






### Your Phone

1. Indicator light (LED) and headset port 
2. Speaker button 
3. Softkey buttons, navigation cluster, and call control buttons
4. Keypad
5. Left side buttons
  - Application  Use with XML applications, such as Push to Talk
  - Volume 
  - Mute 

### LED Indicator States

- Solid red—the phone is connected to the AC power source and battery is charging.
- Solid green—the phone is connected to the AC power source and battery is fully charged.
- Fast blinking amber—There is an incoming call. Phone can be charging or fully charged.
- Fast blinking green—There is a voice message. When phone is connected to the AC power source, the green light displays longer than when using only the battery.
- Slow blinking green (every 2 seconds): The phone is using only battery power. The phone is registered with the wireless network and is within service coverage area.

### 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
Conference	Join a conference call.	Connected
Decline	Transfer the call to voicemail.	Hold, Connected
Do not disturb	Put your phone on do not disturb mode.	Idle, Ringing
End call	End an existing call.	Connected
Forward all	Set up or cancel call forwarding.	Idle
Hold	Put a call on hold.	Connected
Hunt group	Log out or log in to hunt group.	Idle, Connected
Mobility	Enable or disable pushing calls to Single Number Reach (SNR) number.	Idle, Connected
New Call	Make a new call.	Idle, Remote-in-use
Pickup	Answer a call that is ringing on another phone in your group.	Idle
Redial	Redial the most recently dialed number.	Idle, Hold
Resume	Resume a held call.	Hold
Show detail	View additional information of the call.	Ringing, Connected, Hold
Transfer	Transfer the current call to another phone.	Connected

### Tasks on Phone and Selfcare Portal

- For information on tasks performed on the phone, see [“Tasks on Phone Device”](#) on page 2
- For information on tasks performed on the Selfcare Portal, see [“Tasks on Selfcare Portal”](#) on page 5

## Tasks on Phone Device

### Turn On Your Phone

Press and hold **Power/End Call**  until the red LED lights.

### Turn Off Your Phone


1. Press and hold **Power/End Call**  for 4 seconds.
2. Press **Power off**.

### Charge the Battery with the AC Power Supply

1. Plug the USB cable into the bottom of the phone with the pins aligned.
2. Plug the USB cable into the power adapter.
3. Plug the power adapter into the electrical outlet.


### Lock the Phone Keypad

You can lock the keypad so that you don't press keys by mistake.


Press and hold **Zero (0)**  until you see the message that the keypad is locked.

### Unlock the Phone Keypad

If you lock the keypad, you need to unlock it to use the phone.

1. Press **Unlock**.
2. Press **Zero (0)** .


### Place a Call

1. Enter a phone number.
2. Press **Answer/Send** .




### Answer a Call

Press **Answer** or **Answer/Send** .


### Make a Call with a Headset

1. Connect the headset to the headset port available on the top of the phone.
2. Select a line.
3. Enter a phone number.
4. Press **Answer/Send** .

### Make a Call with the Phone Speaker

1. Press and hold  available on the right side of the phone. The speaker mode gets activated.
2. Dial the phone number.
3. Press **Answer/Send**  to place your call.
4. Press and hold  again to turn off speaker mode.


### Put a Call on Hold

1. From a connected call, press **More** .
2. Press **Hold**.


### View Your Recent Calls

1. Access the **Recents** app.
2. Select **Recents**.
3. Select a line or **All recents**.


### Mute Your Audio

1. Press **Mute**  available on the left side of the phone.
2. Press **Mute** again to turn mute off.

### Access Your Voicemail Service

1. Press and hold the **One (1)**  button.
2. Follow the prompts.

### Adjust the Volume During a Call

Press **Volume**  up and down to adjust the volume while you are on a call.

### Adjust the Phone Ringer Volume

Press **Volume**  up and down to adjust the ringer volume when the phone rings.

## Tasks on Phone Device (Continued)

### Change the Font Size

1. Access the **Settings** app.
2. Select **Phone settings > Display > Font size**.
3. Select the setting required.

### Change the Ringtone

1. Access the **Settings** app.
2. Select **Phone settings > Sounds > Ringtone**.
3. Select a line.
4. Highlight a ringtone.
5. Press **Play** to hear the ringtone.
6. Press **Select** to use the ringtone


### Adjust the Screen Brightness

1. Access the **Settings** app.
2. Select **Phone settings > Display > Brightness**.
3. Use the arrow keys of the Navigation cluster to adjust the brightness.
4. Press **Save**.


### Change the Screen Display Timeout

1. Access the **Settings** app.
2. Select **Phone settings > Display > Sleep**.
3. Select the time setting required.


### Transfer a Call to Another Person

1. From a connected call that is not on hold, press **More** .
2. Select **Transfer**.
3. Enter the number to call or select an entry from your recent calls.
4. Press **Transfer**.


### Add Another Person to a Call

1. From a connected call that is not on hold, press **More** .
2. Select **Conference**.
3. Do one of these actions.
  - Dial a number and wait for the person to answer.
  - Select an entry from your Recents list and wait for the person to answer.
  - Select another held call on the same line.
  - Press the right Navigation key, select a line, and select a held call on that line.
4. Press **Merge**.

### Forward Calls From Your Phone

1. Access the **Phone** app.
2. Select a line.
3. Press **More**  and select **Forward all**.
4. Enter the number to receive the calls or select an entry from your Recents call list.


### Turn Off Call Forward From Your Phone

1. Access the **Phone** app.
2. Select the forwarded line.
3. Press **More**  and select **Forward off**.

### Send a Page

1. Dial the pilot number of the Paging Group.  
Contact your network administrator to know the pilot number of the Paging Group.
2. Speak out the paging message.  
The message is played in speaker mode on all the phones available in the Paging Group.

### Listen to Messages in a General Delivery Mailbox

1. Press **One (1)**  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 message. If you choose to delete, the message is deleted from the GDM and other members cannot listen to the message.

## Tasks on Phone Device (Continued)

### 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.



### Configure Speed Dial Button

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

1. Access the **Apps** app.
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**.

### Park a Call

1. From a connected call, press **More** and select **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.

### 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. Access the **Apps** app.
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**.

### Configure a Personal Speed Dial Directory Entry

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

1. Access the **Apps** app.
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**.

### 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

### Answer a Pickup Group Call

Press the **Pickup** softkey to answer the call ringing on any of the extensions belonging to your pickup group.

## Tasks on Selfcare Portal

### Register to 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:

- At least 8 characters
- At most 256 characters
- At least 1 lower case alphabetic character (a,b,c...)
- At least 1 upper case alphabetic character (A,B,C...)
- At least 1 number (1,2,3...)
- At least 1 special character (-!@#\$%^&\*()-\_+=[]{}|;:.,<>/?)

3. Enter the captcha security code as displayed on the screen.
4. Click **Continue**.

**My Settings** page of 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 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**

## Tasks on Selfcare Portal (Continued)

### 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.

### 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**.

### Refer 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 Selfcare Portal

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

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