Cisco Unified IP Phone 8941 and 8945 User Guide for Cisco Unified Communications Manager 10.0 (SCCP and SIP)

First Published: January 09, 2014

Last Modified: March 14, 2014

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CHAPTER **1**

Getting Started

Accessibility Features

The Cisco Unified IP Phones 8941 and 8945 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 Accessibility Features for the Cisco Unified IP Phone 8941 and 8945.

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

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

Cisco Unified IP Phone 8941

The Cisco Unified IP Phone 8941 provides these features:

- Phone connections
- Footstand
- Buttons and hardware
- Phone screen

• Power-save mode

• Handset rest

Phone Connections

Use the following figure to help you connect your phone to the corporate IP telephony network.
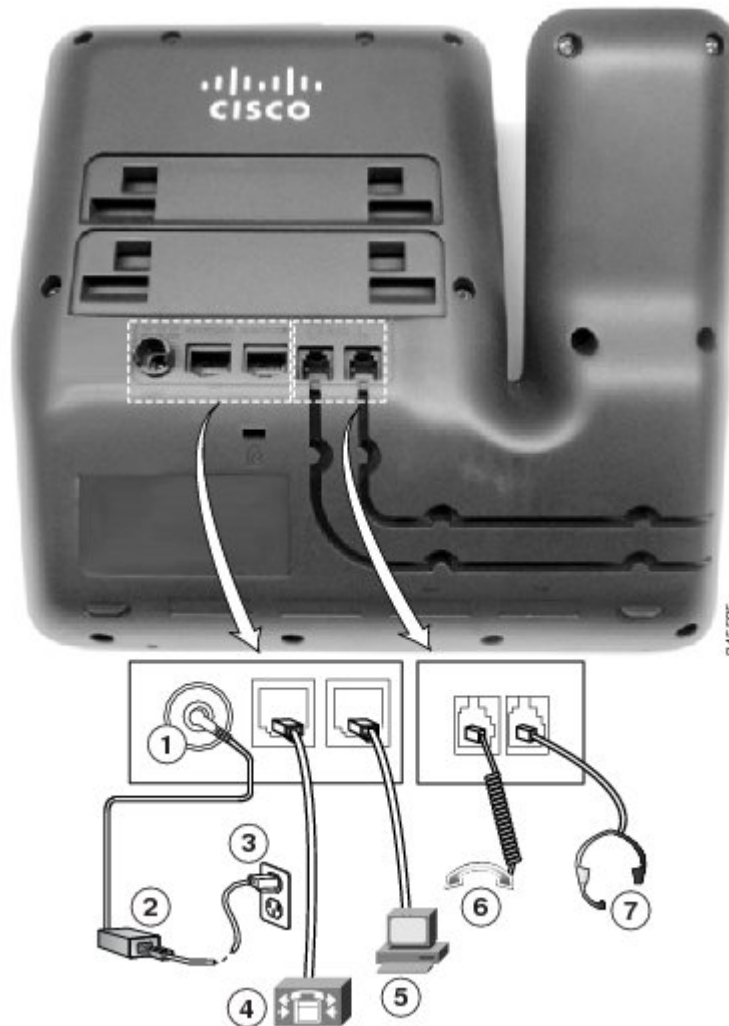
1	DC adapter port (DC48V)	5	Computer port (10/100 PC) connection
2	AC-to-DC power supply (optional)	6	Handset connection
3	AC power wall plug (optional)	7	Analog headset connection (headset optional)
4	Network port (10/100 SW) with IEEE 802.3af and 802.3at power enabled		

Cisco Unified IP Phone 8945

The Cisco Unified IP Phone 8945 provides these features:

- Phone connections
- Bluetooth
- Footstand
- Buttons and hardware
- Phone screen
- Power-save mode
- Handset rest

Phone Connections

Use the following figure to help you connect your phone to the corporate IP telephony network.
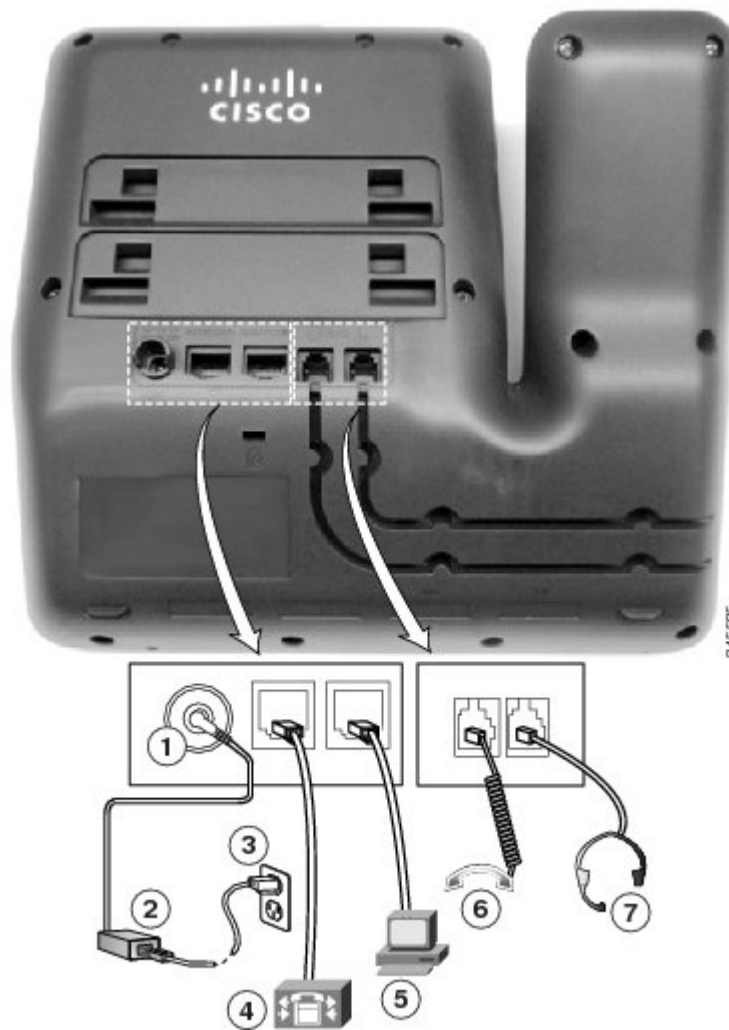
1	DC adapter port (DC48V)	5	Computer port (10/100/1000 PC) connection
2	AC-to-DC power supply (optional)	6	Handset connection
3	AC power wall plug (optional)	7	Analog headset connection (headset optional)
4	Network port (10/100/1000 SW) with IEEE 802.3af and 802.3at power enabled		

Bluetooth

Your phone supports Bluetooth Class 2 technology so you can use a Bluetooth headset. You can add and pair up to five Bluetooth headsets to your phone, but the last Bluetooth headset connected becomes the default for use with the phone.

Buttons and Hardware

Your phone provides quick access to your phone lines, features, and call sessions. The Programmable Feature buttons (left side) are used to view calls on a line or access features such as Speed Dial or All Calls. These buttons are also called Line buttons.

1	Phone screen	Shows information about your phone, including directory number, call information (for example, caller ID, icons for an active call or call on hold) and available softkeys.
2	Video Camera	Connects to your Cisco Unified IP Phone and allows you to make a point-to-point video call with another Cisco Unified IP Phone.
3	Lens Cover button	Integrated lens cover protects the camera lens.
4	Softkey buttons	Allows you to access the softkey options (for the selected call or menu item) that displays on your phone screen.

5	Navigation pad and Select button	The two-way Navigation pad allows you to scroll through menus, highlight items, and move within a text input field.
		The Select button (center of the Navigation pad) allows you to select a highlighted item as well as wake up the phone from deep-sleep mode.
		The Select button is lit (white) when the phone is in power-save mode.
6	Conference button	Creates a conference call.
7	Hold button	Places an active call on hold and toggles between an active and on-hold call.
8	Transfer button	Transfers a call.
9	Redial button	Redials a call.
10	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items (by entering the item number).
11	Speakerphone button	Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green.
		The speakerphone audio path does not change until a new default audio path is selected (for example, by picking up the handset).
		If external speakers are connected, the Speakerphone button selects them as the default audio path.
12	Video Mute button	Mutes the video from the phone screen during a video call. When Video Mute is on, the Video Mute button is lit red.

13	Mute button	Toggles the microphone on or off during a call. When the microphone is muted, the button is lit red.
14	Headset button	Selects the headset as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green. A headset icon in the phone screen header line indicates that the headset is the default audio path. This audio path does not change until a new default audio path is selected (for example, by picking up the handset).
15	Volume button	Controls the handset, headset, and speakerphone volume (off hook) and controls the ringer volume (on hook). Silences the ringer on the phone if an incoming call is ringing. Your administrator sets a minimum ringer volume level ranging from 0 to 14. The default level is 0 (silent). You can only adjust the ringer volume to a level greater than the configured minimum ring volume value.
16	Messages button	Autodials voicemail system (varies by system).
17	Applications button	Opens/closes the Applications menu. Depending on how the phone is set up, use this button to access applications such as Call History, Preferences, and Phone Information.
18	Contacts button	Opens/closes the Contacts menu. Depending on how the phone is set up, use this button to access Personal Directory, Corporate Directory, or Call History. Use this button to exit from a feature and return to your home screen.
19	Phone Speaker	Speaker for the phone.

20	Programmable feature buttons (also called Line buttons)	Each corresponds with a phone line, Speed Dial, and calling feature.
		Pressing a button for a phone line displays the active calls for that line.
		If you have multiple lines, you may have an All Calls button that displays a consolidated list of all calls from all lines (oldest at the top). Cisco recommends that you keep your phone in the All Calls view.
		Color LEDs indicate the line state:
		• Amber ⬤ Ringing call on this line
		• Green ⬤ Active or held call on this line
		• Red ⬤ Shared line in-use remotely
		The positions of the feature buttons can be reversed on phones that use a locale with a right-to-left reading orientation, such as Hebrew and Arabic.
21	Handset rest	Provides a rest for the phone handset.
		When the phone is ringing with an incoming call, the LED in the handset rest flashes red. If there is a new voice message, the LED is lit red.

Phone with Single Line

1	Line label	Displays the line phone information.
2	Header	Displays the date, time, and information (such as phone number) about the selected line.
3	Primary line details and other phone information	Displays information (such as phone number and duration) about a connected call on the line. The timer counts the call duration in minutes and seconds (MM:SS) until the call exceeds 60 minutes. The timer then counts hours and minutes (HH:MM).
4	Softkeys	Softkey options for the selected (highlighted) call only. If you select a different call (by pressing a feature button or the Navigation pad, or by answering a ringing call), the softkey options may change.

Phone with Multiple Lines

If you have multiple lines, it is recommended that you use the All Calls button to view all calls on all lines.

If you handle many calls at one time, it is recommended that you use the Answer button to answer the oldest incoming call without having to scroll down the call list and select the call.

For more information, contact your system administrator.
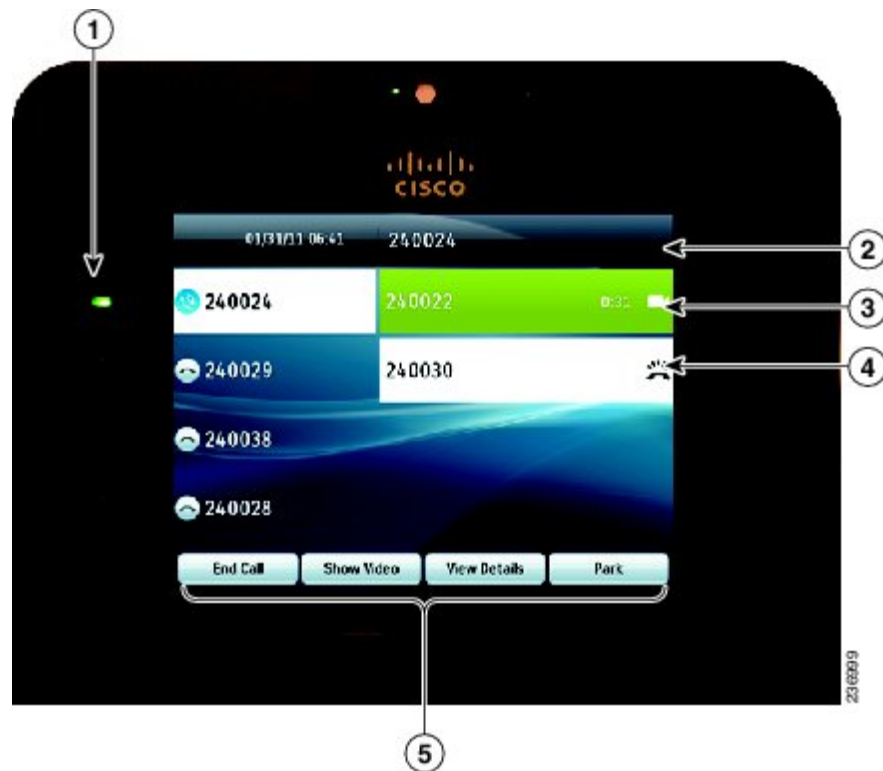
1	Primary line label	Displays information about the primary phone line. Look for the blue icon on the line label to see which line is selected. In this case, the primary line is selected, and the displayed information is for the primary line only.
2	Header	Displays the date, time, and information (such as phone number) about the selected line.
3	Primary line details and other phone information	Displays information (such as call status and duration) about a connected call associated with the selected line.
4	Secondary line details and other phone information.	Displays information (such as call status and duration) about a connected call associated with the selected line.
5	Softkeys	Softkey options for the selected call only. If you select a different call (by pressing a feature button or the Navigation pad, or by answering a ringing call), the softkey options may change.

Power Save

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

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

Additional Information

- You can access the Cisco website at this URL:

  http://www.cisco.com/

- Cisco Unified IP Phone 8941 and 8945 quick start guides and end-user guides:

  http://www.cisco.com/en/US/products/ps10451/products_user_guide_list.html

- Licensing information:

  http://www.cisco.com/en/US/products/ps10451/products_user_guide_list.html

- Cisco international websites:

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

Phone Setup

Connect Footstand

If your phone is placed on a table or desk, connect the footstand to the back of the phone.
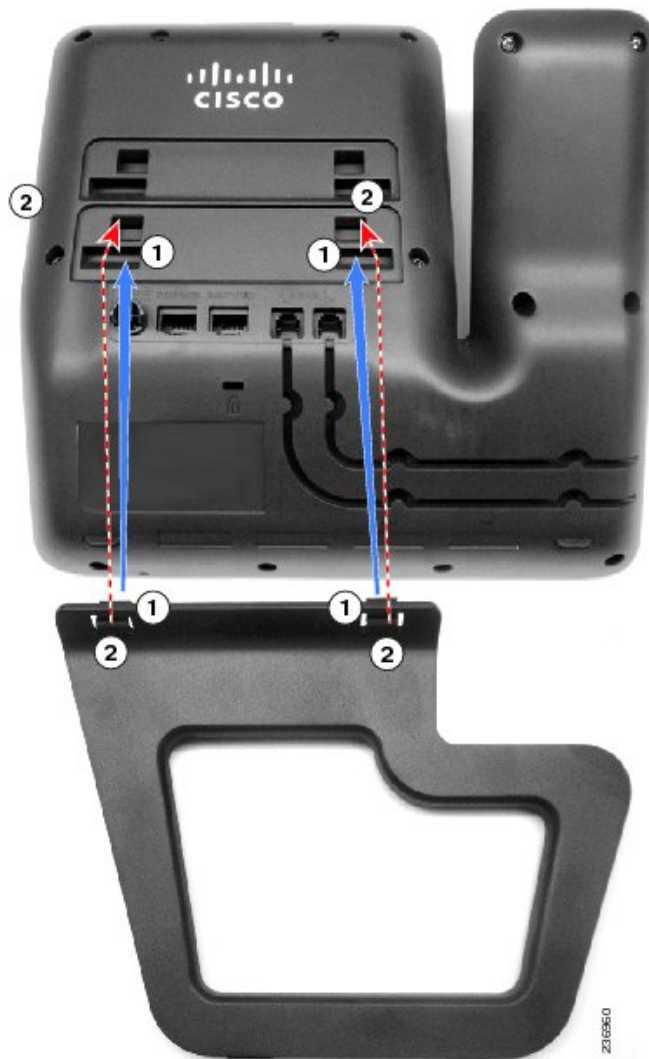
Procedure

Step 1	Insert the curved connectors into the lower slots.
Step 2	Lift the footstand until the connectors snap into the upper slots.
	Note Connecting and disconnecting the footstand may require a little more force than you expect.

Adjust Handset Rest

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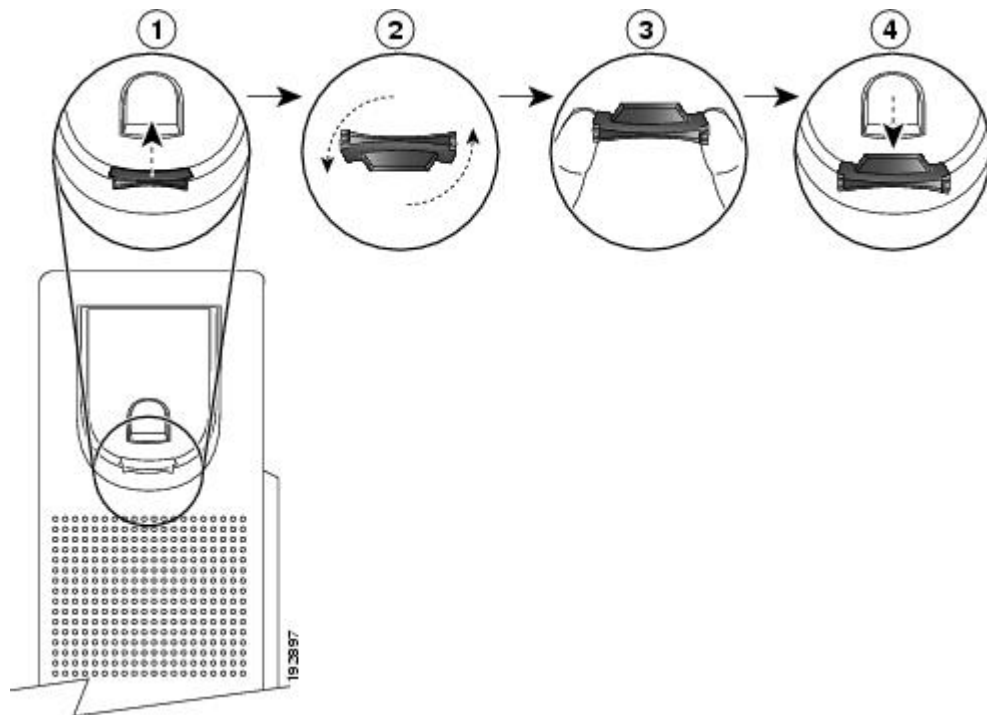
Procedure

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

Step 2 Rotate the tab 180 degrees.

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

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

Step 5 Return the handset to the handset rest.

Basic Operations

Make Calls

Here are some easy ways to place a call on your Cisco Unified IP Phone.

- You can dial on-hook, without a dial tone (predial). To predial, enter a number, then go off-hook by lifting the handset, or pressing Dial, , or .
- Press Turn On to enable the Enable Video On/Off feature, or press Return to return to the Setup screen.

Note

- If parties on a call hear a beep tone, the call may be monitored or recorded. For more information, contact your system administrator.
- Your phone may be set up for international call logging, which is indicated by a "+" symbol on the call history, redial, or call directory entries. For more information, contact your system administrator.

Dial Number On-Hook

On-hook dialing allows you to enter a phone number before getting a dial tone and lift the handset to complete the call.

Your system administrator can enable your phone to check your Call History records and display the closest matches while you are entering the number. For example, if your Call History has the entry 987-6543, this entry displays as you enter the digits 987. When the desired number displays, you can select it to place the call to that number.

Procedure

Step 1 Enter or speed-dial a phone number.
The On-Hook Dialing screen displays.

Step 2 Press **Call**. If you are specifying an Abbreviated Dial, enter the abbreviated number and then press **Speed Dial**.

Step 3 Lift the handset, or press **Speakerphone** or **Headset**.

Step 4 If you hear a tone and see the message `Enter Authorization Code`, enter the Forced Authorization Code (FAC) given to you by your system administrator.

Step 5 If you hear a tone and see the message `Enter Client Matter Code`, enter the Client Matter Code (CMC) given to you by your system administrator.
If authorized by the system, the call proceeds.

Dial Number On-Hook with Call Log Filtering

Procedure

Step 1 With the phone on-hook, start to enter a phone number.
As you enter numbers, the phone searches the call history records and finds the records that match the digits entered.

Step 2 If there are matching records, use the Navigation pad and Select button to select the number or continuing entering the digits of the phone number.

Step 3 Select **Call.**
The phone places a call to the selected number.

Dial International Number

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

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

Procedure

Step 1 Press and hold star (*) for at least 1 second.
The plus (+) sign displays as the first digit in the phone number. The corresponding tone stops to indicate that the * has changed to a + sign.

Step 2 Dial the number.

Redial Number

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

Procedure

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

Answer Calls

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

Your system administrator sets up the Answer button depending on your call-handling needs and work environment. This feature is typically set up for users who have multiple lines.

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

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

For more information, contact your system administrator.

Answer Oldest Call First

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

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

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

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

Procedure

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

Automatically Answer Calls

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

Procedure

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

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

- Ensure that your headset is connected to the phone.

- Ensure that the headset button 🎧 is illuminated.

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

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

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

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

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

- Ensure that the headset button 🎧 is not illuminated.

- Leave the handset in the cradle.

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

b) If you do not want calls to answer automatically on your speakerphone, press the headset button 🎧 to make and answer calls using a headset or the handset.

Answer Call Using PickUp

Call PickUp allows you to answer a call ringing on a coworker's phone by redirecting the call to your phone.

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

There are three ways you can pick up a call:

- PickUp: Allows you to answer a call ringing on another phone within your call pickup group.

  If multiple calls are available for pick up, your phone picks up the oldest call first (the call that has been ringing for the longest time).

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

    - Using a group pickup number (provided by your system administrator).

    - Dialing the number of the ringing phone.

- Other PickUp: Allows you to answer a call ringing on another phone within in your call pickup group or in an associated call pickup group.

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

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

Procedure

Step 1 Perform one of the following actions:

- Press **PickUp** to transfer a ringing call within your pickup group to your phone.

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

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

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

Answer Call Using Group PickUp and Group PickUp Number

Procedure

Step 1   Perform one of the following actions:

- Press **Group PickUp** to answer a call on a phone outside your pickup group.

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

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

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

Answer Call Using Group PickUp and Phone Number

Procedure

Step 1   Perform one of the following actions:

- Press **Group PickUp**.

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

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

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

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

Answer Call Using Other PickUp

Procedure

Step 1   Press **OPickUp** to answer a call in your pickup group or in an associated group to your phone.
If your phone supports autopickup, you are now connected to the call.

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

Respond to Call Waiting Notification

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

- Call Waiting tone (single beep)

- An amber flashing line button

This feature is configured by the administrator.

Procedure

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

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

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

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

Manage Calls

Divert Call

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

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

Procedure

Step 1 To redirect an incoming (ringing) call while on another call, use the Navigation pad to highlight the incoming call, then press **Divert**. Otherwise, press **Divert** to redirect the current, active call.

Step 2 To redirect an incoming call while not on a call, press **Divert**.

Step 3 To redirect a held call, first resume the call and then press **Divert**.

Transfer Call to Another Number

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

- You can redirect a single call to another number that you specify.

- You can also connect two calls on one line or two different lines to each other (without remaining on the line yourself).

Before completing a transfer procedure, you can press **Release** or **Cancel** to cancel the transfer or you can press **Swap** to toggle between calls, which allows you to speak privately with each party.

Procedure

Step 1 Start with an active call (not on hold).

Step 2 Press **Transfer** and do one of the following to enter the transfer recipient's phone number:

- Press the pulsing green session button of a held call (right side).

- Enter the transfer recipient's phone number.

- Scroll to a Call History record and press **Call**.

- Press a speed-dial button.

- Press **Speed Dial**, enter a speed-dial number or highlight the number you want to call, and press **Speed Dial** again.

- Press **Active Calls** and select a held call. The transfer completes immediately.

Step 3 Press **Transfer** or **Trnsfer**.
You do not need to wait for the recipient to answer to complete the transfer.

Swap Between Calls

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

- You can redirect a single call to another number that you specify.

- You can also connect two calls on one line or two different lines to each other (without remaining on the line yourself).

Before completing a transfer procedure, you can press **Release** or **Cancel** to cancel the transfer or you can press **Swap** to toggle between calls, which allows you to speak privately with each party.

Procedure

Step 1 While on a call, connect to the transfer recipient.

Step 2 To return to the original call, press **Swap**.
You can consult privately with each person before you complete the transfer.

Mute Phone

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

Procedure

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

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

Mute Video

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

Procedure

Step 1 Press **Mute Video**.

Step 2 Press **Unmute Video** to unmute the video.

Monitor and Record Calls

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

Procedure

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

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

Save Volume

Your system administrator can set up your phone to automatically save the call volume, or allow you to save the volume.

Procedure

	Command or Action	**Purpose**
Step 1	While on a call, adjust the volume using the Volume Button.	
Step 2	If the Save Volume window appears, select **Save** or **No**.	

Call Forward

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

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

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

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

When forwarding calls from your phone:

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

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

- Your system administrator can set up other call-forward options that do the following:

  ◦ Allow calls placed from the call forward target number to your phone to ring through, rather than be forwarded.

  ◦ Prevent you from creating a call-forward loop or exceeding the maximum number of links in a call forwarding chain.

Forward All Calls

Procedure

Step 1 On any idle line from which you want to forward your calls, press **Forward All**.

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

Step 3 To verify that your calls are forwarded, look for:

- A Forward All icon in the line label.

- The forwarding information in the header.

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

Hold Call

Hold allows you to put an active call into a held state. Your phone allows one active call at a time; other calls are put on hold.

Hold works with your phone handset as well as with USB headsets

Procedure

Step 1 To put a call on hold, press the **Hold** button .

The Hold icon displays and the line button pulses green.

Step 2 To resume the highlighted call, do one of these:

- Press **Hold** again.

- Press the pulsing green line button.

- Press the **Resume** softkey.

- Press the Select button in the Navigation pad.

Swap Between Held and Active Calls

Use the session buttons to swap between holding and connected calls.

Procedure

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

Put Call on Hold by Answering New Call

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

Procedure

Answer the new call with one of the following methods:

- Press the Session button.
- Navigate to the new call using the Navigation pad and either press **Answer** or **Select**.

Respond to Hold Reversion Notification

Hold Reversion notifies you when a call is left on hold.

A Hold Reversion notification is similar to a new call notification and includes these cues:

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

Procedure

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

Determine if Shared Line Is On Hold

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

Remote Hold

When you place a call on hold while using a shared line, the line button pulses green and the phone displays

the Hold icon. When another phone places a call on hold, the line button pulses red and the phone displays the Remote Hold icon.

Set Up Call Back Notification

Call Back allows you to receive an audio and a visual notification on your phone when a busy or unavailable party becomes available.

Callback may appear on your phone as a feature button or a softkey. For more information, contact your system administrator.

Procedure

Step 1 Press **Callback** while listening to the busy tone or ring sound.
A confirmation screen displays on the phone.

Step 2 Press **Exit** to exit the confirmation screen.
Your phone alerts you when the line is free.

Step 3 Press **Dial** to place the call again.

Call Park

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

There are two ways you can park a call:

Park

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

Directed Call Park

Allows you to park and retrieve an active call in two different ways:

- Assisted Directed Call Park: Allows you to park an active call using a feature button, which your system administrator sets up as a speed-dial line.

  With this type of directed call, you can monitor the status of the line (in-use, idle, or Do Not Disturb) using Line Status indicators.

- Manual Directed Call Park: Allows you to park an active call by transferring it to a Directed Call number, which your system administrator sets up.

  You retrieve the call at another phone by dialing a park retrieval prefix number (provided by your system administrator) and then dialing the Directed Call number you used to park the call.

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

Related Topics

Park and Retrieve Call Using Call Park

Procedure

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

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

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

- Press **Answer** to answer the call on your phone.

- Retrieve the call from another phone.

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

Park Call Using Assisted Directed Call Park

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

Procedure

Step 1	During a call, press **Directed Call Park** on a line that displays an idle Line Status indicator.
Step 2	Retrieve the call from any other Cisco IP Phone in your network as follows:

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

Step 3	If you do not retrieve the call within the time that your system administrator has set, you receive an alert tone. At that time, you can:

- Press **Resume** to resume the call on your phone.

- Retrieve the call from another phone.

Park Call Using Manual Directed Call Park

Procedure

Step 1	During a call, press **Transfer** ⬚.
Step 2	Enter the Directed Call number where you will park the call.
Step 3	Press **Transfer** again to finish parking the call and then hang up.
Step 4	Retrieve the call from any other Cisco IP Phone in your network as follows:

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

Step 5	If you do not retrieve the call within the time that your system administrator has set, you receive an alert tone. At that time, you can:

- Press **Resume** to resume the call on your phone.

- Retrieve the call from another phone.

Manage Intercom Calls

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

When you place an intercom call, the recipient's phone autoanswers with mute activated (whisper mode) and broadcasts your message through the recipient's speakerphone, headset, or handset, if one of these devices is active.

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

Place Dedicated Intercom Call

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

When you place an intercom call, the recipient phone autoanswers with mute activated (whisper mode) and broadcasts your message through the recipient's speakerphone, headset, or handset, if one of these devices is active.

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

Procedure

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

Step 2   Listen for the intercom alert tone, then begin speaking.

Step 3   Press **Intercom** to end the call.

Place Dialable Intercom Call

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

When you place an intercom call, the recipient's phone autoanswers with mute activated (whisper mode) and broadcasts your message through the recipient's speakerphone, headset, or handset, if one of these devices is active.

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

Procedure

Step 1   Press **Intercom**.

Step 2   Enter the intercom code.
   Note   Your phone enters whisper mode until the recipient accepts the intercom call. If you are on an active call, that call is placed on hold.

Step 3   Listen for the intercom alert tone, then begin speaking.

Step 4   Press **Intercom** to end the call.

Receive Intercom Call

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

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

Procedure

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

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

- Press **Intercom** to switch to connected mode. In connected mode, you can speak to the intercom caller.

Step 2 Press **Intercom** to end the call.

View Phone Information

The Phone Information window displays the following information about your phone:

- Model Number
- IP Address (some phones display IPv4 Address and IPv6 Address)
- MAC Address
- Active Load
- Last Upgrade
- Active Server
- Stand-by Server

Procedure

Step 1 Press **Applications** .

Step 2 Use the Navigation pad and Select button to scroll and select **Phone Information**.

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

Sign In to Cisco Unified Communications Self Care Portal

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

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

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

For assistance in using the portal, see the *Cisco Unified Communications Self Care Portal User Guide*, located at http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_list.html.

Procedure

Step 1   Obtain the portal URL, user ID, and default password from your system administrator.
Typically, the portal URL is http://<ip_address or hostname>/ucmuser.

Step 2   Open a web browser on your computer and enter the URL.

Step 3   If prompted to accept security settings, select **Yes** or **Install Certificate**.

Step 4   Enter your user ID in the Username field.

Step 5   Enter your password in the Password field.

Step 6   Select **Login**.

Step 7   To sign out, select **Logout**.

Contacts

Corporate Directory

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

Search and Dial Contact

Procedure

Step 1   Press **Contacts** .

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

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

- First Name
- Last Name

Step 4   Enter the search criteria information, press **Submit**, and select a contact.

Step 5   To dial, perform one of these actions:

- Press **Dial**.
- Press **Select**.
- From the keypad, press the number that displays in the upper right corner of the contact label.

- Press **Speakerphone** .

- Press **Headset** .

- Pick up the handset.

Search and Dial Contact While on Call

Procedure

Step 1   Press **Contacts** .

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

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

- First Name

- Last Name

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

Step 5   Press **Dial**.
The phone puts the existing call on hold and makes the new call.

Personal Directory

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

You can set up your personal directory from your phone or from the Cisco Unified Communications Self Care Portal. Use your phone to assign fast-dial codes to the directory entries. For more information, see the *Cisco Unified Communications Self Care Portal User Guide*, located at http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_list.html.

Sign In and Out of Personal Directory

Procedure

Step 1   Press **Contacts** .

Step 2   Select **Personal Directory**.

Step 3   Enter the user ID and PIN, and press **Submit**.

Step 4   Select **Log Out**, press **Select**, and then press **OK**.

Add Personal Directory Entry from Phone

Procedure

Step 1   Press **Contacts** .

Step 2   Sign in to Personal Directory.

Step 3   Select **Personal Address Book**.
The Search for an entry screen displays.

Step 4   Press **Submit**.

Step 5   Press **New**. You may need to press **More** first.

Step 6   Enter the nickname information.
You can also enter a name.

Step 7   Press **Phones** and enter the phone numbers.
Make sure you include any required access codes, such as 9 or 1.

Step 8   Press **Submit** to add the entry to your personal directory.

Dial Number from Personal Directory

Procedure

Step 1 Press **Contacts** .

Step 2 Sign in to Personal Directory.

Step 3 Select **Personal Directory** and search for an entry.

Step 4 Select the personal address book entry that you want to dial.

Step 5 Press **Dial**.

Edit Personal Directory Entry

Procedure

Step 1 Press **Contacts** .

Step 2 Sign in to Personal Directory.

Step 3 Select **Personal Address Book** and search for an entry.

Step 4 Press **Select**.

Step 5 Press **Edit**.

Step 6 Modify the entry information.

Step 7 Press **Phones** to modify a phone number.

Step 8 Pres **Update**.

Fast-Dial Codes with Personal Directory

You manage the fast-dial codes with Personal Directory using the Contacts menu on your phone.

Place Call Using Fast-Dial Code

Procedure

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

Delete Fast-Dial Code

Procedure

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

Cisco WebDialer

Cisco WebDialer allows you to make calls on your Cisco IP Phone to directory contacts by selecting items in a web browser.

For more information, contact your system administrator.

Use Cisco WebDialer with Another Online Corporate Directory

Procedure

Step 1	Sign in to a Cisco WebDialer-enabled corporate directory.
Step 2	Search for the required name and select the required number.
Step 3	When prompted, enter your user ID and password.

Note If you are using Cisco WebDialer for the first time, review preferences on the Make Call window.

Step 4 Select **Dial**.

Step 5 Select **Hang up** or hang up the handset after your call completes.

Change Cisco WebDialer Preferences

Procedure

Step 1 Initiate a call using Cisco WebDialer to access the Make Call window.

Step 2 Select one of the following options from the Make Call window:

- Preferred language

- Preferred device

Step 3 Choose a line or a phone.

Note If you have one phone with a single line, the appropriate phone and line are automatically selected.

If you have more than one phone of the same type, the list identifies the phone by device type and MAC address. To display the MAC address on your phone, select **Applications** > **Phone Information**.

Step 4 If you have an Extension Mobility profile, select **Extension Mobility** from the Calling Device drop-down menu.

Step 5 Ensure that you do not select **Do not display call information** nor **Disable Auto Close**.

Note If you select **Do not display call information**, the Make Call Window is not displayed when you next use the phone. If you select **Disable auto close**, the call window does not automatically close after 15 seconds.

Sign Out of Cisco WebDialer

Procedure

Step 1 Access the Make Call or Hang Up window.

Step 2 Select **Sign Out**.

Call History

Call History Overview

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

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

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

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

- Received
- Placed
- Missed

If you have a single line, you can answer an incoming call while viewing the Call History list.

If the caller ID is unavailable, "Unknown" displays, and the phone number is listed.

Calls for the same caller ID and phone number are grouped together only when they occur in chronological order. For each group, the time of the latest call and the number of calls, such as "(3)," displays:

- Incoming (Received) and outgoing (Placed) calls are grouped together.

- Missed calls are grouped together in a separate group.

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

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

View Call History

Procedure

Step 1 Press **Applications**.

Step 2 Select **Call History**.

Step 3 Scroll and select a call record or call group.

Step 4 Press **Exit** to return to the Applications screen.

View Call Record Details

Procedure

Step 1 Press **Applications** .

Step 2 Use the Navigation pad and Select button to scroll and select **Call History**.

Step 3 Select a call record or group and press **Details**. You may need to press the **More** softkey first.
When you are on a call record, you can also press the right arrow on the Navigation pad to display the call details (may be reversed on phones that use a right-to-left mode, such as for Arabic).

- For each individual call, the Details screen displays the line information in the upper right corner, such as "Line: 5782," and the call name, call number, alternate number (if available), call disposition (call type), call duration, and time of the call.

- For each call group, the details shown are the same as for an individual call. The only difference is that the multiple call-related information is shown, such as call disposition (call type), call duration, and time of call, because this is a group of calls (Placed/Received or Missed). In a group of Missed calls, individual records show no call duration.

- For each multiparty or hunt group call, the Details screen displays the line information in the upper right corner. For the caller ID and number listed at the top of the screen, displays the call name, call number, alternate number, and the hunt group information, if available.

Step 4 Press **Return** ↰ to return to the Call History screen.

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

Step 6 While on a connected call, press **Show Details** to show the Call Details screen.
This screen displays single call information and call duration and updates each second.

Filter Call History

Procedure

Step 1 Press **Applications** ⚙.

Step 2 Use the Navigation pad and Select button to scroll and select **Call History**.
The default view in Call History is for "All Calls," which is shown at the top of the screen. The line information, such as "Line: 5623," is shown in the upper right corner.

Step 3 To sort calls for a specific phone line, select that phone line and view the individual calls or call groups for that line.

Step 4 To sort by missed calls for the selected line, press **Missed Calls** softkey.

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

Dial from Call History

Procedure

Step 1 Press **Applications** ⚙.

Step 2 Use the Navigation pad and Select button to scroll and select **Call History**.

Step 3 From the Call History screen, select the call record that you want to dial and perform one of the following actions:

- Press **Call**.

- Pick up the handset.

- Press **Select**.

- Press **Speakerphone** 🔊 or **Headset** 🎧.

Step 4 When the phone is in idle, you can press the down arrow on the Navigation pad to display the On-Hook Dialing screen.

Edit Number from Call History

Procedure

Step 1 Press **Applications** .

Step 2 Use the Navigation pad and Select button to scroll and select **Call History**.

Step 3 Highlight the call record that you want to edit.

Step 4 Press **EditDial** . You may need to press **More** first.

Step 5 Press the right or left arrow on the Navigation pad to move the cursor to the desired location.

Step 6 Press to delete numbers on the left of the cursor.

Step 7 Enter numbers using the phone keypad.

Step 8 Press **Call** to dial the new edited number.

Step 9 Press **Return** to return the Call History screen.

Clear Call History

Procedure

Step 1 Press **Applications** .

Step 2 Use the Navigation pad and Select button to scroll and select **Call History**.

Step 3 Press **Clear List** to clear the entire call history on the phone. You may need to press **More** first.

Step 4 Confirm the list clearing by pressing **Delete** or press **Cancel**.

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

Delete Call Record from Call History

Procedure

Step 1 Press **Applications** .

Step 2 Use the Navigation pad and Select button to scroll and select **Call History**.

Step 3 Highlight the individual call record or call group that you want to delete.

Step 4 To delete an individual call record, press **Delete**. You may need to press **More** first.

Step 5 To delete a call group, press **Delete** to delete all calls in the group.

A Delete Record alert message appears to verify that you want to delete the entire group of calls.

Step 6   Press **Delete** to delete the record, or press **Cancel** if desired.

Step 7   Press **Exit** to return to the Applications screen.

Voicemail

Voicemail Overview

Voice messages are stored on your voicemail system. Your company determines the voicemail system your phone uses.

For information about the commands that your voicemail service supports, see the voicemail service user documentation.

Check for Voice Messages

Check for voice messages in one of the following ways:

Procedure

Step 1 Check the number of new voice messages displayed on your screen.

Step 2 Look for a solid red light on your handset.
You can set up the visual message waiting lamp using the Self Care Portal.

Step 3 Look for a **Message** icon ▨ on a line label
The red background indicates that there are new voice messages.

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

If you have a voicemail and a missed call, you see the Message icon and the missed call icon.

Step 4 Listen for a stutter tone (if available) from your handset, headset, or speakerphone when you place a call. The stutter tone is line-specific. You hear it only when using the line that has new voice messages.

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

Listen to Voice Messages

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

Procedure

Step 1 To listen to voice messages, press the **Messages** button .

Step 2 Follow the prompts to listen to your voice messages.

Visual Voicemail

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

For more information, see *Quick Start Guide for Visual Voicemail* at http://www.cisco.com/en/US/partner/products/ps6509/products_user_guide_list.html.

Advanced Calling Features

Conference

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

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

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

As the conference host, you can remove individual participants from the conference. The conference ends when all participants hang up.

Add Third Party to Conference

Procedure

Step 1 Start with a connected call that is not on hold.

Step 2 Press **Conference** and do one of the following:

- Enter the phone number for the party you want to add and press **Call**.

- Press a speed-dial button.

- Press **Speed Dial**, enter a speed-dial number and press **Speed Dial** again.

- Press **Active Calls** and select a call.

- Select a call from the Call History.

Step 3 Wait for the party to answer (or skip to step 4 while the call is ringing).

Step 4 Press **Conference**.
The conference begins.

Join Calls into Conference

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

Procedure

Step 1 Start with two connected calls.

Step 2 Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call.

Step 3 Press **Conference** .

Step 4 Press the line button for the other (held) call or if the held call is on another line:
   a) Press **Active Calls**.
   b) Choose a call from the list.
   c) Press **Conference**.
The conference begins. The conference is established on the line that had the active call.

Swap Between Calls Before Completing Conference

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

Procedure

Step 1 Call a new conference participant, but do not add the participant to the conference.

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

View Conference Participants

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

Procedure

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

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

Remove Conference Participant

Procedure

Step 1 While you are in a conference, press **Details** to view a list of participants.

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

Meet Me Conference

Meet Me allows you to call a predetermined number at a scheduled time to host or join a Meet Me conference.

The Meet Me conference begins when the host connects. Participants who call the conference before the host has joined hear a busy tone and must dial again.

The conference ends when all participants hang up; the conference does not automatically end when the host disconnects.

Host Meet Me Conference

Procedure

Step 1 Obtain a Meet Me phone number from your system administrator.

Step 2 Distribute the Meet Me phone number to participants.

Step 3 When you are ready to start the meeting, lift the handset to get a dial tone and then press **Meet Me**.

Step 4 Dial the Meet Me phone number.

Join Meet Me Conference

Procedure

Step 1 Dial the Meet Me phone number that the conference host provided.

Step 2 If you hear a busy tone, the host has not yet joined the conference. In this case, hang up and try your call again.

Speed Dial

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

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

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

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

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

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

Related Topics

Place Call with Speed-Dial Button

Before You Begin

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

Procedure

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

Place Call Using Speed-Dial Codes

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

Procedure

Step 1 To place a call using speed-dial code while on-hook, enter the speed-dial code and press **Speed Dial**.

Step 2 To place a call using speed-dial while off-hook, perform these steps:

a) Lift the handset and press **Speed Dial**.

b) Enter the speed-dial code and press **Speed Dial** again to complete the call.

Pause in Speed Dial

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

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

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

- FAC must always precede CMC in the speed-dial string.

- A speed-dial label is required for speed dials with FAC and DTMF digits.

- Only one comma is allowed between FAC and CMC digits in the string.

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

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

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

Example 1

Consider the following requirements to access voicemail:

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

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

8000,123456#,,,3

Example 2

Consider the following call requirements

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

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

95556543,1234,9876,,56789#

Do Not Disturb

Do Not Disturb (DND) allows you to turn off one of the following incoming call indicators:

- The ringer on your phone
- The ringer and any visual notification that you have an incoming call

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

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

You can change your DND options from the Self Care Portal. For information on customizing your Do Not Disturb options, see the *Cisco Unified Communications Self Care Portal User Guide*, located at http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_list.html.

Turn DND On and Off

Procedure

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

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

Line Status

Line status indicators allow you to view the state of a phone line that is associated with a speed-dial button. For more information, contact your system administrator.

Line status indicators show the state of a line.

Icon	Indicator
	Line is in use.
	Line is idle.
	Line is ringing. (Only for Call Pickup.)
	Line is in a Do Not Disturb (DND) state.

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

Speed Dial

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

Directed Call Park

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

Call Pickup

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

Your phone can play an audible alert when a call rings on the monitored line. For more information, contact your system administrator.

Malicious Call Identification

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

Trace Suspicious Call

Procedure

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

Cisco Extension Mobility

Cisco Extension Mobility allows you to temporarily configure a Cisco IP Phone as your own. After you sign in to Cisco Extension Mobility, the phone displays the message `Resetting` and then `Registering.` The reset enables the phone to adopt your user profile, including your phone lines, features, established services, and web-based settings. For more information, contact your system administrator.

Enable Extension Mobility

Procedure

Step 1 Press **Applications**.
Step 2 Select **Extension Mobility** (name can vary, including EM Service).
Step 3 Enter your user ID and PIN (provided by your system administrator).
Step 4 Select a device profile if prompted.
Step 5 Press **Applications** to sign out.
Step 6 Select **Services**.
Step 7 Select **Extension Mobility**.
Step 8 Press **Yes** when prompted to sign out.

Mobile Connect

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

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

When you enable Mobile Connect:

- Your desk phone and remote destinations (your mobile phones) receive calls simultaneously.

- When you answer the call on your desk phone, the remote destinations stop ringing, are disconnected, and display a missed call message.

- When you answer the call on one remote destination, the other remote destinations and desk phone stop ringing and are disconnected, and a missed call message is shown on the other remote destinations.

- When you answer the call on one remote destination and then switch the call to a Cisco Unified device that shares lines, the Cisco Unified devices that share the same line display a `Remote In Use` message.

Enable Mobile Connect

Procedure

Step 1 Press **Mobility** to display the current remote destination status (Enabled or Disabled).

Step 2 Press **Select** to change the status.

Step 3 Press **Exit**.

Turn Mobile Connect On or Off for All Remote Destinations from Desk Phone

Procedure

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

Step 2 Press **Select** to change the status.

Step 3 Press **Exit**.

Switch Desk Phone Call to Mobile Phone

Procedure

Step 1   Press **Mobility**.

Step 2   Select **To mobile**.

Step 3   Answer the in-progress call on your mobile phone.

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

Switch Mobile Call to Desk Phone

Procedure

Step 1   Select a line on your desk phone.

Step 2   Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.

Step 3   Press **Resume** on your desk phone within five to 10 seconds and start talking on the desk phone.

Hand Off Call from Mobile Phone to Desk Phone

Procedure

Step 1   While on your mobile phone, enter the access code for the hand off feature.

       For more information, contact your system administrator.

Step 2   Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.

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

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

Line Status

Line Status indicators allow you to view the state of a phone line that is associated with a speed-dial button.

Your system administrator sets up Line Status indicators on your phone.

Line Status Indicators

Line status indicators show the state of a line.

Icon	Indicator
	Line is in use.
	Line is idle.
	Line is ringing. Only for Call Pickup.
	Line is in a Do Not Disturb (DND) state.

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

Speed Dial

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

Directed Call Park

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

Call Pickup

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

Your system administrator can also set up your phone to play an audible alert when a call is ringing on the monitored line.

Hunt Groups

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

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

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

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

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

Sign In and Out of Hunt Group

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

Procedure

Step 1 Press **Hunt Group** to sign in.
Visual confirmation displays briefly.

Step 2 Press **Hunt Group** again to sign out.

Display Queue Statistics

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

Procedure

Step 1 Press **QueueStatus**.
The Queue status window appears.

Step 2 To refresh the statistics, press **Refresh**.

Step 3 To exit, press **Exit**.

Multiple Calls per Line

Each line can support multiple calls. By default, your phone supports four active calls per line, and a maximum of 24 active calls per line. Your system administrator can adjust this number (not exceeding 24 calls) according to your need. Only one call can be connected at any time; other calls are automatically placed on hold.

If there are multiple calls on the line when a call completes, the phone screen displays a list of other calls on the line.

Answer Second Call on Same Line

Procedure

To answer a second call on the same line, press the flashing amber line button.
The phone places any active calls on hold, and the second call becomes active.

The phone screen text changes based on the active call and the number of calls on the line.

Switch Between Multiple Calls on Same Line

Procedure

Step 1   Select a call using one of the following actions:

- Use the **Navigation** pad and **Select** button to select a call.

- Press the line button to switch between two calls on the same line.

Step 2   If there are more than two calls on the line, select the call from the call list and resume the call.

Move From Line to Another Line with Multiple Calls

Procedure

Step 1   Press the line button for the call to which you are switching.
If a single call is holding on the line, the call automatically resumes.

Step 2   If multiple calls are holding, the phone prompts you to select a call. Highlight the appropriate call and press **Resume**.

Create Conference with Two Calls on Same Line

Procedure

Step 1   With two connected calls on the same line, select a call to make it the active call (the second call is put on hold).

Step 2   Press **Conference**.

Step 3   Perform one of the following actions:

- Enter the new participant's phone number and wait for the call to connect.

- Select the call to add to the conference from the list of calls on the line.

- Press another line button and select a call from that call list.

Step 4 After calling a new conference participant, but before adding the participant to the conference, you can press **Swap** to toggle between the two calls.
This allows you to consult privately with the participant on each call before you complete the conference.

Step 5 Press **Conference** to add the participant to your call. This step is not required if you are adding the participant from a separate line that has only one connected call.
The conference begins.

Step 6 Repeat to add additional participants.

Transfer Two Calls on Same Line

Procedure

Step 1 Verify that you are on an active call (not on hold).

Step 2 Press **Transfer**.

Step 3 Perform one of the following actions:

- Enter the transfer recipient's phone number.

- Press a speed-dial button.

- Select the call to transfer to from the list of calls on the line.

- Press another line button and select a call from that call list.

Step 4 Wait for the recipient to answer. Or, skip to Step 6 while the call is ringing.

Step 5 You can press **Swap** to toggle between the two calls.
This allows you to consult privately with the participant on each call before you complete the transfer.

Step 6 Press **Transfer** again. This step is not required if you are transferring to a call on a separate line that has only one connected call
The transfer is complete.

Multiple Incoming Alert Calls

If there is a second incoming call on the line while the first call is ringing, the phone screen text changes according to the total number of incoming calls.

- If there are more incoming calls, press **Answer** to view all calls on all lines.

- If there is any incoming call on the same line, the phone adds the call to the call list. If you press the line button, you can view the list of calls on the line.

- If there are two simultaneous incoming calls on the phone:

◦ Press **Answer** or line button to answer the call.

◦ Press the line button of another line to view the list of incoming calls on that line.

Shared Line

If there are two or three remote calls on the shared line, the caller ID indicates the number of calls on the line and the state of the call.

• If at least one call is on hold on the line, the line button flashes red.

• If all the calls are active, the line button flashes solid red.

Barge

Barge allows you to add yourself to non-private calls on a shared line. You can convert the call into a conference and add new participants.

Add Yourself to Call on Shared Line

Barge allows you to add yourself to non-private calls on a shared line. You can convert the call into a conference and add new participants.

Procedure

Press the red **Line** button for the shared line.
You are added to the call.

Enable Privacy on Shared Line

Privacy allows you to prevent others who share your line from seeing information about your calls.

Privacy applies to all shared lines on your phone. If you have multiple shared lines and Privacy is enabled, others cannot view any of your shared lines.

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

Procedure

Step 1   Press **Privacy** to enable the feature.
Visual confirmation displays on your phone screen for as long as the feature is enabled.

Step 2   Press **Privacy** again to turn off the feature.

Enable Privacy on Shared Line

Advanced Operations

Video Calls and Security

The audio for a call can be secure or nonsecure. Similarly, the video stream for a call can be secure or nonsecure. Depending on the system configuration, the Secure icon displays when only audio stream is secure or when both audio and video streams are secure. For more information, contact your system administrator.

When you are in a video call, the video part of the call can fail because of insufficient network bandwidth. The audio part of the call continues, but the video part of the call does not occur. If you require the video part, hang up, wait a few minutes, and start the call again. If there is still insufficient bandwidth, contact your system administrator.

During an audio-only call, press the Video Mute button to start video for the call (if the phone on the other end of the call can support video). If you are on an audio-only call and the other party sends a video request, a window displays for you to enable or decline the video.

Call Functions

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

Agent Greeting

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

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

For more information, contact your system administrator.

Answer

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

When you get a call, you see a notification window on the phone screen, called a call toast. The call toast remains visible for a preset amount of time. For more information, contact your system administrator.

If an incoming call has been call forwarded from another phone, you may see additional information to identify that the call has been forwarded. Additional information can identify the caller details. For more information, contact your system administrator.

When you receive a call, the phone number that displays on the screen contains the string of digits that you can dial to contact the caller. The digit string can contain the following digits, if required:

- Code to obtain an outside line (for example, if you have to dial 9)

- Long-distance code

- Area code

- City code

- Telephone number

The phone saves the complete digit string in the call history, and you can save the number in your Personal Address Book.

Client Matter Code

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

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

Related Topics

Forced Authorization Code

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

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

Related Topics

Secure and Nonsecure Indication Tones

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

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

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

- If end-to-end secure media is established and the call status is secure, the phone plays the secure indication tone (three long beeps with pauses)

- If end-to-end nonsecure media is established and the call status is not secure, the phone plays the nonsecure indication tone (six short beeps with brief pauses)

- When the Play Secure Indication Tone option is disabled, no tone plays.

For more information, contact your system administrator.

Shared Lines

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

If you share a line with a coworker:

- When a call comes in on the shared line:

    - Your phone rings and the line button flashes amber.

    - Your coworker's phone rings and the line button flashes amber.

- When your coworker has a call on the shared line:

    - The shared line button on your phone appears solid red to indicate that the line is in-use remotely.

    - The coworker's call displays on your screen (unless your coworker has Privacy enabled).

- If you put the call on hold:

    - Your line button pulses green

    - Your coworker's line button pulses red.

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

Feature Buttons and Softkeys

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

This table provides information about features that are available on softkeys and dedicated feature buttons and features that your system administrator sets up on programmable feature buttons.

Feature name	Dedicated feature button	Programmable feature button	Softkey
Answer		X	
Barge and cBarge		X	X
Call Back		X	X
Call Forward All		X	X
Call Park		X	X
Call Park Line Status		X	
Call Pickup		X	
Call Pickup Line Status		X	
Conference	X		X (available while on a conference only)
Divert		X	X
Do Not Disturb		X	X
Group Pickup		X	
Hold	X		
Hunt Groups		X	
Intercom		X	
Malicious Call Identification (MCID)		X	X
Meet Me		X	
Mobile Connect		X	X

Feature name	Dedicated feature button	Programmable feature button	Softkey
Monitoring and Recording			X
Mute (Audio)	X		
Mute (Video)	X		
Other Pickup		X	
Privacy		X	
Quality Reporting Tool (QRT)		X	X
Queue Status		X	
Redial	X		
Speed Dial		X	X
Speed Dial Line Status		X	
Transfer	X		X (available during a transfer only)

Survivable Remote Site Telephony Overview

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

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

Table 1: Feature Support During Failover

Feature	Supported	Notes
New Call	Yes	
End Call	Yes	
Redial	Yes	
Answer	Yes	

Feature	Supported	Notes
Hold	Yes	
Resume	Yes	
Conference	Yes	
Conference to Active Calls (Join)	No	The Active Calls softkey does not display.
Conference List	No	
Transfer	Yes	
Transfer to Active Calls (Direct Transfer)	No	
Auto Answer	Yes	
Call Waiting	Yes	
Caller ID	Yes	
Audible Message Waiting Indicator	Yes	
All Calls Programmable Line Key	Yes	
Answer Programmable Line Key	Yes	
Unified Session Presentation	Yes	Conference is the only feature supported.
Voicemail	Yes	Your voicemail will not be synchronized with other users in the Cisco Unified Communications Manager cluster.
Speed Dial	Yes	
Service IRL Programmable Line Key	Yes	
To Voicemail (iDivert)	No	The iDivert softkey does not display.
Line Filters	Partial	Lines are supported but cannot be shared.
Park Monitoring	No	The Park softkey does not display.

Feature	Supported	Notes
Barge	No	You see the message "That feature is not currently available."
Enhanced Message Waiting Indication	No	Message count badges do not appear on the phone screen. Only the Message Waiting icon displays.
Directed Call Park	No	The softkey does not display.
BLF	Partial	BLF feature key works like Speed Dial keys.
Hold Reversion	No	Calls remain on hold indefinitely.
Remote Hold	No	Calls appear as Local Hold calls.
Meet Me	No	The Meet Me softkey does not display.
PickUp	No	The softkey causes no action.
Group PickUp	No	The softkey causes no action.
Other PickUp	No	The softkey causes no action.
Malicious Call ID	No	The softkey causes no action.
QRT	No	The softkey causes no action.
Hunt Group	No	The softkey causes no action.
Intercom	No	The softkey causes no action.
Mobility	No	The softkey causes no action.
Privacy	No	The softkey causes no action.
Call Back	No	The Call Back softkey does not display.

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

VPN Client

The VPN Client establishes a virtual private network (VPN) connection on your phone when a phone is located outside a trusted network or when network traffic crosses untrusted networks. Your system administrator configures the VPN Client feature as needed.

If your phone is configured for VPN Client, the status of Auto-Detect Network Connection determines if a VPN connection is possible. The status depends on the following situations:

- When your phone is located outside the corporate network:

  - If Auto-Detect Network Connection is disabled, a VPN connection is possible. The Sign In screen appears, and the phone prompts for credentials. On the phone in the VPN window (**Applications** > **VPN**), you can toggle the **VPN Enabled** field to control the ability of the phone to attempt a VPN connection.

  - If Auto-Detect Network Connection is enabled, the Sign In screen appears, and the phone prompts for your credentials, based on the authentication method that your system administrator configured on your phone.

- When your phone is located inside the corporate network:

  - If Auto-Detect Network Connection is disabled, a VPN connection is possible. The Sign In screen appears, and the phone prompts for credentials. On the phone in the VPN window (**Applications** > **VPN**), you can toggle the **VPN Enabled** field to control the ability of the phone to attempt a VPN connection.

  - If Auto-Detect Network Connection is enabled, you cannot connect through VPN, so the Sign In screen does not appear, and the phone does not prompt for credentials.

To view VPN status messages, press **Applications** and then select **Administrator Settings** > **Status** > **Status Messages**. For more information, contact your system administrator.

Connect Through VPN

Procedure

Step 1 After you turn on your phone and the VPN Sign In screen appears (except with certificate authentication mode), enter your credentials based on the configured authentication method:

- Username and password: Enter the username and the password that your system administrator gave you.

- Certificate and password: Enter the password that your system administrator gave you. Your username is derived from the certificate.

- Certificate: If the phone uses only a certificate for authentication, the Sign In screen does not appear, and phone displays the status of the phone attempting the VPN connection.

When the power is lost or reset under some circumstances, the stored credentials are cleared.

Step 2 Select **Sign In** to connect.

If you press **Cancel** while the phone is attempting the connection, the connection attempt stops, and the Sign In screen appears again. If you press **Cancel** again, the VPN menu appears and shows the VPN Enabled field as Off. The phone will not attempt a VPN connection again until you set the VPN Enabled field to On.

VPN Connection Settings

The VPN window (**Applications** > **VPN**) consists of these fields:

- Enable or disable VPN: If Auto-Detect Network Connection is disabled, toggle the VPN Enabled field to control the ability of the phone to attempt a VPN connection.

- Change credentials: Select **Change Credentials** to change the user ID and password. If the authentication is certificate-only or VPN Enabled is Off, the option is dimmed.

- View VPN status: The VPN Status field displays `Connected` or `Not Connected`.

User Preferences

Adjust Phone Screen Brightness

You can adjust your phone screen brightness level.

Procedure

Step 1 Press **Applications** .

Step 2 Use the Navigation pad and Select button to scroll and select **Preferences**.

Step 3 Select **Brightness**.

- To increase brightness, press the right arrow on the Navigation pad.

- To decrease brightness, press the left arrow on the Navigation pad.

Step 4 Press **Save** to set the brightness, or press **Cancel** to exit.

Change Headset Sidetone Level

You can adjust the tone level for the headset.

Procedure

Step 1 Press **Applications**.

Step 2 Use the Navigation bar and Select button to scroll and select **Preferences**.

Step 3 Select **Headset Sidetone**.

Step 4 Highlight a headset sidetone level from the following choices:

- High

- Normal

- Low

- Off

Step 5 Press the **Return** button to return to the Preferences screen.

Change Ringtone

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

The phones support third party ringtone customizations. For more information, contact your system administrator.

Procedure

Step 1 Press **Applications** .

Step 2 Use the Navigation pad and Select button to scroll and select **Preferences**.

Step 3 Select **Ringtone**.

Step 4 If your phone has multiple lines, select a line and press **Edit** or Select.

Step 5 Highlight a ringtone.

Step 6 Press **Select** or **Edit**.

Step 7 Press **Play** to play the sample ringtone.

Step 8 Press **Set** to apply the ringtone.

Step 9 To apply the ringtone to all lines, press **Apply To All**.

Step 10 Press **Return** to return to the Preferences screen.

Change Wallpaper

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

The phones support third party wallpaper customizations. For more information, contact your system administrator.

Procedure

Step 1   Press **Applications** .

Step 2   Use the Navigation pad and Select to scroll and select **Preferences**.

Step 3   Select **Wallpaper** and select a wallpaper option.

Step 4   Press **Preview** to see the wallpaper on your phone screen.

Step 5   Press **Set** to apply the wallpaper to the phone.

Enable E-Hookswitch Headset

The Electronic Hookswitch headset uses a base station and a wireless headset. The base station plugs into the phone headset jack in the phone. After installing the hardware, you must enable it before you use it.

For information on using the headset, consult the headset documentation.

Procedure

Step 1   Press **Applications** .

Step 2   Use the Navigation pad and Select button to scroll and select **Preferences**.

Step 3   Select **E-Hookswitch connected**.

Step 4   Select **Yes** or **No**.

Video Camera

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- Video Settings, page 78
- Enable Video on PC, page 81

Camera Settings

Use the Camera Settings menu to change the phone camera settings by selecting the available options: Auto Transmit Video, Brightness, and Enable Video.

The Video menu displays on the phone with SIP firmware. This menu replaces the Camera Settings menu (available on the phone with SCCP firmware) for Firmware Release 9.3(4) and later.

Enable Video Capability

If your system administrator enables video on the Cisco Unified Communications Manager, you can enable your phone to send video.

Procedure

Step 1 Press **Applications**.

Step 2 Use the Navigation pad and Select button to select **Preferences**.

Step 3 Select **Camera**.

Step 4 Select **Video** and press **Edit**.

Step 5 Select **On** or **Off**.

Enable Auto Transmit Video

You can transmit video automatically whenever a call is initiated or accepted. If a video transmission is in progress, the camera LED turns green; when on video mute, the LED turns red. The LED is turned off when the camera is not in use.

Procedure

Step 1 Press **Applications** .

Step 2 Use the **Navigation** pad and **Select** button to scroll and select **Preferences**.

Step 3 Select **Camera Settings** > **Auto Transmit Video**.

Step 4 Select **Yes** to enable automatic video transmission or **No** to disable the feature.

Step 5 Press **Apply** to apply the feature, or press **Return** to return to the Setup screen.

Adjust Camera Brightness

You can set the brightness of the camera.

Procedure

Step 1 Press **Applications** .

Step 2 Use the **Navigation** pad and **Select** button to scroll and select **Preferences**.

Step 3 Select **Camera Settings** > **Brightness**.

Step 4 Select **Brightness**.

• To increase brightness, press the up arrow on the **Navigation** pad.

• To decrease brightness, press the down arrow on the **Navigation** pad.

Step 5 Press **Save** to set the brightness, or press **Exit** to return to the Setup screen.

Video Settings

Use the Video menu to change video settings for calls.

The Video menu displays on the phone with SIP firmware. This menu replaces the Camera Settings menu (available on the phone with SCCP firmware) for Firmware Release 9.3(4) and later.

Available menu options include:

Video calls

Enables or disables video calls for the phone.

Always send my video (Default)

Enables or disables automatic sending of video for the phone.

If you select Always send my video for your phone, initiated calls connect as video calls when the following conditions are met:

- both phones on the call have video calls enabled

- your administrator enabled Video Support for phones on the call

- both phones on the call include a video camera

If you select Always send my video, the video quality is the maximum the phone supports.

Brightness

Adjusts video brightness.

Note When you place a video call, the video displays only if both parties have phones that support the video feature. If you receive the message `Not a video enabled device` when you place the call, the called phone does not support video.

Enable Video Transmit

If your system administrator enables video on the Cisco Unified Communications Manager, you can enable your phone to send video.

Note You can stop transmitting video for the call by disabling video transmit.

If you disabled video transmission at any time during the call, you can re-enable video for the call by pressing the Video Mute button. When video transmission resumes, the phone displays the video user interface, and the Video Mute button is unlit.

Procedure

Step 1   Press **Applications** .

Step 2   Use the Navigation pad and Select button to scroll and select **Preferences**.

Step 3   Select **Video**.

Step 4   Select **Video calls**.

Step 5   Select **On** to enable video calls or **Off** to disable video calls.

Step 6   Press to return to the previous screen.

Enable Automatic Video Transmit

If your system administrator enables video on the Cisco Unified Communications Manager and you enable your phone to always send video, you can transmit video automatically whenever a call is initiated or accepted.

Note   When you disable automatic video transmit, video transmission is stopped for the call, and the Video Mute button is lit. The phone continues to receive video.

You can restart video transmission at any time during the call. To restart video transmission, you must press the Video Mute button. When video transmission resumes, the phone displays the video user interface, and the Video Mute button is unlit.

Procedure

Step 1   Press **Applications** .

Step 2   Use the Navigation pad and Select button to scroll and select **Preferences**.

Step 3   Select **Video**.

Step 4   Select **Always send my video**.
Note   If video capability is disabled, you cannot select the Always send my video menu item.

Step 5   Select **Yes** to enable automatic video transmission or **No** to disable automatic video transmission.

Step 6   Press to return to the previous screen.

Adjust Video Brightness

Procedure

Step 1   Press **Applications** ⚙.

Step 2   Use the Navigation pad and Select button to scroll and select **Preferences**.

Step 3   Select **Video**.

Step 4   Select **Brightness**.

- To increase brightness, press the up arrow on the Navigation pad.

- To decrease brightness, press the down arrow on the Navigation pad.

Step 5   Press **Save** to set the brightness, or press **Exit** to return to the previous screen.

Enable Video on PC

When you connect a PC to the PC port of your phone and login to a CAST client (for example, Cisco Jabber), you can send and receive video on the PC while the audio remains on the phone.

The phone must be physically connected to the first network interface card (NIC1) in the PC.

Note   If you connect a computer to the phone during an on-going video call, the video automatically moves to the PC. To move the video back to the phone for the current session, press Show Video.

Procedure

Step 1   Press **Applications**.

Step 2   Use the Navigation pad and Select button to select **Preferences**.

Step 3   Select **Video** > **Video through computer**.

Step 4   Select **Yes**.

Enable Video on PC

Accessories

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- View Accessory Details, page 83
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- Bluetooth, page 85

View Accessories List

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

Procedure

Step 1 Press **Applications** ⚙.

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

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

View Accessory Details

Procedure

Step 1 Press **Applications** ⚙.

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

Step 3 Select an accessory from the list and press **Details**.
The phone screen displays the details of the selected accessory. The information displayed on the phone screen depends on the selected accessory. Most of the accessories provide these details:

- Device Name

- Device Type

- Configured

Step 4 Press **Exit** to return to a list of phone accessories.

Set Up Wideband for Analog Headset

Procedure

Step 1 Press **Applications** .

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

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

Step 4 To enable wideband for the analog headset, press **Turn On**.

Step 5 To disable wideband for the analog headset, press **Turn Off**.

Step 6 Press **Return** to return to the Accessories screen.

Wireless Headset Using Analog Headset Port

The Cisco Unified IP Phone 8941 and 8945 supports a wireless analog headset that uses a base station connected to the analog headset port. The base station communicates with the wireless analog headset.

You enable or disable the headset and base station from the Applications menu.

The base station and headset allow you to remotely control basic phone functions, including off-hook, on-hook, and ring indication.

You adjust the volume during a call using the volume button on the phone.

For more information on using the headset, see the headset manufacturer's documentation.

Bluetooth

Add Bluetooth Accessory

This procedure applies to the Cisco Unified IP Phone 8945 only.

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

Procedure

**Step 1** Press **Applications** ⚙.

Step 2 Use the Navigation pad and Select button to scroll and select **Accessories**.

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

Step 4 Select the Bluetooth accessory and press **Connect**.
The phone automatically attempts to connect the accessory using a Bluetooth device PIN of 0000. The Adding PIN screen displays if your accessory requires a different PIN.

Step 5 Enter the PIN for your accessory if the connection is not acquired automatically.
When the connection completes, the Bluetooth active icon 🅱 displays on the phone screen header and a check mark displays next to the connected accessory.

Connect Bluetooth Accessory

This procedure applies to the Cisco Unified IP Phone 8945 only.

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

Procedure

Step 1 Press **Applications** ⚙.

Step 2 Use the Navigation pad and Select button to scroll and select **Accessories**.

Step 3 Select the Bluetooth accessory and press **Connect**.
When the connection completes, the Bluetooth active icon 🅱 displays on the phone screen header and a check mark displays next to the connected accessory.

Turn On Bluetooth

This procedure applies to the Cisco Unified IP Phone 8945 only.

Procedure

Step 1 Press **Applications** 🔘.

Step 2 Use the Navigation pad and Select button to scroll and select **Preferences**.

Step 3 Select **Bluetooth**.

Step 4 Press **Yes**. The Bluetooth icon 🔵 displays on the phone screen header.
To add a Bluetooth accessory from this screen, select **Bluetooth** again.

Disconnect Bluetooth Accessory

This procedure applies to the Cisco Unified IP Phone 8945 only.

Procedure

Step 1 Press **Applications** 🔘.

Step 2 Use the Navigation pad and Select button to scroll and select **Accessories**.

Step 3 Select a Bluetooth accessory and then press the **Disconnect**.

Delete Bluetooth Accessory

This procedure applies to the Cisco Unified IP Phone 8945 only.

Procedure

Step 1 Press **Applications** 🔘.

Step 2 Use the Navigation pad and Select button to scroll and select **Accessories**.

Step 3 Select a Bluetooth accessory and press **Delete**.

Step 4 When prompted, press **Yes**.
The Bluetooth accessory is disconnected (if it was connected) and removed from the Accessories list.

Frequently Asked Questions

How Do I Redirect an Incoming Call?

Question

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

Answer

To redirect an incoming (ringing) call while on another call, use the Navigation pad to highlight the incoming call, and then press **Divert**. Otherwise press **Divert** to redirect the current, active call.

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

Question

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

Answer

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

How Can I Resume a Call that Is On Hold?

Question

How can I resume a call that is on hold?

Answer

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

- Press **Hold** again.

- Press the pulsing green line button.

- Press **Resume**.

- Highlight the call using the Navigation pad and press the **Select** softkey.

Why Do Softkeys Keep Changing?

Question

Why do the softkeys keep changing?

Answer

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

Frequently Asked Questions

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

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

Question

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

Answer

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

Why Does My Call Disappear After I Accidently Press a Button?

Question

Why does my call disappear after I accidently press a button?

Answer

If you are on a call and press a button for another line, your line view will change. Your current call disappears from view and calls for the newly selected line are displayed. To redisplay the call you are on, select the line it is on or press **All Calls**.

How Do I Check Missed Calls on My Phone?

Question

How do I check missed calls on my phone?

Answer

To check missed calls on your phone you must:

1 Press **Applications** .

2 Use the Navigation pad and Select button to scroll and select **Call History**.

3 Press the **Missed** softkey.

How Do I Exit from a Running Application?

Question

How do I exit from a running application?

Answer

To exit from a running applications you must:

1 Press **Applications** ⚙.

2 Use the Navigation pad and Select button to scroll and select **Running Applications**.

3 Select a running application and press **Close App** to close the application.

   When prompted, save your changes.

4 Press **Exit** to end the running application.

   If you do not exit a running application, it continues to run in the background.

How Do I Connect Two Calls and then Drop from the Line Myself?

Question

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

Answer

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

1 Press **Transfer** and enter the transfer recipient's phone number in one of these ways:

   • Press the session button of a held call.

   • Enter the transfer recipient's phone number.

   • Scroll to a Call History record and press **Call**.

   • Press a speed-dial button.

   • Press **Speed Dial**, enter a speed-dial number or highlight the number you want to call, and press **Speed Dial** again.

   • Press **Active Calls** and select a held call. The transfer completes immediately.

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

What Does the Swap Softkey Do?

Question

What does the Swap softkey do?

Answer

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

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

Question

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

Answer

Yes, before completing a conference or transfer, you can press **Release** or **Cancel** to cancel it.

How Can I Combine Two Calls Into a Single Conference Call?

Question

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

Answer

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

1 Press **Conference** .

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

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

Why Do Some Calls Not Present Video On My Video Phone?

Question

Why do not all calls display video on my phone?

Answer

To see an image of the other party on your phone screen, the other party's phone must support video and the other party must have a camera installed and enabled on the phone. During conference calls, the conference system used during the call must support video conferencing.

What Happens to Video When I Put a Call On Hold?

Question

What happens to video when I put a call on hold?

Answer

Video transmission is muted (blocked) until you resume the call.

Why Does My Video Call Change Resolution?

Question

Why does my video call suddenly change resolution and become more grainy?

Answer

Your network is experiencing congestion and your phone has automatically changed the video resolution to keep the video part of your call working. If this problem persists, notify your system administrator.

Why Does My Video Call Lose Video?

Question

Why does my video call suddenly lose the video part of the call?

Answer

Your network is experiencing congestion and your phone cannot keep the video part of your call working. If this problem persists, notify your system administrator.

How Do I Redisplay the Remote Worker Disclaimer and Accept It?

Question

How can I redisplay the remote worker disclaimer and accept it?

Answer

To redisplay the disclaimer required for remote workers you must:

1 Press the **Applications** button.

2 Use the Navigation pad and Select button to scroll and select **Running Applications**.

The disclaimer required for remote workers reappears.

Troubleshooting

Missing All Calls Button

Problem

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

Possible Cause

It has not been set up by your system administrator.

Solution

Ask your system administrator to enable the All Calls feature for you.

Cannot Sign In to Personal Directory

Problem

You are unable to sign in to your personal directory.

Possible Cause

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

Solution

• Use your PIN, not your password.

• Contact your system administrator.

Cannot Access Self Care Portal

Problem

You are unable to access your Self Care Portal.

Possible Cause

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

Solution

Contact your system administrator.

Documentation, Service Requests, and Additional Information

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

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

CHAPTER 14

Product Safety and Security

- Safety and Performance Information, page 97
- FCC Compliance Statements, page 98
- Cisco Product Security Overview, page 99

Safety and Performance Information

Power Outage

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

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

External Devices

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

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

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

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

- 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

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

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

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

Power Information

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

FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:

FCC Part 15.21 Statement

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

FCC RF Radiation Exposure Statement

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

FCC Receivers and Class B Digital Statement

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

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

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

Cisco Product Security Overview

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

Further information regarding U.S. export regulations may be found at http://www.bis.doc.gov/index.php/regulations/export-administration-regulations-ear.

Warranty

- Cisco One-Year Limited Hardware Warranty Terms, page 101

Cisco One-Year Limited Hardware Warranty Terms

Special terms apply to your hardware warranty and services that you can use during the warranty period.

Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com at the following URL: http://www.cisco.com/go/hwwarranty.