

### Your Phone

- ① Incoming call or voicemail indicator
- ② Feature and line buttons
- ③ Softkeys
- ④ Navigation
- ⑤ Hold, Transfer, and Conference
- ⑥ Speakerphone, Headset, and Mute
- ⑦ Voicemail, Applications, and Directory
- ⑧ Volume



### Feature and Line Buttons

Use feature buttons (left side) to view calls on a line or access features such as Speed Dial. Use line buttons (right side) to perform tasks such as resuming a held call. If you use a locale that reads right to left, the feature and line button locations are swapped.

Buttons illuminate to indicate status:

- Green, steady: Active call
- Green, flashing: Held call
- Amber, steady: Private line in use
- Amber, flashing: Incoming call
- Red, steady: Remote line in use
- Red, flashing: Remote line on hold

### Using Phone Features and the Selfcare Portal

- For information on using phone features, see [“Using Phone Features” on page 2](#)
- For information on using the Selfcare Portal, see [“Using the Selfcare Portal” on page 5](#)

### Information Required from your Network Administrator:

- Lead digit to dial an outside line \_\_\_\_\_
- Lead digit for Intercom Calls \_\_\_\_\_
- Lead digit for transferring a call to voicemail of another extension \_\_\_\_\_

### Softkeys available in various states

Softkey	Description	Available States
Answer	Answer incoming call.	Ringing
Conf	Join a conference call.	Connected
Decline	Transfer the call to voicemail.	Hold, Connected
Details	View additional information of the call.	Ringing, Connected, Hold
DND	Put your phone on do not disturb mode.	Idle, Ringing
End Call	End an existing call.	Connected
Fwd All	Set up or cancel call forwarding.	Idle
HLog	Log out or log in to hunt group.	Ringing, Connected
Hold	Put a call on hold.	Connected
Mobility	Enable or disable pushing calls to Single Number Reach (SNR) number.	Idle, Connected
New Call	Make a new call.	Hold, Idle, Remote-in-use
Pickup	Answer a call that is ringing on another phone in your group.	Idle
Recents	View the list of calls received, missed, or placed from the phone.	Idle, Connected, Hold
Redial	Redial the most recently dialed number.	Idle, Hold, Connected,
Resume	Resume a held call.	Hold
Transfer	Transfer the current call to another phone.	Connected

## Using Phone Features


### Place a Call

Enter a number and pick up the handset.


### Answer a Call

Press the flashing amber line button.

### Put a Call on Hold

1. Press **Hold** .
2. To resume a held call, press **Hold** again.


### Make a Call with a Headset

1. Plug in a headset.
2. Enter a number using the keypad.
3. Press **Headset** .

### Mute Your Audio

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

### Transfer a Call to Another Person

1. From a connected call that is not on hold, press **Transfer** .
2. Enter the other person's extension.
3. Press **Transfer** to complete the transfer either before, or after, the other person answers.


### Transfer a Call to Voicemail of another Extension

From a connected call, dial the lead digit and the extension to which you want to transfer the call as a voicemail.


The call is transferred directly to the voicemail of the dialed extension without ringing on the phone.

Contact your network administrator to know the lead digit configured for transferring a call to voicemail of another extension.


### Add Another Person to a Call

1. From a connected call that is not on hold, press **Conference** .
2. Press **Active calls** to select a held call and press **Conference** again to join the calls.

### Adjust the Ringtone Volume


Press **Volume**  up or down to adjust the ringer volume when the phone is not in use.

### Change the Ringtone

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


**NOTE:** You cannot upload custom ringtones. You can only choose from the available set of ringtones.

### View Your Recent Calls


1. Press **Applications** .
2. Select **Recents**.
3. Press the up and down keys in the Navigation cluster to view the call entries.

## Using Phone Features (Continued)

### Listen to Your Voice Messages


Press **Messages**  and follow the voice prompts. To check messages for a specific line, press the line button first.

### Listen to Messages in a General Delivery Mailbox

1. Press **Messages**  and enter the phone password when prompted.
2. Press **9** to access General Delivery Mailbox (GDM). All the GDMs available for your extension are listed.
3. Press the digit corresponding to the GDM you want to access.
4. Press **1** to listen to the new messages. The new messages are played.
5. Press **1** to repeat, **2** to save or **3** to delete the message. If you save the message, other members logging in to the GDM can listen to the message. If you choose to delete, the message is deleted from the GDM and other members cannot listen to the message.

### Configure a Speed Dial Button

Before you configure speed dial, ensure that you have at least one free line button.

1. Press **Applications** .
2. Select **My Phone Apps > Speed Dial Buttons**.
3. Press **Add**.
4. Enter the label and number.  
The label entered here is displayed on the line key where speed dial is configured.
5. Press **Submit**.
6. Press **Exit** until you reach **My Phone Apps** screen.
7. Select **Reset**.

### Forward All Calls

1. Select a line and press **Forward all**.
2. Dial the number that you want to forward to, or press **Vicemail**.
3. To receive calls again, press **Forward off**.


### Enable Privacy

Privacy feature blocks other users in the same shared line from viewing or handling any activities on the shared line. If your customer administrator has enabled **Privacy Button** for your phone, a line button on your phone is assigned as **Privacy**.

Press the **Privacy** line button to enable or disable Privacy mode.

### Update Single Number Reach

You can edit the Single Number Reach (SNR) number from the phone only if SNR is configured on the Selfcare Portal. For detailed steps on configuring SNR, refer "[Configure Single Number Reach](#)" on page 5.

1. Press **Applications** .
2. Scroll through the options to **My Phone Apps** and press **Select**.
3. Scroll through the options to **Single Number Reach** and press **Select**.
4. Enter the lead digit to dial an outside line followed by the phone number.

Contact your network administrator to know the lead digit configured to dial an outside line.

Example: If 9 is the digit to dial an outside line, 1 is the country code, 555 is the area code, and 9999999 is the subscriber number, you must enter 915559999999.

5. Press **Submit**.

### Swap an Active Call from Desk Phone to Mobile Phone



**NOTE:** To swap a call between desk phone and mobile phone, you must have SNR configured on your extension.

From a call connected on the desk phone, press **More (...)** and then press **Mobility** softkey. The call gets moved to the mobile phone.

Press **Mobility** softkey on the desk phone again to swap the call from mobile phone to desk phone.

## Using Phone Features (Continued)

### Park a Call

1. From a connected call, press **Transfer** .
2. Dial \* and the extension where you want to park the call.  
Example: If you want to park the call on extension 4501, dial \*4501.
3. Press **Transfer**  again.

### Retrieve a Parked Call

1. From any phone, dial \*0\* and the parked extension.  
Example: Dial \*0\*4501 to retrieve the call parked on extension 4501.
2. Pick up the handset.

### Place an Intercom call


1. Dial the lead digit and the extension you want to intercom with.  
Contact your network administrator to know the lead digit configured for intercom calls in your network.
2. Speak out the message.  
The message is played in speaker mode on the dialed extension.
3. To answer an intercom call, press the line key.  
A dedicated two-way audio call is established.

### Make a Paging Call

1. Dial the pilot number of the Paging Group.  
Your system administrator can provide a list of available paging numbers, if required.
2. Make the paging announcement.  
The announcement is played in speaker mode on all the phones available in the called Paging Group.

### Add a Contact to Personal Directory

Personal Speed Dial entries can be accessed via the Directory button under Personal Speed Dials.

1. Press **Applications** .
2. Select **My Phone Apps > Personal Speed Dial**.
3. Press **Add**.
4. Enter the label and number.
5. Press **Submit**.
6. Press **Exit** until you reach **My Phone Apps** screen.
7. Select **Reset**.

### Answer a Call Ringing on Another Phone

#### Phones in Your Pickup Group

An incoming call can be answered on any of the extensions belonging to the same pickup group by pressing the **Pickup** Softkey.

#### Phones Not in Your Pickup Group


An incoming call can be answered by any extension belonging to different pickup groups by pressing **GPickup** softkey followed by the pickup group number.

### Log in to All Hunt Groups as a Static Member

1. Press **More (...)**.
2. Press **HLog** softkey. The phone logs in to all the Hunt Groups in which you are a permanent member.
3. Press **HLog** again to log out of all Hunt Groups.

**NOTE:** You cannot log in or log out of individual Hunt Groups.

### Log in to a Hunt Group as a Dynamic Member

1. Press **Applications** .
2. Select **My Phone Apps > Voice Hunt Groups**.
3. Scroll through the list of Hunt Groups and select the required Hunt Group.
4. Press **Join**.
5. Press **Unjoin** to log out of the Hunt Group.

## Using the Selfcare Portal

### Register to use the Selfcare Portal

After you receive an email from the Cisco Business Edition 4000 Administrator:

1. Click the **Register** link displayed in the email.
2. Enter your password.  
Your password must contain a minimum of 8 characters having at least one lowercase letter, one uppercase letter and one non-alphabetic character (number or symbol).
3. Enter the captcha security code as displayed on the screen.
4. Click **Continue**.

**My Settings** page of the Selfcare Portal is displayed.

### Sign in to the Selfcare Portal

1. Enter the URL <https://myphone.cisco.com>.
2. Enter your **Email-ID** and **Password**.
3. Click **Sign in**.

**My Settings** page of the Selfcare Portal is displayed.

### Change Password

1. Choose **My Settings > Change Password**.
2. Enter the Current Password and the New Password.
3. Click **Save**.

### Forgot Password

1. Click **Forgot Password?** on Sign in page.
2. Enter your registered **Email** address and **Captcha** security code.
3. Click **SEND LINK**.  
An email containing the link to reset the password is sent to your inbox.

### Change Display Name

1. Choose **My Settings > Change Display Name**.
2. Enter your desired name in **New Display Name** field.
3. Click **Save**.

### Reset Voicemail PIN

1. Choose **My Extensions > Voicemail**.
2. Enter a new four digit number in **Reset PIN** field.
3. Click **Save**.

### Configure Single Number Reach

1. Choose **My Extensions > Single Number Reach**.
2. Enter the lead digit to dial an outside line followed by the phone number.  
Contact your network administrator to know the lead digit configured to dial an outside line.  
Example: If 9 is the digit to dial an outside line, 1 is the country code, 555 is the area code, and 9999999 is the subscriber number, you must enter 915559999999.  
3. Click **Save**.
4. Delete the phone number to turn off Single Number Reach.

### Divert Calls

1. Choose **My Extensions**.
2. Turn on **Call Forwarding**.
3. Select **Voice Mail** or **Other** from **Forward Calls** to drop-down.
4. Enter the Phone Number if you select **Other**.
5. Click **Save**.
6. Turn off **Call Forwarding** to disable.

### Forward Voicemail as Attachments to Email

1. Choose **My Extensions > Voicemail**.
2. Enter your Email address in **Forward to email** field and Click **Save**.

### Change Device Name

1. Choose **My Phones > Device Name**.
2. Edit the text as required and Click **Save**.

### View Assigned Extension(s)

Choose **My Phones > Assigned to Extension(s)**. View assigned extensions for your phone device.

## Using the Selfcare Portal (Continued)

### Assign Actions to Phone Buttons

1. Choose **My Phones > Phone Key Layout**.  
The Buttons that you see here depends on your phone model.
2. Select **Speed Dial** or **BLF Speed Dial** for a button other than the extension.
3. Enter a valid phone number.
4. Enter the description.  
The description entered here is displayed on the phone display.
5. Click **Save**.

### Reference Documentation

Click on your name displayed on the top right corner and click **Documentation**.

### Change the Selfcare Portal Language

1. Click on your name displayed on the top right corner.
2. Click the language name displayed.
3. Select the desired language.  
The Selfcare portal gets localized based on the selection.

### Logout of the Selfcare Portal

Click on your name displayed on the top right corner and click **Logout**.

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