



## **Cisco IP Phone 8800 Series Multiplatform Phones User Guide**

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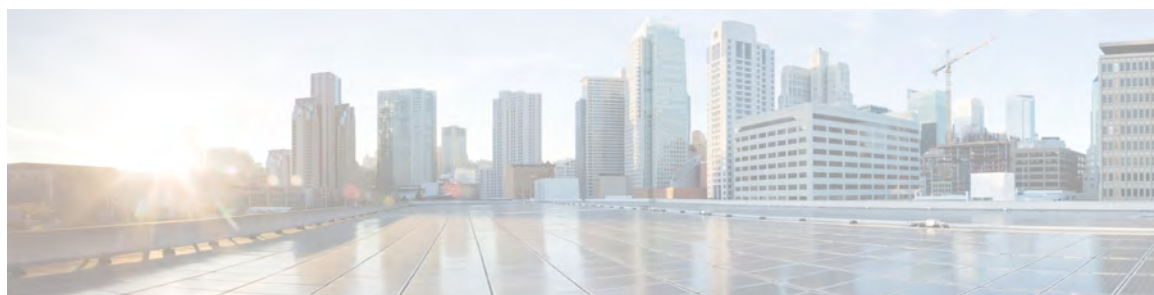
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## CHAPTER

# 1

## Your Phone

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## The Cisco IP Phone 8800 Series

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



**Table 1: Cisco IP Phone 8800 Series Major Features**

Features	8811	8841	8851	8861
Screen	Grayscale	Color	Color	Color

Features	8811	8841	8851	8861
USB Ports	0	0	1	2
Wi-Fi	No	No	No	Yes
Bluetooth	No	No	Yes	Yes
Cisco Intelligent Proximity	No	No	Yes	Yes

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

## New and Changed Features

### New and Changed Features for Firmware Release 10.4(1)SR1

Revision	Updated Section
Added Multicast paging support	<a href="#">Page a Group of Phones (Multicast Paging)</a> , on page 26

### New and Changed Features for Firmware Release 10.4(1)

Revision	Updated Section
Added Problem Reporting Tool support	<a href="#">Report All Phone Issues</a> , on page 15
Added Speed-Dial support on a line key	<a href="#">Configure a Speed Dial on a Line Key</a> , on page 19 <a href="#">Remove a Speed Dial from a Line Key</a> , on page 20
Added Key Expansion Module support	<a href="#">Cisco IP Phone Key Expansion Module Setup Overview</a> , on page 68 <a href="#">Cisco IP Phone 8800 Key Expansion Module Buttons and Hardware</a> , on page 68 <a href="#">Adjust the Key Expansion Module Screen Brightness</a> , on page 70 <a href="#">Modify a Speed Dial on a Key Expansion Module</a> , on page 71

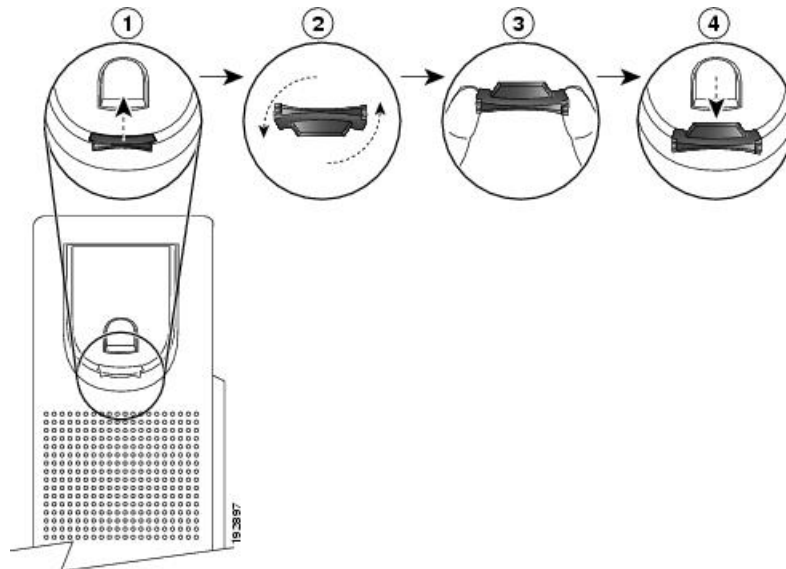
Revision	Updated Section
Added Provisioning Authority support	<a href="#">Sign into Your Extension from Another Phone, on page 5</a> <a href="#">Sign out of Your Extension from Another Phone, on page 5</a>
Added Busy Lamp Field support	<a href="#">Monitor a Coworker's Line, on page 5</a>
Updated Call Park support	<a href="#">Call Park, on page 23</a> <a href="#">Place a Call on Hold with Call Park, on page 24</a> <a href="#">Retrieve a Call on Hold with Call Park, on page 24</a>

## Phone Setup

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

### Adjust the Handset Rest

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



### Procedure

---

- Step 1** Remove the handset from the cradle and pull the plastic tab from the handset rest.
- Step 2** Rotate the tab 180 degrees.
- Step 3** Hold the tab between two fingers, with the corner notches facing you.
- Step 4** Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.
- Step 5** Return the handset to the handset rest.
- 

## Change the Viewing Angle of Your Phone

You can change the angle of the phone to eliminate glare on the screen.

### Procedure

---

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

## Connect to the Network

Your phone needs to be connected to the telephone network.

- Wired connection—The phone is plugged into the network using an Ethernet cable.
- Wireless connection—The Cisco IP Phone 8861 connects to a Wireless Access Point using Wi-Fi. You need an SSID, security settings, username, and password to connect to the wireless network.

## Secure the Phone with a Cable Lock

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

### Procedure

---

- Step 1** Take the looped end of the cable lock and wrap it around the object to which you want to secure your phone.
  - Step 2** Pass the lock through the looped end of the cable.
  - Step 3** Unlock the cable lock.
  - Step 4** Press and hold the locking button to align the locking teeth.
  - Step 5** Insert the cable lock into the lock slot of your phone and release the locking button.
  - Step 6** Lock the cable lock.
- 

## Sign into Your Extension from Another Phone

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

### Procedure

---

- Step 1** Press **Sign in**.
  - Step 2** Enter your username and password, then press **Sign in**.
- 

## Sign out of Your Extension from Another Phone

### Procedure

Press **Sign out**.

## Monitor a Coworker's Line

With the busy lamp field feature, you can monitor the line status of a coworker or supervisor. This feature is useful if you routinely handle calls for a colleague and need to see their ability to answer a call.

If this feature is configured on your phone, the following LED colors display on a line key:

- A green LED—Monitored line is available.
- A red LED—Monitored line is busy.
- A red fast blinking LED—A call is ringing to the monitored line.
- An amber LED—A configuration error occurred when this feature was being set up.

On your phone, you see the caller ID for the calls that you receive. For lines that you monitor, you do not see caller ID.

You can use this feature with speed dial or call pickup for even greater flexibility. But you may see different icons displayed on your phone based on your combination of features. The following table shows the various busy lamp field icons based on each feature combination.

**Table 2: Busy Lamp Field Icons on the Cisco IP Phone 8800 Series**

	Busy Lamp Field	Busy Lamp Field and Speed Dial	Busy Lamp Field and Call Pickup	Busy Lamp Field, Speed Dial, and Call Pickup
Idle	 1234567890 Available	 1234567890 Available	 1234567890 Available	 1234567890 Available
Alerting	 1234567890 Alerting	 1234567890 Alerting	 1234567890 Alerting	 1234567890 Alerting
In call	 1234567890 In use	 1234567890 In use	 1234567890 In use	 1234567890 In use

## Configuration Utility Page

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

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

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

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

The following table describes some specific features that you configure using the Configuration Utility page.

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

Features	Description
Personal directory contact	You add a contact to your personal directory with Configuration Utility page.

### Related Topics

[Phone Calls with Mobile Connect](#)

[Speed Dial, on page 18](#)

[Forward Calls, on page 24](#)

## Speed-Dial Numbers

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

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

The dial string can contain the following characters:

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

The rules for dial strings are:

- Use the comma to separate the parts of the dial string.
- An authorization code must always precede a billing code in the speed-dial string.
- One comma is required between the authorization code and the billing code in the string.
- A speed-dial label is required for speed dials with authorization codes and additional digits.

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



### Note

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

### Example

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

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


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

## Buttons and Hardware















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

**Figure 1: Cisco IP Phone 8800 Buttons and Hardware**



1	Handset and Handset light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Programmable feature buttons and line buttons	 Access your phone lines, features, and call sessions. For more information, see <a href="#">Softkey, Line, and Feature Buttons</a> , on page 10.



3	Softkey buttons	 Access to functions and services. For more information, see <a href="#">Softkey, Line, and Feature Buttons, on page 10</a> .
4	<b>Back</b> , Navigation cluster, and <b>Release</b>	<b>Back</b>  Return to the previous screen or menu. Navigation cluster  Navigation ring and <b>Select</b> button—Scroll through menus, highlight items and select the highlighted item. <b>Release</b>  End a connected call or session.
5	<b>Hold/Resume</b> , <b>Conference</b> , and <b>Transfer</b>	<b>Hold/Resume</b>  Place an active call on hold and resume the held call. <b>Conference</b>  Create a conference call. <b>Transfer</b>  Transfer a call.
6	<b>Speakerphone</b> , <b>Mute</b> , and <b>Headset</b>	<b>Speakerphone</b>  Toggle the speakerphone on or off. When the speakerphone is on, the button is lit. <b>Mute</b>  Toggle the microphone on or off. When the microphone is muted, the button is lit. <b>Headset</b>  Toggle the headset on or off. When the headset is on, the button is lit.
7	<b>Contacts</b> , <b>Applications</b> , and <b>Messages</b>	<b>Contacts</b>  Access personal and corporate directories. <b>Applications</b>  Access call history, user preferences, phone settings, and phone model information. <b>Messages</b>  Autodial your voice messaging system.
8	<b>Volume</b> button	 Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).

## Navigation

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







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

## Softkey, Line, and Feature Buttons

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

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

Feature and line buttons illuminate to indicate status:

-  Green—Line is idle.
-  Red, steady—Line is active or in use.
-  Red, flashing—Line is on hold or there is an inbound call.
-  Amber, steady—Line is unregistered (cannot be used).

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

## Phone Screen Features

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

**Figure 2: Cisco IP Phone 8800 Screen**

**Figure 3: Cisco IP Phone 8800 Screen**



1	At the top of the screen is the header row. The header row displays the phone number, current date and time, as well a number of icons. The icons display when features are active.
2	The middle of the phone screen displays the information associated with the line and feature buttons on the phone.
3	The bottom row of the screen contains the softkey labels. Each label indicates the action for the softkey button below the screen.

## Clean the Phone Screen

### Procedure

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

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

## Differences Between Phone Calls and Lines

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

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

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

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

## USB Ports

Only for Cisco IP Phone 8851 and 8861.

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

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

**Note**

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

---

**Related Topics**

[The Cisco IP Phone 8800 Series](#)

## Mobile Device Charging

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

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

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

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

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

### Related Topics

[Energy Savings, on page 13](#)

## Bluetooth and Your Phone

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

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

To connect a mobile device or headset to your phone with Bluetooth, start by pairing the device with your phone. You can pair up to 50 mobile devices and Bluetooth headsets with the phone. After the headset or mobile device is paired, the phone connects to the headset or mobile device when the headset or mobile device is turned on.

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

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

- The last Bluetooth headset or mobile device connected with the phone is the default device that the phone uses.
- You can connect one mobile device (phone or tablet) and one Bluetooth headset at the same time.
- The phone can connect to only one paired mobile device at a time. If your mobile phone is connected and you turn on your tablet, the tablet connects to the phone and the mobile phone disconnects.
- When your Bluetooth headset and your mobile device are connected to the phone, you cannot use the Bluetooth headset to answer desk phone calls from the mobile device.

### Related Topics

[Bluetooth Headsets, on page 64](#)

[Pair a Mobile Device with Your Desk Phone, on page 28](#)

[The Cisco IP Phone 8800 Series](#)

## Energy Savings

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

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

## Turn On Your Phone

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

### Procedure

Press any key to turn on the phone.

## Additional Help and Information

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

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

- For quick start guides and end-user guides in English, follow this link:  
<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-user-guide-list.html>
- For guides in languages other than English, follow this link:  
<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/tsd-products-support-translated-end-user-guides-list.html>
- For licensing information, follow this link:  
<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-licensing-information-listing.html>

## Accessibility Features

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

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

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

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

## Troubleshooting

Sometimes you can have problems with call quality or problems such as calls that unexpectedly drop or features that suddenly do not work as expected. These issues may be related to the following scenarios:

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


If you experience problems, your administrator can assist in troubleshooting the root cause of the problem.

## Find Information About Your Phone

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

### Procedure


---

- Step 1** Press **Applications** .
- Step 2** Select **Phone information**.
- Step 3** Press **Exit**.
- 

## View the Transaction Status

### Procedure

---


- Step 1** Press **Applications** .
- Step 2** Select **Network configuration > Ethernet configuration > 802.1X authentication > Transaction status**. You can view the following information:
- **Transaction status**
  - **Protocol**
- 

## Report All Phone Issues

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

## Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Phone information > Report problem**.
- Step 3** Enter the date that you experienced the problem in the **Date of problem** field. The current date appears in this field by default.
- Step 4** Enter the time that you experienced the problem in the **Time of problem** field. The current time appears in this field by default.
- Step 5** Select **Problem description**.
- Step 6** Select a description from the displayed list.
- Step 7** Press **Submit**.
- 

## Lost Phone Connectivity

Sometimes your phone can lose its connection to the call control system. When this connection is lost, your phone displays a message to let you know that this happened.

If you are on an active call when the connection is lost, the call continues. However, you do not have access to all the normal phone functions because some functions require information from the call control system. Your softkeys might not work as you expect.

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

## 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>.





## CHAPTER 2

# Calls

---

- [Make Calls, page 17](#)
- [Answer Calls, page 21](#)
- [Mute Your Call, page 22](#)
- [Hold Calls, page 23](#)
- [Forward Calls, page 24](#)
- [Transfer Calls, page 25](#)
- [Conference Calls and Meetings, page 26](#)
- [Page a Group of Phones \(Multicast Paging\), page 26](#)
- [Multiple Lines, page 27](#)
- [Mobile Devices and Your Desk Phone, page 28](#)

## Make Calls

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

### Make a Call

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

#### Procedure

Enter a number and pick up the handset.

### Make a Call with the Speakerphone

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

### Procedure

---

**Step 1** Enter a number using the keypad.

**Step 2** Press **Speakerphone** .

---

### Related Topics

[Headsets, on page 62](#)

## Make a Call with a Headset

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

### Procedure

---

**Step 1** Plug in a headset.

**Step 2** Enter a number using the keypad.

**Step 3** Press **Headset** .

---

## Redial a Number

You can call the most recently dialed phone number.

### Procedure

---

**Step 1** (Optional) Select a line.

**Step 2** Press **Redial**.

---

## Speed Dial

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

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

### Related Topics

[Configuration Utility Page, on page 6](#)


[Speed-Dial Numbers, on page 7](#)

## Assign a Speed-Dial Code from the Phone Screen

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

### Procedure

---

- Step 1** Press **Applications** .
  - Step 2** Select **Speed Dial**.
  - Step 3** Scroll to an unassigned speed-dial index.
  - Step 4** Press **Edit**.
  - Step 5** Press **Apply**.
- 

## Make a Call with a Speed-Dial Code

### Before You Begin

Set up speed-dial codes on the Configuration Utility page of your phone or from your phone's Applications menu.

### Procedure

---

- Step 1** Enter the speed-dial code and press **Call**.
  - Step 2** To place a call while off-hook, enter the speed-dial code and press **Dial**.
- 

## Configure a Speed Dial on a Line Key

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

### Before You Begin

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

### Procedure

---

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

## Remove a Speed Dial from a Line Key

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

### Procedure

---

- Step 1** Press a line key that has a speed dial configured for at least two seconds.
  - Step 2** Press **Option > Delete** in the **Speed-Dial** window on the phone screen.
- 

## Dial an International Number

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

### Procedure

---

- Step 1** Press and hold **star (\*)** for at least 1 second.  
The plus (+) sign is displayed as the first digit in the phone number.
  - Step 2** Dial the number.  
Ten seconds after the last key press, the phone dials the number.
- 

## Secure Calls

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

# Answer Calls

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

## Answer a Call

### Procedure

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

## Answer Call Waiting

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

### Procedure

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

## Decline a Call

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

### Procedure

Decline a call by performing one of the following actions:

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

## Turn On Do Not Disturb

Use do not disturb (DND) to silence your phone and ignore incoming call notifications when you need to avoid distractions.

When you turn on DND, your incoming calls are forwarded to another number, such as your voicemail, if it is set up.

When you turn on DND, it affects all lines on your phone. However, you will always receive intercom and emergency calls, even when DND is turned on.

### Procedure

---

- Step 1** Press **Do not disturb** to turn on DND.
  - Step 2** Press **Do not disturb** again to turn off DND.
- 

## Answer a Coworker's Phone (Call Pickup)

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

### Answer a Call Within Your Group (Pickup)

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

### Procedure

---

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

## Mute Your Call

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

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

### Procedure

---

- Step 1** Press **Mute** .
  - Step 2** Press **Mute** again to turn mute off.
-


# Hold Calls

## Put a Call on Hold

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

### Procedure

---

- Step 1** Press **Hold** .
- Step 2** To resume a call from hold, press **Hold** again.
- 

## Answer a Call Left on Hold for Too Long

When you've left a call on hold too long, you'll be notified with these cues:

- Flashing red session button
- Flashing message indicator on the handset
- Visual notification on the phone screen

### Procedure

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

## Swap Between Active and Held Calls

You can easily switch between active and held calls.

### Procedure

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

## Call Park

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

If the call remains parked for too long, you receive an alert tone. You can answer the call or retrieve it from another phone. If you do not answer the call within a certain length of time, it is routed to another destination (such as voicemail), as set by your administrator.

A parked call occupies one line.

## Place a Call on Hold with Call Park

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

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

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

### Before You Begin

Your call must be active.

### Procedure

---

- Step 1** Press **Park**.  
Your phone plays a recorded message that asks for the number of the parked call.
  - Step 2** Enter the number and press **Pound(#)**.
  - Step 3** (Optional) Communicate the parked number to the person retrieving the call.
- 

## Retrieve a Call on Hold with Call Park

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

### Before You Begin

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

### Procedure

---

- Step 1** Press **Unpark**.
  - Step 2** (Optional) Press the line key that has busy lamp field with call pickup configured to retrieve a call on hold.
  - Step 3** Enter the number where the call is parked followed by **Pound(#)**.  
You can also enter Pound(#) to retrieve the parked call. If you retrieve a call parked on your own phone, you may not need to enter a number.
- 


# Forward Calls

You can forward calls from any line on your phone to another number. Call forward is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.

There are two ways of forwarding your calls:



- Forward all calls
- Forward calls in special situations, such as when the phone is busy or there is no answer.

When a line is forwarded, you see the Forward all  icon with the line.

### Procedure

---

- Step 1** When the line to be forwarded is inactive, press **Fwd All**.
- Step 2** Enter the call forward target number exactly as you would dial it from your phone, or select an entry from your list of recent calls.
- 

### Related Topics

- [Configuration Utility Page, on page 6](#)
- [Forward Calls in Specific Situations, on page 50](#)

## Transfer Calls


You can transfer an active call to another person.

### Transfer a Call to Another Person

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

### Procedure

---

- Step 1** From a call that is not on hold, press **Transfer** .
- Step 2** Enter the other person's phone number.
- Step 3** (Optional) Wait until you hear the line ring or until the other person answers the call.
- Step 4** Press **Transfer** again.
- 

### Consult Before You Complete a Transfer


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

#### Before You Begin

You have an active call that needs to be transferred.

### Procedure

---

- Step 1** Press **Transfer** .
- Step 2** Enter the phone number for the party you want to transfer.
- Step 3** When the other person answers, you can talk to them.
- Step 4** (Optional) Press the line key to return to the held call.
- Step 5** (Optional) Press the line key to return to the transfer target phone number.
- Step 6** Press **Transfer** to complete the transfer.
- 



## Conference Calls and Meetings

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

### Add Another Person to a Call

#### Procedure

---

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

## Page a Group of Phones (Multicast Paging)

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

#### Procedure

Dial the number of the paging group.

# Multiple Lines

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

## Answer the Oldest Call First

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

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

## View All Calls on Your Phone

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

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

## Shared Lines

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

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

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

## Add Yourself to a Call on a Shared Line

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

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

### Procedure

---

**Step 1** Press the line button for the shared line.

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

---

## Mobile Devices and Your Desk Phone

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

Cisco IP Phone 8851 and 8861 support this feature.

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

### Related Topics

[Bluetooth Headsets, on page 64](#)

## Phone Calls with Intelligent Proximity

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

### Pair a Mobile Device with Your Desk Phone

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

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


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

### Before You Begin

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

### Procedure

---

- Step 1** On your desk phone, press **Applications** .
  - Step 2** Select **Bluetooth > Add Bluetooth device**.
  - Step 3** Select the mobile device from the available devices list to pair.
  - Step 4** Verify the passkey on the mobile device.
  - Step 5** Verify the passkey on the desk phone.
  - Step 6** (Optional) Choose to make your mobile device contacts and call history available on your desk phone.
- 

### Related Topics

[Bluetooth and Your Phone](#), on page 13

[The Cisco IP Phone 8800 Series](#)

## Switch Connected Mobile Devices

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

### Procedure

---


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

## Delete a Mobile Device

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

### Procedure

---

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

## View Your Paired Bluetooth Devices

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

### Procedure

---

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

**Step 2** Select **Bluetooth**.

---

## Intelligent Proximity for Mobile Phones

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

### Handle an Incoming Mobile Call

#### Before You Begin

Your mobile phone is paired to your desk phone.

#### Procedure

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

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

### Make a Mobile Call

#### Before You Begin

Your mobile phone is paired to your desk phone.

#### Procedure

---

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

**Step 2** Enter a phone number.

**Step 3** Press **Call**.

---

### Move a Call Between the Desk Phone and a Mobile Device

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

#### Before You Begin

Your mobile phone is paired to your desk phone.

#### Procedure

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

### Adjust the Mobile Device Volume


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

#### Before You Begin

Your mobile phone is paired to your desk phone.

#### Procedure

Perform one of these options:

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


### View Your Mobile Contacts on Your Desk Phone

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

#### Before You Begin

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

#### Procedure

- 
- Step 1** On the desk phone, press **Contacts** .
- Step 2** Select your mobile phone from the list.
-

### Save Contacts from Your Mobile Device on Your Desk Phone

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

#### Before You Begin

Your mobile phone is paired to your desk phone.

#### Procedure

---

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

**Step 2** Select your mobile phone.

---

### Delete Contacts in Your Mobile Device Contact List

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

#### Before You Begin

Your mobile phone is paired to your desk phone.

#### Procedure

---

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

**Step 2** Select your mobile phone.

**Step 3** Check **Delete**.

---

### View Your Mobile Call History on Your Desk Phone

You can see the mobile phone call history on your desk phone.

#### Before You Begin

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

#### Procedure

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



## Intelligent Proximity for Tablets

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

The desk phone supports connections from Android and iOS tablets.

### Move the Audio from Your Tablet to Your Desk Phone

#### Before You Begin

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

#### Procedure

---

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

### Move the Audio from Your Desk Phone to Your Tablet

#### Before You Begin

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

#### Procedure

Do one of the following actions:

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





## CHAPTER 3

# Contacts

---

- [Corporate Directory, page 35](#)
- [Personal Directory, page 39](#)

## Corporate Directory


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

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

## Dial a Contact in the Corporate Directory

### Procedure

---

- Step 1** Press **Contacts** .
  - Step 2** Select **Corporate Directory**.
  - Step 3** Select a search criteria.
  - Step 4** Enter your search criteria and press **Submit**.
  - Step 5** Select the contact.
  - Step 6** Press **Dial**.
- 

## Broadsoft Directory

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


## Search for a Contact in Your Broadsoft Directory (Simple Search)

### Before You Begin

- Your administrator enables the Broadsoft Directory in your phone.
- You or your administrator sets up your Broadsoft Directory user group type as **Enterprise**, **Group**, or **Personal**.

### Procedure

---

- Step 1** Press **Contacts** .
- Step 2** Select **Broadsoft Directory**.  
You may see the name as the directory name that you have configured for your Broadsoft Directory.
- Step 3** Select **Simple Search**.
- Step 4** Enter your search criteria, and press **Submit**.
- 


## Search for a Contact in Your BroadSoft Directory (Advance Search)

### Before You Begin

Set up your Broadsoft Directory user group type as Enterprise or Group.

### Procedure

---


- Step 1** Press **Contacts** .
- Step 2** Select **BroadSoft Directory**.
- Step 3** Select **Advance Search**.
- Step 4** Select a search criteria.  
You can search a contact in the BroadSoft directory by Last Name, First Name, User ID, Number, Extension, Department, and Email.
- Step 5** Enter your search criteria, and press **Submit**.
-

## Edit Your Contact Type in Your Broadsoft Directory

### Edit Your BroadSoft Directory Name

#### Procedure


---

- Step 1** Press **Contacts** .
  - Step 2** Select the **Broadsoft Directory**.
  - Step 3** Select **Configuration**.
  - Step 4** Press **Option**.
  - Step 5** Select **Edit Settings**.
  - Step 6** Select **Directory Name**.
  - Step 7** Press **Edit** to modify the entry.
  - Step 8** Press **Save** to apply the change.
- 

### Edit the Server Name of Your Broadsoft Directory

#### Procedure


---

- Step 1** Press **Contacts** .
  - Step 2** Select the **Broadsoft Directory**.
  - Step 3** Select **Configuration**.
  - Step 4** Select **Host Server**.
  - Step 5** Press **Edit** and modify the server entry.
  - Step 6** Press **Apply** to save the change.
-

## Edit User ID of Your Broadsoft Directory

### Procedure


---

- Step 1** Press **Contacts** .
  - Step 2** Select the **Broadsoft Directory**.
  - Step 3** Select **Configuration**.
  - Step 4** Press **Option**.
  - Step 5** Select **Edit Settings**.
  - Step 6** Select **UserID**.
  - Step 7** Press **Edit** and modify the user id of your Broadsoft Directory.
  - Step 8** Press **Apply** to save the change.
- 

## Edit Your Broadsoft Directory Password

### Procedure

---

- Step 1** Press **Contacts** .
  - Step 2** Select the **Broadsoft Directory**.
  - Step 3** Select **Configuration**.
  - Step 4** Press **Option**.
  - Step 5** Select **Edit Settings**.
  - Step 6** Select **Password**.
  - Step 7** Press **Edit** and modify the entry.
  - Step 8** Press **Apply** to save the change.
- 


## LDAP Directory

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

## Search for a Contact in Your LDAP Directory

### Procedure

---


- Step 1** Press **Contacts** .
  - Step 2** Select **LDAP Directory**.
  - Step 3** Enter your search criteria.  
You can search by first name and last name of a contact.
  - Step 4** Press **Submit**.
- 

## Personal Directory

### Add a New Contact to Your Personal Directory

#### Procedure

---

- Step 1** Press **Contacts** .
  - Step 2** Select **Personal Directory**.
  - Step 3** Press **Add** or you can press the **Select** button.
  - Step 4** Select **New Personal Dir Entry**.
  - Step 5** Enter first name, last name, and number.
  - Step 6** Press **Save** to add the entry to your personal directory.
- 

### Add a New Contact to Your Personal Address Book with Configuration Utility

#### Procedure

---


- Step 1** On the Config Utility page, select **User Login > Personal Directory**.
  - Step 2** Click **Add to Personal Directory**.
  - Step 3** Add last name, first name, and number.
  - Step 4** Click **Submit All Changes**.
-

## Search for a Contact in Your Personal Directory

### Call a Contact in Your Personal Directory

#### Procedure



---

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

### Edit a Contact in Your Personal Directory

#### Procedure


---

- Step 1** Press **Contacts** .
- Step 2** Select **Personal Directory** and search for an entry.
- Step 3** Select the entry you want to change.
- Step 4** Press the **Select**  key.
- Step 5** Modify the entry information.
- Step 6** Press **Save** to modify a phone number.
- 

### Remove a Contact from Your Personal Directory

#### Procedure

---

- Step 1** Press **Contacts** .
- Step 2** Select **Personal Directory**.
- Step 3** Select **Search Personal Directory**.
- Step 4** Select the address entry and press **Option** > **Delete** to delete the entry.
-





## Recent Calls

---

- [Recent Calls List](#), page 41
- [View Your Recent Calls](#), page 41
- [Return a Recent Call](#), page 42
- [Clear the Recent Calls List](#), page 42
- [Delete a Call Record](#), page 42
- [Delete All Call Records](#), page 43

## Recent Calls List

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

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

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


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

## View Your Recent Calls

Check to see who's called you recently.

### Procedure

---


- Step 1** Select a line to view.
  - Step 2** Press **Applications** .
  - Step 3** Select **Call History**.
-

## Return a Recent Call

You can easily call someone who has called you.

### Procedure

---


- Step 1** Press **Applications** .
  - Step 2** Select **Call History**.
  - Step 3** (Optional) Select the required line.
  - Step 4** Select the call record that you want to dial.
  - Step 5** (Optional) Press **EditDial** to edit the call record.
  - Step 6** Press **Call**.
- 

## Clear the Recent Calls List

You can delete the last 180 calls on your phone by clearing Recents. This removes all of the calls on your phone.

### Procedure

---



- Step 1** Select a line.
  - Step 2** Press **Applications** .
  - Step 3** Select **Call History**.
  - Step 4** (Optional) Select the required line.
  - Step 5** Press **Clear**.
  - Step 6** Press **Delete**.
- 

## Delete a Call Record

You can edit Recents to remove a single call from your history. This helps preserve important contact information because Recents only has the first 150 calls.

### Procedure

---


- Step 1** Press **Applications** .
  - Step 2** Select **Call History**.
  - Step 3** (Optional) Select the required line.
  - Step 4** Highlight the individual record or call group that you want to delete.
  - Step 5** Press **Delete**.
  - Step 6** Press **Delete** again to confirm.
  - Step 7** Press **Back** .
- 

## Delete All Call Records

You can delete all call history records on your phone.

### Procedure

---

- Step 1** Press **Applications** .
  - Step 2** Select **Call History**.
  - Step 3** Select **Option** > **delete All**.
  - Step 4** Press **Delete** again to confirm.
-





## Voicemail

---

- [Your Voicemail Account, page 45](#)
- [Check for New Voice Messages, page 45](#)
- [Access Voicemail, page 46](#)
- [Access Audio Voicemail, page 46](#)

### Your Voicemail Account

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

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

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

### Check for New Voice Messages

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

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

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


#### Related Topics

[Configuration Utility Page, on page 6](#)

## Access Voicemail

### Procedure

---

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

## Access Audio Voicemail

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

### Procedure

---

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



## CHAPTER 6

# Applications

---

- [Available Applications](#), page 47
- [View Active Applications](#), page 47
- [Switch to Active Applications](#), page 48
- [Close Active Applications](#), page 48

## Available Applications


Cisco phones don't include these applications by default. But your company might have added applications such as the weather, stock information, company news, to-do lists, or similar information and services.

## View Active Applications

You can easily see what applications you already have open.

### Procedure


---

- Step 1** Press **Applications** .
  - Step 2** Select **Running applications**.
  - Step 3** Press **Exit**.
-

## Switch to Active Applications

### Procedure


---

- Step 1** Press **Applications** .
  - Step 2** Select **Running applications**.
  - Step 3** Select a running application and press **Switch to** to open and use the selected application.
  - Step 4** Press **Exit**.
- 

## Close Active Applications

### Procedure

---

- Step 1** Press **Applications** .
  - Step 2** Select **Running applications**.
  - Step 3** Select a running application and press **Close app** to close the application.
  - Step 4** Press **Close**.
  - Step 5** Press **Exit**.
-





## CHAPTER

# 7

## Settings

---


- [Change the Ringtone, page 50](#)
- [Assign a Ring Tone to an Extension with the Configuration Utility, page 50](#)
- [Forward Calls in Specific Situations, page 50](#)
- [Enable Call Forwarding with Configuration Utility, page 51](#)
- [Turn On Do Not Disturb on All Lines, page 51](#)
- [Turn On Do Not Disturb For a Specific Line, page 52](#)
- [Turn on DND on All Lines from Configuration Utility, page 52](#)
- [Block an Anonymous Call, page 52](#)
- [Block Your Caller ID Display, page 53](#)
- [Secure a Call, page 53](#)
- [Set Up an Auto Answer Page, page 54](#)
- [Turn On Call Forward for All Lines, page 54](#)
- [Set Up Voicemail, page 55](#)
- [Change the Time Format, page 55](#)
- [Change the Date Format, page 55](#)
- [Change the Screen Saver Mode, page 56](#)
- [Change the Wallpaper, page 56](#)
- [Download Wallpaper , page 57](#)
- [Adjust the Backlight Duration, page 58](#)
- [Change the Phone Name, page 58](#)
- [Adjust the Headset Feedback, page 58](#)
- [Restart Your Phone, page 59](#)
- [Set Language, page 59](#)
- [Set Password, page 60](#)

## Change the Ringtone

You can change the sound that your phone uses for incoming calls.

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Ringtone**.
- Step 3** Select a line.
- Step 4** Scroll through the list of ringtones and press **Play** to hear a sample.
- Step 5** Press **Set** use the ringtone.
- 

## Assign a Ring Tone to an Extension with the Configuration Utility

### Procedure


---

- Step 1** On the Configuration Utility page, select **User Login** > **Voice** > **Ext(n)**, where **(n)** is the number of an extension.
- Step 2** Under **Call Feature Settings**, use the **Default Ring (n)** drop-down list box to specify one of the following:
- No Ring
  - 1 through 9—Choose one of the available ring tones.
- Step 3** Click **Submit All Changes**.
- 

## Forward Calls in Specific Situations

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Preferences** > **Call Forward**.
- Step 3** Select **Call forwarding** and enable the feature by selecting **On**.
- Step 4** Select one of the parameters on a primary line:
- **CFWD All Number**: Forwards all incoming calls to a target phone number.

- **CFWD Busy Number:** Forwards all incoming calls to a target phone number when the primary line is active.
- **CFWD No Ans Number:** Forwards an incoming call that is not answered.
- **CFWD No Ans Delay:** Assigns a response delay time. You can assign such time when you select **CFWD No Ans Delay** as a call forwarding mode.

- Step 5** Press **Apply** to confirm the target phone number to which the calls will be forwarded.
- Step 6** Press **Edit** to enter a phone number to which you want to forward the calls.
- Step 7** Press **Exit** to return to the Preferences screen.
- 

#### Related Topics

[Forward Calls](#), on page 24

## Enable Call Forwarding with Configuration Utility

Perform the following task if you want to enable the call forward settings from the Configuration Utility page.

#### Procedure

---


- Step 1** On the Configuration Utility page, click **User Login > advanced > Voice > User**.
- Step 2** Under **Call Forward**, choose **Yes** for CFWD Setting.
- Step 3** Click **Submit All Changes**.
- 

## Turn On Do Not Disturb on All Lines

You can suppress all incoming call notifications on all lines when you need to avoid distractions.

#### Procedure

---



- Step 1** Press **Applications** .
- Step 2** Select **Preferences > Call Preference > DND Global Mode**.
- Step 3** Select **All Lines** to set DND on all lines.
- Step 4** Select **Per Line** to set DND on the selected line.
- Step 5** Press **Set** to apply the mode.
-

## Turn On Do Not Disturb For a Specific Line

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

### Procedure

---

- Step 1** Press **Applications** .
  - Step 2** Select **Preferences > Call Preference > Do Not Disturb**.
  - Step 3** Select a specific line from the list.
  - Step 4** Press **On** to turn on DND or press **Off** to turn off DND.
  - Step 5** Press **Edit**.
  - Step 6** Press **Yes** to turn on DND or press **No** to turn off DND.
  - Step 7** Press  to exit.
- 

## Turn on DND on All Lines from Configuration Utility

### Procedure

---



- Step 1** On the Configuration Utility page, select **User Login > Voice > User**.
  - Step 2** Under **Supplementary Services**, set **DND Settings** to **Yes**.  
You can turn on DND on all line if feature key sync (FKS) is not enabled by your administrator.
  - Step 3** Click **Submit All Changes**.
- 

## Block an Anonymous Call

You can block an incoming call that does not have caller information.

### Procedure

---



- Step 1** Press **Applications** .
  - Step 2** Select **Preferences > Call Preference > Block Anonymous Call**.
  - Step 3** Select **On** if you want to block the call that does not have caller information, or select **Off** to allow the call.
  - Step 4** Select **Set** to save the setting.
  - Step 5** Press  to exit.
- 

## Block Your Caller ID Display

You can hide your caller name and number from the person whom you are calling.

### Procedure

---

- Step 1** Press **Applications** .
  - Step 2** Select **Preferences > Call Preference > Block Caller ID**.
  - Step 3** Press **On** you want to block caller ID display, or press **Off** to allow caller ID display.
  - Step 4** Select **Set** to apply the changes.
  - Step 5** Press  to exit.
- 



## Secure a Call

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

When secure call is enabled, you see a lock icon next to the dialed phone number.

### Procedure



---

- Step 1** Press **Applications** .
  - Step 2** Select **Preferences > Call Preference > Secure Call**.
  - Step 3** Press **On** to enable secure call feature or press **Off** to disable the secure call feature.
  - Step 4** Select **Exit** to return to the Applications screen.
  - Step 5** Press  to exit.
-

## Set Up an Auto Answer Page

### Procedure

---


- Step 1** Press **Applications** .
  - Step 2** Select **Preferences > Call Preference > Auto Answer Page**.
  - Step 3** Press **On** to enable the Auto answer page or press **Off** to disable Auto answer page.
  - Step 4** Press **Exit** to return to the Applications screen.
  - Step 5** Press  to exit.
- 

## Turn On Call Forward for All Lines

You can set any call forward values changes on all lines or on a single line.

### Procedure





---

- Step 1** Press **Applications** .
  - Step 2** Select **Preferences > Call Preference > CFWD Global Mode**.
  - Step 3** Select **On** to enable Call forwarding.
  - Step 4** Select **All Lines**.  
Any change that you apply in the call forward settings, effects all other lines. The change does not effect a line with feature key sync enabled.
  - Step 5** Select **Per Line**.  
Any change that you apply in the call forward settings, effects only the selected line and does not effect other lines.
  - Step 6** Press **Set** to apply the mode.
-

## Set Up Voicemail

### Procedure

---



- Step 1** Press **Applications** .
  - Step 2** Select **Preferences > Voice Mail**.
  - Step 3** Press **Edit**.
  - Step 4** Enter a phone number to check voicemail.  
If you press the **Messages**  button, it dials the voicemail number and displays the voice message list.
  - Step 5** Press **Apply** to confirm the assigned number, or press **Revert** to restore the previous voicemail number.
  - Step 6** Press **Save** to save the change, or press **Cancel**.
  - Step 7** Press  to return to the **Voice Mail** screen without applying the number.
  - Step 8** Press  to exit.
- 

## Change the Time Format

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

### Procedure

---



- Step 1** Press **Applications** .
  - Step 2** Select **Preferences > Time Format**.
  - Step 3** Press **Edit** to change the time format.
  - Step 4** Select a time format and press **Set** to apply the changes.
  - Step 5** Press  to exit.
- 

## Change the Date Format

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

### Procedure




---

- Step 1** Press **Applications** .
  - Step 2** Select **Preferences > Date Format**.
  - Step 3** Press **Edit** to change the date format.
  - Step 4** Select a date format and press **Set** to apply the changes.
  - Step 5** Select **Exit** to return to the Applications menu.
  - Step 6** Press  to exit.
- 

## Change the Screen Saver Mode

### Procedure

---

- Step 1** Press **Applications** .
  - Step 2** Select **Preferences > Screen Saver Mode**.
  - Step 3** Select **Enable Screen Saver**.
  - Step 4** Select **On** to enable the screen saver, or press **Off** to turn the screen saver off.
  - Step 5** Select **Screen Saver Wait Time**.
  - Step 6** Press **Apply**.
  - Step 7** Press **Screen Saver Icon**.
  - Step 8** Select the required icon.
  - Step 9** Press **Set** to confirm the selection.
  - Step 10** Press  to return to the **Screen Saver Mode** screen.
  - Step 11** Select **Refresh Period**.
  - Step 12** Press **Apply**.
  - Step 13** Press  to return to the **Preferences** screen.
- 


## Change the Wallpaper

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



### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Settings > Wallpaper**.
- Step 3** Select a wallpaper option and perform any of the steps:
- Press **Preview** to see the wallpaper on your phone screen.
  - Press **Set** to apply the wallpaper to the phone.
  - Press **Delete** to delete the wallpaper from the list.
- Step 4** Press **Exit**.
- 

## Download Wallpaper

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

### Procedure

---

- Step 1** Enter the path in the **Wallpaper Picture Download URL** field.  
The URL must include the TFTP or HTTP server name (or IP address), directory, and filename.

Example:

- `http://10.64.84.147/pictures/image04_800x480x24.png`


These phone image file attributes are supported: PNG format, 24 bit-per-pixel color, size 800-by-480 pixels.  
You can also use a TFTP server.

- Step 2** Click **Submit All Changes**.  
The phone does not reboot after you change the background image URL.  
After the download is complete, on the phone LCD menus select the new picture as the phone wallpaper. The wallpaper can be set or deleted only through the phone LCD menu.
-

## Adjust the Backlight Duration

### Procedure

---


- Step 1** Press **Applications** .
- Step 2** Select **Preferences**>**Backlight Timer**.
- Step 3** Press **Edit** or **Select** button.
- Step 4** Scroll through the list and select a duration for which the backlight remains on:
- 1 min
  - 5 min
  - 30 min
  - Always On
- Note** Default value is 5 min.
- Step 5** Press **Set** to apply the selection.
- 

## Change the Phone Name

You can change the name of the phone from the default name. Your mobile device displays this name when you pair your mobile device with your desk phone.

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Preferences** > **Phone Name**.
- Step 3** Use the keypad to enter a name.
- Step 4** Press **Apply**.
- Step 5** Press **Exit**.
- 


## Adjust the Headset Feedback

When you use a headset, you can hear your own voice in the earpiece, which is called headset sidetone or headset feedback. You can control the amount of headset sidetone on your phone.

Headsets connect to your phone with either the USB or the auxiliary port. Depending upon your model of headset, you have to adjust your phone's audio settings for the best audio experience, including the headset sidetone setting.

### Procedure

---


- Step 1** Press **Applications** .
  - Step 2** Select **Preferences** > **Headset sidetone**.
  - Step 3** Select a setting.
  - Step 4** Press **Exit**.
- 

## Restart Your Phone

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

### Procedure

---


- Step 1** Press **Applications** .
  - Step 2** Select **Admin Settings** > **Reset settings** > **Hot reboot**.
  - Step 3** Select **Yes** to confirm that you want to reboot your phone.
  - Step 4**
- 

## Set Language

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

### Procedure

---

- Step 1** Press **Applications** .
  - Step 2** Select **Admin Settings** > **Set Language**.
  - Step 3** Select a language from the list of available languages.
  - Step 4** Select **Exit**.
-

# Set Password


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

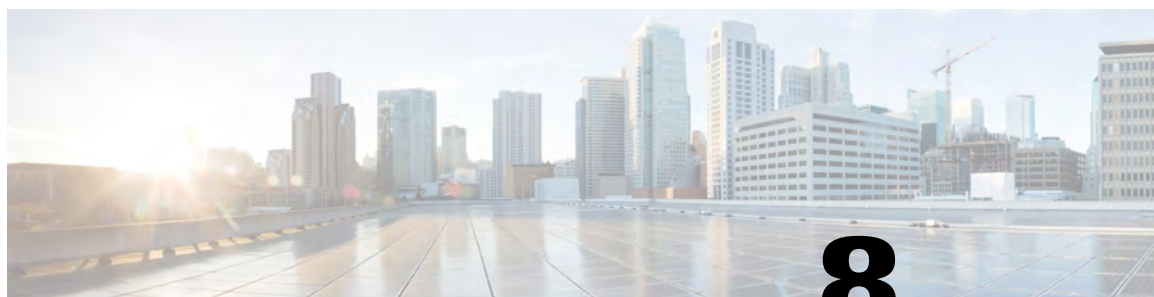
## Before You Begin

You must have your existing password.

## Procedure

---

- Step 1** Press **Applications** .
  - Step 2** Select **Admin Settings > Set User Password**.
  - Step 3** Enter your current password in the Old password field.
  - Step 4** Enter your new password in the New password and the Reenter new password fields.
  - Step 5** Select **Set**.
-



# CHAPTER 8

## Accessories

- [Supported Accessories, page 61](#)
- [View the Accessories Associated with Your Phone, page 62](#)
- [Headsets, page 62](#)
- [Cisco IP Phone Key Expansion Module Setup Overview, page 68](#)

## Supported Accessories

You can use your phone with different types of accessories, such as headsets, microphones, and speakers. This table shows you which ones you can use with your particular phone.

In the following table, an X indicates support for an accessory by a particular phone model and a dash (-) indicates no support.

**Table 3: Accessory Support for the Cisco IP Phone 8800 Series**


Accessory	Type	Cisco IP Phone			
		8811	8841	8851	8861
<b>Third-Party Accessories</b>					
Headset	Analog	X	X	X	X
	Analog Wideband	X	X	X	X
	Bluetooth	—	—	X	X
	USB	—	—	X	X
Microphone	External PC	—	—	—	X
Speakers	External PC	—	—	—	X

## View the Accessories Associated with Your Phone

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

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select one of the following options:
- **Accessories**
  - **Bluetooth**
- Step 3** (Optional) Select an accessory and press **Show detail**.
- Step 4** Press **Exit**.
- 

## Headsets

Check with the headset manufacturer to confirm whether you can use it with your Cisco phone.

If you plug a headset into the phone during an active call, the audio path automatically changes to the headset.

### Standard Headsets

You can use a standard headset with your desk phone.

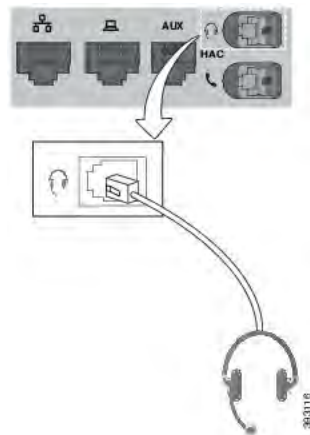
#### Connect a Standard Headset

Standard headsets plug into the back of the phone.

### Procedure

Plug the headset into the jack on the back of the phone and press the cable into the cable channel.



**Figure 4: Standard Headset Connection**



## Set Up a Wideband Standard Headset

You can use a headset that supports wideband audio. Wideband audio improves the quality of the sound you hear in the headset.

### Procedure

- 
- Step 1** Press **Applications** .
  - Step 2** Select **Accessories > Analog headset > Setup**.
  - Step 3** Press **On** or **Off** to enable or disable wideband for the analog headset.
  - Step 4** Press **Return** .
- 

## USB Headsets

You can use a USB headset for your calls if your phone has a USB port.

For a list of supported headsets, see [Unified Communications Endpoint and Client Accessories](#). USB headsets that are not listed may not function properly if you attach them to the USB port. For more information, see the documentation from your USB headset manufacturer.

### Connect a USB Headset

When you use USB headsets with your phone, keep in mind:

- You can use only one headset at a time. The most-recently connected headset is the active headset.
- If you are on an active call and unplug a USB headset, the audio path does not change automatically. You need to press the **Speakerphone** button or pick up the handset.

### Procedure

Plug the USB headset plug into the USB port on the phone.

## Bluetooth Headsets

You can use a Bluetooth headset for your calls if your phone supports Bluetooth.

When you use Bluetooth headsets with your phone, keep in mind:

- If you have both a Bluetooth headset and a standard headset attached to the phone, only one type of headset works at any time. When you enable one headset, the other is automatically disabled.
- If you use a USB headset, both the Bluetooth and analog headset are disabled. If you unplug the USB headset, you need to enable the Bluetooth or standard headset.
- For optimum headset coverage, use your Bluetooth headset within 10 feet (3 meters) of the phone.
- Your phone supports the Bluetooth Handsfree Profile. If your Bluetooth headset supports these features, you can use your headset to:
  - Answer a call
  - End a call
  - Change the headset volume for a call
  - Redial a number
  - View Caller ID
  - Reject a call
  - Divert a call
  - Place a call on hold by answering an incoming call
  - End a call by answering an incoming call

For more information, see the documentation from your Bluetooth headset manufacturer.

### Related Topics

[Bluetooth and Your Phone, on page 13](#)

[The Cisco IP Phone 8800 Series](#)


[View Your Paired Bluetooth Devices, on page 30](#)

[Mobile Devices and Your Desk Phone, on page 28](#)

[Mobile Devices and Your Desk Phone, on page 28](#)




## Turn Bluetooth On or Off

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

### Procedure


---

- Step 1** Press **Applications** .
  - Step 2** Select **Bluetooth**.
  - Step 3** Press **On** or **Off**.
- 

## Add a Bluetooth Headset

### Procedure

---


- Step 1** Make your Bluetooth headset discoverable.
  - Step 2** Press **Applications** .
  - Step 3** Select **Bluetooth** > **Add bluetooth device**.  
Your phone searches for discoverable accessories.
  - Step 4** Select your headset and press **Connect**.
  - Step 5** (Optional) If prompted, enter the PIN for your headset.
- 

## Disconnect a Bluetooth Headset

You should disconnect your Bluetooth headset before you use it with another device.

### Procedure

---


- Step 1** Press **Applications** .
  - Step 2** Select **Bluetooth**.
  - Step 3** Select a Bluetooth headset.
  - Step 4** Press **Disconnect**.
- 

## Remove a Bluetooth Headset

Remove your Bluetooth headset if you aren't going to use it with your phone again.

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Bluetooth**.
- Step 3** Select a Bluetooth headset and press **Delete**.
- 

## Wireless Headsets

You can use most wireless headsets with your phone. For a list of supported headsets, see [http://www.cisco.com/c/en/us/products/unified-communications/uc\\_endpoints\\_accessories.html](http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html).

Refer to your wireless headset documentation for information about connecting the headset and using its features.

## Swap Headsets While on a Call

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

When you connect multiple headsets to the phone, you can switch among the headsets during a call by pressing the **Headset** key on the phone. Though the phone is connected to multiple devices, you see a specific headset is selected as the preferred audio device in the following priority order:

- When you connect a USB headset, a Bluetooth, and an analog headset to the phone, you can make your USB headset the preferred audio device.
- When you connect a Bluetooth and an analog headset to the phone, you can make your Bluetooth device the preferred audio device.
- When you connect only an analog headset to the phone, you make your analog headset the preferred audio device.

### Procedure

---

- Step 1** Before you make or answer a call, press **Headset**.
- Step 2** (Optional) If you place a call, dial the number.
- 

## Specify a Audio Device for a Call

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

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

Based on the setting that choose for **Preferred audio device**, the audio device is selected.

### Procedure

---

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

## Dynamically Select an Audio Path for a Call

You can connect an analog headset, a Bluetooth headset, and a USB headset simultaneously to your phone. However, only one of them can be used at a time.

When you connect multiple headsets to the phone, the audio path that is used during a call changes based on the audio devices that are connected.

### Procedure

---

- Step 1** (Optional) While you are on a call with an analog headset and a Bluetooth headset connected to the phone, plug in a USB headset.  
The call switches to the USB headset.
- Step 2** (Optional) While you are on a call with a USB headset connected to the phone, unplug the USB headset.  
If a Bluetooth headset is connected the call switches to it, else the call switches to the speaker.
- Step 3** (Optional) While you are on a call with a Bluetooth headset connected to the phone, disconnect the Bluetooth headset (that is, move out of range or power off the headset).  
If a USB headset is connected the call switches to it, else the call switches to an analog headset.
- Step 4** (Optional) While you are on a call with an analog headset and a USB headset connected to the phone, plug in a Bluetooth headset.  
The call switches to the Bluetooth headset.
-

## Cisco IP Phone Key Expansion Module Setup Overview

The Cisco IP Phone 8800 Key Expansion Modules add extra line appearances, speed dials, or programmable buttons to the phone. The programmable buttons can be set up as phone line buttons, speed-dial buttons, or phone feature buttons

The Cisco IP Phone 8800 Key Expansion Module adds extra programmable buttons to the phone. The programmable buttons can be set up as phone line buttons, speed-dial buttons, or phone feature buttons

When adding features to your expansion module, remember that each line button supports only one feature. You cannot add more features than the number of programmable line keys on your expansion module.

**Figure 5: Cisco IP Phone 8845 with a key expansion module**









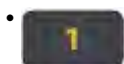
**Table 4: Cisco IP Phones and Supported Key Expansion Modules**

Cisco IP Phone Model	Supported Key Expansion Modules
Cisco IP Phone 8851	2; providing 72 lines or buttons
Cisco IP Phone 8861	3; providing 108 lines or buttons

## Cisco IP Phone 8800 Key Expansion Module Buttons and Hardware

The following table describes the features of the key expansion module.



	<p>LCD screen—Displays the phone number, speed-dial number (or name or other text label), phone service, phone feature, or privacy assigned to each button.</p> <p>Icons that indicate line status resemble (in both appearance and function) the icons on the phone to which the key expansion module is attached.</p>
<p>1</p>	<p>Lighted buttons—18 buttons. Depending on the mode, each button or pair of buttons corresponds to one line (same as on the phone). For mode information, see the description of 2-column mode that follow this table. The lights beneath each button indicate the state of the corresponding line as follows:</p> <ul style="list-style-type: none"> <li>•  light off—Button is not configured.</li> <li>•  green steady—Line is configured correctly and registered successfully and is in idle state.</li> <li>•  red steady—Line in use and have an active call on it.</li> <li>•  amber steady/blinking—A configuration error occurred when this feature was being set up.</li> </ul>
<p>2</p>	<p>Shift buttons—2 buttons. Each button corresponds to one page of 18 buttons. The button for page 1 is labeled as <b>1</b> and the button for page 2 is labeled as <b>2</b>. The lights in each button indicate the state of the page as follows:</p> <ul style="list-style-type: none"> <li>•  green steady—Page is in view.</li> <li>•  light off—Page is not in view.</li> <li>•  amber steady—Page is not in view with one or more alerting calls on the page.</li> </ul>

Your administrator sets up the key expansion module to display in two-column mode.

### Two-Column Mode


In two-column mode, each button on the left and right of the screen is assigned to a different phone number, speed-dial number (or name or other text label), phone service, or phone feature. In this configuration, the key expansion module displays up to 18 items on page 1, and up to 18 items on page 2.

**Figure 6: Key Expansion Module with Two Columns**



## Adjust the Key Expansion Module Screen Brightness

### Procedure

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- Step 1** Press **Applications** .
  - Step 2** Select **Settings > Brightness > Brightness - Key expansion module x**, where x is the number of the key expansion module.
  - Step 3** Press right on the Navigation pad to increase brightness. Press left on the Navigation pad to decrease brightness.
  - Step 4** Press **Save**.
- 


## Adjust the Screen Brightness

You can change the brightness of the phone screen to make it easier to read.

You can change the brightness of the key expansion module screen to make it easier to read.

### Procedure

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- Step 1** Press **Applications** .
  - Step 2** Select **Preferences > Brightness**.
  - Step 3** Select **User preferences > Attendant console preferences**.
  - Step 4** Press the Navigation cluster left to decrease, or right to increase, the brightness.
  - Step 5** Enter a number between 4-15.
  - Step 6** Press **Save**.
- 

## Modify a Speed Dial on a Key Expansion Module

If one of the line keys on the key expansion module is configured as a speed dial, you can press the line key to change the speed-dial number. You can also verify this change by checking the **Unit** field on the Configuration Utility page.

### Procedure

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- Step 1** Press a key expansion module speed-dial key for at least 2 seconds.
  - Step 2** In the **Speed-Dial** window, add the speed-dial name and phone number to call when you press the key expansion module speed-dial key.
  - Step 3** Press **Save**.
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## Product Safety and Security

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- [Safety and Performance Information, page 73](#)
- [FCC Compliance Statements, page 74](#)
- [Cisco Product Security Overview, page 75](#)
- [Important Online Information, page 76](#)

### Safety and Performance Information

#### Power Outage

Your access to emergency service through the phone requires that the phone receive power. If a power interruption occurs, service or emergency calling service dialing does not function until power is restored. If a power failure or disruption occurs, you may need to reset or reconfigure the equipment before you can use service or emergency calling service dialing.

#### External Devices

We recommend that you use good-quality external devices that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals. External devices include headsets, cables, and connectors.

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

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of external devices, cables, and connectors.

**Caution**

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In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

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## Bluetooth Wireless Headset Performance


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

Because of potential interference issues, we recommend that you move 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects away from the wireless headset.

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

## Ways to Provide Power to Your Phone

You can provide power to your phone in one of two ways:

- Use the power cable that comes with your phone.
- If your network supports Power over Ethernet (PoE), you can plug your phone into the network. Plug an Ethernet cable into the Ethernet phone port  and into the network.

If you are not sure whether your network supports PoE, check with your administrator.

## Phone Behavior During Times of Network Congestion

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

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

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

Further information regarding U.S. export regulations can be found at <http://www.bis.doc.gov/policiesandregulations/ear/index.htm>.