



Calling Features

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Softkey Feature Map

Depending upon how your system administrator sets up your phone, not all features may be available to you, some features may be accessed from a different softkey, or additional softkey features are available.

The following table provides a guide to some of the softkey features that are commonly available for various call states. Also shown is the function of the Call button for the matching state.

Table 1: Feature Map

Call State	Softkey 1	Softkey 2	Softkey 3	Softkey 4	Call Button
Idle	Redial	New Call	Apps	More1	Off hook
	Contacts	Msgs	Fwd All	More2	
Ring in	Answer	Divert			Answer
On hook (pre-dial)	Cancel	Call		X	Dial
Off hook	Redial	Cancel	Apps	More1	On hook
	Contacts	Msgs	Calls	More2	
Ring out	Cancel	Callback			On hook
Connected	Hold	End Call	Apps	More1	On hook
	Contacts	Transfer	Conf	More2	
	ConfList	Park		Top	
On hold	Resume	New Call	Apps	More1	Resume
	Contacts	Msgs	Divert	Top	
Connected (multiple calls)	Hold	End Call	Apps	More1	On hook
	Contacts	Swap or Calls	Transfer	More2	
	Conf	ConfList	Park	Top	



Note The ConfList softkey displays only if you are in a conference.



Note The Calls softkey displays when more than two calls are connected. Pressing Calls loads a call list.

Survivable Remote Site Telephony Overview

If communication between the conference station and the Cisco Unified Communications Manager 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. The Survivable Remote Site Telephony (SRST) feature handles this failover.

While in failover, not all the features of conference station are available. The following table describes typical features and feature availability. For more information about feature availability during failover, contact your system administrator.

When the conference station loses connectivity, it may display a message similar to this: SRST. Some features unavailable.

Table 2: Feature Support During Failover

Feature	Supported	Notes
New Call	Yes	
End Call	Yes	
Redial	Yes	
Answer	Yes	
Hold	Yes	
Resume	Yes	
Call Forward	No	This also applies to other forwarding features such as Call Forward All, Call Forward Busy, and Call Forward No Answer. If you press CFwdAll , the phone does not ring for all incoming calls.
Conference	Yes	
Conference to Active Calls (Join)	No	The Active Calls softkey is not displayed.
Conference List	No	
Transfer	Yes	Consult only.
Transfer to Active Calls (Direct Transfer)	No	
Auto Answer	Yes	
Call Waiting	Yes	
Caller ID	Yes	
Audible Message Waiting Indicator	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.
To Voicemail (Divert)	No	The Divert softkey is not displayed.

Answer

Feature	Supported	Notes
Park Monitoring	No	The Park softkey is not displayed.
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 is not displayed.
Hold Reversion	No	Calls remain on hold indefinitely.
Remote Hold	No	Calls appear as Local Hold calls.
Meet Me	No	The Meet Me softkey is not displayed.
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.
Mobility	No	The softkey causes no action.
Privacy	No	The softkey causes no action.
Call Back	No	The Call Back softkey is not displayed.

Answer

Answer allows you to answer the oldest call that is available on the conference station, 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 you get a call, you see a notification on the conference station screen. The call notification remains visible for a preset amount of time. If there are multiple, simultaneous incoming calls, an incoming call list window is displayed, and you can select which call to answer.

To answer a call, press Answer or press the Call key.

If an incoming call has been call forwarded from another phone or conference station, you may see additional information 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.

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 conference station saves the complete digit string in the call history and you can save the number in your Personal Address Book.

Call Back

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

For more information, contact your system administrator.

Set Up Call Back Notification

Procedure

- Step 1** Press **Call back** 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 **Call** to place the call again.
-

Call Forward

Call Forward allows you to forward incoming calls from the conference station to another number.

There are two types of call forwarding features that the system administrator can set up for the conference station:

- Unconditional call forwarding (Call Forward All): Applies to all calls that you receive.
- Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Coverage):
Applies to certain calls that you receive.

If configured, you can set up Call Forward All from the conference station. Call Forward All can also be accessed remotely from your Cisco Unified Communications Manager Self Care Portal. Conditional call forwarding rules can only be accessed from Cisco Unified Communications Manager Self Care Portal.

When forwarding calls from your conference station:

- Enter the call forward target number exactly as you would dial it from the conference station. For example, enter an access code or the area code, if necessary.
- Call forwarding is line specific. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.
- For more details about the following configurable call forward options, contact your system administrator:
 - Allow calls placed from the call forward target number to the conference station 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 Calls

Procedure

Step 1 Press **Fwd All**.

Step 2 Enter the target phone number.

Depending on how your voicemail system is set up, you may be able to press **Msgs** to forward all calls to voicemail.

A visual confirmation displays on the screen while call forwarding is active.

Step 3 To cancel call forwarding, press **Fwd OFF**.

Step 4 To forward calls remotely or to set conditions on fall forwarding, go to your Cisco Unified Communications Manager Self Care Portal.

Call Park

Call Park allows you to use the conference station to park (temporarily store) a call. The parked call can be retrieved from another phone in the Cisco Unified Communications Manager system, such as a phone at a coworker's desk or in a conference room.

You retrieve a parked call by entering the parking number for the call into another phone in the Cisco Unified Communications Manager system.

Your system administrator sets up the parking number for the conference station.

Park Call

Procedure

Step 1 During a call, press the **Park**.

The conference station screen displays the call park number where the system stored your call.

- Step 2** Note the call park number displayed on the screen. This number is used to retrieve the call.
You have a limited time to retrieve a parked call before it reverts to ringing at the original number.
- Step 3** From any other Cisco Unified IP Phone or conference station in your network, enter the call park number to retrieve the call.
-

Call Pickup

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

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

The ways to pick up a call are:

- Pickup: Allows you to answer a call that is ringing on another phone within your call pickup group.
If multiple calls are available for pick up, the conference station picks up the oldest call first.
- Group Pickup: Allows you to answer a call on a phone that is outside your call pickup group by:
 - Using a group pickup number that is provided by your system administrator.
 - Dialing the number of the ringing phone.
- Other Pickup: Allows you to answer a call that is ringing on another phone within in your call pickup group or in an associated call pickup group.

Your system administrator assigns you to a call pickup group and sets the call pickup softkeys.

Answer Call Using Pickup

Procedure

- Step 1** Press **Pickup** to transfer a ringing call within your pickup group to the conference station.
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** Press **Group Pickup** to answer a call on a phone outside your pickup group.
Step 2 Enter the group pickup number.

Answer Call Using Group Pickup and Phone Number

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

Answer Call Using Group Pickup and Phone Number

Procedure

- Step 1** 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**.
- Step 3** If the call rings, press **Answer** to connect.
-

Answer Call Using Other Pickup

Procedure

- Step 1** Press **OPickup** to transfer a call in your pickup group or in an associated group to the conference station.
- Step 2** If the call rings, press **Answer** to connect.
-

cBarge

The cBarge feature allows you to add yourself to a call on a shared line and create a standard (ad hoc) conference.

Join Conference on Shared Line

Procedure

- Press **cBarge**.
You may need to press **More** first.
-

Conference

Conference allows you to talk simultaneously with multiple parties.

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

Before completing a conference procedure, you can press Cancel to cancel the procedure.

As the conference host, you can remove individual participants from the conference. You can also view a list of participants.

The conference ends when all the participants hang up.

Add Third Party to Conference

Before you begin

Before you can add a party to the conference, you must be on an active call and not on hold.

Procedure

Step 1 Press **Conf**.

Step 2 Enter the phone number for the party you want to add.

If you have several held calls, you can press **Calls** to display a caller list and add a caller to the conference.

Step 3 After the new party answers, press **Conf**.

The conference begins.

Step 4 (Optional) Repeat these steps to add more parties, if desired.

View Conference Participants

Procedure

While in a conference, press **ConfList** to view a list of the last 16 participants who have joined the conference.

The maximum number of participants that can be displayed is 16. If there are more than 16 participants, only the most recent 16 participants to join display.

Remove Conference Participants

Procedure

Step 1 While in a conference, press **ConfList** to view a list of participants.

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

Note Only the most recent 16 conference participants display.

Divert

Divert allows you to send an active or ringing call to your voicemail system or to a predetermined phone number. Your system administrator configures this feature and sets the receiving phone number.

Divert Call

Procedure

Press **Divert** to send an active call, an incoming call, or a held call to either your voicemail system or to a predetermined phone number set up by your system administrator.

Do Not Disturb

Do Not Disturb (DND) allows you to turn off notification of incoming calls. The ringer, as well as audible and visual notifications, can be turned off.

Depending on how your administrator has configured this feature, incoming calls are either immediately rejected, or the caller information displays on screen.

The system administrator configures the DND softkey, but you can change your DND options from Cisco Unified Communications Manager Self Care Portal.

DND interacts with other types of calls:

- If both DND and Call Forward All are enabled, calls are forwarded without any visual or audible confirmation.
- DND does not affect priority calls.

Turn DND On and Off

Procedure

-
- Step 1** Press **DND** to turn on DND.
Visual confirmation displays briefly.
- Step 2** Press **DND** again to turn off DND.
Visual confirmation displays briefly.
-

Enhanced Room Coverage

Optional microphone extension kits provide enhanced room coverage that can be further expanded by linking two units together in Linked Mode. This feature allows you to use the conference station in a larger room, or to enhance the audio and voice experience for larger groups of in-person attendees.

The Cisco Unified IP Conference Phone 8831 supports wired and wireless microphones. The Cisco Unified IP Conference Phone 8831NR supports only wired microphones.

When two conference station base units are linked together to expand the audio coverage area, one conference station acts as the primary device and the other sound base is the dependant or secondary device. In Linked Mode, the primary base station supports one or two wireless microphones, or it supports one wired microphone. The secondary unit supports only one wired microphone; a wireless microphone cannot be connected to a secondary Sound Base. You cannot mix microphone types on the devices. Consult the following tables for allowable configurations.

Table 3: Deployment Configurations for Enhanced Room Coverage with a Single Phone

	Wired Extension Microphone	Wireless Extension Microphone
Number and type of connected microphones	1 or 2	--
	--	1 or 2

Table 4: Deployment Configurations for Enhanced Room Coverage in Linked Mode

	Primary Sound Base	Secondary Sound Base
Wired Extension Microphone	--	--
Wired Extension Microphone	--	1
Wired Extension Microphone	1	--
Wired Extension Microphone	1	1
Wireless Extension Microphone	--	--

Pair Wireless Microphone

	Primary Sound Base	Secondary Sound Base
Wireless Extension Microphone	1 or 2	--

Voice, dial tone, ringer, and base LED features synchronize between the two devices in Linked Mode.



Note Use a daisy cable to connect two sound base units in Linked Mode.

Related Topics

[Linked Mode](#)

Pair Wireless Microphone

Before you begin

The microphone must be in the off state before you can pair it to the conference station. A microphone is off if the microphone's LED is off. To turn off the wireless microphone, hold down the microphone button until the microphone LED turns solid red, then release.

Procedure

Step 1 Choose **Apps > Admin Settings > Wireless Microphones**.

Step 2 Select either Wireless Microphone 1 or Wireless Microphone 2.

If the selected channel is available, a **Pair microphone 1?** or **Pair microphone 2?** prompt displays, and the **Pair** softkey displays.

If a microphone is already linked to a particular channel, pairing cannot be initiated on the selected channel and the dialog shows that the microphone is linked.

Step 3 Press **Pair**.

If the channel is ready to pair, the pairing process begins and a text message displays.

Step 4 Put the microphone that corresponds to the selected channel in pairing mode by pressing the microphone's Mute button until the LED lights solid red.

If pairing succeeds, the screen reverts to the Wireless Microphones Menu, and the message **Mic X Paired Successfully!** displays.

If pairing times out or fails, the status is updated and you can cancel or retry.

Step 5 Press **Cancel** to revert to the Wireless Microphones Menu.

Step 6 Press **Retry** to start the pairing process again.

Related Topics

[Unpair Wireless Microphone](#), on page 13

Unpair Wireless Microphone

If you need to connect a wired microphone to the conference station, any wireless microphones must be unpaired first. You can also use this procedure to unpair a microphone that is no longer in use.



Note This option is not available if the microphone is connected. To enable the unpair command, place the wireless microphone in its charger or turn it off.

Procedure

Step 1 Choose **Applications > Admin Settings > Wireless Microphones**.

Step 2 Select either Wireless Microphone 1 or Wireless Microphone 2.

If the selected channel is paired, the **Unpair** softkey displays.

Step 3 Press **Unpair**.

A verification prompt with the options to Cancel or **Unpair** displays.

Step 4 Press **Unpair** to continue to unpair the microphone.

The microphone channel's registration information in the base deletes. If you view the microphone channel's status in phone info menu, the status value and RFID are empty.

Step 5 Press return to revert to the wireless microphones menu and stop the process.

Related Topics

[Pair Wireless Microphone](#), on page 12

Cisco Extension Mobility

Cisco Extension Mobility allows you to temporarily configure a Cisco Unified IP Phone or Conference Station to use as your own. After you log in to Extension Mobility, the new device adopts your user profile, features, established services, and web-based settings. Your system administrator must configure Extension Mobility for you.

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

Enable Extension Mobility**Note**

- Extension Mobility automatically logs you out after a certain amount of time. Your system administrator establishes this time limit.
- Changes that you make to your Extension Mobility profile from Cisco Unified Communications Manager Self Care Portal take effect immediately if you are logged in to Extension Mobility on the physical device; otherwise, changes take effect the next time you log in.
- Changes that you make to a phone or conference station from Cisco Unified Communications Manager Self Care Portal take effect immediately if you are logged out of Extension Mobility; otherwise, changes take effect after you log out.
- Local settings controlled by the phone are not maintained in your Extension Mobility profile.

Enable Extension Mobility

Procedure

-
- | | |
|---------------|--|
| Step 1 | Press Apps . |
| Step 2 | Select EM Service . |
| Step 3 | Enter your user ID and PIN.
The user ID and PIN are provided by your system administrator |
| Step 4 | If prompted, select a device profile. |
| Step 5 | To sign out, press Apps . |
| Step 6 | Select Services . |
| Step 7 | Select EM Service . |
| Step 8 | At the prompt, press Yes . |
-

Hold

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 Active Call

Procedure

-
- | | |
|---------------|---|
| Step 1 | To put an active call on hold, press Hold .
The Hold icon displays as a status icon. |
|---------------|---|
-

Step 2 If there is only one call on hold and you are not on an active call, press **Resume**.

Step 3 If you are already on an active call, press **Swap**.

The holding call becomes active, and the active call is placed on hold.

Switch Between Active and Multiple Holding Calls

Procedure

Step 1 If you are on an active call and there are multiple calls on hold, the **Calls** softkey becomes available and a call list of holding calls displays on the screen.

Step 2 Use the Navigation bar to highlight the call you want to make active, press **Resume**.

The current active call is placed on hold and the selected call is now active.

Hold Active Call and Answer New Incoming Call

Procedure

To place an active call on hold and answer an incoming call, press **Answer**.

Hold Reversion

Hold Reversion provides a notification that a call is left on hold. Hold reversion notifications are similar to new call notifications.

Depending on the configuration of the conference station, you may see one or more of the following:

- An animated icon that appears as an incoming call for two seconds and then as a hold icon for two more seconds.
- A single ring that repeats at regular intervals.
- The Call button on the DCU flashes green.
- The LEDs on the sound base flash green.

Respond to Hold Reversion Notification

Procedure

Press **Answer**

Meet Me Conference

If enabled by your system administrator, you can 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.



Note 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, press **MeetMe**.

You may need to press **More** first.

Step 4 Dial the Meet Me phone number.

Join Meet Me Conference

Procedure

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

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

Mobile Connect

Mobile Connect allows you to use your mobile phone to handle calls associated with the conference station phone number.

To set up Mobile Connect, use the Cisco Unified Communications Manager Self Care Portal to set up remote destinations and create access lists to allow or block calls from specific phone numbers from being passed to the remote destinations.

When you enable Mobile Connect:

- The conference station and remote destinations receive calls simultaneously.
- When you answer the call on the conference station, the remote destinations stop ringing, disconnect, and display a missed call message.
- When you answer the call on one remote destination, the other remote destinations and the conference station stop ringing, disconnect, and a missed call message displays on the other remote destinations.

Enable Mobile Connect

Procedure

- Step 1** Press **More**.
- Step 2** Press **Mobility** to display the current remote destination status (Enabled or Disabled).
- Step 3** Press **Select** to change the status.
- Step 4** Press **Exit**.
-

Switch IP Phone Call to Mobile Phone

Procedure

- Step 1** Press **More**.
- Step 2** Press **Mobility**.
- Step 3** Select **To mobile**.
- Step 4** Answer the in-progress call on your mobile phone.

You cannot use the conference station for any other calls while this call is still in progress.

The Call button LED lights solid red, and the calling party number displays on the phone.

Switch Mobile Call to IP Phone

Procedure

-
- Step 1** Press **Call** on the conference station.
 - Step 2** Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
 - Step 3** Press **Resume** on the conference station within 5 to 10 seconds and start talking on the conference station.
-

Monitoring and Recording

The Monitoring and Recording feature allows you to monitor and record calls. Your system administrator enables this feature, which can be set up for automatic recording of all calls or recording of calls on an individual call basis.

You can start or stop a recording by pressing the Record softkey on your phone.

Users might receive audible alerts during call monitoring and recording. By default, the person who monitors and records the call does not receive an audible alert.

Secure monitoring and recording is also available. For details on this aspect of the feature, contact your system administrator.

Multiple Calls per Line

The conference station has a single line and supports a maximum of six calls. Unless you are in a conference, only one call can be connected at any time; other calls are automatically placed on hold.

Multiple Incoming Calls

If there is a second incoming call on the line, while the first call rings, a navigable incoming call list window displays on the screen. The call list window updates automatically if there are additional incoming calls, or if an incoming call is cancelled.

Call Ended on Line with Multiple Calls

If there are multiple calls on the line when a call completes, the next call in the call list gains focus.

Outbound Call Maximum

The conference station supports a maximum of 6 outbound calls.

Answer Second Call on Same Line

Procedure

To answer a second call on your conference station line, press **Answer**.

Any active call is placed on hold, and the second call is answered.

Switch Between Calls on Same Line

Procedure

Step 1 Press **Swap** to switch between two calls on the same line.

Step 2 If there are more than two calls on the line, select a call from the call list 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 Press **Calls** to view the call list and select the caller to add to the conference.

Step 4 Wait for the call to connect.

Step 5 Press **Conference** to add the participant to your call.
The conference begins.

Step 6 (Optional) Repeat to add additional participants.

Transfer Two Calls on Same Line

Before you begin

You must be on an active call to transfer calls.

Procedure

Step 1 Press **Transfer**.

Step 2 Enter phone number for the transfer destination.

When you have reached the maximum number of calls for your line, pressing **Transfer** allows you to select the calls from a list of calls on the line.

Step 3 Wait for the recipient to answer.

Step 4 Press **Transfer** again.

Shared Line

If the conference station is registered on a shared line you can handle multiple calls in the following ways:

- If there are two or more remote calls on the shared line, the caller ID field on the conference station indicates the number of remote calls on the line, and the state of the call. Press Calls to display the call list window.
- If at least one call on the shared line is on hold, the Call button LED flashes red. Press Resume to make the call active, or use the Navigation bar to choose a call to resume from the call list. For example, if a remote call on the shared line is placed on hold the Call button on your conference station will flash red.

Mute

Mute allows you to block audio input for the conference station, so that you can hear other parties on the call but they cannot hear you.

The conference station can be muted in two ways:

- Press the Mute button on the Sound Base.
- Press the Mute button on the DCU.

If connected, the optional extension microphones can also be used to mute the conference station. In Linked Mode, the Mute button on the secondary sound base behaves the same as the Mute button on the primary unit.

LED indicators on both the sound base and the DCU indicate the mute status of the conference station:

- Solid, red base LEDs and red base Mute button: muted.
- Solid, red DCU Mute button: muted.

Mute IP Phone Sound Base

Procedure

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

The **Mute** button is backlit by a solid, red light, and the sound base LEDs light red.

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

Mute IP Phone DCU

Procedure

- Step 1** Press **Mute** to turn Mute on.
The **Mute** button is backlit by a solid, red light, and a mute icon displays on the screen.
- Step 2** Press **Mute** again to turn Mute off.
-

On-Hook Dialing

On-hook dialing allows you to enter a phone number before getting a dial tone and then press the Call button to complete the call.

Dial Number On-Hook

Procedure

- Step 1** Enter a phone number.
- Step 2** Press **Dial**.
-

Plus Dialing

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 when dialing an international number.

A phone number with the + sign in it can be selected and dialed without the need to add digits for international calls.

Dial International Number

Before you begin

Before dialing an international call or using Plus Dialing, enter any local access code, such as 8 or 9 if applicable.

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 key tone stops to indicate that the * has changed to a + sign.

- Step 2** Dial the international number, including the country code.
-

Privacy

If configured, the Privacy feature allows you to prevent others who share your line from seeing information about your calls. Your system administrator configures this feature.

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

Enable Privacy on Shared Line

Before you begin

Before you can use this feature, it must be enabled by your system administration.

Procedure

- Step 1** Press **More**.

- Step 2** Use the Navigation bar and Select button to scroll to the **Private** softkey.

- Press **Private** to enable this feature.
 - Press **Private** to disable this feature if it is currently enabled.
-

Quality Reporting Tool

Your system administrator may temporarily configure the conference station with the Quality Reporting Tool (QRT) to troubleshoot performance problems. Invoking the QRT reports a problem with the current call to the system administrator.

Report IP Phone Problems

Procedure

- Step 1** Press **More**.

- Step 2** Use the Navigation bar and Select button to locate and select **QRT**.

The information is sent to your system administrator.

Redial

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

Redial Number

Procedure

To redial the last number you called, press **Redial**.

Shared Lines

Shared lines allow you to use one phone number for multiple devices.

A shared line is useful if you have multiple devices and want one phone number, share call-handling tasks with coworkers, or handle calls on behalf of a manager. The other devices that share your line are referred to as remote devices, and a call that is being handled by a device that shares your line is referred to as a remote call.

When a call comes in on the shared line, the conference station rings and your coworker's device rings. Either you or your coworker can answer the call, place the call on hold, or transfer the call.

The Call button on the DCU has an LED that indicates the call state. For example:

- Remote in use: solid red LED.
- Remote hold: pulsing red LED

Your call history shows the status for all calls on the shared line. For example, if a call rings on a shared line and you answer the call, your coworkers who share the line see that the call was answered remotely. Your call history identifies calls that were Placed, Received, or Missed.

Transfer

Transfer allows you to redirect a connected call from the conference station to another number.

Before completing a transfer procedure, you can press **Cancel** to cancel the procedure.

Transfer Call to Another Number

Before you begin

The call must be active to be transferred.

Procedure

-
- Step 1** Press **Transfer**.
- Step 2** Enter the destination number.
- Step 3** Wait for the recipient to answer.
- Step 4** Press **Transfer** again.
- The transfer completes.
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Cisco WebDialer

Cisco WebDialer allows you to click-to-dial contacts from the Cisco Unified Communications Manager Directory. Your system administrator sets up this feature for you.

Use WebDialer with Another Online Corporate Directory

Procedure

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- Step 1** Sign in to a WebDialer-enabled corporate directory and search for coworkers.
- Step 2** Select the number that you want to dial.
- Step 3** When prompted, enter your user ID and password.
- Step 4** If this is your first time using WebDialer, review the preferences on the Make Call window.
- Step 5** Select **Dial**.
- The call is now placed on your phone line.
- Step 6** To end a call, select **Hang up** in the Make Call window or press **End Call** on your conference station.
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Change WebDialer Preferences

Procedure

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- Step 1** Sign in to your User Option web pages.
- Step 2** Initiate a call using WebDialer to access the Make Call window.
- The Make Call window displays the first time that you use WebDialer (after you select the number that you want to dial).
- Step 3** Select one of the following options from the Make Call window:
- Preferred language: Determines the language used for WebDialer settings and prompts.

- Use preferred device: Identifies the Cisco Unified IP Phone (calling device) and directory number (calling line) that you use to place WebDialer calls.

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

- Step 4** If the phone and line do not select automatically, choose a phone or line.
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 **Apps > Phone Information**.
- Step 5** If you have an Extension Mobility profile, select **Extension Mobility** from the Calling Device drop-down menu in the Make Call window.
- Step 6** Ensure that you do not select **Do not display call information** or **Disable Auto Close**.
 - Do not display call confirmation: If selected, the WebDialer Make Call window does not display the next time WebDialer is used. Calls will automatically dial after you select a contact from the Cisco directory.
 - Disable Auto Close: If selected, the call window does not close automatically after 15 seconds.

Sign In to the Cisco Unified Communications Self Care Portal

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

Before you can access any of your options, such as speed dial or personal address book, you must sign in. When you finish using the portal, sign out.



Note Some features may not be available for your phone, and thus you can't set the features up in the Self Care Portal.

Sometimes, you can access the Cisco Unified Communications Self Care Portal without signing in.

For assistance in using the portal, see the *Cisco Unified Communications Self Care Portal User Guide* 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 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**.

Sign In to the Cisco Unified Communications Self Care Portal

- 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** Select **Logout** to sign out.
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