Press **Applications** .
 - Step 2** Navigate to **Status > Accessories > Setup > Speaker > Sidetone**.
 - Step 3** Press **◀** or **▶** to adjust the sidetone.
The sidetone default value is **Off**.
 - Step 4** Press **Set** to apply and retain your settings.
-

Test Your Headset Microphone

You can check if your microphone is working before you begin a call.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Status**.
 - Step 3** Select **Accessories**.
 - Step 4** Navigate to **Setup > Microphone > Test**.
 - Step 5** Press **Record** and speak into the microphone.
 - Step 6** Press **Playback** when you finish speaking and listen to the test recording.
Maximum recording time is 20 seconds.
-

Replace Your Cisco Headset 500 Series Ear Pads

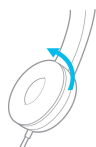
Your headset's ear pads are an important part of its performance. They provide comfort, grip, and sound enhancement. With time, it's natural for ear pads to wear out, but you can replace them easily.



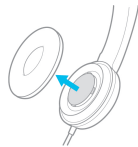
Note Cisco Headset 560 Series ear pads are not compatible with the Cisco Headset 520 Series and Cisco Headset 530 Series.

Procedure

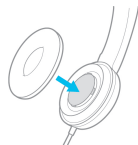
- Step 1** Rotate the old ear pad counterclockwise.



Step 2 Pull the old ear pad away from the speaker.



Step 3 Push the new ear pad toward the speaker.



Step 4 Rotate the new ear pad clockwise.



Third Party Headsets

Cisco Systems performs internal testing of third-party headsets for use with Cisco IP Phones. But Cisco does not certify or support products from headset or handset vendors.

Headsets connect to your phone using either the USB or the auxiliary port. Depending upon your headset model, you have to adjust your phone's audio settings for the best audio experience, including the headset sidetone setting.

If you have a third-party headset, and you apply a new sidetone setting, then wait one minute and reboot the phone so the setting is stored in flash.

The phone reduces some background noise that a headset microphone detects. You can use a noise canceling headset to further reduce the background noise and improve the overall audio quality.

If you are considering a third-party headset, we recommend the use of good quality external devices; for example, headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of headsets and their proximity to other devices, such as mobile phones and two-way radios, some audio noise or echo may still occur. Either the remote party or both the remote party and the Cisco IP Phone user may hear an audible hum or buzz. A range of outside sources can cause humming or buzzing sounds; for example, electric lights, electric motors, or large PC monitors.



Note Sometimes, use of a local power cube or power injector may reduce or eliminate hum.

Environmental and hardware inconsistencies in the locations where Cisco IP Phones are deployed mean that no single headset solution is optimal for all environments.

We recommend that customers test headsets in the intended environment to determine performance before making a purchasing decision to deploy on a large scale.

You can use only one headset at a time. The most-recently connected headset is the active headset.

Audio Quality

Beyond physical, mechanical, and technical performance, the audio portion of a headset must sound good to the user and to the party on the far end. Sound quality is subjective, and we cannot guarantee the performance of any third-party headset. However, various headsets from leading headset manufacturers are reported to perform well with Cisco IP Phones.

Cisco doesn't recommend or test any third-party headsets with their products. For information about third-party headset support for Cisco products, go to the manufacturer's web site.

Cisco does test the Cisco headsets with the Cisco IP Phones. For information about Cisco Headsets and Cisco IP Phone support, see <https://www.cisco.com/c/en/us/products/collaboration-endpoints/headsets/index.html>.

Wired Headsets

A wired headset works with all Cisco IP Phone features, including the Volume and Mute buttons. These buttons adjust the earpiece volume and mute the audio from the headset microphone.

When you install a wired headset, make sure you press the cable into the channel in the phone.



Caution

Failure to press the cable into the channel in the phone can lead to cable damage.

Wireless Headsets

You can use most wireless headsets with your phone. For a list of supported wireless headsets, see http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html

Refer to your wireless headset documentation for information about connecting the headset and using the features.

Standard Headsets

You can use a standard headset with your desk phone. Standard headsets plug into the back of the phone with an RJ-type connector.

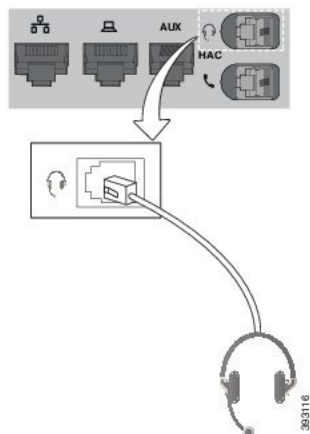
Connect a Standard Headset

Standard headsets plug into the back of the phone.

Procedure

Plug the headset into the jack on the back of the phone and press the cable into the cable channel.

Figure 9: Standard Headset Connection



Caution Failure to press the cable into the channel in the phone can damage the printed circuit board inside the phone. The cable channel reduces the strain on the connector and the printed circuit board.

USB Headsets

You can use a USB headset for your calls if your phone has a USB port.

If your phone has more than one USB port, only one USB headset can be connected at a time.

For a list of supported headsets, see [Unified Communications Endpoint and Client Accessories](#). USB headsets that are not listed may not function properly if you attach them to the USB port. For more information, see the documentation from your USB headset manufacturer.

Connect a USB Headset

When you use USB headsets with your phone, keep in mind:

- You can use only one headset at a time. The most-recently connected headset is the active headset.
- If you are on an active call and unplug a USB headset, the audio path does not change automatically. You need to press the **Speakerphone** button or pick up the handset.
- If you are on an active call and unplug a USB headset, the audio changes automatically to the speaker.
- If you are on an active call and plug in a USB headset, the audio changes to the USB headset.

Procedure

Plug the USB headset plug into the USB port on the phone.

Bluetooth Wireless Headsets


Cisco IP Phone 8845, 8851, 8861 and 8865 with Multiplatform Firmware supports Bluetooth wireless headsets. For a list of supported third party headsets, see http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html.

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. Bluetooth wireless technology operates in the 2.4 GHz band, which is the same as the 802.11b/g band. Interference issues can occur. We recommend that you:

- Use 802.11a, 802.11n, or 802.11ac that operates in the 5 GHz band.
- Reduce the proximity of other 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects.

The Cisco IP Phone uses a shared key authentication and encryption method to connect with headsets. The Cisco IP Phone can connect with up to 50 headsets, one at a time. The last connected headset is used as the default. Pairing is typically performed once for each headset.

After a device is paired, the Bluetooth connection is maintained as long as both devices (phone and headset) are enabled and within range of each other. The connection typically reestablishes itself automatically if either of the devices powers down then powers up. However, some headsets require user action to reestablish the connection.

The Bluetooth icon  indicates that Bluetooth is on, whether a device is connected or not.

Potential interference issues can occur. We recommend that you reduce the proximity of other 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects. If possible, configure other 802.11 devices to use the 802.11a channels.

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 can affect the connection. Interference from other electronic devices can also affect performance.

When headsets are more than 30 feet (10 meters) away from the Cisco IP Phone, Bluetooth drops the connection after a 15- to 20-second timeout. The paired headset reconnects when it comes back into range of the Cisco IP Phone. For certain phone types that operate in power-save modes, you can wake up the headset by tapping on the operational button.

Enable the headset before you add it as a phone accessory.

The phone supports various Handsfree Profile features that allow you to use devices such as Bluetooth wireless headsets for certain tasks. For example, instead of pressing Redial on the phone, you can redial a number from the Bluetooth wireless headset by following instructions from the headset manufacturer.

These hands-free features apply to Bluetooth wireless headsets that are used with the Cisco IP Phone 8845, 8851, 8861 and 8865:

- Answer a call
- End a call
- Change the headset volume for a call
- Redial
- Caller ID

- Divert
- Hold and Accept
- Release and Accept

Hands-free devices have different feature activation methods. Device manufacturers may also use different terms when referring to the same feature.




Important

Only one headset type works at any given time. If you use both a Bluetooth headset and an analog headset that are attached to the phone, enabling the Bluetooth headset disables the analog headset. To enable the analog headset, disable the Bluetooth headset. Plugging a USB headset into a phone that has Bluetooth headset enabled disables both the Bluetooth and analog headset. If you unplug the USB headset, you can either enable the Bluetooth headset or disable the Bluetooth headset to use the analog headset.


For information about how to use your Bluetooth wireless headset, see:

- *Cisco IP Phone 8800 Series Multiplatform Phones User Guide*, see [Bluetooth Headsets](#).
- User Guides provided with your headset

Turn Bluetooth On or Off


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

Procedure

-
- Step 1** Press **Applications** .
 - Step 2** Select **Bluetooth**.
 - Step 3** Press **On** or **Off**.
 - Step 4** Select **Set**.
-

Add a Bluetooth Headset


Procedure

-
- Step 1** Make your Bluetooth headset discoverable.
 - Step 2** Press **Applications** .
 - Step 3** Select **Bluetooth > Devices**
 - Step 4** Select **Scan**.
 - Step 5** Select your headset and press **Connect**.
 - Step 6** (Optional) If prompted, enter the PIN for your headset.
-

Disconnect a Bluetooth Headset

You should disconnect your Bluetooth headset before you use it with another device.


Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Bluetooth > Devices**.
 - Step 3** Select a Bluetooth headset.
 - Step 4** Press **Disconnect**.
-

Remove a Bluetooth Headset

Remove your Bluetooth headset if you aren't going to use it with your phone again.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Bluetooth > Devices**.
 - Step 3** Select a Bluetooth headset and press **Delete**.
-

Wireless Headsets

You can use most wireless headsets with your phone. For a list of supported headsets, see http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html.

Refer to your wireless headset documentation for information about connecting the headset and using its features.

Swap Headsets While on a Call

You can connect an analog headset, a Bluetooth headset, and a USB headset simultaneously to your phone. However, you can use only one headset at a time.

When you connect multiple headsets to the phone, you can switch among the headsets during a call by pressing the **Headset** key on the phone. Though the phone is connected to multiple devices, you see a specific headset is selected as the preferred audio device in the following priority order:

- When you connect a USB headset, a Bluetooth, and an analog headset to the phone, you can make your USB headset the preferred audio device.
- When you connect a Bluetooth and an analog headset to the phone, you can make your Bluetooth device the preferred audio device. The Bluetooth headset takes priority over wired headset, so audio is sent or received from Bluetooth headset and there will be no audio on wired headset.

- When you connect only an analog headset to the phone, you make your analog headset the preferred audio device.


Procedure

- Step 1** Before you make or answer a call, press **Headset**.
- Step 2** (Optional) If you place a call, dial the number.
-

Adjust Sidetone Gain

Sidetone is the amount of feedback you hear in your ear when you speak. You can adjust the sidetone gain level for the handset and the analog headsets, but not the headsets that use 3.5-mm jack or the USB ports.

Procedure


- Step 1** Press **Applications** .
- Step 2** Select **User preferences > Audio preferences > Sidetone gain**.
- Step 3** Choose the preferred sidetone gain level.
- **Off**—Turns off the sidetone
 - **Very low**—The minimum sidetone gain level
 - **Low**—The default sidetone gain level
 - **High**—The maximum sidetone gain level
- Step 4** Press **Save** to save the setting.
-

Adjust the Microphone Gain

You can adjust the microphone gain for the handset, handsfree, and the analog headsets, but not the headsets that use 3.5-mm jack or the USB ports. You make the gain louder or softer to get a good input level.

You can change the microphone gain while you are on a call. If you save the settings during the call, the change is immediate and is used on subsequent calls. If you don't save the settings during the call, the change is only used for the current call.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **User preferences > Audio preferences > Microphone gain**.
- Step 3** Press >> to make the gain level louder and press << to make it softer.

The available options are: Softest, Softer, Soft, Default, Loud, Louder, Loudest.

Note You can also set the microphone gain based on the device that you use most frequently. Use any of the methods:



- Preferred audio device: Set the preferred audio device to what you use most frequently. For example, if you use analog headset most frequently, then set your preferred device as Headset from the phone menu **User preferences > Audio preferences > Preferred audio device**. Then adjust the microphone gain of the analog headset, listen to the effect. Then save the one you like. If you use handset most frequently, pick up the handset, ensure you cancel the incoming call. Then adjust the microphone gain.
- Last used audio device: Set the preferred audio device to **None** from the phone menu **User preferences > Audio preferences > Preferred audio device**. Then toggle the audiopath once. For example, press the microphone of the handsfree on or off once. Then when you adjust the microphone gain, the microphone of the handsfree will be used for the gain adjustment.

Step 4 Press **Save** to save the setting.

Test the Microphone

You can test your phone microphone after you configure the microphone gain. This test allows you to evaluate if the microphone gain gives the expected result.

Procedure


- Step 1** Press **Applications** .
- Step 2** Select **User preferences > Audio preferences > Microphone test**.
- Step 3** Press **Record** to start recording.
- Step 4** Press **StopRec** when you finish recording.
The maximum time for a testing recording is 20 seconds.
- Step 5** Press **Playback** to listen to the recording.
- Step 6** (Optional) To retest the microphone, repeat step 3 through step 5.
- Step 7** Press  to exit.
-

Tune the Speaker

You can tune the speaker for the handset, handsfree, and the analog headsets, but not the headsets that use 3.5-mm jack or the USB ports.

You can tune the speaker while you are on a call. If you save the settings during the call, the change is immediate and is used on subsequent calls. If you don't save the settings during the call, the change is only used for the current call.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **User preferences > Audio preferences > Tune speaker**.
- Step 3** Press >> and << to tune the speaker.

The available options are: Warmest, Warmer, Warm, Default, Bright, Brighter, Brightest.

Note You can also set the microphone gain based on the device that you use most frequently. Use any of the methods:

- **Preferred audio device:** Set the preferred audio device to what you use most frequently. For example, if you use analog headset most frequently, then set your preferred device as Headset from the phone menu **User preferences > Audio preferences > Preferred audio device**. Then tune the speaker of the analog headset, listen to the effect. Then save the one you like. If you use headset most frequently, pick up the headset, ensure you cancel the incoming call. Then tune the speaker.
- **Last used audio device:** Set the preferred audio device to **None** from the phone menu **User preferences > Audio preferences > Preferred audio device**. Then toggle the audiopath once. For example, press the speaker of the handsfree on or off once. Then when you tune the speaker, the speaker of the handsfree will be used for tuning.


- Step 4** Press **Save** to save the setting.
-

Specify an Audio Device for a Call

You can connect an analog headset, a Bluetooth headset, and a USB headset simultaneously to your phone. However, you can use only one headset at time.

When you connect multiple headsets to the phone, you can choose the audio device to use for a call. Your choice applies when you place or answer a call with a line key or the corresponding softkey.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **User preferences > Audio preferences > Preferred audio device**.
- Step 3** Press **Select** to choose one of the options:
- **None**—Selects the last used audio device.
 - **Speaker**—Selects the speakerphone as the audio device.
 - **Headset**—Selects a headset as the audio device. A headset priority order is:
 - USB (highest)
 - Bluetooth (medium)
 - analog headset (lowest)

- **Bluetooth**—Selects Bluetooth as the audio device. The priority order is Bluetooth (highest), USB (medium), and analog headset (lowest).

Step 4 Press **Set** to save the selection.

Dynamically Select an Audio Path for a Call

You can connect an analog headset, a Bluetooth headset, and a USB headset simultaneously to your phone. However, only one of them can be used at a time.

When you connect multiple headsets to the phone, the audio path that is used during a call changes based on the audio devices that are connected.

Procedure

- Step 1** (Optional) While you are on a call with an analog headset and a Bluetooth headset connected to the phone, plug in a USB headset.
The call switches to the USB headset.
- Step 2** (Optional) While you are on a call with a USB headset connected to the phone, unplug the USB headset.
If a Bluetooth headset is connected the call switches to it, else the call switches to the speaker.
- Step 3** (Optional) While you are on a call with a Bluetooth headset connected to the phone, disconnect the Bluetooth headset (that is, move out of range or power off the headset).
If a USB headset is connected the call switches to it, else the call switches to an analog headset.
- Step 4** (Optional) While you are on a call with an analog headset and a USB headset connected to the phone, plug in a Bluetooth headset.
The call switches to the Bluetooth headset.
-

External Speakers and Microphone

External speakers and microphones are plug-and-play accessories. You can connect an external PC-type microphone and powered speakers (with amplifier) on the Cisco IP Phone by using the line in/out jacks. Connecting an external microphone disables the internal microphone and connecting an external speaker disables the internal phone speaker.



Note Using poor quality external audio devices, playing loudspeakers at very loud volumes, or placing the microphone very close to the loudspeaker may result in undesirable echo for other parties on your speakerphone calls.

Cisco IP Phone Key Expansion Module Setup Overview

Figure 10: Key Expansion Module with Single LCD Screen



Figure 11: Cisco IP Phone 8851/8861 Key Expansion Module with Dual Screen



Figure 12: Cisco IP Phone 8865 Key Expansion Module with Dual Screen



The Cisco IP Phone 8800 Key Expansion Module adds extra programmable buttons to the phone. The programmable buttons can be set up as phone speed-dial buttons, or phone feature buttons.

There are 3 expansion modules available:

- Cisco IP Phone 8800 Key Expansion Module—Single LCD screen module, 18 line keys, 2 pages, two-column display only.
- Cisco IP Phone 8851/8861 Key Expansion Module—Dual LCD screen module for audio phones, 14 line keys, 2 pages, one-column display only.
- Cisco IP Phone 8865 Key Expansion Module—Dual LCD screen module for video phones, 14 line keys, 2 pages, one-column display only.



Note The Cisco IP Phone 8851/8861 Key Expansion Module and the Cisco IP Phone 8865 Key Expansion Module require Firmware Release 11.2(3) or later.

You can use more than one expansion module per phone. But each module must be the same type. You cannot mix Cisco IP Phone 8800 Key Expansion Module with a Cisco IP Phone 8851/8861 Key Expansion Module or with a Cisco IP Phone 8865 Key Expansion Module. You cannot mix audio expansion modules with video

expansion modules. You also cannot use a video expansion module on an audio phone or an audio expansion module on a video phone.

The following table lists the phones and the number of key expansion modules that each model supports.

Table 12: Cisco IP Phones and Supported Cisco IP Phone 8800 Key Expansion Module

Cisco IP Phone Model	Supported Number of Key Expansion Modules and Buttons
Cisco IP Phone 8851	2; single LCD screen, 18 line keys, two pages, providing 72 buttons
Cisco IP Phone 8861	3; single LCD screen, 18 line keys, two pages, providing 108 buttons
Cisco IP Phone 8865	3; single LCD screen, 18 line keys, two pages, providing 108 buttons,

Table 13: Cisco IP Phones and Supported Cisco IP Phone 8851/8861 Key Expansion Module and Cisco IP Phone 8865 Key Expansion Module

Cisco IP Phone Model	Supported Numbers of Key Expansion Modules and Buttons
Cisco IP Phone 8851	2; dual LCD screen, 14 line keys, two pages, providing 56 buttons
Cisco IP Phone 8861	3; dual LCD screen, 14 line keys, two pages, providing 84 buttons
Cisco IP Phone 8865	3; dual LCD screen, 14 line keys, two pages, providing 84 buttons

Key Expansion Module Power Information

If you use a key expansion module with your IP phone, then Power over Ethernet (PoE) is enough to power your expansion modules. But, your phone must have an IP address in order to charge the expansion module.

A power cube is needed for smartphone or tablet charging when your key expansion module is attached.

A key expansion module uses 48V DC, 5W per module. If you are charging a smartphone or a tablet, note the following:

- Side USB: Up to 500mA/2.5W charging
- Back USB: Fast charging, Supports up to 2.1A/10.5W charging

Table 14: Power-Supply Compatibility for Cisco IP Phone 8800 Key Expansion Module

Configuration	802.3af Power over Ethernet (PoE)	802.3at PoE	Cisco IP Phone Power Cube 4
8851 with 1 key expansion module	Yes	Yes	Yes
8851 with 2 key expansion modules	No	No See the third note below	Yes

Configuration	802.3af Power over Ethernet (PoE)	802.3at PoE	Cisco IP Phone Power Cube 4
8861 with 1 key expansion module	No	Yes	Yes
8861 with 2 key expansion modules	No	Yes See the first note below	Yes
8861 with 3 key expansion modules	No	Yes See the first note below	Yes

**Note**

- The fast-charging feature on the back USB does not work when more than one key expansion module is attached to a Cisco IP Phone 8861 using 802.3at PoE.
- The fast-charging feature on the back USB doesn't work when more than one key expansion module is attached to a Cisco IP Phone 8861, unless Cisco Universal PoE (UPoE) is used.
- Cisco IP Phone 8851 with 2 key expansion modules works on 802.3at PoE only with v08 or later hardware. You can find the phone version information on the lower back of the phone as part of the TAN and PID label. Version information is also located on the individual phone packaging.

Table 15: Power-Supply Compatibility for Cisco IP Phone 8851/8861 Key Expansion Module and Cisco IP Phone 8865 Key Expansion Module

Configuration	802.3af Power over Ethernet (PoE)	802.3at PoE	Cisco IP Phone Power Cube 4
8851 with 1 key expansion module	Yes	Yes	Yes
8851 with 2 key expansion modules	No	Yes See the third note below	Yes
8861 and 8865 with 1 key expansion module	No	Yes	Yes
8861 and 8865 with 2 key expansion modules	No	Yes See the first note below	Yes
8861 and 8865 with 3 key expansion modules	No	Yes See the first note below	Yes

**Note**

- The fast-charging feature on the back USB does not work when more than one key expansion module is attached to a Cisco IP Phone 8861 and 8865 using 802.3at PoE.
- The fast-charging feature on the back USB doesn't work when more than one key expansion module is attached to a Cisco IP Phone 8861 and 8865, unless Cisco Universal PoE (UPoE) is used.
- Cisco IP Phone 8851 with 2 key expansion modules works on 802.3at PoE only with v08 or later hardware. You can find the phone version information on the lower back of the phone as part of the TAN and PID label. Version information is also located on the individual phone packaging.

Key Expansion Module Buttons and Hardware

Figure 13: Cisco IP Phone Key Expansion Module (Single LCD) Buttons and Hardware

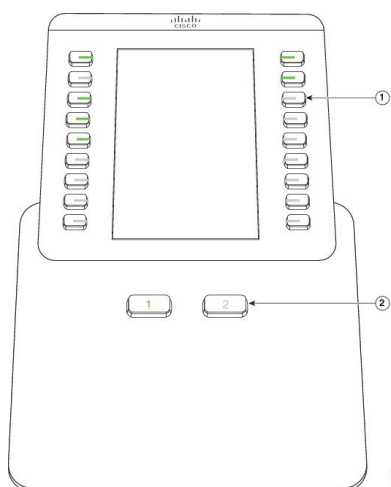
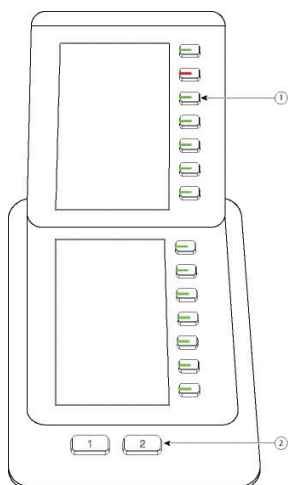









Figure 14: Cisco IP Phone Key Expansion Module (Dual LCD) Buttons and Hardware



The following table describes the features of the key expansion module.

Table 16: Key Expansion Modules Buttons and Hardware

	<p>LCD screen—Displays the phone number, speed-dial number (or name or other text label), phone service, or phone feature assigned to each button.</p> <p>Icons that indicate line status resemble (in both appearance and function) the icons on the phone to which the key expansion module is attached.</p>
1	<p>Lighted buttons—Line buttons. Each button or pair of buttons corresponds to one line. The lights beneath each button indicate the state of the corresponding line as follows:</p> <ul style="list-style-type: none"> •  light off—Button is not configured. •  green steady LED—Line is configured correctly is in idle state. •  red steady LED—Line in use and have an active call on it. •  amber steady/blinking LED—A configuration error occurred when this feature was being set up.
2	<p>Shift buttons—2 buttons. The button for page 1 is labeled as 1 and the button for page 2 is labeled as 2. The lights in each button indicate the state of the page as follows:</p> <ul style="list-style-type: none"> •  green steady LED—Page is in view. •  light off—Page is not in view. •  amber steady LED—Page is not in view with one or more alerting calls on the page.

Column Modes

If you are using the Cisco IP Phone 8800 Key Expansion Module, two-column mode is the default on the Cisco IP Phone 8800 Key Expansion Module.

The Cisco IP Phone 8851/8861 Key Expansion Module and the Cisco IP Phone 8865 Key Expansion Module only support one-column mode and these key expansion modules do not support two-column mode.

One-Column Mode

One-column mode in Cisco IP Phone 8851/8861 Key Expansion Module and Cisco IP Phone 8865 Key Expansion Module—Each button on the right of the screen is assigned to a speed-dial number (or name or other text label), phone service, or phone feature. In this configuration, the key expansion module displays up to 14 items on page 1, and up to 14 items on page 2.

Allocate a Key Expansion Module Type with the Phone Menu

Figure 15: Cisco IP Phone 8851/8861 Key Expansion Module



Figure 16: Cisco IP Phone 8865 Key Expansion Module

**Two--Column Mode**

If you are using Cisco IP Phone 8800 Key Expansion Module single-LCD screen expansion module, you can set up the module in two-column mode.


In two-column mode, each button on the left and right of the screen is assigned to a speed-dial number (or name or other text label), phone service, or phone feature. In this configuration, the key expansion module displays up to 18 items on page 1, and up to 18 items on page 2

Figure 17: Cisco IP Phone 8800 Key Expansion Module

**Allocate a Key Expansion Module Type with the Phone Menu**

You can assign the type of key expansion module that the phone supports.


Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **User preferences > Attendant console preferences > KEM type**.
 - Step 3** Select the key expansion module type.
 - Step 4** Press **Save**.
-

Adjust the Screen Brightness

You can change the brightness of the key expansion module screen to make it easier to read.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **User preferences > Attendant console preferences**.
 - Step 3** Enter a number between 4-15.
 - Step 4** Press **Set**.
-

Modify a Speed Dial on a Key Expansion Module

If one of the line keys on the key expansion module is configured as a speed dial, you can press the line key to change the speed-dial number. You can also verify this change by checking the **Unit** field on the phone web page. When the line keys on the key expansion module are configured as a blf, blf+call pickup, blf+call park, or call park, you cannot change the speed-dial number when you press the line key.

Procedure

- Step 1** Press a key expansion module speed-dial key for at least 2 seconds.
 - Step 2** In the **Define Speed Dial** window, add the speed-dial name and phone number to call when you press the key expansion module speed-dial key.
 - Step 3** Press **Save**.
-

View the UDI Information of the Key Expansion Module

You can view the Unique Device Identifier (UDI) information of the key expansion module. The UDI information includes:

- Product name (PID)

- Product Version ID (VID)
- Serial number (SN)

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Status > Accessories > Attendant console unit n**.
-

Add Features or Menu Shortcuts to Key Expansion Module Line Keys

After you configure a line key on the key expansion module with a menu shortcut or a feature, you can press the configured line key to open the menu or access the feature.

Before you begin

Your administrator must enable this feature on your phone.

Procedure

- Step 1** Press and hold a line key for two seconds. The available feature list is displayed.
- Step 2** Do the following actions as you need:
- Select a feature from the list to add it to the line key.
 - Select a menu item from the menu shortcut list to add it to the line key.
- Step 3** Press **Set**.
-

Remove Features or Menu Shortcuts from Key Expansion Module Line Keys

Procedure

- Step 1** Press and hold the line key on the key expansion module for two seconds. The feature list is displayed.
- Step 2** Select **None** from the list and press **Set**.
-



CHAPTER 8

Product Safety and Security

- [Safety and Performance Information, on page 165](#)
- [Compliance Statements, on page 167](#)
- [Cisco Product Security Overview, on page 173](#)
- [Cisco Circular Economy, on page 173](#)
- [Important Online Information, on page 173](#)

Safety and Performance Information

Power Outage

Your access to emergency service through the phone requires that the phone receive power. If a power interruption occurs, service or emergency calling service dialing does not function until power is restored. If a power failure or disruption occurs, you may need to reset or reconfigure the equipment before you can use service or emergency calling service dialing.

Regulatory Domains

The radio frequency (RF) for this phone is configured for a specific regulatory domain. If you use this phone outside of the specific regulatory domain, the phone will not function properly, and you might violate local regulations.

Health-Care Environments

This product is not a medical device and uses an unlicensed frequency band that is susceptible to interference from other devices or equipment.

External Devices

We recommend that you use good-quality external devices that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals. External devices include headsets, cables, and connectors.

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, we recommend 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.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of external devices, cables, and connectors.

**Caution**

In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

Bluetooth Wireless Headset Performance


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 of potential interference issues, we recommend that you move 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects away from the wireless headset.

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

Ways to Provide Power to Your Phone

You can provide power to your phone in one of these ways:

- Use the power adapter that comes with your phone.
- If your network supports Power over Ethernet (PoE), you can plug your phone into the network. Plug an Ethernet cable into the Ethernet phone port  and into the network.

If you are not sure whether your network supports PoE, check with your administrator.

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone audio 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

UL Warning

The LAN/Ethernet cable or other cables attached to the device should not be extended outside of the building.

EnergyStar



The following phones have EnergyStar certification:

- Cisco IP Phone 8811
- Cisco IP Phone 8841
- Cisco IP Phone 8851
- Cisco IP Phone 8851NR

Any phone model that isn't listed in the above list isn't certified.

Product Label

The product label is located on the bottom of the device.

Compliance Statements

Compliance Statements for the European Union

CE Marking

The following CE mark is affixed to the equipment and packaging.



RF Exposure Statement for the European Union

This device has been evaluated and found compliant in accordance with EU EMF Directive 2014/53/EU.

Compliance Statements for the USA

Part 15 Radio Device



Caution

The Part 15 radio device operates on a non-interference basis with other devices operating at this frequency. Any changes or modification to said product not expressly approved by Cisco, including the use of non-Cisco antennas, could void the user's authority to operate this device.

Compliance Statements for Canada

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. Privacy of communications may not be ensured when using this phone.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Avis de Conformité Canadien

Cet appareil est conforme aux normes RSS exemptes de licence RSS d'Industry Canada. Le fonctionnement de cet appareil est soumis à deux conditions : (1) ce périphérique ne doit pas causer d'interférence et (2) ce périphérique doit supporter les interférences, y compris celles susceptibles d'entraîner un fonctionnement non souhaitable de l'appareil. La protection des communications ne peut pas être assurée lors de l'utilisation de ce téléphone.

Le présent produit est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada.

Canadian RF Exposure Statement

THIS DEVICE MEETS THE LIMITS AS REFERENCED BY ISED RSS-102 R5 FOR EXPOSURE TO RADIO WAVES

Your device includes a radio transmitter and receiver. It is designed not to exceed the General populace (uncontrolled) limits for exposure to radio waves (radio frequency electromagnetic fields) as referenced in RSS-102 which references Health Canada Safety Code 6 and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

As such the systems are designed to be operated as to avoid contact with the antennas by the end user. It is recommended to set the system in a location where the antennas can remain at least a minimum distance as specified from the user in accordance to the regulatory guidelines which are designed to reduce the overall exposure of the user or operator.

The device has been tested and found compliant with the applicable regulations as part of the radio certification process.

Déclaration d'Exposition aux RF Canadienne

CE PÉRIPHÉRIQUE RESPECTE LES LIMITES DÉCRITES PAR LA NORME RSS-102 R5 D'EXPOSITION À DES ONDES RADIO

Votre appareil comprend un émetteur et un récepteur radio. Il est conçu pour ne pas dépasser les limites applicables à la population générale (ne faisant pas l'objet de contrôles périodiques) d'exposition à des ondes radio (champs électromagnétiques de fréquences radio) comme indiqué dans la norme RSS-102 qui sert de référence au règlement de sécurité n°6 sur l'état de santé du Canada et inclut une marge de sécurité importantes conçue pour garantir la sécurité de toutes les personnes, quels que soient leur âge et état de santé.

En tant que tels, les systèmes sont conçus pour être utilisés en évitant le contact avec les antennes par l'utilisateur final. Il est recommandé de positionner le système à un endroit où les antennes peuvent demeurer à au moins une distance minimum préconisée de l'utilisateur, conformément aux instructions des réglementations qui sont conçues pour réduire l'exposition globale de l'utilisateur ou de l'opérateur.

Le périphérique a été testé et déclaré conforme aux réglementations applicables dans le cadre du processus de certification radio.

Canadian High-Power Radars Statement

Users should also be advised that high-power radars are allocated as primary users (that is, priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Devraient également être informés des utilisateurs que les radars à haute puissance sont désignés comme utilisateurs principaux (à savoir des utilisateurs prioritaires) des bandes 5250-5350 MHz et 5650 à 5.850 MHz et que ces radars pourraient provoquer des interférences et / ou endommager les périphériques LE-LAN.

Compliance Statements for New Zealand

Permit to Connect (PTC) General Warning

The grant of a Telepermit for any item of terminal equipment indicates only that Spark NZ has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Spark NZ, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Spark NZ network services.

Compliance Statements for Taiwan

DGT Warning Statement

避免電波干擾，本器材禁止於室外使用5.25-5.35 兆赫頻帶

低功率電波輻射性電機管理辦法

- 第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。
- 第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。
- 前項合法通信，指依電信法規定作業之無線電信。
- 低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

低功率射頻電機技術規範

- 4.7 無線資訊傳輸設備
- 4.7.5 在5.25-5.35兆赫頻帶內操作之無線資訊傳輸設備，限於室內使用。
- 4.7.6 無線資訊傳輸設備須忍受合法通信之干擾且不得干擾合法通信；如造成干擾，應立即停用，俟無干擾之虞，始得繼續使用。
- 4.7.7 無線資訊傳輸設備的製造廠商應確保頻率穩定性，如依製造廠商使用手冊上所述正常操作，發射的信號應維持於操作頻帶中。

197048

Low Power and Visual Warning Notices

視力保護警語：使用過度恐傷害視力

低功率射頻電機警語：

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性之功能。

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

4.7.9.1 應避免影響附近雷達系統之操作。

4.7.9.2 高增益指向性天線只得應用於固定式點對點系統。

Compliance Statement for Argentina

Advertencia

No utilizar una fuente de alimentación con características distintas a las expresadas ya que podría ser peligroso.

Compliance Information for Brazil

Art. 6º - 506

This equipment is a secondary type device, that is, it is not protected against harmful interference, even if the interference is caused by a device of the same type, and it also cannot cause any interference to primary type devices.

For more information, go to this URL: <http://www.anatel.gov.br>

Este equipamento opera em caráter secundário, isto é, não tem direito a proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

Site Anatel: <http://www.anatel.gov.br>

Model	Certificate Number
8811	3965-14-1086
8841	3965-14-1086
8845	4243-15-9863
8851	3965-14-1086
8851NR	3965-14-1086
8861	0463-15-1086
8865	06125-16-01086
8865NR	06125-16-01086

Compliance Statement for Singapore

**Complies with
IMDA Standards
DB101992**

Compliance Information for Japan

VCCI Compliance for Class B Equipment



FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:

FCC Part 15.19 Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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 U.S. and local country laws that govern 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 can be found at <https://www.bis.doc.gov/policiesandregulations/ear/index.htm>.

Cisco Circular Economy

Cisco has adopted circular design principles in its products by pioneering the use of post-consumer recycled plastic. The models listed below now reduce the use of natural resources while closing the loop with its own electronic waste.

- Cisco IP Phone 8811
- Cisco IP Phone 8841
- Cisco IP Phone 8851 and Cisco IP Phone 8851NR
- Cisco IP Phone 8861

Visit Cisco's Circular Economy website to learn more about what this means:

- Web site URL: <https://www.cisco.com/c/en/us/about/circular-economy.html>



- Web site QR code:



Important Online Information

End User License Agreement

The End User License Agreement (EULA) is located here: <https://www.cisco.com/go/eula>

Regulatory Compliance and Safety Information

Regulatory Compliance and Safety Information (RCSI) is located here:

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/8800-series/regulatory_compliance/RCSI-0313-book.pdf