



Your Phone

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The Cisco IP Phone 8800 Series

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



Table 1: Cisco IP Phone 8800 Series Major Features

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

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

Feature Support

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

New and Changed Features

New and Changed in 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 |
| Support for 320 Headset Series (supported in Cisco IP MPP Phone 8851/8861/8865) | Connect Cisco Headset 320 Upgrade Cisco Headset 320 Headset 320 Controls - Teams Headset 320 Controls - Webex |
| Support for 720 Headset Series (supported in Cisco IP MPP Phone 8851/8861/8865) | Connect Cisco Headset 720 Headset 720 Controls - Teams Headset 720 Controls - Webex |

| Revision | New and Changed Sections |
|--|---|
| The existing topics are updated to add inline call session information details | Make calls Answer Calls |
| New topic is added to show details of in-meeting video layout settings | Change the Video Layout While in a Meeting (Hybrid) |

New and Changed for Firmware Release 12.0(3)

| Revision | New and Changed Sections |
|--|--|
| A new task topic added to show how to use key expansion module line key as a SIP line. | Use Key Expansion Module Line as a SIP Line (8800 only) |
| A new task topic added to show how you can pair your mobile phone with a phone where the scheduling mode is set to Hot Desking , and sign in as a guest for a certain duration. | Sign In to the Desk (Hot Desking) |
| Added a new topic to mention the support password setup after factory reset. | Create User Password on Phone, on page 18 |
| Added new topics to support invoking XML applications from multicast paging | View XML Application Details XML Application and Multicast Paging |
| Added a new topic to support factory reset from a server | Factory Reset from Server, on page 39 |

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 |
| A new topic added for the task to show participant list for hybrid meeting | Display Participant Details Hybrid Meeting |
| A new topic added on meeting recording indication | Meeting Recording Status Indication |
| A new topic added for how to add Start video/Stop video softkeys on phone | Control Video for Hybrid Meeting |

| Revisions | New and Changed Sections |
|---|--|
| A new topic added on how to mute a participant | Mute a Participant in the Meeting (Hybrid) |
| Added a new topic on how to join meeting with a PIN | Join Hybrid Meeting with a Password |
| Added a new topic on how to retrieve a shared call while in a meeting | Retrieve Shared Call While in a Meeting (Hybrid) |
| A new topic added to support Hands-Free Profile (HFP) over Bluetooth for call control on the multiplatform phones | Mute or Unmute the Headset |
| A new topic added to support Hands-Free Profile (HFP) over Bluetooth for call control on the multiplatform phones | Headset or Phone Mute Toggle |
| A new topic added to support Hands-Free Profile (HFP) over Bluetooth for call control on the multiplatform phones | Mute or Unmute with Headset Boom |
| A new topic added to support Hands-Free Profile (HFP) over Bluetooth for call control on the multiplatform phones | A Mute Sync Between a Headset and Phone Fails |

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 25 |
| Added a new task to view Webex call log duration | View Webex Call Logs Duration |
| Added topics to support hybrid meeting | Meeting and Call Interaction Join a Webex Meeting from the Phone Start a New Call While in a Webex Meeting Answer a Call While in a Webex Meeting Access a Voicemail While in a Webex Meeting Join Another Meeting While in a Webex Meeting Join a Webex Meeting While on a Call Manage Paging and Webex Meeting |

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 |

| Revision | New and Changed Sections |
|--|---|
| Updated the topic to add <code>VPN connection</code> | Phone Web Page, on page 25 |
| Added the topics for the new feature <code>VPN connection</code> | VPN Connection Settings Set Up a VPN Connection Enable a VPN Connection Disable a VPN Connection Set Up a VPN Connection from the Phone Web Page View the VPN Status |
| Updated the topic to remove a prerequisite related the line key | Configure Monitoring of an Individual Line, on page 22 |
| Added the task on how to view call statistics on the phone | View Call Records in Call Statistics, on page 37 |
| 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 25 |
| 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 |
| Updated topic for Webex call log support | View your Recent Calls View Calls Logs from Server |
| Added a new topic for the feature Webex One button to Join (OBTJ) | Join a Webex Meeting from the Phone |

New and Changed for Firmware Release 11.3(6)

| Revision | New and Changed Sections |
|---|---|
| Updated the topics for the new feature <i>Permission Only for the Call Forward All Service Setup</i> | Forward Calls |
| Updated the topic for the new feature <i>Permission Only for the Call Forward All Service Setup</i> to add a reference link | Forward Calls with the Phone Web Page |

| Revision | New and Changed Sections |
|--|---|
| Updated the topics for the new feature Permission Only for the Call Forward All Service Setup | Activate Call Forward All with Feature Activation Code Synchronization |
| Updated the topics for the new feature Permission Only for the Call Forward All Service Setup | Forward Calls from Your Phone |
| Updated several steps for the feature <i>Enhancements of Displaying Contact Numbers from the LDAP Directory</i> | Search for a Contact in the All Directories Screen |
| Updated the topic to add related topic links for the feature <i>Enhancements of Displaying Contact Numbers from the LDAP Directory</i> | Search for a Contact in Your LDAP Directory |
| Added the new task for the feature <i>Enhancements of Displaying Contact Numbers from the LDAP Directory</i> | Call a Contact in Your LDAP Directory |
| Added the new task for the feature <i>Enhancements of Displaying Contact Numbers from the LDAP Directory</i> | Edit a Contact Number in Your LDAP Directory |
| Added the new topic for the feature <i>Enhancements of Displaying Contact Numbers from the XML Directory</i> | XML Directory |
| Added the new topic for the feature <i>Enhancements of Displaying Contact Numbers from the XML Directory</i> | Call a Contact in Your XML Directory |
| Added the new topic for the feature <i>Enhancements of Displaying Contact Numbers from the XML Directory</i> | Edit a Contact Number in Your XML Directory |
| Added a new task topic on how to control the ringer volume | Control Ringer Volume |
| Updated the task topic on non-availability of Continue softkey | Auto Provision Your Phone with Short Activation Code, on page 17 Onboard Your Phone with Activation Code, on page 17 |
| Updated the task topic on non-availability of Save softkey | Create a Contact from a Recents Record |
| Updated the task topic on non-availability of Sign in softkey | Set up the Profile Account |
| Added new 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 |

| Revision | New and Changed Sections |
|--|---|
| Updated topics for Webex call log support | View your Recent Calls View Calls Logs from Server |
| Updated the topic to add the new feature <code>Noise removal</code> | Phone Web Page, on page 25 |
| Added the task about how to enable the noise removal feature on the phone | Enable or Disable Noise Removal from Your Phone |
| Added the task about how to enable the noise removal feature with the phone web page | Enable or Disable Noise Removal with the Phone Web Page |

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 41 |
| 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 |
| Updated the topic to add the Headset 730 support overview | Accessories Overview for Cisco IP Phone 8800 Series with Multiplatform Firmware |
| Added the topic for the Headset 730 Support feature | Cisco Headsets 700 Series |
| Added the topic about the Headset 730 | Cisco Headset 730 |
| Added the topic about how to upgrade headset firmware on the phone | Upgrade the Headset 730 Firmware |
| Added the topic about how to check the detailed information of the Headset 730 on the phone | Find Details of Your Headset 730 on the Phone |
| 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 41 |

New and Changed for 11.3(4)

| Revisions | New and Changed Sections |
|---|-------------------------------|
| Updated the topic to mention XMPP user ID or the station name | Forward Calls |

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 |
| Updated the topic with one prerequisite and another method to add contacts in the personal address book | Add a New Contact to Your Personal Address Book |
| 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 |
| Added the Executive-Assistant calls relevant topics | Check Assistant List as an Executive Check Executive List as an Assistant |
| Updated the Executive-Assistant calls relevant topics | Executive Calls Join an Ongoing Call as an Executive Transfer an Ongoing Call to Yourself as an Executive Troubleshooting Executive Calls Executive Assistant Calls Initiate a Call On Behalf of an Executive as an Assistant Transfer an Ongoing Call to an Executive as an Assistant Join or Transfer an Ongoing Call to Yourself as an Executive Assistant Troubleshooting Executive-Assistant Calls Executive Settings |
| 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 34 |

New and Changed for Firmware Release 11.3(2)

| Revision | New and Changed Sections |
|---|--|
| Added the topics for adding and removing menu shortcuts on line keys | Add a Menu Shortcut to a Line Key, on page 24 Remove the Menu Shortcut from a Line Key, on page 24 |
| Added the topics for adding and removing menu shortcuts and features on key expansion module line keys | Add Features or Menu Shortcuts to Key Expansion Module Line Keys Remove Features or Menu Shortcuts from Key Expansion Module Line Keys |
| Added the topic for user authentication control on phone menus | User Authentication Control, on page 19 |
| Added the topic for 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 topic to include the information on parking calls in a dedicated call park extension and call park status | Call Park Extension and Status |
| Added the overview description for 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 tasks of forwarding a call | Forward Calls with the Phone Web Page Forward Calls from Your Phone |
| Updated the topic title | Your Personal Voicemail Account Find out if you have new voicemail messages Your Personal Access Your Personal your voicemail Access Your Personal Audio Voicemail |
| Added the topics for the monitored voicemail with PLK | Voice Messages States of Monitored Voicemail Accounts Access Monitored Voicemail Account Messages |
| Updated the task with a new step to include information on the different user credentials | 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 |
| Add the topic to edit user credentials to access the LDAP directory | Edit Credentials of Your LDAP Directory |

| Revision | New and Changed Sections |
|--|--|
| Updated the existing topic to include ACD status synchronization | Call Center Features |
| Updated the topic to check the status of a 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 17 |
| Updated an existing task to support display UDI feature on phone screen | Find Information About Your Phone, on page 34 |
| Added a task to support Serviceability Enhancement Messages for Provisioning Failure | Get More Information When Your Phone Displays a Provisioning Failure Message, on page 40 |
| Added a task to support One-Button Call Park | Park and Unpark a Call with One Line Key |
| Added a task to support Wi-Fi auto scan | Connect the Phone to a Wireless Network at the First Boot |
| Added a task to support Wi-Fi auto scan and the Wi-Fi Scan softkey | Trigger Wi-Fi Scan with Softkey |
| Added a task to support Serviceability Enhancement Messages for Network Connection Failure | Connect to a Wi-Fi Network When Your Phone Displays a Connection Failure Message |
| Added a new task about how to view the Wi-Fi status on the phone | View Wi-Fi Status Messages on the Phone |
| Added a new task to support display UDI on key expansion module screen | View the UDI Information of the Key Expansion Module |

New and Changed for Firmware Release 11.2(3)SR1

| Revisions | New and Changed Sections |
|---|---|
| Added new task to support Activation Code Onboarding. | Onboard Your Phone with Activation Code, on page 17 |

New and Changed for Firmware 11.2(3)

| Revisions | New and Changed Sections |
|--|--|
| Added a new task on contact search in multiple directories | Search for a Contact in the All Directories Screen |
| Updated the topic on profile account setup to support resync profile with the SIP credentials or the login credentials | Set up the Profile Account |
| Update the topic to support monitoring phone lines for coworkers | Coworker Line Status, on page 21 |
| Added a new task to support activating and deactivating the monitoring of BLF list | Activate or Deactivate Monitoring of the BLF List, on page 22 |
| Added a new task to support the configuring the monitoring of an individual line | Configure Monitoring of an Individual Line, on page 22 |
| Added a new task to support removing the feature that is configured on a Line Key | Remove the Feature Configured on a Line Key, on page 24 |
| Added updates to support MPP 88xx 8851/8861 and 8865 Key Expansion Module | Cisco 8800 series Key Expansion Module setup overview Key Expansion Module buttons and hardware Column modes Key Expansion Module power information Allocate a Key Expansion Module type with the phone menu |
| Add new task to support Wi-Fi management and Wi-Fi profile | Set Up a Wi-Fi Profile from the Phone Set Up a Wi-Fi Profile Turn the Wi-Fi On or Off from the Phone Web Page Turn the Wi-Fi On or Off from Your phone Connect the Phone to a Wi-Fi Manually Delete a Wi-Fi Profile Change the Order of a Wi-Fi Profile Scan and Save a Wi-Fi Network |
| Voice Feedback | Accessibility with Voice Feedback Enable or Disable Voice Feedback Adjust Voice Speed Adjust Voice Volume |

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 |
| 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 |
| Added a new topic to support audio equalizers to customize audio for handset and headset (acoustic audio) | Specify an Audio Device for a Call |
| Added new topics to support audio equalizers to customize audio for handset and headset (acoustic audio) | Adjust Sidetone Gain. Adjust the Microphone Gain Test the Microphone. Tune the Speaker. |
| Updated the topic to support screen saver type lock removal | Change the Screen Saver |
| Added new sections to support executive and assistant phones | Executive Calls Executive Assistant Calls Executive Settings Executive Assistant Settings |

New and Changed for Firmware Release 11.1(2)

| Revision | Updated Section |
|---|--|
| Emergency Call Support | Make an Emergency Call |
| Cisco Headset 531 and Cisco Headset 532 | Important Headset Safety Information Cisco Headset 500 Series Setup Adjust Your Headset Bass and Treble Adjust Your Headset Microphone Volume Adjust your headset speaker feedback Test Your Headset Microphone Replace your Cisco Headset 500 Series ear pads |
| Reverse Name Lookup | Administrators enable and disable this feature. For information about this feature, see Reverse Name Lookup for Incoming and Outgoing Calls . |

New and Changed for Firmware Release 11.1(1)

| Revision | Updated Section |
|---|--|
| Adjust Contrast Slider | Adjust the Phone Screen Brightness |
| Call Recording Support | Record a Call |
| Call Center Support | Call Center Features |
| Cisco IP Phone 8845 and 8865 | Buttons and Hardware, on page 27 |
| Instant Message and Presence Contacts Presence | Instant Message and Presence Contacts Presence Make a Call to an IM and Presence Contact Change Your Presence State |
| Secure Call | Secure calls |
| Video Calls | Video Calls |
| XSI Call Logs - Server All Calls menu | View your Recent Calls |

New and Changed Features for Firmware Release 11.0(1)

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

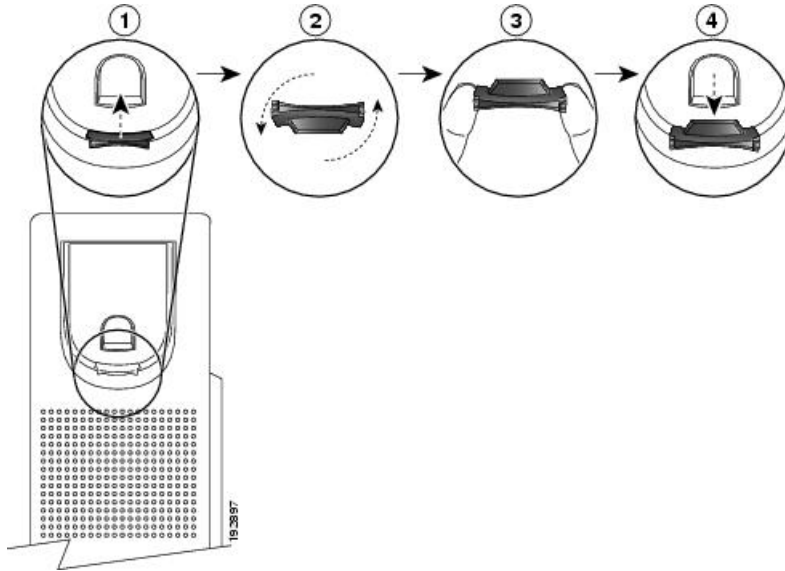
Phone Setup

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

Adjust the Handset Rest

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

Figure 1: Adjust the Handset Rest



Procedure

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

Change the Viewing Angle of Your Phone

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

Procedure

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

Connect to the Network

You need to connect the phone to the network.

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

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

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

Onboard Your Phone with Activation Code

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

Before you begin

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

Procedure

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

Auto Provision Your Phone with Short Activation Code

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

Before you begin

Your administrator provides your activation code:

Procedure

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

The phone completes the provisioning process automatically.

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

Set a Password on Initial Phone Boot Up

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

Procedure

Step 1 Enter your password in the **New password** and **Reenter new password** fields.

Step 2 Press **Save**.

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.

Secure the Phone with a Cable Lock

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

Procedure

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

User Authentication Control

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

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

Sign into Your Extension from Another Phone (Extension Mobility)

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

Before you begin

Your administrator configures provisioning authority.

Procedure

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

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

Sign out of Your Extension from Another Phone

Procedure

Press **Sign out**.

Sign in to a Phone as a Guest

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

Procedure

Step 1 Press **Sign in**.

Step 2 Enter your user ID and password.

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

Step 3 Press **Save**.



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

Sign Out of a Phone as a Guest

Procedure

Step 1 Press **Guest Out**.

Step 2 Press **Sign Out**.

Coworker Line Status

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

The following table describes the LED status:

Table 2: BLF Key LED Status

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

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

















You can configure monitoring on your phone in two ways:

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

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

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

Table 3: Busy Lamp Field Icons

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

Activate or Deactivate Monitoring of the BLF List

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

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

The BLF list keys function in the same way as individual BLF keys. See [Coworker Line Status, on page 21](#) for details. When you activate monitoring, the phone starts showing the status of the monitored lines on the BLF list keys. You can use each BLF list key to call the monitored line (speed dial), and to answer incoming calls to the monitored line (call pickup).



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


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

The phone monitors as many users as possible with the available line keys. You can make more line keys available for monitoring the list by removing features configured on line keys. See [Remove the Feature Configured on a Line Key, on page 24](#) for details.

Before you begin

Your administrator configures the BLF list.

Procedure

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

Configure Monitoring of an Individual Line

You can configure a line key to monitor a coworker's line status. When you add speed dial to the configuration, you can use the line key to call the monitored line. When you add call pickup to the configuration, you can use the line key to answer incoming calls to the monitored line. The line key functions as a Busy Lamp Field (BLF) key. See [Coworker Line Status, on page 21](#) for details.

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

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

Your phone may already be monitoring the entire list. See [Activate or Deactivate Monitoring of the BLF List, on page 22](#) for details. You can still configure an individual key to monitor a line. However, the phone will then no longer monitor the line automatically as part of the list. If you remove the individual BLF key configuration, the phone resumes monitoring the line automatically as part of the list. Note that the phone adjusts the BLF list key assignment every time it has to add or remove a line for automatic monitoring. This results in changes in the positions of BLF list keys.

Before you begin

- Your administrator performs the necessary setup to allow you to monitor the concerned line.
- Your administrator allows configuring the BLF feature options on line keys.

Procedure

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

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

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

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

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

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

a) Select **Search BLF list**.

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

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

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

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

Step 4 Press **Save**.

Remove the Feature Configured on a Line Key

You can remove the feature configured on a line key.

If your phone is monitoring a Busy Lamp Field (BLF) list, removing the feature configured on a line key makes the line key available for monitoring the BLF list. This can change the positions of BLF list keys. See [Activate or Deactivate Monitoring of the BLF List, on page 22](#) for details.



Note You cannot remove some features configured by your administrator.

Procedure

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

Add a Menu Shortcut to a Line Key

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

Before you begin

Your administrator must enable this feature on your phone.

Procedure

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

Remove the Menu Shortcut from a Line Key

Procedure

- Step 1** Press and hold the line key for two seconds. The available feature list is displayed.

Step 2 Select **None** from the list and press **Set**.

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 36](#).

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.

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

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

| Features | Description |
|----------------------------|--|
| Call forward | You specify the number that will receive calls when call forward is enabled on the phone. Use the phone web page to set up more complicated call forward functions, for example, when your line is busy. |
| Speed dial | You assign phone numbers to speed-dial numbers so that you can quickly call that person. |
| Ringtone | You assign a ringtone to a specific line. |
| Personal directory contact | You add a contact to your personal directory with phone web page. |
| HTTP proxy | You set up an HTTP proxy for the phone to connect to the internet. |
| VPN connection | You set up the phone to connect to the network through a VPN sever. |
| Noise removal | You enable the phone to filter out distracting noises from your environment during a call or meeting. |

Related Topics

[Forward Calls with the Phone Web Page](#)

[Speed Dial](#)

[Assign a Ring Tone with the Phone Web Page](#)

[Add a New Contact to Your Personal Address Book with Phone Web Page](#)

[HTTP Proxy Settings](#)

[Enable or Disable Noise Removal with the Phone Web Page](#)

Speed dial numbers

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

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

The dial string can contain the following characters:

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

The rules for dial strings are:

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

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

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

Example

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

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

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

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



Buttons and Hardware














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

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

Figure 2: Cisco IP Phone 8845 Buttons and Hardware



| | | |
|---|---|---|
| 1 | Handset and Handset light strip | Indicates whether you have an incoming call (flashing red) or a new voice message (steady red). |
| 2 | Camera Cisco IP Phone 8845 and 8865 only | Use the camera for video calls. |
| 3 | Programmable feature buttons and line buttons |  Access your phone lines, features, and call sessions. |
| 4 | Softkey buttons |  Access to functions and services. |

| | | |
|---|--|---|
| 5 | Back, Navigation cluster, and Release | <p>Back  Return to the previous screen or menu.</p> <p>If you press and hold the back button for more than 0.5 secs (long press), you return to the main screen or the call screen. When you are in the settings screens, the long press takes you to the main screen. If you are in one of the call screens, the long press takes you to the call screen.</p> <p>Navigation cluster  Navigation ring and Select button—Scroll through menus, highlight items and select the highlighted item.</p> <p>Release  End a connected call or session.</p> |
| 6 | Hold/Resume, Conference, and Transfer | <p>Hold/Resume  Place an active call on hold and resume the held call.</p> <p>Conference  Create a conference call.</p> <p>Transfer  Transfer a call.</p> |
| 7 | Speakerphone, Mute, and Headset | <p>Speakerphone  Toggle the speakerphone on or off. When the speakerphone is on, the button is lit.</p> <p>Mute  Toggle the microphone on or off. When the microphone is muted, the button is lit.</p> <p>Headset  Toggle the headset on or off. When the headset is on, the button is lit.</p> |
| 8 | Contacts, Applications, and Messages | <p>Contacts  Access personal and corporate directories.</p> <p>Applications  Access call history, user preferences, phone settings, and phone model information.</p> <p>Messages  Autodial your voice messaging system.</p> |
| 9 | Volume button | <p> Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).</p> |

Navigation

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

Figure 3: Navigation Cluster









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

Softkey, Line, and Feature Buttons

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

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

Feature and line buttons illuminate to indicate status.

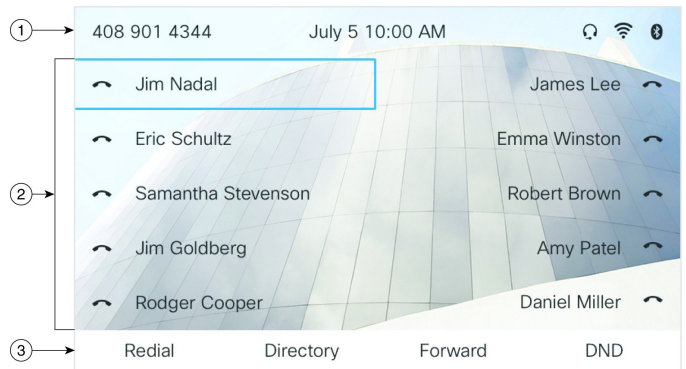
| LED Color and State | Normal Line Mode: Line Buttons | Normal Line Mode: Feature Buttons Enhanced Line Mode |
|---|--|---|
|  Green, steady LED | Active call or two-way intercom call, held call, privacy in use | Active call or two-way intercom call, privacy in use |
|  Green, flashing LED | Not applicable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

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

Phone Screen Features

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

Figure 4: Cisco IP Phone 8800 Screen



| | |
|---|--|
| 1 | <p>At the top of the screen is the header row. The header row displays the phone name, current date and time, as well a number of icons. The icons display when features are active.</p> <p>The header row can display phone number, XMPP user ID, or phone name according to the setting by your administrator. If you want to change the setting, contact your administrator.</p> |
| 2 | <p>The middle of the phone screen displays the information associated with the line and feature buttons on the phone.</p> <p>When you select a line which has more than two registered lines, a black box highlight around the selected line is displayed. There will be no highlight for an active call.</p> <p>Active and incoming call screen supports more than 21 characters. The Cisco IP Phone can display 15 digits on the phone screen when line is inactive.</p> |
| 3 | <p>The bottom row of the screen contains the softkey labels. Each label indicates the action for the softkey button below the screen.</p> |

Clean 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.

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, 8861, and 8865.

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 Cisco IP Phone 8851 has only one USB port, the side USB port.

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

Related Topics

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

Mobile Device Charging

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

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

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

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

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

If your administrator disables the back or side USB port, the disabled USB port stops working and will not charge the connected device. If you want to use the USB ports, contact your administrator.

Related Topics

[Energy Savings](#), on page 32

Bluetooth and Your Phone

Bluetooth is supported on Cisco IP Phone 8851 and 8861.

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

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

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

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

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

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

- The last Bluetooth headset or mobile device connected with the phone is the default device that the phone uses.
- You can have only one active connection at any time. For example, you can have a Bluetooth headset or a mobile phone active.
- The phone supports one device of each type. For example, you cannot connect two Bluetooth headsets.
- You can connect one mobile device at any time. For example, if your Bluetooth headset is active, and you connect a mobile phone, the Bluetooth headset disconnects.
- Your Bluetooth device will reconnect if you move back into range, or if it restarts.

Related Topics

[Bluetooth headsets](#)

[Pair a Mobile Device with Your Desk Phone](#)

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

Energy Savings

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

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

Turn On Your Phone

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

Procedure

Press any key to turn on the phone.

Additional Help and Information

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

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

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

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

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

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

- For licensing information, follow this link:

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

Accessibility Features

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

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

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

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

Troubleshooting

You may experience issues related to the following scenarios:

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

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

Find Information About Your Phone

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

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

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

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

Procedure

Step 1 Press **Applications** .

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

You can view the following information:

Product name— Name that represents the Cisco IP Phone.

Serial number— Serial number of the Cisco IP Phone.

MAC address—Hardware address of the Cisco IP Phone.

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

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

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

VID—Version ID of the Cisco IP Phone.

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

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

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

View the Customization State on the Phone

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

Here are the descriptions of the remote customization states:


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

Procedure

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

View the Network Status

Procedure

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

You can view the following information:

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

- **PC port config**—Indicates speed and duplex of the PC port.
 - **PC port link**—Indicates speed and duplex of the PC port.
-

View the Phone Status

Procedure

Step 1 Press **Applications** .

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

You can view the following information:

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

View the Status Messages on the Phone

Procedure

Step 1 Press **Applications** .

Step 2 Select **Status > Status messages**.

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

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

Step 3 Press **Back** .

View the Line Status

Procedure

Step 1 Press **Applications** .

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

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

View 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 **Applications** .
- 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 19

[Sign in to a Phone as a Guest](#), on page 20

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

[Set up the Profile Account](#)

[Set Password](#)

View 802.1X Transaction Status

Procedure

Step 1 Press **Applications** .

Step 2 Select **Network configuration** > **Ethernet configuration** > **802.1X authentication** > **Transaction status**.

You can view the following information:

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

View the Reboot History

Procedure

Step 1 Press **Applications** .

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

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

Report all phone issues 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 **Applications** .

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

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

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

Step 5 Select **Problem description**.

Step 6 Select a description from the displayed list.

Step 7 Press **Submit**.

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 the Phone from Phone Web Page

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

Procedure

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

You can enter URL in the format:

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

where:

Phone IP = actual IP address of your phone.

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

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

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 **Applications** .
- 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.

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