



Your Phone

- [The Cisco IP Conference Phone 7832, on page 1](#)
- [Phones Supported in this Document, on page 2](#)
- [New and Changed Features, on page 3](#)
- [Phone Setup, on page 9](#)
- [Sign into Your Extension from Another Phone \(Extension Mobility\), on page 11](#)
- [Create User Password on Phone, on page 11](#)
- [Sign in to a Phone as a Guest, on page 12](#)
- [Set the Profile Rule on the Phone, on page 13](#)
- [Service Interruption Message on Home Screen, on page 13](#)
- [Phone Web Page, on page 13](#)
- [Speed dial numbers, on page 14](#)
- [Cisco IP Phone 7832 Buttons and Hardware, on page 15](#)
- [Energy Savings, on page 17](#)
- [Additional Help and Information, on page 18](#)

The Cisco IP Conference Phone 7832



The phone has sensitive microphones with 360-degree coverage. This coverage lets users speak in a normal voice and be heard clearly from up to 7 feet (2.1 m) away. The phone also features technology that resists

interference from mobile phones and other wireless devices, assuring delivery of clear communications without distractions.

Like other devices, a Cisco IP Phone must be configured and managed. These phones encode and decode the following codecs:

- G.711 a-law
- G.711 mu-law
- G.722
- G722.2 AMR-WB
- G.729a/G.729ab
- G.726
- iLBC
- Opus
- iSAC



Caution Using a cell, mobile, or GSM phone, or two-way radio in close proximity to a Cisco IP Phone might cause interference. For more information, see the manufacturer's documentation of the interfering device.

Cisco IP Phones provide traditional telephony functionality, such as call forwarding and transferring, redialing, speed dialing, conference calling, and voice messaging system access. Cisco IP Phones also provide a variety of other features.

Finally, because the Cisco IP Phone is a network device, you can obtain detailed status information from it directly. This information can assist you with troubleshooting any problems users might encounter when using their IP phones. You can also obtain statistics about an active call or firmware versions on the phone.

Feature Support

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

Phones Supported in this Document

This document supports these phones:

- Cisco IP Conference Phone 7832 Multiplatform Phones

In this document, the term *phone* or *Cisco IP Phone* refers to the above phones.

New and Changed Features

New and Changed for Firmware Release 12.0(4)

Revision	New and Changed Sections
Updated the topics to support one call per line	Transfer Calls Consult Before You Complete a Transfer

New and Changed for Firmware Release 12.0(3)

Revision	New and Changed Sections
Added a new topic to mention the support password setup after factory reset.	Create User Password on Phone, on page 11
Added a new topic to support factory reset from a server	Factory Reset from Server, on page 28
Added new topics to support invoking XML applications from multicast paging	XML Application and Multicast Paging View XML Application Details

New and Changed for Firmware Release 12.0(2)

Revisions	New and Changed Sections
A new topic added for the task to manage participant list in Ad Hoc conference as a host	View the Participants List as a Host in Ad Hoc Conference
A new topic added for the task to manage participant list in Ad Hoc conference as a participant	View the Participants List as a Participant
A new topic added for the task to remove participant list in Ad Hoc conference as a host	Remove a Participant as a Host in Ad Hoc Conference

New and Changed for Firmware Release 12.0(1)

Revision	New and Changed Sections
Added a new topic for Site Survivability Gateway (SGW)	Service Interruption Message on Home Screen, on page 13
Added a new task to view Webex call log duration	View Webex Call Logs Duration

New and Changed for Firmware Release 11.3(7)

Revision	New and Changed Sections
Added the topic to support spam indication for Webex calls	Spam Indication for Webex Calls
Updated the topic for Webex calls	View your Recent Calls
Added the task on how to view call statistics on the phone	View Call Records in Call Statistics, on page 26
Updated the topic to mention how to set password in phone web page	Set Password
Added the task on how to set password from phone web page	Set Password from Phone Web Page
Updated the topic to add <code>HTTP proxy</code>	Phone Web Page, on page 13
Added the topics for the feature <code>HTTP proxy</code>	HTTP Proxy Settings Set Up a Proxy Server with the Auto Proxy Mode Set Up a Proxy Server with the Manual Proxy Mode Set Up a Proxy Server from the Phone Web Page
Added the topics for Webex directory support	Webex Directory Search for a Contact in Your Webex Directory Search for a Webex Contact in All Directory Edit the Webex Directory Name
Updated the topic for Webex call log support	View your Recent Calls View Calls Logs from Server

New and Changed for Firmware Release 11.3(6)

Revision	New and Changed Sections
Updated the topics for the new feature <code>Permission Only for the Call Forward All Service Setup</code>	Forward Calls
	Forward Calls with the Phone Web Page
	Activate Call Forward All with Feature Activation Code Synchronization
	Forward Calls from Your Phone
Updated several steps for the feature <code>Enhancements of Displaying Contact Numbers from the LDAP Directory</code>	Search for a Contact in the All Directories Screen

Revision	New and Changed Sections
Updated the topic to add related topic links	Search for a Contact in Your LDAP Directory
Added the new task for the feature Enhancements of Displaying Contact Numbers from the LDAP Directory	Call a Contact in Your LDAP Directory
Added the new task for the feature Enhancements of Displaying Contact Numbers from the LDAP Directory	Edit a Contact Number in Your LDAP Directory
Added the new topics for the feature Enhancements of Displaying Contact Numbers from the XML Directory	XML Directory
	Call a Contact in Your XML Directory
	Edit a Contact Number in Your XML Directory

New and Changed for Firmware Release 11.3(5)

Revision	New and Changed Sections
Added the task about how to check the MIC Cert Status	Find Information about MIC Cert Refresh Status, on page 30
Updated the topic to support STIR/SHAKEN	Recent calls list
Updated the topic to introduce the new icons to support STIR/SHAKEN	View your Recent Calls
Added the task to find license type used for single step migration of MPP phones to enterprise phone	Find the Transition License Type , on page 29

New and Changed for Firmware Release 11.3(4)

This release has no impact on this guide.

New and Changed for Firmware Release 11.3(3)

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

Revision	New and Changed Sections
Updated the topic to block an anonymous call on the phone	Block an Anonymous Call
Added the topic to enable anonymous call blocking from the phone web page	Enable Anonymous Call Blocking from the Phone Web Page
Added the topic to enable call waiting on the phone	Enable Call Waiting
Added the topic to enable call waiting from the phone web page	Enable Call Waiting from the Phone Web Page
Updated the topic to mention the new menu text box Unavailability	Change Your Status as a Call Center Agent
Updated the topic for the new softkeys of the calls history list	View your Recent Calls
Updated to topic to add the new menu item	Find Information About Your Phone, on page 23

New and Changed for Firmware Release 11.3(2)

Revision	New and Changed Sections
Added a topic for user authentication control on the phone menus	User Authentication Control, on page 11
Added a topic to include Activation Code Sync	Activate Call Forward All with Feature Activation Code Synchronization
Updated the existing task to include information on reverse name lookup with local directory	View Calls Logs from Server
Added the overview description for the phone settings	Phone Settings Overview
Updated the directory-related tasks	Search for a Contact in the All Directories Screen Add a New Contact to Your Personal Address Book Add a New Contact to Your Personal Address Book with Phone Web Page Call a Contact in Your Personal Address Book Edit a Contact in Your Personal Address Book Remove a Contact from Your Personal Address Book

Revision	New and Changed Sections
Updated the tasks for the directory enhancement feature	Search for a Contact in the All Directories Screen Search for a Contact in Your BroadSoft Directory Edit Your Contact Type in Your BroadSoft Directory Edit Your BroadSoft Directory Name Edit the Server Name of Your BroadSoft Directory Edit Credentials of Your BroadSoft Directory Search for a Contact in Your LDAP Directory Make a Call to an IM and Presence Contact Change Your Presence State Add a New Contact to Your Personal Address Book Add a New Contact to Your Personal Address Book with Phone Web Page Search for a Contact in Your Personal Address Book Call a Contact in Your Personal Address Book Edit a Contact in Your Personal Address Book Remove a Contact from Your Personal Address Book
Updated the task on how to forward a call from a phone	Forward Calls from Your Phone
Add the task on how to forward a call with the phone web page	Forward Calls with the Phone Web Page
Add the topic to edit user credentials to access the LDAP directory	Edit Credentials of Your LDAP Directory
Updated the task to include user credentials	Search for a Contact in Your LDAP Directory
Update the topics to introduce or mention the LDAP cache mechanism	LDAP Directory Search for a Contact in Your LDAP Directory
Updated the task with a new to include information on different user credentials	Edit Credentials of Your LDAP Directory
Updated the existing topic to include ACD status synchronization	Call Center Features
Updated the topic to check the status of call center agent.	Sign In as a Call Center Agent

New and Changed for Firmware Release 11.3(1)

Revision	New and Changed Sections
Added new task to support Auto Provisioning with Short Activation Code.	Auto Provision Your Phone with Short Activation Code, on page 10
Updated an existing task to support display UDI feature on phone screen	Find Information About Your Phone, on page 23
Added a task to support Serviceability Enhancement Messages for Provisioning Failure	Get More Information When Your Phone Displays a Provisioning Failure Message, on page 29

New and Changed for Firmware Release 11.2(3)SR1

Revisions	New or Changed Sections
Added a new task about getting your phone onboard with the activation code	Onboard Your Phone with Activation Code, on page 10
Added a new topic to support Phone Keypad Characters.	Phone Keypad Characters, on page 16

New and Changed for Firmware Release 11.2(3)

Revisions	New and Changed Sections
Added a new task on contact search in multiple directories.	Search for a Contact in the All Directories Screen
Updated the topic on profile account setup to support resync profile with the SIP credentials or the login credentials.	Set up the Profile Account

New and Changed for Firmware Release 11.2(1)

Revisions	New or Changed Sections
Added a new topic to support multiple locations (anywhere) for a BroadWorks XSI user	Add Multiple Locations for a BroadWorks XSI User
Updated the topic with the new Display recents from option to support XSI call logs improvement	View your Recent Calls
Added a new topic to support XSI call logs improvement	View Calls Logs from Server
Updated the topic with the new Missed softkey to support XSI call logs improvement.	Return a recent call

Revisions	New or Changed Sections
Added a new topic to support DND and call forward indication for a non-selected line	Silence an Incoming Call
Updated the topic with icons for call forward and DND to support DND and call forward indication for a non-selected line	Forward Calls Turn On Do Not Disturb
Updated the topic to support XSI caller ID blocking	Block Caller ID
Added a new topic to support username and password collection on HTTP authentication challenge	Set up the Profile Account
Updated the menu navigation for ringtone setting to support audio equalizers to customize audio for handset and headset (acoustic audio)	Change the Ringtone
Updated the topic to support screen saver type lock removal	Change the Screen Saver

New and Changed for Firmware Release 11.1(2)

Feature	New or Changed Sections
Emergency Call Support	Make an Emergency Call
Reverse Name Lookup Administrators enable and disable this feature	Reverse Name Lookup for Incoming and Outgoing Calls.

Phone Setup

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

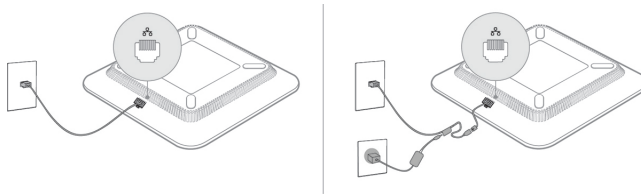
Ways to Provide Power to Your Conference Phone

Your conference phone needs power from one of these sources:

- Power over Ethernet (PoE), which your network supplies.
- Cisco IP Phone Power Injector.
- A PoE Power Cable and Power Cube 3.

The following figure shows the PoE and PoE power cable power options.

Figure 1: Conference Phone Power Options



Connect to the Network

You need to connect the phone to the telephone network.

- **Wired connection**—The phone is plugged into the network using an Ethernet cable.

Onboard Your Phone with Activation Code

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

Before you begin

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

Procedure

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

Auto Provision Your Phone with Short Activation Code

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

Before you begin

Your administrator provides your activation code:

Procedure

-
- Step 1** Press pound (#), and enter your activation code in the field that is provided on the Welcome screen.
 - Step 2** Press **Continue**.

The phone completes the provisioning process automatically.

- Step 3** If an error message displays, enter the code again or contact your administrator.
-

User Authentication Control

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

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

Sign into Your Extension from Another Phone (Extension Mobility)

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

Before you begin

Your administrator configures provisioning authority.

Procedure

- Step 1** Press **Sign in**.

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

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

- Step 3** Press **Sign out** to sign out of your extension.
-

Create User Password on Phone

Your administrator enables your phone to prompt for **Set password** notification screen when your phone reboots after every factory reset. This feature enhances the security of your phone.

Procedure

- Step 1** Perform one of the following:

- After factory reset, your phone reboots and you see the **Set password** prompt on the phone.
- Press
 - a. Select **Status > Issues**. If the phone has no user password that is created, you see a message **No user password provided** and you see the **Select** softkey which lets you access the **No user password provided** screen.
If the phone has user password, the value of the **Issues** menu is displayed as **None**.
 - b. Press **Create**.

Step 2 In the **Set password** screen, set the new password in the **New password** box.
After you create a new password, an unlock icon appears on the phone screen.

Sign in to a Phone as a Guest

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

Procedure

Step 1 Press **Sign in**.

Step 2 Enter your user ID and password.

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

Step 3 Press **Save**.



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

Sign Out of a Phone as a Guest

Procedure

Step 1 Press **Guest Out**.

Step 2 Press **Sign Out**.

Set the Profile Rule on the Phone

Procedure

- Step 1** Press **Settings**.
- Step 2** Select **Device administration > Profile rule**.
- Step 3** Enter the profile rule using the phone keypad.
- Step 4** Press **Resync**.
-

Service Interruption Message on Home Screen

When Webex cloud server is not available, you will see **Service interruption** notification on the phone home screen and the line status shows the survivability icon. During this situation, phone gets connected to the Site Survivability Gateway (SGW) so that you can use at least basic calling features. SGW services are deployed within your local network, hence, the phone supports only basic calling features. If you check the line status, it shows **Interrupted**. To view the line status, see [View the Line Status, on page 25](#).

When you experience this issue, your administrator can help troubleshoot.

Phone Web Page

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

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

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

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

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

Features	Description
Ringtone	You assign a ringtone to a specific line.
Personal directory contact	You add a contact to your personal directory with phone web page.
HTTP proxy	You set up an HTTP proxy for the phone to connect to the internet.

Speed dial numbers

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

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

The dial string can contain the following characters:

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

The rules for dial strings are:

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

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

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

Example

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

- You need to dial **9** for an outside line.
- You want to call **5556543**.
- You need to input the authorization code **1234**.

- You need to input the billing code **9876**.
- You must wait for 4 seconds.
- After the call connects, you must dial the extension **56789#**.

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

Related Topics

[Phone Keypad Characters](#), on page 16



Cisco IP Phone 7832 Buttons and Hardware



The following figure shows the Cisco IP Conference Phone 7832.

Figure 2: Cisco IP Conference Phone 7832 Buttons and Features



The following table describes the buttons on the Cisco IP Conference Phone 7832.

1	Mute bar	 Toggle the microphone on or off. When the microphone is muted, the LED bar is lit red.
2	LED bar	Indicates call states: <ul style="list-style-type: none"> • Green, solid—Active call • Green, flashing—Incoming call • Green, pulsing—Held call • Red, solid—Muted call
3	Softkey buttons	 Access functions and services.

4	Navigation bar and Select button	 <p>Scroll through menus, highlight items, and select the highlighted item.</p> <p>When the phone is idle, press Up to access the recent calls list and press Down to access the favorites list.</p>
5	Volume button	 <p>Adjust the speakerphone volume (off hook) and the ringer volume (on hook).</p> <p>When you change the volume, the LED bar lights white to show the volume change.</p>

Phone Keypad Characters

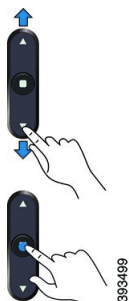
The phone keypad allows you to enter letters, numbers, and special characters. You press the **Two (2)** to **Nine (9)** keys to get the letters and numbers. You use the **One (1)**, **Zero (0)**, **Asterisk (*)**, and **Pound (#)** keys for special characters. The following table lists the special characters for each key for the English locale. Other locales will have their own characters.

Table 1: Special Characters on the Keypad

Keypad Key	Special Characters
One (1)	/ . @ : ; = ? - _ & %
Zero (0)	(space) , ! ^ ' "
Asterisk (*)	+ * ~ ` < >
Pound (#)	# \$ £ □ \ () { } []

Conference phone navigation

Use the Navigation bar to scroll through menus. Use the inner **Select** button of the Navigation bar 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.

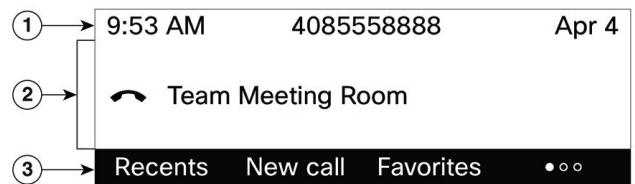
Conference phone softkeys

You can interact with the features on your phone with the softkeys. 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 ●● softkey indicates more softkey functions are available.

Conference phone screen

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



1	At the top of the screen is the header row. The header row displays the current date and time, and the phone number.
2	The middle of the phone screen displays the information associated with the calls or line.
3	The bottom row of the screen contains the softkey labels. Each label indicates the action for the softkey button below the screen.

Clean your phone screen

Procedure

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

Caution Don't use any liquids or powders on the phone because they can contaminate the phone components and cause failures.

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 turns off to save energy, the phone screen is blank and the **Select** button lights up.

Procedure

Press **Select** to turn your phone back on.

Additional Help and Information

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

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

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

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/products-user-guide-list.html>

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

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/tsd-products-support-translated-end-user-guides-list.html>

- For licensing information, follow this link:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/products-licensing-information-listing.html>

Accessibility Features

The Cisco IP Conference Phone 7832 provides accessibility features for the blind, and the visually, hearing, and mobility impaired. Because many of these features are standard, users with disabilities can access them without any special configuration.

In this document, the term *phone support pages* refers to the web pages that users can access to set up certain features. For Cisco Unified Communications Manager (Release 10.0 and later), these pages are the Self Care Portal. For Cisco Unified Communications Manager (Release 9.1 and earlier), these pages are the User Options web pages.

For additional information, see the phone User Guide, located here: <http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/products-user-guide-list.html>

Cisco is committed to designing and delivering accessible products and technologies to meet the needs of your organization. You can find more information about Cisco and its commitment to accessibility at this URL: <http://www.cisco.com/go/accessibility>

Hearing-Impaired Accessibility Features

Your conference phone comes with standard accessibility features that require little or no setup.

Figure 3: Hearing-Impaired Accessibility Features



The following table describes the hearing-impaired accessibility features on the Cisco IP Conference Phone 7832.

Table 2: Hearing-Impaired Accessibility Features

Item	Accessibility Feature	Description
1	LED bar	<p>The phone screen displays the current state and the LED bar displays:</p> <ul style="list-style-type: none"> • Green, solid—Active call • Green, flashing—Incoming call • Green, pulsing—Held call • Red, solid—Muted call
2	Visual notification of the phone state and message-waiting indicator	<p>The phone screen displays the current state.</p> <p>When you have a message, a message is displayed on the phone screen. Your phone also provides an audible message-waiting indicator.</p> <p>To change the audible voice-message indicator, sign in to the Self Care portal and access the message-indicator settings. You can change each setting to on or off.</p> <p>Your administrator can also change your settings.</p>

Item	Accessibility Feature	Description
3	Adjustable ringtone, pitch, and volume	<ul style="list-style-type: none"> • Select Settings > Preferences to change the ringtone. • Adjust the volume level for the phone ring. When not in a call, press Volume to raise or lower the volume. <p>When you adjust the volume, the LED bar lights white to show the volume increase or decrease.</p> <p>Your administrator can also change your settings.</p>

Vision-Impaired and Blind Accessibility Features

Your phone comes with standard accessibility features that require little or no setup.

Figure 4: Vision-Impaired and Blind Accessibility Features



The following table describes the vision-impaired and blind accessibility features on the Cisco IP Conference Phone 7832.

Table 3: Vision-Impaired and Blind Accessibility Features

Item	Accessibility Feature	Description
1	Mute button <ul style="list-style-type: none"> • This button is located above the LED bar and the screen. 	Use the Mute button to toggle the microphone on or off. When the microphone is muted, the LED bar lights red. When you turn on Mute, your phone beeps once; when you turn off Mute, your phone beeps twice.

Item	Accessibility Feature	Description
2	High-contrast visual and audible alert of an incoming call with the LED bar <ul style="list-style-type: none"> • The LED bar is located between the Mute button and the screen. 	Alerts you to an incoming call. The LED flashes during incoming calls. Colors indicate your phone's status: <ul style="list-style-type: none"> • Green, solid—Active call • Green, flashing—Incoming call • Green, pulsing—Held call • Red, solid—Muted call
3	Back-lit grayscale LCD screen with adjustable contrast on the Cisco IP Phone	Allows you to adjust your phone screen contrast.
4	Softkeys <ul style="list-style-type: none"> • These are buttons just below the LCD. 	Provide access to special functions. The LCD displays the functions.
5	Navigation cluster (includes the Navigation bar and the Select button) <ul style="list-style-type: none"> • The Navigation cluster is located to the right of the keypad. 	Use the Navigation bar to move up and down in the phone LCD. The Select button is in the center of the Navigation bar.
6	Standard 12-key layout	Allows you to use existing or familiar key positions. Key 5 has a nib.
7	Volume key <ul style="list-style-type: none"> • This key is located to the left of the keypad. 	Allows you to increase or decrease the ring volume or the sound. Press up on the rocker key to increase the volume. Press down on the rocker key to decrease the volume. When you adjust the volume, the LED bar lights white to show the volume increase or decrease.

Mobility-Impaired Accessibility Features

Your conference phone comes with standard accessibility features that require little or no setup.

Figure 5: Mobility-Impaired Accessibility Features



The following table describes the mobility-impaired accessibility features on the Cisco IP Conference Phone 7832.

Table 4: Mobility-Impaired Accessibility Features

Item	Accessibility Feature	Description
1	LED bar	Indicates your phone's status: <ul style="list-style-type: none"> • Green, solid—Active call • Green, flashing—Incoming call • Green, pulsing—Held call • Red, solid—Muted call
2	Tactile-discernible buttons and functions, including a nib on Key 5	Allow you to easily locate your phone's keys. For example, Key 5 has a nib, which you can use to locate other key positions.

Third-Party Accessibility Applications

Cisco works closely with partners to provide solutions that complement the accessibility and usability of Cisco products and solutions. There are third-party applications such as real-time captioning on Cisco IP Phones, Text Telephones for the Deaf (TDD/TTY), Real Time Text (RTT), hearing/voice carry over (HCO/VCO), audible caller ID, inline amplifiers for handsets for louder call sound, “busy lights”, audio/visual emergency notifications through Cisco IP Phones (supporting users with disabilities), etc.

For more information about third-party applications, contact your administrator.

Troubleshooting

You may experience issues related to the following scenarios:

- Your phone cannot communicate with the call control system.

- The call control system has communication or internal problems.
- Your phone has internal problems.

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

Find Information About Your Phone

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

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

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

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

Procedure

Step 1

Press **Settings**.

Step 2

Select **Status > Product Information**.

You can view the following information:

Product name— Name that represents the Cisco IP Phone.

Serial number— Serial number of the Cisco IP Phone.

MAC address—Hardware address of the Cisco IP Phone.

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

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

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

VID—Version ID of the Cisco IP Phone.

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

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

Step 3

Press **Back** to return to the Applications screen.

View the Customization State on the Phone

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

Here are the descriptions of the remote customization states:

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

Procedure

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

View the Network Status

Procedure

- Step 1** Press **Settings**.
- Step 2** Select **Status > Network status**.

You can view the following information:

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

- **Domain**—Displays the network domain name of the phone. Default: cisco.com
 - **Switch port link**—Status of the switch port.
 - **Switch port config**—Indicates speed and duplex of the network port.
-

View the Phone Status

Procedure

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

You can view the following information:

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

View the Status Messages on the Phone

Procedure

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

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

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

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

View the Line Status

Procedure

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

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

View Call Records in Call Statistics

Each call record contains additional information that you might want to check, follow the procedure provided in this topic to view the detailed information of your recent call records.

Before you begin

Sign in to the phone so you can access to access the **Call statistics** menu.

If a lock icon displays in the upper-right corner of the main screen, this means that you don't sign in to the phone yet.

Procedure

Step 1 Press **Settings**.

Step 2 Select **Status > Phone status > Call statistics**.

Step 3 (Optional) If prompted, enter your password and press **Sign in**.

If you cannot sign in to the phone, contact your administrator.

Step 4 Highlight a call statistics entry from the list, and press **Select**.

You can also press the **Select** button of the Navigation cluster to shows details of the highlighted entry.

You can view the following information:

- **Call type**—An outbound or inbound call.
- **Peer name**—The name of the person who made or answered the call.
- **Peer phone**—The phone number of the person who made or answered the call.
- **Encode codec**—The method used to compress the outgoing audio.
- **Decode codec**—The method used to decompress the incoming audio.
- **Call time**—The time a call was made or answered.
- **Call ID**—An identifier of the caller.

The call statistics may contain additional information such as counter, statistics, and voice-quality metrics. Use this information for troubleshooting.

Related Topics

[Sign into Your Extension from Another Phone \(Extension Mobility\)](#), on page 11

[Sign in to a Phone as a Guest](#), on page 12

[Sign In as a Call Center Agent](#)

[Set up the Profile Account](#)

[Set Password](#)

View 802.1X Transaction Status

Procedure

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

View the Reboot History

Procedure

- Step 1** Press **Settings**.
- Step 2** Select **Status > Reboot history**.
- You can view the details of the date and time whenever the phone has rebooted, no matter why the phone rebooted.
-

Report all phone issues for your Cisco MPP device

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

Before you begin

Your administrator enables web server for the phone.

Procedure

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

Note If your administrator disables web server for the phone, the phone fails to upload the problem report to the server. In addition, the phone screen shows `Error: 109` or `Report Problem` together with an unavailable download link. Contact your administrator to help you resolve the issue.

Factory Reset from Server

You can restore your phone to its original manufacturer settings when your administrator factory reset it from the server. After you reset the phone, you can reconfigure it.

When your administrator factory reset your phone, you will observe the following notifications on the phone screen.

- If the phone is idle and has no active call or the phone is not upgrading, it shows a message, **Factory resetting as per request from administrator**, then the phone reboots to complete the factory reset.
- If the phone is busy with an active call or the phone is upgrading, it shows a message, **Phone will factory reset when idle as per request from administrator**. After the phone becomes idle, it shows **Factory resetting as per request from administrator**, then the phone reboots to complete the factory reset.

Identify Phone Issues with a URL in the Phone Web Page

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

Procedure

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

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

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

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

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

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

For example, to ping the 192.168.1.1 address:

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

Lost Phone Connectivity

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

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

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

For more information on phone registration, please visit [Manual phone registration](#).

Get More Information When Your Phone Displays a Provisioning Failure Message

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

This message applies to all MPP Phones.

Procedure

Step 1 Press one of these options:

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

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

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

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

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

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

Find the Transition License Type

Your administrator may ask for information about the type of license used to migrate to multiplatform firmware.

Procedure

Step 1 Press **Settings**.

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

Step 3 In the **Transition Authorization Type** field, view the license type used.

Find Information about MIC Cert Refresh Status

You can view the renewal status and related information on the phone web page to check if the Manufacture Installed Certificate (MIC) renewal is completed. Your administrator might ask you about this information during the phone troubleshooting.

Before you begin

- Your administrator has given you the access to the phone web page.
- Your administrator activates the Manufacture Installed Certificate (MIC) renewal on your phone.

Procedure

Step 1 On the phone web page, click **Info > Download Status**.

Step 2 Find the information from the **MIC Cert Refresh Status** section.

- **MIC Cert Provisioning Status:** This field includes the date and time of the performed certificate renewal, the HTTP request URL, and result messages.
- **MIC Cert Info:** This field shows the overall status of the certificate renewal procedure. Typically, it shows whether the MIC certificate of your phone is renewed successfully.

For more information, contact your administrator.

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 at: [Product Warranties](#).