Phone Features and Setup

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Phone Features and Setup Overview

After you install Cisco Unified IP Phones in your network, configure their network settings, and add them to Cisco Unified Communications Manager, you must use the Cisco Unified Communications Manager Administration application to configure telephony features, optionally modify phone templates, set up services, and assign users.

This chapter provides an overview of these configuration and setup procedures. Cisco Unified Communications Manager documentation provides detailed instructions for these procedures.

To list supported features for all phones or for a particular phone model on your Cisco Unified Communications Manager, you can generate a Unified CM Phone Feature List report on Cisco Unified Reporting.

For suggestions about how to provide users with information about features, and what information to provide, see Cisco IP Phone User Support, on page 1.

For information about setting up phones in non-English environments, see International User Support.

Cisco IP Phone User Support

If you are a system administrator, you are likely the primary source of information for Cisco IP Phone users in your network or company. It is important to provide current and thorough information to end users.

To successfully use some of the features on the Cisco IP Phone (including Services and voice message system options), users must receive information from you or from your network team or must be able to contact you for assistance. Make sure to provide users with the names of people to contact for assistance and with instructions for contacting those people.

We recommend that you create a web page on your internal support site that provides end users with important information about their Cisco IP Phones.

Consider including the following types of information on this site:

- User guides for all Cisco IP Phone models that you support
- Information on how to access the Cisco Unified Communications Self Care Portal
- List of features supported
- User guide or quick reference for your voicemail system

Telephony Features

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

As with other network devices, you must configure CiscoUnified IP Phones to prepare them to access CiscoUnifiedCommunications Manager and the rest of the IP network. By using DHCP, you have fewer settings to configure on a phone, but if your network requires it, you can manually configure an IP address, TFTP server, subnet information, and so on.

Finally, because the CiscoUnified IP Phone is a network device, you can obtain detailed status information from it directly. This information can assist you with troubleshooting any problems users might encounter when using their IP phones.

You can modify additional settings for the CiscoUnified IP Phone from Cisco Unified Communications Manager Administration. Use Cisco Unified Communications Manager Administration to set up phone registration criteria and calling search spaces, among other tasks. See the “Telephony Features” section in this document and the CiscoUnifiedCommunications Manager documentation for additional information.

For more information about CiscoUnified Communications Manager Administration, see the CiscoUnifiedCommunications Manager documentation, including *Cisco UnifiedCommunications Manager Administration Guide*. You can also use the context-sensitive help available within the application for guidance.

After you add CiscoUnified IP Phones to CiscoUnifiedCommunications Manager, you can add functionality to the phones. The following table includes a list of supported telephony features, many of which you can configure using CiscoUnifiedCommunications Manager Administration.

For information about using most of these features on the phone, see the *Cisco Unified SIP Phone 3905 User Guide for Cisco Unified Communications Manager*.

Note CiscoUnified Communications Manager Administration also provides several service parameters that you can use to configure various telephony functions. For more information on accessing and configuring service parameters, refer to *Cisco UnifiedCommunications Manager Administration Guide*.

For more information on the functions of a service, select the name of the parameter or the question mark help button in the Service Parameter Configuration window.

Table 1: Telephony Features

Feature	Description
Audible Message Waiting Indicator (AMWI)	A stutter tone from the handset or speakerphone indicates that a user has one or more new voice a line. See the *Cisco Unified Communications Manager System Guide*, "Cisco Unified IP Phone" chap
Auto Answer	Connects incoming calls automatically after a ring or two. Auto Answer works with the speakerphone. See the *Cisco Unified Communications Manager Administration Guide*, "Directory Number Co chapter.
Block External to External Transfer	Prevents users from transferring an external call to another external number. See the *Cisco Unified Communications Manager Features and Services Guide*, "External Call T Restrictions" chapter.
Call Forward	Allows users to redirect incoming calls to another number. The Call Forward All option is supp hear a stutter tone after going off-hook if the Call Forward All feature is configured on the phor See: • *Cisco Unified Communications Manager Administration Guide*, "Directory Number Configu • *Cisco Unified Communications Manager System Guide*, "Cisco Unified IP Phone" chapter • Customize the Self Care Portal Display
Call Forward All Loop Breakout	Detects and prevents Call Forward All loops. When a Call Forward All loop is detected, the Ca configuration is ignored and the call rings through. See the *Cisco Unified Communications Manager System Guide*, "Cisco Unified IP Phone" chap
Call Forward All Loop Prevention	Prevents a user from configuring a Call Forward All destination directly on the phone that creates All loop or that creates a Call Forward All chain with more hops than the existing Forward Max Count service parameter allows. See the *Cisco Unified Communications Manager System Guide*, "Cisco Unified IP Phone" chap
Call Forward Destination Override	Allows you to override Call Forward All (CFA) in cases where the CFA target places a call to the This feature allows the CFA target to reach the CFA initiator for important calls. The override w the CFA target phone number is internal or external. See the *Cisco Unified Communications Manager System Guide*, "Understanding Directory Num
Call Pickup	Allows users to answer a call that is ringing on a co-worker's phone by redirecting the call to th You can configure an audio alert for the primary line on the phone. This alert notifies the users ringing in their pickup group. See the *Cisco Unified Communications Manager Features and Services Guide*, "Call Pickup" c
Call Waiting	Indicates (and allows users to answer) an incoming call that rings while on another call. The phone sounds the call waiting tone (single beep) and the phone screen displays the second See *Cisco Unified Communications Manager System Guide*, "Understanding Directory Number

Feature	Description
cBarge	Allows a user to join a non-private call on a shared phone line. cBarge adds a user to a call and con a conference, allowing the user and other parties to access conference features. For more information, see the *Cisco UnifiedCommunications Manager Features and Services Guid* and Privacy" chapter.
Conference	• Allows a user to talk simultaneously with multiple parties by calling each participant individu • Allows a non-initiator in a standard (adhoc) conference to add participants; also allows any co participant to join together two standard conferences on the same line. The service parameter, Advance Adhoc Conference, (disabled by default in Cisco Unified Commu Manager Administration) allows you to enable these features. See: • CiscoUnified Communications Manager System Guide, "Conference Bridges" chapter. • *Cisco Unified Communications Manager System Guide*, "Cisco Unified IP Phone" chapter. **Note** Be sure to inform your users whether these features are activated.
Forced Authorization Codes (FAC)	Controls the types of calls that certain users can place. For more information, see the *Cisco UnifiedCommunications Manager Features and Services Guid* Matter Codes" and "Forced Authorization Codes" chapters.
Group Call Pickup	Allows a user to answer a call that is ringing on a directory number in another group. For more information, see the *Cisco Unified Communications Manager Features and Services Gui* Pickup" chapter.
Hold/Resume	Allows the user to move a connected call from an active state to a held state by using the Hold/Resu The user resumes a held call by pressing the Hold/Resume button, speaker button, or going off-hoo No configuration required unless you want to use music on hold. See "Music-On-Hold" in this tabl information.
Hookflash Timer	Controls the length of time before the hookflash indicates a timeout (or call disconnect). See *Cisco Unified Communications Manager Administration Guide*, "Cisco Unified IP Phone Con chapter.
Line Text Label	Sets a text label for a phone line instead of the directory number. See Set the Label for a Line, on page 7.
Message Waiting	Defines directory numbers for message-waiting on and message-waiting off indicator. A directly co voice-messaging system uses the specified directory number to set or to clear a message-waiting in a particular Cisco Unified IP Phone. See: • *Cisco Unified Communications Manager Administration Guide*, "Message Waiting Configurati • *Cisco Unified Communications Manager System Guide*, "Voice Mail Connectivity to Cisco U Communications Manager" chapter.

Feature	Description
Message Waiting Indicator	A light on the phone that indicates that a user has one or more new voice messages. See: • *Cisco Unified Communications Manager Administration Guide*, "Message Waiting Configu • *Cisco Unified Communications Manager System Guide*, "Voice Mail Connectivity to Cisc Communications Manager" chapter
Music On Hold	Plays music while callers are on hold. See the *Cisco Unified Communications Manager Features and Services Guide*, "Music On Hol
Mute	Mutes the microphone from the handset or speakerphone. No configuration required.
On-hook Call Transfer	Allows a user to press the Transfer button and then go on-hook to complete a call transfer. See the *Cisco Unified Communications Manager System Guide*, "Cisco Unified IP Phones" cha
Plus Dialing	Allows the user to dial E.164 numbers prefixed with a **+** sign. To dial the + sign, the user needs to press and hold the ***** key for at least 1 second. This applies t first digit for both on-hook or off-hook calls. Requires no configuration.
Private Line Automated Ringdown (PLAR)	The Cisco UnifiedCommunications Manager administrator can configure a phone number that t UnifiedIPPhone dials as soon as the handset goes off-hook. This can be useful for phones that a for calling emergency or *hotline* numbers. See the *Cisco Unified Communications Manager Administration Guide*, "Directory Number Co chapter.
Redial	Allows users to call the most recently dialed phone number by pressing the Redial button. No configuration required.
Shared Line	Allows a user to have multiple phones that share the same phone number or allows a user to sha number with a coworker. See the *Cisco Unified Communications Manager System Guide*, "Understanding Directory Nun
Telnet	You can use Telnet to connect to your Cisco Unified IP Phone for use in troubleshooting and phon See: • *Cisco Unified Communications Manager Administration Guide*, " Cisco Unified IP Phone chapter • *Cisco Unified Communications Manager Administration Guide*, "SIP Profile Configuratio chapter
Time-of-Day Routing	Restricts access to specified telephony features by time period. See: • *Cisco Unified Communications Manager Administration Guide*, "Time Period Configurati • *Cisco Unified Communications Manager System Guide*, "Time-of-Day Routing" chapter

Feature	Description
Time Zone Update	Updates the Cisco Unified IP Phone with time zone changes. See the *Cisco Unified Communications Manager Administration Guide*, "Time Group Configuratio
Transfer	Allows users to redirect connected calls from their phones to another number. No configuration required.
Voice Messaging System	Enables callers to leave messages if calls are unanswered. See: • *Cisco Unified Communications Manager Administration Guide*, " Cisco Voice-Mail Port Conf chapter • *Cisco Unified Communications Manager System Guide*, "Voice Mail Connectivity to Cisco Un Communications Manager" chapter

Disable Speakerphone

By default, the speakerphone is enabled on the Cisco IP Phone.

You can disable the speakerphone by using Cisco Unified Communications Manager Administration. When the speakerphone is disabled, the Redial, New Call, and Forward All softkeys are not displayed on the phones when the user presses the speakerphone button. The softkey labels are dimmed or removed.

Procedure

Step 1 From Cisco Unified Communications Manager Administration, select **Device** > **Phone**.

Step 2 Select the phone you want to modify.

Step 3 In the Phone Configuration window for the phone, check the **Disable Speakerphone** check box.

Step 4 Select **Save**.

Control Phone Web Page Access

For security purposes, access to the phone web pages is disabled by default. This practice prevents access to the phone web pages and the Cisco Unified Communications Self Care Portal.

Note Some features, such as Cisco Quality Report Tool, do not function properly without access to the phone web pages. Disabling web access also affects any serviceability application that relies on web access, such as CiscoWorks.

Procedure

Step 1 In Cisco Unified Communications Manager Administration, choose **Device** > **Phone**.
Step 2 Specify the criteria to find the phone and select **Find**, or select **Find** to display a list of all phones.
Step 3 Select the device name to open the Phone Configuration window for the device.
Step 4 Scroll to the Product Specific Configuration area.
Step 5 To enable access, from the Web Access drop-down list, choose **Enabled**.
Step 6 To disable access, from the Web Access drop-down list, choose **Disabled**.
Step 7 Select **Save**.

Set the Label for a Line

You can set up a phone to display a text label instead of the directory number. Use this label to identify the line by name or function. For example, if your user shares lines on the phone, you could identify the line with the name of the person that shares the line.

When adding a label to a key expansion module, only the first 25 characters are displayed on a line.

Procedure

Step 1 In Cisco Unified Communications Manager Administration, select **Device** > **Phone**.
Step 2 Locate the phone to be configured.
Step 3 Locate the line instance and set the Line Text Label field.
Step 4 (Optional) If the label needs to be applied to other devices that share the line, check the Update Shared Device Settings check box and click **Propagate Selected**.
Step 5 Select **Save**.