Cisco IP Phone 6800 Series Multiplatform Phones User Guide

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CONTENTS

CHAPTER 1 **Your Phone** 1

The Cisco IP Phone 6800 Series Multiplatform Phones 1

Phone Setup 2

Adjust the Handset Rest 2

Connect to the Network 3

Set a Password on Initial Phone Boot Up 3

Sign into Your Extension from Another Phone 4

Sign out of Your Extension from Another Phone 4

Sign In to a Phone as a Guest 4

Sign Out of a Phone as a Guest 4

Set the Profile Rule on the Phone 5

Configuration Utility Page 5

Speed-Dial Numbers 6

Buttons and Hardware 7

Navigation 8

Softkey, Line, and Feature Buttons 8

Phone Screen Features 9

Clean the Phone Screen 10

Differences Between Phone Calls and Lines 10

Additional Help and Information 10

Accessibility Features 11

Hearing-Impaired Accessibility Features 11

Vision-Impaired and Blind Accessibility Features 13

Mobility-Impaired Accessibility Features 16

Third-Party Accessibility Applications 18

Troubleshooting 18

Find Information About Your Phone 18

View the Customization State on the Phone 19

View the Network Status 20
View the Phone Status 21
View the Status Messages on the Phone 21
View the Line Status 21
View the Transaction Status 22
View the Reboot History 22
Report All Phone Issues 22
Factory Reset the Phone from Phone Web Page 23
Identify Phone Issues with a URL in the Phone Web Page 23
Lost Phone Connectivity 23
Cisco One-Year Limited Hardware Warranty Terms 24

CHAPTER 2 Calls 25
Make Calls 25
Make a Call 25
Make a Call with the Speakerphone 25
Make a Call with a Headset 26
Redial a Number 26
Speed Dial 26
Assign a Speed-Dial Code from the Phone Screen 27
Make a Call with a Speed-Dial Code 27
Configure a Speed Dial on a Line Key 27
Remove a Speed Dial from a Line Key 28
Use the Line in Focus for Speed-Dial Calls 28
Use the Line in Focus to Check Speed-Dial Calls 28
Dial an International Number 29
Secure Calls 29
Answer Calls 29
Answer a Call 29
Answer Call Waiting 30
Decline a Call 30
Turn On Do Not Disturb 30
Turn On or Turn Off DND Using a Star Code 31
Answer a Coworker's Phone (Call Pickup) 31
Answer a Call Within Your Group (Pickup) 31

Mute Your Call 31
Hold Calls 32
Put a Call on Hold 32
Answer a Call Left on Hold for Too Long 32
Swap Between Active and Held Calls 32
Call Park 33
Place a Call on Hold with Call Park 33
Retrieve a Call on Hold with Call Park 33
Forward Calls 34
Forward Call in Specific Situations with the Configuration Utility 34
Transfer Calls 35
Transfer a Call to Another Person 35
Consult Before You Complete a Transfer 36
Conference Calls and Meetings 36
Add Another Person to a Call 37
Conference with a Star Code 37
Page a Group of Phones (Multicast Paging) 37
Multiple Lines 38
Answer the Oldest Call First 38
View All Calls on Your Phone 38
Shared Lines 38
Add Yourself to a Call on a Shared Line 38

CHAPTER 3 Contacts 41
Corporate Directory 41
Dial a Contact in the Corporate Directory 41
Broadsoft Directory 42
Search for a Contact in Your Broadsoft Directory (Simple Search) 42
Search for a Contact in Your BroadSoft Directory (Advance Search) 42
LDAP Directory 43
Search for a Contact in Your LDAP Directory 43
Personal Directory 43
Add a New Contact to Your Personal Directory 43
Add a New Contact to Your Personal Address Book with Configuration Utility 44
Search for a Contact in Your Personal Directory 44

Call a Contact in Your Personal Directory 44
Edit a Contact in Your Personal Directory 44
Remove a Contact from Your Personal Directory 45

CHAPTER 4 Recent Calls 47
Recent Calls List 47
View Your Recent Calls 47
Return a Recent Call 48
Clear the Recent Calls List 48
Create a Contact From a Recents Record 49
Delete a Call Record 49
Delete All Call Records 50

CHAPTER 5 Voicemail 51
Your Voicemail Account 51
Set Up Voicemail on Your Phone 51
Check for New Voice Messages 52
Access Voicemail 52
Access Audio Voicemail 52

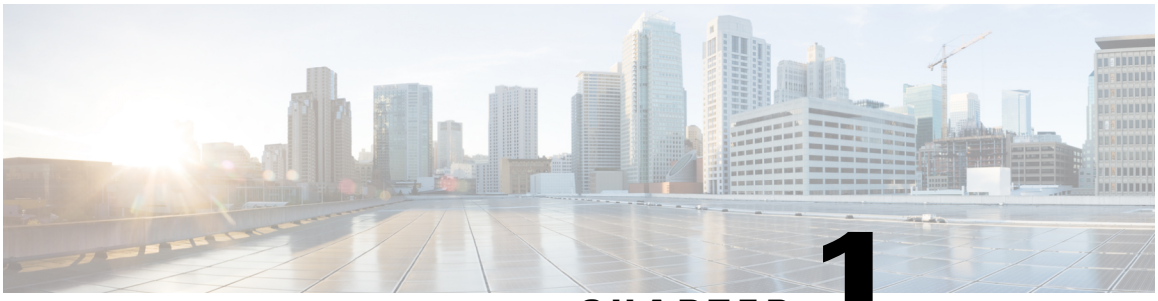
CHAPTER 6 Settings 53
Settings Overview 53
User Preferences Menu 53
Call Preferences 53
Forward Calls in Specific Situations from Your Phone 54
Set Up Voicemail 54
Block Your Caller ID Display 55
Block an Anonymous Call 55
Turn On Do Not Disturb For a Specific Line 55
Control the Call Waiting Tone 56
Secure a Call 56
Set Up an Auto Answer Page 56
Enable the Missed Call Shortcut 57
Audio Preferences 57
Set Your Preferred Audio Device 57

Change the Ringtone 57
Screen Preferences 58
Change the Screen Saver 58
Set the Backlight Timer 58
Change the Phone Screen Contrast 59
Set the Phone Wallpaper 59
Attendant Console Preferences 60
Change the Display Mode 60
Device Administration Settings 60
Change the Time Format 60
Change the Date Format 61
Set Language 61
Set Password 61
Configuration Utility Preferences 62
Assign a Ring Tone to an Extension with the Configuration Utility 62
Turn on DND on All Lines from Configuration Utility 63
Configure the Screen Saver with the Phone Web Page 63
Adjust Backlight Timer from Configuration Utility 64
Add Logo as Phone Background 64
Restart Your Phone 65

CHAPTER 7 Accessories 67
Supported Accessories 67
Headsets 67
Standard Headsets 68
Connect a Standard Headset 68
Set Up a Wideband Standard Headset 68
Enable an E-Hookswitch Headset 68

CHAPTER 8 Product Safety and Security 69
Safety and Performance Information 69
Power Outage 69
External Devices 69
Ways to Provide Power to Your Phone 70
Phone Behavior During Times of Network Congestion 70

Compliance Statements 70
FCC Compliance Statements 70
FCC Part 15.21 Statement 70
FCC RF Radiation Exposure Statement 70
FCC Receivers and Class B Digital Statement 71
Compliance Information for Brazil 71
Cisco Product Security Overview 71
Important Online Information 72



CHAPTER 1

Your Phone

- The Cisco IP Phone 6800 Series Multiplatform Phones, page 1
- Phone Setup, page 2
- Sign into Your Extension from Another Phone, page 4
- Sign In to a Phone as a Guest, page 4
- Set the Profile Rule on the Phone, page 5
- Configuration Utility Page, page 5
- Buttons and Hardware, page 7
- Additional Help and Information , page 10

The Cisco IP Phone 6800 Series Multiplatform Phones

The Cisco IP Phone 6800 Series Multiplatform Phones deliver easy-to-use, highly-secure voice communications.

Figure 1: Cisco IP Phone 6800 Series Multiplatform Phones

Table 1: Cisco IP Phone 6800 Series Multiplatform Phones Major Features

Features	6841	6851
Screen	Greyscale, with backlight	Greyscale, with backlight
Lines	4	4
Fixed feature keys	9	9
Power over Ethernet (PoE)	Not supported	Supported
Electronic Hookswitch Headset support	Not supported	Supported

Your phone must 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 it up.

When you add features to your phone, some features require a line button. But each line button on your phone can support only one function (a line, a speed dial, or a feature). If your phone's line buttons are already in use, your phone won't display any additional features.

Related Topics

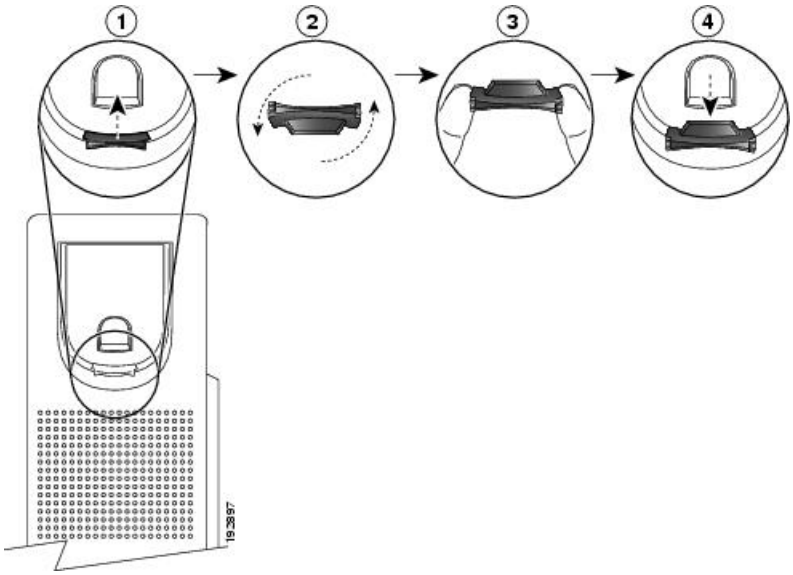
Find Information About Your Phone, on page 18

Phone Setup

Typically, 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.



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.

Connect to the Network

You need to connect the phone to the telephone network.

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

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**.

Sign into Your Extension from Another Phone

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.

Procedure

Step 1 Press **Sign in**.

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

Sign out of Your Extension from Another Phone

Procedure

Press **Sign out**.

Sign In to a Phone as a Guest

You can sign in to a different phone in your network as a guest.

Procedure

Step 1 Press **Log In**.

Step 2 Enter your user ID and password.

Step 3 Press **Save**.

Sign Out of a Phone as a Guest

Procedure

Step 1 Press **Guest Out**.

Step 2 Press **Sign Out**.

Set the Profile Rule on the Phone

Procedure

Step 1 Press **Applications** .

Step 2 Select **Device administration** > **Profile rule**.

Step 3 Press **Resync**.

Configuration Utility Page

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

In the Configuration Utility 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 forwarding, visual and audio message indicators, ring patterns, and other line-specific settings.

The following table describes some specific features that you configure using the Configuration Utility page.

Features	Description
Call forward	You specify the number that will receive calls when call forward is enabled on the phone. Use the Configuration Utility 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 Configuration Utility page.

Related Topics

Speed Dial, on page 26
Forward Calls, on page 34

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.

Note 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 following figure shows the Cisco IP Phone 6841.

Figure 2: Cisco IP Phone 6800 Series Buttons and Features

1	Handset and Handset light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Programmable feature buttons and line buttons	Access your phone lines, features, and call sessions. For more information, see Softkey, Line, and Feature Buttons, on page 8.
3	Softkey buttons	Access functions and services. For more information, see Softkey, Line, and Feature Buttons, on page 8.
4	Navigation cluster	Navigation ring and **Select** button. Scroll through menus, highlight items, and select the highlighted item.

5	**Hold/Resume**, **Conference**, and **Transfer**	**Hold/Resume** Place an active call on hold and resume the held call. **Conference** Create a conference call. **Transfer** Transfer a call.
6	**Speakerphone**, **Mute**, and **Headset**	**Speakerphone** Toggle the speakerphone on or off. When the speakerphone is on, the button is lit. **Mute** Toggle the microphone on or off. When the microphone is muted, the button is lit. **Headset** Toggle the headset on or off. When the headset is on, the button is lit.
7	**Contacts**, **Applications**, and **Messages**	**Contacts** Access personal and corporate directories. **Applications** Access call history, user preferences, phone settings, and phone model information. **Messages** Autodial your voice messaging system.
8	**Volume** button	 Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).

Navigation

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

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 initiate or answer a call or resume a held call. You can also use a line key to open and close the call session window, and to navigate through the call session window. Open the call session window to see the calls on the line.

Feature and line buttons illuminate to indicate status:

- Green—Line is idle.
- Red, steady—Line is active or in use.
- Red, flashing—Line is on hold or there is an inbound call.
- Amber, steady—Line is unregistered (cannot be used).

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 3: Cisco IP Phone 6800 Screen

Figure 4: Cisco IP Phone 7800 Screen

1	At the top of the screen is the header row. The header row displays the phone number, current date and time, as well a number of icons. The icons display when features are active.
2	The middle of the phone screen displays the information associated with the line and feature buttons on the phone. 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. 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.
3	The bottom row of the screen contains the softkey labels. Each label indicates the action for the softkey button below the screen.

Clean the Phone Screen

Procedure

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

Caution Do not 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.

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-6800-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-6800-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-6800-series-multiplatform-firmware/products-licensing-information-listing.html

Accessibility Features

The Cisco IP Phone 6800 Series Multiplatform Phones provide accessibility features for the blind, and the visually, hearing, and mobility impaired. Because many of these features are standard, they can be used by users with disabilities without requiring any special configuration.

In this document, the term *phone support pages* refers to the web pages that users can access to set up certain features.

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

Hearing-Impaired Accessibility Features

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

To check which phone model you have, press **Applications** and select **Status** > **Product information**. The **Product name** field shows your phone model.

Figure 5: Hearing-Impaired Accessibility Features—Cisco IP Phone 6841 Multiplatform Phones Shown

Table 2: Hearing-Impaired Accessibility Features

Item	Accessibility Feature	Description
1	Visual message-waiting indicator (handset)	This lighted strip is visible from all angles. Your phone also provides an audible message-waiting indicator.
2	Visual notification of the phone state	• Toggle the **Mute** and **Speakerphone** buttons on and off to indicate the phone state. • Use the **Mute** button to toggle the microphone on or off. When the microphone is muted, the button is lit. • Use the **Speakerphone** button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.
3	Inline-amplifier support (handset)	Cisco IP Phone handsets support third-party inline amplifiers. You attach an amplifier to the handset and cord and it sits between the handset and the IP phone.
4	Adjustable ringtone, pitch, and volume	• Select **Applications** > **User preferences**. • Adjust the volume level for the phone ring. While the handset is in the cradle and the headset and speakerphone buttons are off, press **Volume** to raise or lower the volume. Your administrator can also change your settings.
5	Hearing aid compatible (HAC) handset	Supports these accessibility features: • Hearing-aid compatible. • Magnetic coupling of the hearing aid. • Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA). • Section 508 loudness requirements, which are met by using industry-standard inline handset amplifiers.

Item	Accessibility Feature	Description
6	Acoustic coupled TTY and TDD support (handset)	Cisco IP Phones support these TTY and TDD features: • Acoustic or direct connect TTYs from industry-leading manufacturers. • Real-time text transmission over phone lines. • Hearing and voice carry over phones (HCO/VCO). • VoIP network operating at G.711. For information about setting up TTY, contact your administrator.

Vision-Impaired and Blind Accessibility Features

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

To check which phone model you have, press **Applications** and select **Status** > **Product information**. The **Product name** field shows your phone model.

Figure 6: Vision-Impaired and Blind Accessibility Features—Cisco IP Phone 6841 Multiplatform Phones Shown

Table 3: Vision-Impaired and Blind Accessibility Features

Item	Accessibility Feature	Description
1	High-contrast visual and audible alert of an incoming call	Alerts you to an incoming call. The handset light strip flashes during incoming calls and stays lit when a voicemail message is received.
2	Line and feature buttons on the Cisco IP Phone The line and feature buttons are on the left and right sides of the screen.	Use line buttons to start, answer, or switch to a call on a particular line. Features, such as speed dial, line status, privacy, do not disturb (DND), and service URLs, can be assigned to feature buttons. Your administrator sets up programmable feature buttons on your phone. Colors indicate your phone's status: • Green—Line is idle. • Red, steady—Line is active or in use. • Red, flashing—Line is on hold or there is an inbound call. • Amber, steady—Line is unregistered (cannot be used).
3	Back-lit grayscale LCD screen with adjustable contrast on the Cisco IP Phone	Allows you to adjust your phone screen's contrast.
4	Softkeys • These are large buttons just below the LCD.	Provide access to special functions. The functions are displayed on the LCD.
5	Navigation Cluster (includes the Navigation ring and the **Select** button) • The Navigation cluster is located in the center of the phone.	Use the Navigation ring to move up and down in the phone LCD. The **Select** button is in the center of the Navigation cluster.

Item	Accessibility Feature	Description
6	**Hold** button, **Transfer** button, and **Conference** button • These three large buttons are located to the right of Navigation cluster. • In this group of buttons, the **Hold** button is the single button in the top row. Below the **Hold** button, the **Transfer** button is on the left, and the **Conference** button is on the right.	Allow you to use these functions on your phone.
7	**Messages** button, **Applications** button, and **Contacts** button • These three large buttons are located to the left of the Navigation cluster. • In this group of buttons, the **Messages** button is the single button in the top row. Below the **Messages** button, the **Applications** button is on the left, and the **Contacts** button is on the right.	Allow you to easily access your messages, applications, and contacts.
8	**Volume** key • This key is located to the left of the keypad.	Allows you to increase or decrease the ring volume or the sound through the handset, headset, or speakerphone. Press up on the rocker key to increase the volume. Press down on the rocker key to decrease the volume.
9	Standard 12-key layout	Allows you to use existing or familiar key positions. Key 5 has a nib.

Item	Accessibility Feature	Description
10	• **Headset**, **Speakerphone**, and **Mute** buttons located to the right of the keypad. • The **Speakerphone** button is on the top, the **Headset** button is in the middle, and the **Mute** button is on the bottom.	Provide audible notification of the phone state: • Toggle the **Headset**, **Mute**, and **Speakerphone** buttons on and off to indicate the phone state. • Use the **Headset** button to toggle the headset on or off. When the headset is on, the button is lit. • Use the **Mute** button to toggle the microphone on or off. When the microphone is muted, the button is lit. When you turn on Mute, your phone beeps once; when you turn off Mute, your phone beeps twice. • Use the **Speakerphone** button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.

Mobility-Impaired Accessibility Features

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

To check which phone model you have, press **Applications** and select **Status** > **Product information**. The **Product name** field shows your phone model.

Figure 7: Mobility-Impaired Accessibility Features—Cisco IP Phone 6841 Multiplatform Phones Shown

Table 4: Mobility-Impaired Accessibility Features

Item	Accessibility Feature	Description
1	Lighted buttons	Allow you to access the following features: • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the speed-dial line status feature) • Web-based services, such as a personal address book • Phone features, such as privacy Indicate your phone's status: • Green—Line is idle. • Red, steady—Line is active or in use. • Red, flashing—Line is on hold or there is an inbound call. • Amber, steady—Line is unregistered (cannot be used).

Item	Accessibility Feature	Description
2	Large buttons to access **Applications**, **Messages**, **Contacts**, **Hold**, **Transfer**, and **Conference**	Allow you to easily access your phone applications, voice messages, corporate and personal directories, and calling features.
3	Built-in speakerphone	Indicates whether the speakerphone is on or off. When the speakerphone is on, the button is lit.
4	Tactile-discernible buttons and functions, including a nib on Key 5	Allow you to easily locate your phone's keys. For example, Key 5 has a nib, which you can use to locate other key positions.

Third-Party Accessibility Applications

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

Here's a link to a presentation about all the accessibility features of Cisco Unified Communications products, and some third party assistive technology which works with it:

http://www.cisco.com/c/dam/en_us/about/responsibility/accessibility/products/Accessibility_Innovation_Cisco_Unified_Communications.pdf

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

Troubleshooting

You may experience issues related to the following scenarios:

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

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

Find Information About Your Phone

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

Procedure

Step 1 Press **Applications** .

Step 2 Select **Status** > **Product Information**.
You can view the following information:

Product name— Model number of 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.

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

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

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

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

Step 4

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 LCD UI.

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 like DHCP options.
- Pending—The profile has been downloaded 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 Netwrok (LAN) connection that the phone uses.
- **Network status—**Indicates if the phone is connected to a network.
- **IP address—**IP address of the phone.
- **VLAN ID—**VLAN ID of the phone.
- **Addressing type—**Indicates if the phone has DHCP or Static IP enabled.
- **IP status—**Status of IP that the phone uses.
- **Subnet mask—**Subnet mask used by the phone.
- **Default router—**Default router used by the phone.
- **DNS 1—**Primary Domain Name System (DNS) server that the phone uses.
- **DNS 2—**Optional Backup DNS server that the phone uses.
- **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: —**Status 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 the 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

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

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**.

Factory Reset the Phone from Phone Web Page

You can restore your phone to its original manufacturer settings so that the phone can be reconfigured, do it from the phone web page.

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.

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 a URL in the format:

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

Phone IP = actual IP address of your phone.

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

ping destination = any IP address or domain name that you want to ping. Only alphanumeric characters, '-', and "_" are allowed as the ping destination. Otherwise the phone shows an error on the web page. If the <ping destination> includes spaces, only the first part of the address is used as the pinging destination. For example, "http://<Phone IP>/admin/ping?192.168.1.1 cisco.com" will actually ping 192.168.1.1.

Lost Phone Connectivity

Sometimes your phone can lose its connection to the call control system. When this connection is lost, your phone displays a message.

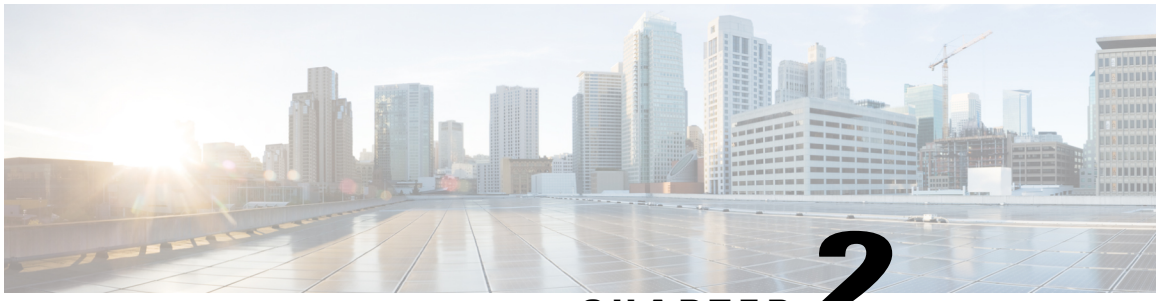
If you are on an active call when the connection is lost, the call continues. However, you do not have access to all normal phone functions because some functions require information from the call control system. Your softkeys might not work as you expect.

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

Cisco One-Year Limited Hardware Warranty Terms

Special terms apply to your hardware warranty and services that you can use during the warranty period.

Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com at this URL: https://www.cisco.com/go/hwwarranty.



CHAPTER 2

Calls

- Make Calls, page 25
- Answer Calls, page 29
- Mute Your Call, page 31
- Hold Calls, page 32
- Forward Calls, page 34
- Forward Call in Specific Situations with the Configuration Utility, page 34
- Transfer Calls, page 35
- Conference Calls and Meetings, page 36
- Page a Group of Phones (Multicast Paging), page 37
- Multiple Lines, page 38

Make Calls

Your Cisco IP Phone works just like a regular phone. But we make it easier for you to make calls.

Make a Call

Use your phone just like any other phone to make a call.

Procedure

Enter a number and pick up the handset.

Make a Call with the Speakerphone

Use your speakerphone for hands-free calling. Keep in mind that your coworkers might be able to hear your call too.

Procedure

Step 1 Enter a number using the keypad.

Step 2 Press **Speakerphone** .

Make a Call with a Headset

Use your headset for hands-free calling that won't disturb your coworker and gives you some privacy.

Procedure

Step 1 Plug in a headset.

Step 2 Enter a number using the keypad.

Step 3 Press **Headset** .

Redial a Number

Use your phone just like any other phone to make a call.

Procedure

Step 1 (Optional) Select a line.

Step 2 Press **Redial**.

Speed Dial

Speed Dial allows you to press a button, enter a preset code, or select a phone screen item to place a call. You can configure the speed dial from the phone screen and also from the phone web page.

You can edit, delete, and validate a speed-dial code.

Related Topics

Configuration Utility Page, on page 5
Speed-Dial Numbers, on page 6

Assign a Speed-Dial Code from the Phone Screen

You can configure a speed-dial from your phone screen. You can also assign a speed-dial code from the phone Configuration Utility page.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Speed dial**.

Step 3 Scroll to an unassigned speed-dial index.

Step 4 Press **Edit** and do one of the following:

- Enter the name and number.
- Select **Option > Select from contact** to select a contact from the address book.

Step 5 Select **Save**

Make a Call with a Speed-Dial Code

Before You Begin

Set up speed-dial codes on the Configuration Utility page of your phone or from your phone's Applications menu.

Procedure

Enter the speed-dial code and press **Call**.

Configure a Speed Dial on a Line Key

You can press any idle line key on your phone and set up speed dial on it. The speed-dial icon, the name, and the extension number are displayed on your phone screen next to the line key. You can also verify this change by checking the **Extended Function** field on the Configuration Utility page. After you configure the speed dial on a line key, you can press the line key to modify the speed-dial information and assign a new phone number and name.

Before You Begin

Go to the web page and disable the line key that will become the speed dial key.

Procedure

Step 1 Press any idle line key on your phone for at least two seconds.

Step 2 In the **Speed-Dial** window, add the speed-dial name and phone number to call when you press this line key.

Step 3 Click **Save**.

Remove a Speed Dial from a Line Key

You can press a line key on your phone and delete speed dial assigned to it. The speed dial on the line key is removed. You can confirm that the speed dial is removed by checking the Configuration Utility page.

Procedure

Step 1 Press a line key that has a speed dial configured for at least two seconds.

Step 2 Press **Option** > **Delete** in the **Speed-Dial** window on the phone screen.

Use the Line in Focus for Speed-Dial Calls

You can configure a line key to perform a speed dial either with a Voice Profile ID (VID) or without a VID. When both are configured, VID has a higher priority. The call is routed to that line.

If a line key is configured without VID, you can configure a speed-dial key to use the line in focus.

Procedure

Step 1 Configure a speed-dial key without using VID.

Step 2 Change the focus to the line that you prefer.

Step 3 Press the speed-dial key to make a call.
The call is made with the line in focus.

If the existing number of calls on the line in focus is equal to the value set in the **Call Appearances Per Line** field in the Configuration Utility page, the speed-dial call is made from the next available line.

Use the Line in Focus to Check Speed-Dial Calls

If a line key is configured without VID, you can perform a check to confirm whether the call is made with the line in focus.

Procedure

Step 1 Configure a speed-dial key without using VID.

Step 2 Change the focus to the line that you prefer.

Step 3 Press the speed-dial key to make a call.
The call is made with the line in focus.

Dial an International Number

You can dial international calls when you prefix the phone number with a plus (+) sign.

Procedure

Step 1 Press and hold **star (*)** for at least 1 second.
The plus (+) sign is displayed as the first digit in the phone number.

Step 2 Dial the number.
Ten seconds after the last key press, the phone dials the number.

Secure Calls

Your administrator can take steps to protect your calls from tampering by people outside your company. When a lock icon is displayed on your phone during a call, your phone call is secure. Depending upon how your phone is configured, you may have to sign on before you make a call or before a security tone plays over your handset.

Answer Calls

Your Cisco IP Phone works just like a regular phone. But we make it easier for you to answer calls.

Answer a Call

Use your phone just like any other phone to make a call.

Procedure

Press the flashing red line button.

Answer Call Waiting

When you're on an active call, you know that a call is waiting when you hear a single beep and the line button flashes red.

Procedure

Step 1 (Optional) If you have more than one call waiting, select an incoming call.

Step 2 Press the line button.

Decline a Call

You can send an active or ringing call to your voicemail system or to a preset phone number.

Procedure

Decline a call by performing one of the following actions:

- Press **Decline**.
- If you have multiple incoming calls, highlight the incoming call and press **Decline**.

Turn On Do Not Disturb

Use Do Not Disturb (DND) to silence your phone and ignore incoming call notifications when you need to avoid distractions.

When you enable DND, your incoming calls forward to another number, such as your voicemail, if it is set up.

When DND is turned on, **Do not disturb** is displayed in the top bar of the phone screen.

When you enable DND, by default, it affects all lines on your phone. You can also enable DND on a specific line from the **Preferences** menu. However, you will always receive intercom and emergency calls, even when DND is turned on.

Procedure

Step 1 Press **DND** to turn on DND.

Step 2 Press **Clr DND** again to turn off DND.

Related Topics

Configuration Utility Page, on page 5
Turn On Do Not Disturb For a Specific Line, on page 55

Turn On or Turn Off DND Using a Star Code

You can turn on or turn off the do not disturb feature by dialing the respective star codes that are configured for your phone. The administrator enters the star codes in the **DND Act Code** and **DND Deact Code** fields respectively on the Configuration Utility page.

Procedure

Step 1 To turn on DND, dial the star code provided by your administrator.

Step 2 To turn off DND, dial the star code provided by your administrator.

Answer a Coworker's Phone (Call Pickup)

If you share call handling tasks with your coworkers, you can answer a call that is ringing on a coworker's phone. First, your administrator has to assign you to at least one call pickup group.

Answer a Call Within Your Group (Pickup)

You can answer a call that rings on another phone within your call pickup group. If multiple calls are available for pickup, you'll answer the call that has been ringing for the longest time.

Procedure

Step 1 (Optional) Press the line button.

Step 2 Press **PickUp** to transfer an incoming call within your pickup group to your phone.

Mute Your Call

While you are on a call, you can mute the audio, so that you can hear the other person, but they cannot hear you.

Procedure

Step 1 Press **Mute** .

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

Hold Calls

Put a Call on Hold

You can put an active call on hold and then resume the call when you're ready.

Procedure

Step 1 Press **Hold** .

Step 2 To resume a call from hold, press **Hold** again.

Answer a Call Left on Hold for Too Long

When you've left a call on hold too long, you'll be notified with these cues:

- Flashing red line button
- Flashing message indicator on the handset
- Visual notification on the phone screen
- Ringing notification on the phone if a hold reminder is configured with phone web page

Procedure

Press **Hold** or **Resume** to resume the held call.

Swap Between Active and Held Calls

You can easily switch between active and held calls.

Procedure

Press the line button for the held call, then press **Resume** to resume that call and place the other call on hold automatically.

Call Park

You can use your phone to park a call. You can then retrieve the call either from your phone or another phone, such as a phone at a coworker's desk or in a conference room.

A parked call is monitored by your network so you won't forget about it. If the call remains parked for too long, you hear an alert. You can then answer, decline to answer, or ignore the call on your original phone. You can also continue retrieving it from another phone.

If you don't answer the call within a certain length of time, it's routed to voicemail or another destination, as set by your administrator.

Place a Call on Hold with Call Park

You can park an active call that you answered on your phone and then use another phone in the call control system to retrieve the call.

You can also park a call on your own phone. If so then you may not hear a recording.

You can park only one call at the call park number.

Before You Begin

Your call must be active.

Procedure

Step 1 Press **Park**.
Your phone plays a recorded message that asks for the number of the parked call.

Step 2 (Optional) If you have call park configured on a key expansion module, press the call park line key.

Step 3 Enter the number and press **Pound (#)**.

Step 4 (Optional) Communicate the parked number to the person retrieving the call.

Retrieve a Call on Hold with Call Park

You can pick up a parked call from anywhere in your network.

Before You Begin

You need the number that was used to park the call.

Procedure

Step 1 Press **Unpark**.

Step 2 (Optional) Press the line key that has busy lamp field with call pickup configured to retrieve a call on hold.

Step 3 Enter the number where the call is parked followed by **Pound (#)**.
You can also enter **Pound (#)** to retrieve the parked call. If you retrieve a call parked on your own phone, you may not need to enter a number.

Forward Calls

You can forward calls from any line on your phone to another number. Call forward is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.

There are two ways of forwarding your calls:

- Forward all calls
- Forward calls in special situations, such as when the phone is busy or there is no answer.

Verify that your calls are forwarded by looking for the **Fwd All** icon in the line label.

Procedure

Step 1 Press **Forward** on any idle line from which you want to forward your calls.

Step 2 Enter the call forward target number exactly as you would dial it from your phone, or select an entry from your list of recent calls.

Step 3 Press **Call** to forward all calls to the specified number.

Related Topics

Forward Call in Specific Situations with the Configuration Utility, on page 34
Configuration Utility Page, on page 5

Forward Call in Specific Situations with the Configuration Utility

Use the Configuration Utility to set up your phone to forward all calls during specific situations, such as when your phone is busy.

You can also set up call forward from your user preferences.

Procedure

Step 1 On the Configuration Utility page, click **User Login** > **Voice** > **User**.

Step 2 Under **Call Forward** section, set the **Cfwd Settings** to Yes. and enter a phone number for each of the call forwarding services that you want to enable:

- **Cfwd All Dest—**Forwards all calls.
- **Cfwd Busy Dest—**Forwards calls only if the line is busy.
- **Cfwd No Ans Dest—**Forwards calls only if the line is not answered.
- **Cfwd No Ans Delay—**Assigns a response delay time.

  If your administrator disables the feature key synchronization (FKS) on your phone, you can enter the value as number of seconds after which call needs to be forwarded.

  If your administrator enables feature key synchronization (FKS) on your phone, you can enter the value as number of rings after which call needs to be forwarded.

Step 3 Click **Submit All Changes.**

Related Topics

Configuration Utility Preferences, on page 62
Configuration Utility Page, on page 5

Transfer Calls

You can transfer an active call to another person.

Transfer a Call to Another Person

When you transfer a call, you can stay on the original call until the other person answers. This gives you an opportunity to talk privately with the other person before you remove yourself from the call. If you don't want to talk, then transfer the call before for the other person answers.

You can also swap between both callers to consult with them individually before you remove yourself from the call.

Procedure

Step 1 From a call that is not on hold, press **Transfer** .
Step 2 Enter the other person's phone number.
Step 3 (Optional) Wait until you hear the line ring or until the other person answers the call.
Step 4 (Optional) Press the line key to return to the held call.
Step 5 Press **Transfer** again.

Consult Before You Complete a Transfer

Before you transfer a call, you can talk to the person that you're transferring the call to.

Before You Begin

You have an active call that needs to be transferred.

Procedure

Step 1 Press **Transfer** .
Step 2 Enter the phone number for the party you want to transfer.
Step 3 When the other person answers, you can talk to them.
Step 4 (Optional) Press the line key to return to the held call.
Step 5 (Optional) Press the line key to return to the transfer target phone number.
Step 6 Press **Transfer** to complete the transfer.

Conference Calls and Meetings

You can talk with several people in a single call. You can dial another person and add them to the call. If you have multiple phone lines, you can join two calls across two lines. The conference ends when all participants hang up.

Add Another Person to a Call

Procedure

Step 1 From an active call, press **Conference** .

Step 2 Enter the phone number for the party you want to add and press **Dial**.

Step 3 Press **Conference**.
The conference begins.

Conference with a Star Code

Press the **Conference** button only once to combine many active calls into a conference and talk to several people in a single call.

Before You Begin

Your administrator has added a star code to the **Conference** button from the phone web page.

Procedure

Step 1 Make a call from a line and wait for an answer.

Step 2 Use the same line to call another number and wait for an answer. You can use the same line to call other numbers.

Step 3 Press **Conference** only once.
All numbers are added to the conference call and you see the star code that represents the conference bridge URL with one of the active call.

Page a Group of Phones (Multicast Paging)

Your administrator can configure your phone as a part of a paging group. In a paging group, your phone can automatically answer pages from other Multiplatform phones in the phone system. Each paging group has a unique number associated with it. Your administrator gives you the configured paging group numbers. When your phone is paged, you hear three short beeps. The phone establishes one-way audio between you and the phone that called you. You do not have to accept the page.

Procedure

Dial the number of the paging group.

Multiple Lines

If you share phone numbers with other people, you could have multiple lines on your phone. When you have multiple lines, you have more calling features available to you.

Answer the Oldest Call First

You can answer the oldest call available on all your phone lines, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls always have priority over Held or Park Reversion calls.

When working with multiple lines, you typically press the line button for the incoming call you want to answer. If you just want to answer the oldest call regardless of line, press **Answer**.

View All Calls on Your Phone

You can view a list of all your active calls—from all your phone lines—sorted in chronological order, oldest to newest.

The list of all calls is useful if you have multiple lines or if you share lines with other users. The list displays all your calls together.

Shared Lines

You can share a single phone number with one or more of your coworkers. For example, as an administrative assistant, you might be responsible for screening calls for the person that you support.

When you share a phone number, you can use that phone line just like you would any other line, but you should be aware of these special characteristics about shared lines:

- The shared phone number appears on all phones that share the number.
- If your coworker answers the call, the shared line button and the session button are solid red on your phone.
- If you put a call on hold, your line button is solid red and the session button pulses red. Your coworker's line button is also solid red and the session button pulses red.

Add Yourself to a Call on a Shared Line

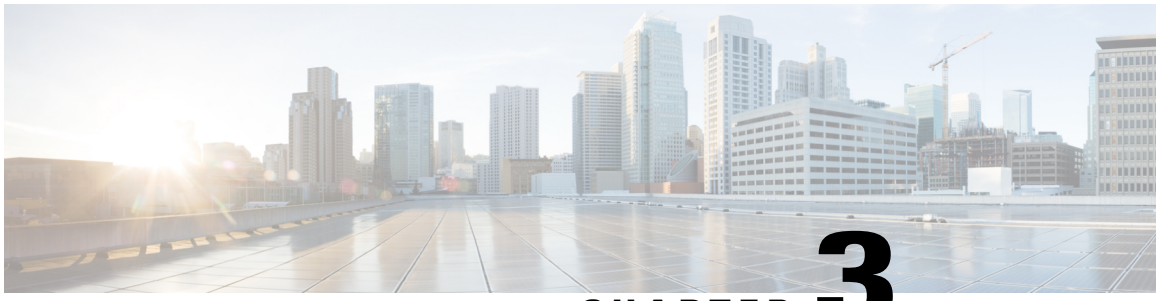
You or your coworker can join a call on the shared line. Your administrator needs to enable the feature on your phone.

If a user with whom you share a line has privacy turned on, you can't see their line settings and you can't add yourself to their call.

Procedure

Step 1 Press the line button for the shared line.

Step 2 Press **Barge** or **BargeSilent**.



CHAPTER 3

Contacts

- Corporate Directory, page 41
- Broadsoft Directory, page 42
- LDAP Directory, page 43
- Personal Directory, page 43

Corporate Directory

You can look up a coworker's number from your phone, which makes it easier to give them a call. Your administrator sets up and maintains the directory.

Your phone supports three types of corporate directories—Lightweight Directory Access Protocol (LDAP) Directory, Broadsoft Directory, and a Cisco XML Directory.

Dial a Contact in the Corporate Directory

Procedure

Step 1 Press **Contacts** .

Step 2 Select **Corporate Directory**.

Step 3 Select a search criteria.

Step 4 Enter your search criteria and press **Submit**.

Step 5 Select the contact and press **Dial**.

Broadsoft Directory

You can search and view your personal, group, and enterprise contacts in your Broadsoft Directory, which makes it easier to give them a call. Your administrator configures the Broadsoft Directory in your phone. This application feature uses BroadSoft's Extended Services Interface (XSI).

Search for a Contact in Your Broadsoft Directory (Simple Search)

Before You Begin

- Your administrator enables the Broadsoft Directory in your phone.
- You or your administrator sets up your Broadsoft Directory user group type as **Enterprise**, **Group**, or **Personal**.

Procedure

Step 1 Press **Contacts**.

Step 2 Select **Broadsoft Directory**.
You may see the name as the directory name that you have configured for your Broadsoft Directory.

Step 3 Select **Simple Search**.

Step 4 Enter your search criteria, and press **Submit**.

Search for a Contact in Your BroadSoft Directory (Advance Search)

Before You Begin

Set up your Broadsoft Directory user group type as Enterprise or Group.

Procedure

Step 1 Press **Contacts**.

Step 2 Select **BroadSoft Directory**.

Step 3 Select **Advance Search**.

Step 4 Select a search criteria.
You can search a contact in the BroadSoft directory by Last Name, First Name, User ID, Number, Extension, Department, and Email.

Step 5 Enter your search criteria, and press **Submit**.

LDAP Directory

The Cisco IP Phone supports Lightweight Directory Access Protocol (LDAP) v3. You can search for a specified LDAP directory for a name, phone number, or both. LDAP-based directories, such as Microsoft Active Directory 2003 and OpenLDAP-based databases, are supported.

Search for a Contact in Your LDAP Directory

Procedure

Step 1 Press **Contacts** .

Step 2 Select **LDAP Directory**.

Step 3 Enter your search criteria.
You can search by first name and last name of a contact.

Step 4 Press **Submit**.

Personal Directory

Add a New Contact to Your Personal Directory

Procedure

Step 1 Press **Contacts** .

Step 2 Select **Personal Directory**.

Step 3 Press **Add** or you can press the **Select** button.

Step 4 Select **New Personal Dir Entry**.

Step 5 Enter first name, last name, and number.

Step 6 Press **Save** to add the entry to your personal directory.

Add a New Contact to Your Personal Address Book with Configuration Utility

Procedure

Step 1 On the Config Utility page, select **User Login** > **Personal Directory**.
Step 2 Click **Add to Personal Directory**.
Step 3 Add name, work number, mobile number, and home number.
Step 4 Click **Submit All Changes**.

Search for a Contact in Your Personal Directory

Call a Contact in Your Personal Directory

Procedure

Step 1 Press **Contacts** .
Step 2 Select **Personal Directory** and search for an entry.
Step 3 Select the personal address book entry that you want to dial.
Step 4 Press **Call**.

Edit a Contact in Your Personal Directory

Procedure

Step 1 Press **Contacts** .
Step 2 Select **Personal Directory** and search for an entry.
Step 3 Select the entry you want to change.
Step 4 Press **Edit**.
Step 5 Modify the entry information.
Step 6 Press **Save** to modify a phone number.

Remove a Contact from Your Personal Directory

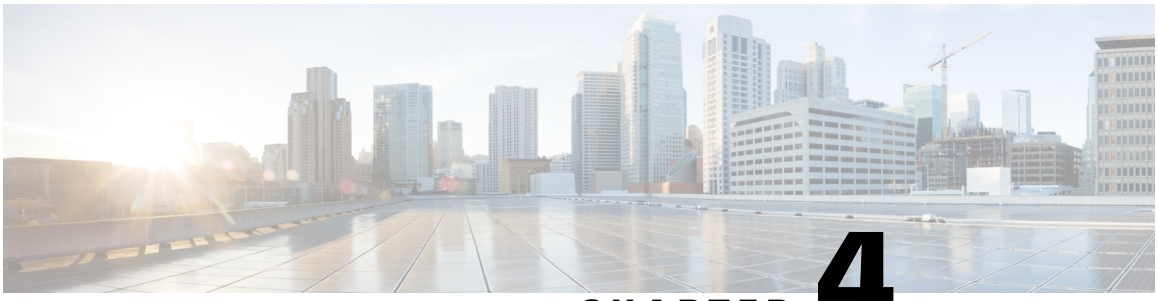
Procedure

Step 1 Press **Contacts** .

Step 2 Select **Personal Directory**.

Step 3 Select **Search Personal Directory**.

Step 4 Select the address entry and press **Option** > **Delete** to delete the entry.



CHAPTER 4

Recent Calls

- Recent Calls List, page 47
- View Your Recent Calls, page 47
- Return a Recent Call, page 48
- Clear the Recent Calls List, page 48
- Create a Contact From a Recents Record, page 49
- Delete a Call Record, page 49
- Delete All Call Records, page 50

Recent Calls List

Use the Recents list to see the 180 most recent individual calls and call groups.

If your Recents list reaches the maximum size, the next new entry overwrites the oldest entry in the list.

View Your Recent Calls

Check to see who's called you recently.

Note Missed call badging is per line. You can view the number of missed calls per line on the phone screen. The maximum missed call badge is 99. When you view either the All calls or Missed calls list on the phone screen for a particular line, the missed call badge for the selected line gets cleared.

There can be instances where the missed call badge and the actual number of missed calls is different. This is because there is a limit of 180 calls on the Recents. This limit consists of outgoing calls, missed calls, and incoming calls. Also, there can be some old missed calls that get added to the count for the missed call badge. This can get overwritten in the Recents list.

Procedure

Step 1 Select a line to view.

Step 2 Press **Applications** .

Step 3 Select **Recents**.

Step 4 Choose to view all recent calls, or to view a certain kind of recent call.

- All Calls
- Missed Calls
- Received Calls
- Placed Calls

Step 5 Press **Select**.

Return a Recent Call

Procedure

Step 1 Press **Applications** .

Step 2 Select **Recents**.

Step 3 Select the call record that you want to dial.

Step 4 (Optional) Press **Edit call** to edit the call record.

Step 5 Press **Call**.

Clear the Recent Calls List

Procedure

Step 1 Select a line to view.

Step 2 Press **Applications** .

Step 3 Select **Recents**.

Step 4 Choose to view all recent calls, or to view a certain kind of recent call.

- All Calls
- Missed Calls

- Received Calls
- Placed Calls

Step 5 Press **Select**.
Step 6 Press **Delete list**.
Step 7 Press **Delete** .

Create a Contact From a Recents Record

Procedure

Step 1 Display a Recents record.
Step 2 Press **Options**.
Step 3 Press **Add to address book**.

Delete a Call Record

Procedure

Step 1 Press **Applications** .
Step 2 Select **Recents**.
Step 3 Choose to view all recent calls, or to view a certain kind of recent call.

- All Calls
- Missed Calls
- Received Calls
- Placed Calls

Step 4 Press **Select**.
Step 5 Highlight the individual record or call group that you want to delete.
Step 6 Press **Delete entry**.
Step 7 Press **Delete** again to confirm.
Step 8 Press **Back** .

Delete All Call Records

You can delete all call history records on your phone.

Procedure

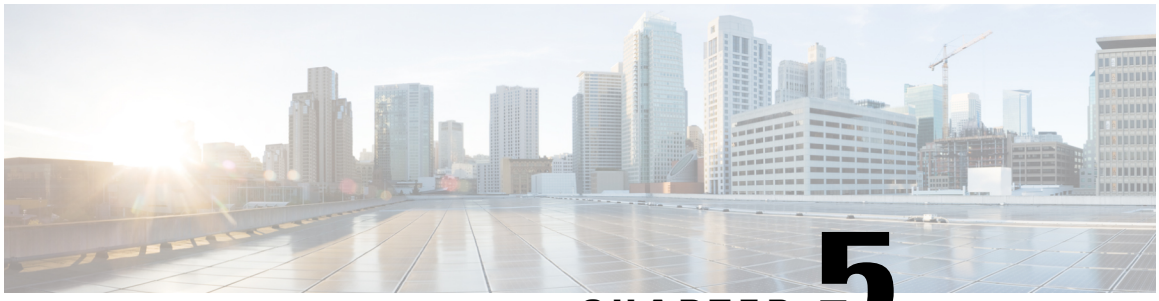
Step 1 Press **Applications** .

Step 2 Select **Recents**.

Step 3 Press **Recents**.

Step 4 Select **Option** > **delete All**.

Step 5 Press **Delete** again to confirm.



CHAPTER 5

Voicemail

- Your Voicemail Account, page 51
- Check for New Voice Messages, page 52
- Access Voicemail, page 52
- Access Audio Voicemail, page 52

Your Voicemail Account

You can access your voice messages directly from your phone. But your administrator must set up your voicemail account, and may also set up your phone to access the voicemail system.

The **Messages** button on your phone acts as a speed dial into the voicemail system.

When you aren't at your desk, you can call your voicemail system to access your voicemail. Your administrator can give you the voicemail system phone number.

Because each voicemail system is different, we can't tell you how to use your voicemail system. For information about your voicemail commands, see the voicemail system user documentation or contact your administrator.

Set Up Voicemail on Your Phone

If your administrator has not set up your voicemail phone number on your phone, you can set it up yourself.

Procedure

Step 1 Press **Applications**.

Step 2 Select **User preferences** > **Call preferences**.

Step 3 Enter your voicemail phone number in **Voice mail**.

Step 4 Press **Set**.

Check for New Voice Messages

To find out if you have new voicemail messages, look for one of these signs:

- The light strip on your handset is solid red.
- The number of missed calls and voicemail messages is displayed on your screen. If you have more than 99 new messages, a plus (+) sign is displayed.
- An exclamation mark (!) indicates urgent voicemail messages.

You will also hear a stutter tone played from your handset, headset, or speakerphone when you use a phone line. This stutter tone is line-specific. You only hear it when you use a line that has voice messages.

Access Voicemail

Procedure

Step 1 Press **Messages** .

Step 2 Follow the voice prompts.

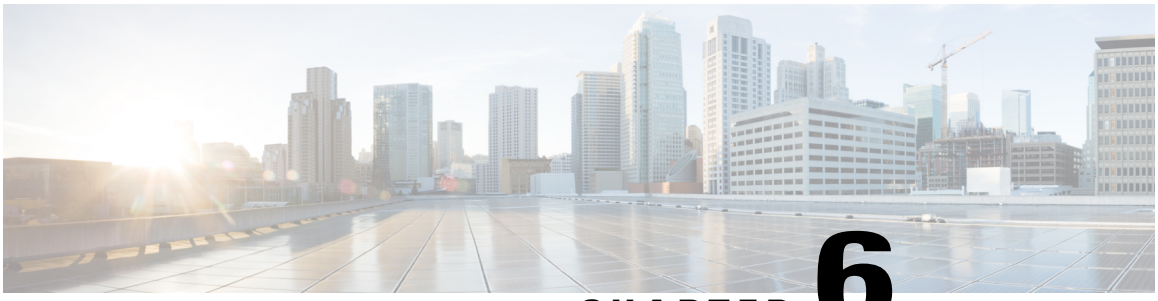
Access Audio Voicemail

Depending upon how your administrator has set up your phone, you can retrieve your voicemail without viewing a list of messages. This option is useful if you prefer a list of voicemail messages, but you occasionally access your messages without the visual prompts.

Procedure

Step 1 In the screen, press the **Audio** softkey.

Step 2 When prompted, enter your voicemail credentials.



CHAPTER 6

Settings

- Settings Overview, page 53
- User Preferences Menu, page 53
- Device Administration Settings, page 60
- Configuration Utility Preferences, page 62
- Restart Your Phone, page 65

Settings Overview

You can customize your phone in a number of ways:

- From the menus on the phone, accessed from the **Applications** button. The common settings menus are:
  - User preferences
  - Device administration
- From the Configuration Utility.

User Preferences Menu

You can customize many settings for your phone from the **User preferences** menu. The menu groups settings according to functions.

Call Preferences

The **User preferences** > **Call preferences** menu allows you to set the way your phone handles calls.

Forward Calls in Specific Situations from Your Phone

You can set up your phone so that calls are forwarded during specific situations, such as when your phone is busy.

Before You Begin

Call forwarding must be enabled on your phone before you can forward your calls in specific situations.

Procedure

Step 1 Press **Applications** .

Step 2 Select **User Preferences** > **Call Preferences**.

Step 3 Select **On** to enable call forwarding.

Step 4 Enter a phone number for each of the call forwarding services that you want to enable:

- **Forward all number—**Forwards all incoming calls to a target phone number.
- **Forward busy number—**Forwards all incoming calls to a target phone number when the primary line is active.
- **Fwd no answer number—**Forwards an incoming call that is not answered.
- **Fwd no answer delay—**Assigns a response delay time.
  If your administrator disables the feature key synchronization (FKS) on your phone, you can enter the value as number of seconds after which call needs to be forwarded.

  If your administrator enables feature key synchronization (FKS) on your phone, you can enter the value as number of rings after which call needs to be forwarded.

Step 5 Press **Set**.

Set Up Voicemail

Procedure

Step 1 Press **Applications** .

Step 2 Select **User preferences** > **Call preferences** > **Voice mail**.

Step 3 Enter a phone number to check voicemail.

If you press the **Messages** button, it dials the voicemail number and displays the voice message list.

Step 4 Press **Set** to confirm the assigned number.

Block Your Caller ID Display

You can hide your caller name and number from the person whom you are calling.

Procedure

Step 1 Press **Applications** .
Step 2 Select **User preferences** > **Call preference** > **Block caller ID**.
Step 3 Press **On** you want to block caller ID display, or press **Off** to allow caller ID display.
Step 4 Select **Set** to apply the changes.

Block an Anonymous Call

You can block an incoming call that does not have caller information.

Procedure

Step 1 Press **Applications** .
Step 2 Select **User preferences** > **Call Preference** > **Block anonymous call**.
Step 3 Select **On** if you want to block the call that does not have caller information, or select **Off** to allow the call.
Step 4 Select **Set** to save the setting.

Turn On Do Not Disturb For a Specific Line

Set do not disturb (DND) to silence your phone and suppress incoming call notifications when you need to avoid distractions. You can suppress all incoming call notifications or you can suppress a specific caller notification.

Procedure

Step 1 Press **Applications** .
Step 2 Select **User preferences** > **Call preferences** > **Do not disturb**.
Step 3 Select a specific line from the list.
Step 4 Press **On** to turn on DND or press **Off** to turn off DND.

Control the Call Waiting Tone

When you are talking with someone and get another call, you can set the phone to give a call waiting tone.

Procedure

Step 1 Press **Applications** .
Step 2 Select **User preferences** > **Call preferences** > **Call waiting**.
Step 3 Press **On** you want the call waiting tone, or press **Off** if you don't want the call waiting tone.
Step 4 Select **Set** to apply the changes.

Secure a Call

You can encrypt calls to protect them from eavesdroppers. You can set up the secure call feature on all outbound calls or for a specific call.

Procedure

Step 1 Press **Applications** .
Step 2 Select **User Preferences** > **Call Preference** > **Secure Call**.
Step 3 Press **On** to enable secure call feature or press **Off** to disable the secure call feature.
Step 4 Press to save the change and to return to the Call Preferences screen.

Set Up an Auto Answer Page

Procedure

Step 1 Press **Applications** .
Step 2 Select **User preferences** > **Call preference** > **Auto answer page**.
Step 3 Press **On** to enable the Auto answer page or press **Off** to disable Auto answer page.
Step 4 Press **Set** to save the changes.

Enable the Missed Call Shortcut

Procedure

Step 1 Press **Applications** .
Step 2 Select **User preferences** > **Call preferences** > **Missed call shortcut**.
Step 3 Press **On** if you want to the shortcut, or press **Off** if you don't want the shortcut.
Step 4 Select **Set** to apply the changes.

Audio Preferences

The **User preferences** > **Audio preferences** menu allows you to customize ringtones and how you prefer to answer calls.

Set Your Preferred Audio Device

You can set how you want to answer the call: headset, speaker, or handset.

Procedure

Step 1 Press **Applications** .
Step 2 Select **User preferences** > **Audio preferences** > **Preferred audio device**.
Step 3 Press **Select** to scroll through the list of devices.
Step 4 Press **Set** to save the selection.
Step 5 Press **Back** to exit.

Change the Ringtone

Procedure

Step 1 Press **Applications** .
Step 2 Select **User preferences** > **Audio preferences** > **Ext (n) - Ring tone**, where n= extension number.
Step 3 Scroll through the list of ringtones and press **Play** to hear a sample.
Step 4 Press **Select** softkey and then **Set** softkey to save a selection.
Step 5 Press **Back** to exit.

Screen Preferences

The **User preferences** > **Screen preferences** menu allows you to set your phone screen display options.

Change the Screen Saver

You can enable your phone screen saver, and specify its appearance and the amount of time for the phone to be idle before the screen saver appears.

Procedure

Step 1 Press **Applications** .

Step 2 Select **User preferences** > **Screen preferences** > **Screen saver**.

Step 3 Select **On** to enable the screen saver, or press **Off** to turn the screen saver off.

Step 4 Select **Screen saver settings** to choose the settings:

- **Screen saver type**: Choose one of the following options:
  - **Clock**: Displays a rounded clock with the wallpaper in the background.
  - **Download Picture**: Displays a picture pushed from the Configuration Utility.
  - **Logo**: Displays a logo as the phone screensaver. This image is added in the Logo URL field of the Configuration Utility.
  - **Lock**: Displays a lock icon on the phone screen.
- **Trigger interval**: Enter the number of seconds that the phone remains idle before the screen saver turns on.
- **Refresh interval**: Enter the number of seconds before the screen saver should refresh (if, for example, you chose a rotation of pictures).

Step 5 Press **Set**.

Set the Backlight Timer

You can adjust the length of time that the phone screen is bright before it automatically dims.

Procedure

Step 1 Press **Applications** .

Step 2 Select **User preferences** > **Screen preferences** > **Backlight timer**.

Step 3 Press **Select** to scroll through the list and select a duration for which the backlight remains on:

- 10 seconds
- 20 seconds
- 30 seconds
- Always On
- Off

Step 4 Press **Set** to apply the selection.

Change the Phone Screen Contrast

You can make the phone screen brighter or dimmer.

Procedure

Step 1 Press **Applications** .

Step 2 Choose **User preferences** > **Screen preferences**.

Step 3 Scroll to **Contrast level**.

Step 4 Use the keypad to change the contrast level.

- To increase the contrast, increase the value.
- To decrease the contrast, decrease the value.

The contrast level range is 4 to 15.

Step 5 Press **Set**.

Set the Phone Wallpaper

You can select the wallpaper (background) for the phone screen.

Procedure

Step 1 Press **Applications** .
Step 2 Select **User preferences** > **Screen preferences** > **Wallpaper**.
Step 3 Press **Select** to scroll through the list and select a wallpaper.
Step 4 Press **Set** to apply the selection.

Attendant Console Preferences

The **User preferences** > **Attendant console preferences** menu allows you to customize how calls display.

Change the Display Mode

Procedure

Step 1 Press **Applications** .
Step 2 Select **User preferences** > **Attendant console preferences** > **Display mode**.
The following options are available:

- **Name**
- **Ext**
- **Both**

Step 3 Choose the display mode and press **Set**.

Device Administration Settings

You can set some other preferences from the phone in the **Device administration** menu.

Change the Time Format

You can change the current time format that the phone screen displays.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Device administration** > **Date/Time** > **Time format**.
To set daylight savings, select **Device administration** > **Date/Time** > **Daylight Savings**. Press **On** to turn on the daylight savings and press **Off** to turn it off.

Step 3 (Optional) Select **Device administration** > **Date/Time** > **Time Zone**.

Step 4 Select a time format and press **Set** to apply the changes.

Change the Date Format

You can change the date format that you want to see on your phone screen.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Device administration** > **Date/Time** > **Date format**.

Step 3 Select a date format and press **Set** to apply the changes.

Set Language

Depending upon how your phone is configured, you may be able to change the language used by your phone.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Device administration** > **Language**.

Step 3 Select a language from the list of available languages.

Step 4 Select **Save**.

Set Password

Reset your phone password regularly to maintain network security. Keep all passwords in a safe place to avoid theft.

Before You Begin

You must have your existing password.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Device administration** > **Set password**.

Step 3 Enter your current password in the Old password field.

Step 4 Enter your new password in the New password and the Reenter new password fields.

Step 5 Select **Save**.

Configuration Utility Preferences

You can customize some settings from the configuration utility.

Related Topics

Configuration Utility Page, on page 5
Forward Call in Specific Situations with the Configuration Utility, on page 34

Assign a Ring Tone to an Extension with the Configuration Utility

Procedure

Step 1 On the Configuration Utility page, select **User Login** > **Voice** > **Ext(n)**, where **(n)** is the number of an extension.

Step 2 Under **Call Feature Settings**, use the **Default Ring (n)** drop-down list box to specify one of the following:

- No Ring
- 1 through 9—Choose one of the available ring tones.

Step 3 Click **Submit All Changes**.

Turn on DND on All Lines from Configuration Utility

Procedure

Step 1 On the Configuration Utility page, select **User Login** > **Voice** > **User**.

Step 2 Under **Supplementary Services**, set **DND Settings**. to **Yes**.
You can turn on DND on all line if feature key sync (FKS) is not enabled by your administrator.

Step 3 Click **Submit All Changes**.

Configure the Screen Saver with the Phone Web Page

You can configure a screen saver for the phone. When the phone is idle for a specified time, it enters screen saver mode.

Any button press returns the phone to normal mode. If a user password is set, the user must enter it to exit screen saver mode.

Procedure

Step 1 On the Configuration Utility page, select **User Login** > **Voice** > **User**.

Step 2 In the **Screen** section, set up the fields as described in the below table.

Parameter	Description
Screen Saver Enable	Select **Yes** to enable a screen saver on the phone. When the phone is idle for a specified time, it enters screen saver mode. Default: No
Screen Saver Type	Types of screen saver. Options you can choose: • **Clock**: Displays a digital clock on a plain background. • **Download Picture**: Displays a picture pushed from the phone webpage. • **Logo**: Displays a logo on the phone screen. Add a logo image in the **Logo URL** field. • **Lock** : Enables locking of the screensaver.
Screen Saver Wait	Amount of idle time before screen saver displays. Enter the number of seconds of idle time to elapse before the screen saver starts. Default: 300

Parameter	Description
Picture Download URL	URL locating the (.png) file to display on the phone screen background. When you enter an incorrect URL to download a new wallpaper, the phone fails to upgrade to the newer wallpaper and displays the existing downloaded wallpaper. If the phone does not have any wallpaper downloaded earlier, it displays a gray screen.
Logo URL	Enter a URL or path for the location where the logo image is saved. If you select logo as as screensaver type, this image displays as a screensaver on the phone screen.

Step 3 Click **Submit All Changes**.

Adjust Backlight Timer from Configuration Utility

You can save energy by disabling the backlight on each phone at a preset time. The phone's desktop remains visible, even with the backlight off.

Procedure

Step 1 On the Configuration Utility page, select **User Login** > **Advanced** > **Voice** > **User**.

Step 2 Under **Screen**, select a duration for the **Back Light Timer** paramter.

Step 3 In the **LCD Contrast** field, enter a number for the desired brightness.

Add Logo as Phone Background

To add a logo icon as your phone screen background, add it from phone web page.

Procedure

Step 1 On the phone web page, select **User Login** > **Voice** > **User**.

Step 2 In the **Screen** section, select **Logo** from the **Phone Background** field and in the **Logo URL** field enter a URL or path for the location where the logo image is saved.

Step 3 Click **Submit All Changes**.
After the logo is added in the phone background, if you select **Default** from the **Phone Background** list and save the changes, the logo icon on the phone screen will disappear.

Restart Your Phone

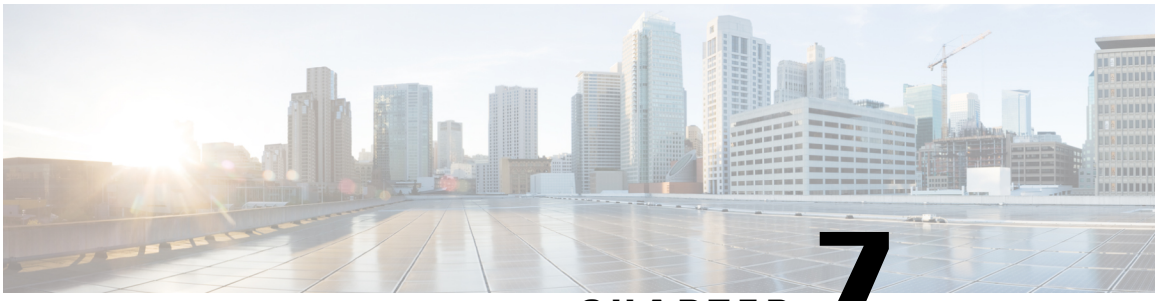
You may have to reboot your phone for a software upgrade or other changes to take effect. Your settings or other customizations do not change.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Device administration** > **Restart**.

Step 3 Select **OK** to confirm that you want to reboot your phone.



CHAPTER 7

Accessories

- Supported Accessories, page 67
- Headsets, page 67

Supported Accessories

The Cisco IP Phone 6800 Series supports both Cisco and third-party accessories.

In the following table, an X indicates support for an accessory by a particular phone model and a dash (-) indicates no support.

Table 5: Accessory Support for the Cisco IP Phone 6800 Series

Accessory	Type	Cisco IP Phone 6841	Cisco IP Phone 6851
Third-Party Accessories			
Headsets	Analog	X	X
	Analog Wideband	X	X
Microphone	External	-	-
Speakers	External	-	-
Wall Mount	External	X	X

Headsets

Check with the headset manufacturer to confirm whether you can use it with your Cisco phone.

If you plug a headset into the phone during an active call, the audio path automatically changes to the headset.

Standard Headsets

You can use a standard headset with your desk phone.

Connect a Standard Headset

Standard headsets plug into the back of the phone.

Procedure

Plug the headset into the headset jack on the back of the phone and press the cable into the cable channel. The headset jack is beside the handset jack.

Set Up a Wideband Standard Headset

You can use a headset that supports wideband audio. Wideband audio improves the quality of the sound you hear in the headset.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Accessories** > **Analog headset** > **Setup**.

Step 3 Press **On** or **Off** to enable or disable wideband for the analog headset.

Step 4 Press **Return** .

Enable an E-Hookswitch Headset

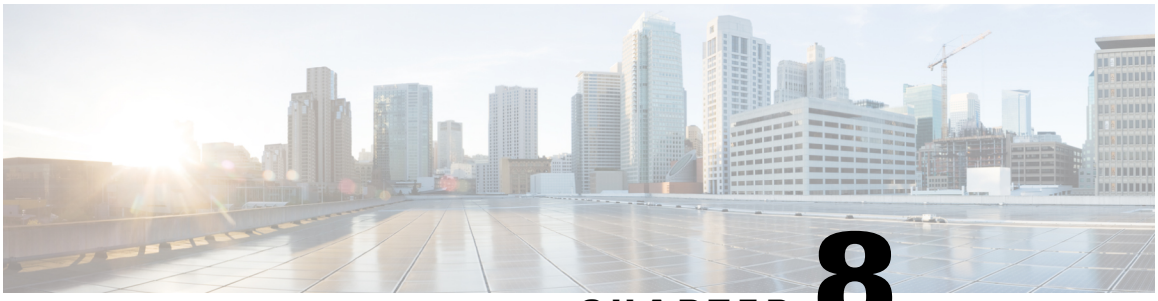
Electronic Hookswitch headsets use a base station and a wireless headset. The base station plugs into your phone headset jack. After installing the headset, you enable it on the phone web page.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Settings** > **E-Hookswitch connected**.

Step 3 Select **Yes**.



CHAPTER 8

Product Safety and Security

- Safety and Performance Information, page 69
- Compliance Statements, page 70
- Cisco Product Security Overview, page 71
- Important Online Information, page 72

Safety and Performance Information

Power Outage

Your access to emergency service through the phone requires that the phone receive power. If a power interruption occurs, service or emergency calling service dialing does not function until power is restored. If a power failure or disruption occurs, you may need to reset or reconfigure the equipment before you can use service or emergency calling service dialing.

External Devices

We recommend that you use good-quality external devices that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals. External devices include headsets, cables, and connectors.

Depending on the quality of these devices and their proximity to other devices, such as mobile phones or two-way radios, some audio noise may still occur. In these cases, we recommend that you take one or more of these actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of external devices, cables, and connectors.

Caution In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

Ways to Provide Power to Your Phone

You can provide power to your phone in one of two ways:

- Use the power adapter that comes with your phone.
- If your network supports Power over Ethernet (PoE), you can plug your phone into the network. Plug an Ethernet cable into the Ethernet phone port and into the network.

If you are not sure whether your network supports PoE, check with your administrator.

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

Compliance Statements

FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:

FCC Part 15.21 Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC RF Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must be at least 20 cm from the user and must not be collocated or operating in conjunction with any other antenna or transmitter.

FCC Receivers and Class B Digital Statement

This product has been tested and complies with the specifications for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which is found by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment or devices
- Connect the equipment to an outlet other than the receiver's
- Consult a dealer or an experienced radio/TV technician for assistance

Compliance Information for Brazil

Art. 6º - 506

This equipment is a secondary type device, that is, it is not protected against harmful interference, even if the interference is caused by a device of the same type, and it also cannot cause any interference to primary type devices.

For more information, go to this URL: http://www.anatel.gov.br

Este equipamento opera em caráter secundário, isto é, não tem direito a proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

Site Anatel: http://www.anatel.gov.br

Cisco Product Security Overview

This product contains cryptographic features and is subject to U.S. and local country laws that govern import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors, and users are responsible for compliance with U.S. and local country laws. By using this product, you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations can be found at https://www.bis.doc.gov/policiesandregulations/ear/index.htm.

Important Online Information

End User License Agreement

The End User License Agreement (EULA) is located here: https://www.cisco.com/go/eula

Regulatory Compliance and Safety Information

Regulatory Compliance and Safety Information (RCSI) is located here: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/all_models/regulatory_compliance/english/install/guide/iphrcsi3.html