



# Cisco app configuration

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## Cisco app configuration overview

Configure the Cisco apps and their settings as required by your organization. To configure the Cisco apps, you can:

- Use an Enterprise Mobility Management (EMM) application (Recommended for multiple phones)
- Use the Cisco Wireless Phone Configuration Management tool (Recommended for multiple phones if you don't have an EMM application)
- Use the **Settings** menu for each app directly on the phone (Recommended only for a small number of phones)

## Enterprise Mobility Management application interface

The following Cisco apps are on the Google Play Store. You can configure these apps through an Enterprise Mobility Management (EMM) application.

- Emergency
- Push to Talk (PTT)
- Battery Life
- Buttons

- Barcode
- Custom Settings
- Call Quality Settings
- Web API



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**Note** The Barcode, Buttons, Call Quality Settings, and Custom Settings apps are OEMConfig apps. To configure these apps, your EMM must support the OEMConfig enhanced schema. If necessary, consult with your EMM support for assistance.

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## Program the Enterprise Mobility Management application

The Cisco Wireless Phone 840 and 860 is designed for environments that deploy mobile devices using an Enterprise Mobility Management (EMM) application solution such as [Cisco Meraki Systems Manager](#). Your EMM application allows you to group devices so that you can manage them independently.

For specific directions on how to use Cisco Meraki Systems Manager to group phones, see the [technical documentation](#).

### Before you begin

- Configure your EMM application with your domain certificate.
- Link the phones to an existing or new Android for Work account to manage access to apps in the Google Play Store, including Cisco apps.

### Procedure

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- Step 1** Sign in to the EMM application.
- Step 2** Set up an Android for Work account, which allows you to sequester the phones from external access and provide only those apps which your organization requires.
- Step 3** Create a configuration profile that contains payloads for each configuration area required.

- Note** We recommend that you set the following minimal settings.
- **Restrictions:** Enable use of the camera and allow app installation.
  - **Android Restrictions:**
    - **System settings:** Prevent Android Debug Bridge (ADB) access.
    - **System settings:** Prevent installation of apps from unknown sources.
    - **Permissions:** Auto grant all permissions.
  - **Android System Apps:** Specify the allowed list of Cisco apps that you download to the EMM application from Google Play Store.
  - **Android Wallpaper:** If needed, lock screen message.
  - **Wi-Fi Profile:** Configure Wi-Fi settings.
- Step 4** Add an Android Enterprise Owner Account to identify the administrator who manages the phone profile.
- Note** Ensure that the account isn't a local EMM application account, but an Android Enterprise Owner Account.
- Step 5** Create identifying tags so that you can separate phones into corresponding groups.
- Note** Set groups and tags as a payload under the Profiles console. Set the Device Configuration option as Targets. However, at this point, the device only knows that it's a certain model with a certain serial number and MAC address. After enrollment, you can assign device tags with more granularity. You can group devices by specific owners, keywords, or device types, depending on the desired groupings.
- Step 6** Use the full name of the Cisco app (com.cisco.xxxx) to download the desired Cisco apps from the Google Play Store.
- Note** The app and the settings download to the Profile console. Each app is automatically added to the list and the app settings added as payloads.
- Step 7** Configure the Cisco apps with the key-value pairs.
- Note** The key-value pairs should have downloaded with the app. Check the key-value pairs to be sure of accuracy and configure any settings. If any key-value pairs don't download, manually add them.
- Step 8** In the EMM application console, approve the apps for distribution.
- Step 9** Configure the Android Kiosk Mode to include the apps that you want.
- Note** Kiosk Mode is a launcher for the phone UI. Only approved apps are available to select for the opening screen.

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### Related Topics

[Cisco app package names](#), on page 23

## Cisco Wireless Phone Configuration Management tool for Cisco app configuration

If you are not using an Enterprise Mobility Management (EMM) application to configure the Cisco app settings, you can configure the settings for each of these Cisco apps in the Cisco Wireless Phone Configuration Management tool.

- **Barcode**
- **Battery Life**
- **Buttons**
- **Custom Settings**
- **PTT**
- **Emergency**
- **Call Quality Settings**
- **Web API**

The settings and defaults for these apps in the Cisco Wireless Phone Configuration Management tool are the same as they are on the phones.



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**Note** We recommend that you disallow the **Allow Notification Shade Settings Gear** in the Custom Settings app in Cisco Wireless Phone Configuration Management tool. Otherwise, users can easily open apps that aren't on the Smart Launcher.

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### Related Topics


[Create encrypted phone configuration file](#)

## Access the Cisco app settings on the phone

If you are not using an Enterprise Mobility Management (EMM) application or the Cisco Wireless Phone Configuration Management tool to configure the Cisco app settings, you can access the settings for each Cisco app on the phone.

### Procedure

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- Step 1** From the phone, tap the desired Cisco app.
- The **Buttons**, **Call Quality Settings**, **Custom Settings**, and **Web API** apps open directly to their settings page.
- Step 2** For the **Barcode**, **Battery Life**, **Emergency**, and **PTT** apps, tap the **Overflow**  menu.
- Step 3** Tap **Settings**.
-

# Emergency app

The **Emergency** app and **Panic Button** include features to monitor and alarm for emergency situations. These features are useful in lone worker environments or where organizations require extra security. How you program these features depends on what type of situation you anticipate.

- The **Emergency** app uses an accelerometer to monitor the personal motion of the phone user. If configured, the app can alarm or send emergency calls to indicate that the user is under some type of physical duress due to lack of movement, tilt, or shaking of the phone. You can configure each type of motion monitoring with varying degrees of sensitivity and amount of time to activate the warning.
- The **Panic Button** produces a loud or silent alarm and, if programmed, instantaneously calls a preprogrammed emergency number. By default, the red button on the top of the phone is set as the **Panic Button**. There is also a soft **Panic Button** in the **Emergency** app.



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**Note** If enabled, users may change the button actions with the **Buttons** app. If desired, you can disable a user's ability to change the default **Panic Button** in the **Buttons** app.

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**Caution** The reliability of the **Emergency** app and **Panic Button** depends on the functionality and reliability of your organization's infrastructure. The infrastructure includes the wireless LAN, the LAN, the call server, the central provisioning server, the server hosting location services, the central security system and its servers, the correct configuration of the handsets, correct installation and configuration management server, and thorough training of personnel.

We assume no responsibility and shall not be liable for any of the above dependency factors. In addition, please be aware that the **Panic Button** and **Emergency** app should not be your sole solution to any of your safety concerns and are not a substitute for safe practices and procedures.

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## Emergency app configuration

You can configure the following **Emergency** app settings.

- Motion sensor
- Panic button
- Emergency call
- Emergency tone

## Send emergency event notifications

If your system interfaces with a third-party security application, you can also send an emergency event notification when the alarm state triggers and cancels.




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**Note** To identify the location of an alerting phone, the **Emergency** app must use the **Web API** app to interface with a method to locate the phone. Typically, they use a type of location services that use the SSID and AP location to identify the phone's location.

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Both a trigger event and a cancel event for an Emergency or Panic Button alarm send a notification to the URL.

### Procedure

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- Step 1** From the Web API settings, choose **Device event notifications > Add new notification URL**.
  - Step 2** Enter a descriptive notification name and URL of the security application.
  - Step 3** Check the box beside **Emergency events** as the type of event you are sending to this URL.
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## Motion sensor

When an Emergency motion alarm is triggered, the phone displays a warning screen for a configurable number of seconds. If the user does not cancel the warning, the alarm state occurs and, if configured, the phone places an emergency call.

The motion detectors function accurately only when the phone is secured to the body. The user is not able to turn off the Emergency application without turning off the phone. Configure the Snooze option to allow temporary suspension of Emergency monitoring. Emergency monitoring is also suspended when the phone is connected to the USB charger.

The three conditions of motion are:

- **No movement**—the phone remains still for a configurable number of seconds, potentially indicating that the user is not moving. A certain amount of motion is normal, even when sitting, but no motion at all can indicate that a person is unable to move due to unconsciousness or being restrained.
- **Tilt**—the phone is not vertical for a configurable number of seconds, indicating that the user has fallen or is in some other position than sitting, standing, or walking. The tilt condition may indicate that the user is leaning over to pick up something.
- **Running**—the phone detects shaking, which may indicate that the user is moving quickly or suffering a seizure.

Based on your organization's needs and environmental conditions, you can configure all phones with the same settings, or you can configure the phones in groups or individually.

The user has no control over these settings, so you must configure the settings to provide the most secure response without annoying the user with excessive warnings.

### Motion sensor settings

Use the following settings to configure the motion sensor.

Table 1: Motion sensor settings

Field	Field type or choices	Default	Description
Monitoring	On Off	Off	Enables Emergency motion monitoring. Enable this setting to allow any of the motion settings to trigger an alarm.
No movement sensitivity	Disabled Level 1 (lowest) Level 2 Level 2 Level 2 Level 2 Level 2 Level 7 (highest)	Disabled	Sets the degree of motionlessness or lack of any type of movement of the phone to trigger an alarm.  Level 1 is the least sensitive. An alarm triggers a warning if the user is moving some, but below the normal threshold.  Level 7 is the most sensitive. An alarm triggers if the user is almost completely still.
No movement timeout (seconds)	Integer 10–300	30	Sets the length of time in seconds that the user would have to maintain the configured degree of stillness (or a more severe degree).
Tilt sensitivity	Disabled Level 1 (lowest) Level 2 Level 2 Level 2 Level 2 Level 2 Level 7 (highest)	Disabled	Sets the nonvertical position of the phone that is required to trigger an alarm.  Level 1 is the least sensitive. An alarm triggers if the user is nearly prone.  Level 7 is the most sensitive. An alarm triggers if the user was leaning somewhat.
Tilt timeout (seconds)	Integer 10–300	10	Sets the length of time in seconds that the user would have to maintain the configured degree of tilt (or a more severe degree).

Field	Field type or choices	Default	Description
Running sensitivity	Disabled Level 1 (lowest) Level 2 Level 2 Level 2 Level 2 Level 2 Level 7 (highest)	Disabled	Sets the amount of shaking of the phone that is required to trigger an alarm.  Level 1 is the least sensitive. An alarm triggers if there is quite a bit of jostling.  Level 7 is the most sensitive. An alarm triggers if the user walks quickly or runs.
Running timeout (seconds)	Integer 10–60	10	Sets the length of time in seconds that the user would have to maintain the configured degree of shaking (or a more severe degree).
Snooze timeout (seconds)	Integer 0–300	0	The Snooze feature allows the user to temporarily suspend Emergency motion monitoring. To activate this feature, set the timeout in seconds 1–300. By default, the Snooze feature is disabled (set to 0).
Warning timeout (seconds)	Integer 10–60	10	Sets the warning timeout in seconds. This is the amount of time between the trigger of the warning and the alarm state. In the alarm state, an emergency call might be placed or an alarm is sent to an external security application.

**Related Topics**

[Access the Cisco app settings on the phone](#), on page 4

**Panic Button settings**

When the user activates an enabled Panic Button, an alarm displays on the phone until the user cancels it. By default, the Panic Button is disabled.

Use the following settings to configure the Panic Button.



Table 2: Panic Button settings

Field	Field type or choices	Default	Description
Panic button	Disabled Long press Two short presses Two short or one long press	Disabled	Defines the sequence that the user uses to trigger the <b>Panic Button</b> alarm.  You can also disable the <b>Panic Button</b> alarm from this setting.
Panic button silent alarm	On Off	On	Enables the silent alarm, which disables the loud local alarm that sounds when a user triggers the <b>Panic Button</b> . If the user is under duress, a silent alarm doesn't alert the assailant.
Panic button alarm timeout	Integer 5–30	5	Sets the amount of time, in seconds, to time out the panic alarm.

**Related Topics**

[Access the Cisco app settings on the phone](#), on page 4

**Sample Panic Button configuration options**

You can set the Panic Button to perform various actions based on the user's needs.

Table 3: Sample Panic Button configuration options

Option	Description	Settings
Local panic alarm without an emergency phone call	Allows the user to alert people nearby with a loud alarm, but does not place an emergency call.  The loud alarm helps people to locate the user, or scares away any potential threats.	Set the <b>Panic button silent alarm</b> to Off.  Set the <b>Emergency call</b> to Off.
Silent duress alarm with or without an emergency phone call	Allows the user to silently send an alarm signal for help.  If the user also must place an emergency call, you can turn off the speakerphone option to maintain the silence.  If the Panic Button automatically pushes an alert to an external security application, you do not need to set an emergency call.	Set the <b>Panic button silent alarm</b> to On.  Set the <b>Emergency call</b> to either On or Off.  If necessary, set the <b>Emergency dial force speaker</b> to Off.

Option	Description	Settings
Incapacitation panic alarm with an emergency phone call	<p>Allows an incapacitated user to place an emergency call.</p> <p>An incapacitated user may not be able to hold the phone to their ear. To ensure that both parties can hear the phone call audio, set the alarm to be silent and turn on the forced speakerphone option.</p>	<p>Set the <b>Panic button silent alarm</b> to On.</p> <p>Set the <b>Emergency call</b> to On.</p> <p>Set the <b>Emergency dial force speaker</b> to On.</p>

## Emergency call settings

You can configure the Panic Button to place an emergency call when the user activates the Panic Button. By default, the emergency call is disabled.

Use the following settings to configure emergency calls.

**Table 4: Emergency Call settings**

Field	Field type or choices	Default	Description
Emergency call	On Off	Off	Enables the phone to call the emergency number configured in <b>Emergency dial number</b> , if the user triggers the Panic Button or an Emergency motion alarm.
Emergency dial force speaker	On Off	On	Enables the speakerphone when the phone places an emergency call. This setting allows the user to be in handsfree mode in case they can't hold the phone to their ear.
Emergency dial number	Any valid TN 911	911	<p>Defines the number that the phone dials when the user triggers the Panic Button or an Emergency motion alarm.</p> <p>You must configure and enable the other related settings for the emergency call to occur.</p> <p>Follow any dial plan rules when you enter the emergency dial number.</p>

### Related Topics

[Access the Cisco app settings on the phone](#), on page 4

## Emergency tone settings

You can set the emergency warning and alarm tones from the list of available phone ringtones.

Use the following settings to configure the emergency tones.

Table 5: Emergency tone settings

Field	Field type or choices	Default	Description
Warning tone	Default notification sound None List of available warning tones	Default (Pixie Dust)	Configures the tone to play during a warning period. This tone plays at a gradually increasing volume. Tones play even if the user silences the handset.  <b>Note</b> There is no warning period for the Panic Button; it goes straight to the alarm state.
Alarm tone	Default alarm sound None List of available alarm tones	Default (Cesium)	Configures the tone to play when a Panic Button press or Emergency alarm triggers. This tone plays at a high volume. Tones play even if the user silences the handset.

**Related Topics**

[Access the Cisco app settings on the phone](#), on page 4

## Emergency app and Panic Button training

Ensure that you train your users about how to use the **Emergency** app and **Panic Button** within your organization. Use the following list as a guide:

- Monitoring
  - Which motion detection sensors are active? What is the degree of sensitivity? What is the timeout? How long is the warning state?
  - What happens when an alarm is triggered? Is there an emergency call? Is there an external security application, and if so, what does it do?
  - Is the Snooze option configured? If so, for how long?
- Panic Button
  - How do you activate the Panic Button? With a long press, two short presses, or either?
  - If you press the Panic Button, will the phone place an emergency call?
  - If you press the Panic Button, will it sound an alarm through the speakerphone?
  - If the phone places an emergency call, does the audio come through the speakerphone?

## Push to Talk app

The Push to Talk (PTT) app is a radio multicast app, where the phones can operate in a group broadcast mode, like walkie-talkies.

For the PTT functionality to work on your network, you must enable the multicast feature on your access points. For detailed information, see the [Cisco Wireless Phone 840 and 860 Deployment Guide](#).

By default, PTT is disabled. As an administrator, you:

- Enable or disable PTT mode.
- Subscribe users to some or all the 25 available channels to receive, and optionally transmit, broadcasts.

### Related Topics

[Access the Cisco app settings on the phone](#), on page 4

## User settings for Push to Talk

The user controls the following Push to Talk (PTT) settings on the phone.

**Table 6: User settings for PTT**

Field	Field type or choices	Default	Description
PTT volume	Integer 0–100	20	Controls the volume percentage of the PTT volume.
Default channel	Channel 1 - ALL Channels that have both <b>Channel can transmit</b> and <b>Channel subscription</b> Admin settings set to <b>Yes</b>	Channel 1 - ALL	The user sets their default channel. The default channel is the channel that broadcasts when the user presses the programmed <b>PTT</b> button or the <b>Talk</b> button in the <b>PTT</b> app.  A user can set a channel as their default channel only if they are subscribed to the channel and are able to transmit on the channel.

## Admin settings for Push to Talk

Use the following Admin settings to configure Push to Talk (PTT).

**Table 7: Admin settings for PTT**

Field	Field type or choices	Default	Description
Enable PTT	On Off	Off	PTT must be enabled for it to be activated on the selected handsets.
Allow PTT transmission when phone is locked	On Off	Off	From release 1.3(0) onward, you can set PTT to transmit even if the phone is locked.

Field	Field type or choices	Default	Description
Username	Text	Anonymous	This is the caller ID that displays on the broadcast. Usually set at Device or Group level. If nothing is entered, the default is <b>Anonymous</b> .
Multicast address	Domain name or IP address	224.0.1.116	Defines the multicast address for broadcast traffic.
Codec	G.711Mu G.726	G.726	Defines the codec.
Channel setup			You can set up to 25 PTT channels. By default, the Channel #1 label defaults to ALL, and its transmit and subscription options are set to Yes.

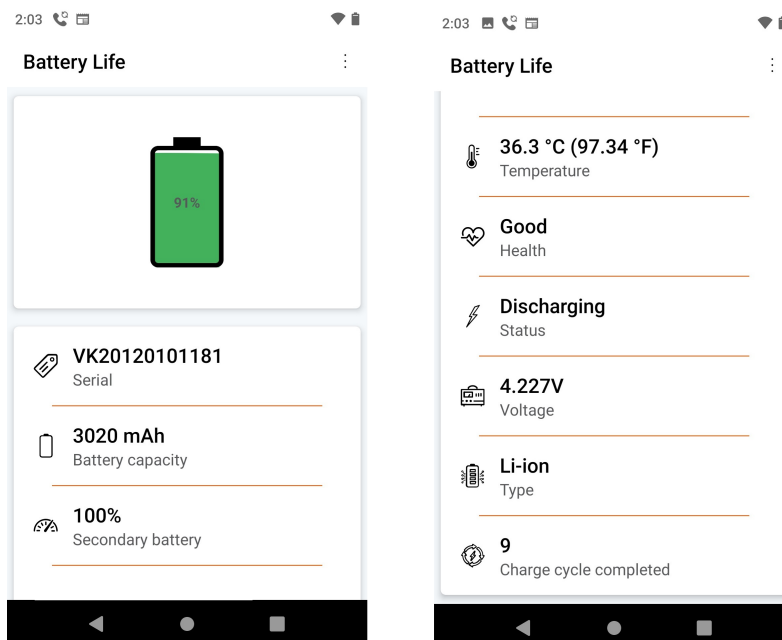
Use the following Channel setup settings to configure the desired PTT channels.

**Table 8: Channel setup settings**

Field	Field type or choices	Default	Description
Channel # n label	String	For Channel # 1: ALL For Channel #2-25: Blank	Allows you to enter a label for the channel. <b>Note</b> You can enter a label with more than 15 characters, but a long label truncates when it displays on the handset.
Channel can transmit	Yes No	For Channel # 1 - ALL: Yes For Channel #2-25: No	Enables a user to transmit on the channel.
Channel subscription	Yes No	For Channel # 1 - ALL: Yes For Channel #2-25: No.	Subscribes a user to the channel so that they can receive broadcasts.

## Battery Life app

By default, battery monitoring is disabled. When you enable battery life monitoring, the **Battery Life** app dashboard displays the following:



- Battery serial number
- Battery capacity
- Temperature
- Health
- Charging status
- Voltage
- Battery type
- Charge cycle completed

A low battery warning notification displays on the screen if the percentage of remaining battery life is below the set **Low battery threshold**.

As administrator, you can also enable sound and vibration for the low battery alarm.



**Note** The Cisco Wireless Phone 860 and Cisco Wireless Phone 860S have an internal secondary battery, which operates the phone during a hot swap. The **Battery Life** app dashboard displays the general status of the internal battery. For more information about the secondary battery, you can tap **Open additional metrics and options**.

The The Cisco Wireless Phone 840 and 840S do not have an internal battery.

For 1.7(0) or later, if the number of charge cycles exceed the specified maximum count, you receive a notification to replace the battery. Make sure to replace the battery immediately after you receive a notification for better performance.

**Related Topics**

[Access the Cisco app settings on the phone](#), on page 4

## User settings for Battery Life

The user controls the following Battery Life settings.

**Table 9: User settings for Battery Life**

Field	Field type or choices	Default	Description
Alarm volume	Integer 0–100	50	Controls the volume percentage of the low battery alarm.  This is a user-controlled setting.

## Admin settings for Battery Life

Use the following Admin settings to configure the Battery Life app.

**Table 10: Admin settings for Battery Life**

Field	Field type or choices	Default	Description
Alarm volume	Integer 0–100	50	Controls the volume percentage of the low battery alarm.  This is a user-controlled setting.
Enable battery monitoring	On Off	Off	Enables or disables battery monitoring. When disabled, the low battery alarm does not sound and the battery life details such as the serial number, capacity, temperature, and charging status do not display.
Vibrate	On Off	Off	Causes the phone to vibrate if the battery alarm is active and battery monitoring is enabled.
Sound	On Off	Off	Enables sound for the battery alarm, if the battery alarm is active and battery monitoring is enabled.
Alarm tone	Default alarm sound None List of available alarm tones	Default (Cesium)	Defines the battery alarm tone.

Field	Field type or choices	Default	Description
Low battery threshold	15% 20%	15%	Defines the percentage of remaining battery life to trigger the alarm.
Snooze time	1 min 2 min 3 min 4 min 5 min	2 min	Defines the number of minutes the alarm is silenced when the user snoozes the battery life alarm.

## Buttons app

The **Buttons** app allows you to program the buttons on their phone. You can disable user control for all buttons or for specific buttons. For example, you can disable user control of the **Programmable Emergency** button, to ensure that users can always access that feature.

## Programmable buttons

The following illustrations and table show the programmable buttons on the phone.



**Note** The programmable buttons for the Cisco Wireless Phone 840 and Cisco Wireless Phone 860 are not in the same location. Also, the Cisco Wireless Phone 840 and 840S don't have a Fingerprint button.

*Figure 1: Programmable buttons on the Cisco Wireless Phone 840 and 840S*

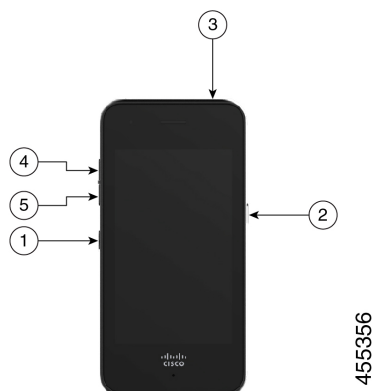




Figure 2: Programmable buttons on the Cisco Wireless Phone 860 and 860S

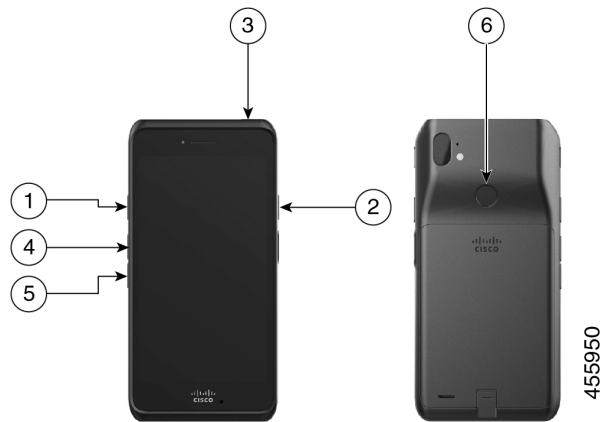


Table 11: Programmable buttons

Callout	Programmable button
1	Left button
2	Right button
3	Top
4	Volume up
5	Volume down
6	Fingerprint—For Cisco Wireless Phone 860 and 860S only.

## Buttons settings

Through the Buttons app settings, you can:

- Enable or disable the user's ability to change some or all programmable buttons.
- Change the default programmable button actions.

Use the following settings to configure the buttons.

Table 12: Buttons settings

Field	Field type or choices	Default	Description
Left button user assigned	Enabled Disabled	Enabled	Enables the user to change the <b>Left button</b> .

Field	Field type or choices	Default	Description
Left button	No action Home key Back key Menu key PTT Emergency Volume up Volume down Run application Open URL Scanner (for 800S phones only) Custom 1 Custom 2 Custom 3 Custom 4	For phones with a barcode scanner: Scanner  For phones without a barcode scanner: No action	Allows the user to control the button action if you enable <b>Left button user assigned</b> .
Right button user assigned	Enabled Disabled	Enabled	Enables the user to change the <b>Right button</b> .

Field	Field type or choices	Default	Description
Right button	No action Home key Back key Menu key PTT Emergency Volume up Volume down Run application Open URL Scanner (for 800S phones only) Custom 1 Custom 2 Custom 3 Custom 4	PTT	Allows the user to control the button action if you enable <b>Right button user assigned</b> .
Top button user assigned	Enabled Disabled	Enabled	Enables the user to change the <b>Top</b> button.

Field	Field type or choices	Default	Description
Top	No action Home key Back key Menu key PTT Emergency Volume up Volume down Run application Open URL Scanner (for 800S phones only) Custom 1 Custom 2 Custom 3 Custom 4	Emergency	Allows the user to control the button action if you enable <b>Top button user assigned</b> .
Fingerprint button user assigned	Enabled Disabled	Enabled	For Cisco Wireless Phone 860 and Cisco Wireless Phone 860S only.  Enables the user to change the <b>Fingerprint</b> button.

Field	Field type or choices	Default	Description
Fingerprint	No action Home key Back key Menu key PTT Emergency Volume up Volume down Run application Open URL Scanner (for 800S phones only) Fingerprint Custom 1 Custom 2 Custom 3 Custom 4	Fingerprint	For Cisco Wireless Phone 860 and Cisco Wireless Phone 860S only.  Allows the user to control the button action if you enable <b>Fingerprint button user assigned</b> .
Volume up button user assigned	Enabled Disabled	Enabled	Enables the user to change the <b>Volume up</b> button.

Field	Field type or choices	Default	Description
Volume up	No action Home key Back key Menu key PTT Emergency Volume up Volume down Run application Open URL Scanner (for 800S phones only) Custom 1 Custom 2 Custom 3	Volume up	Allows the user to control the button action if you enable <b>Volume up button user assigned</b> .
Volume down button user assigned	Enabled Disabled	Enabled	Enables the user to change the <b>Volume down</b> button.
Volume down	No action Home key Back key Menu key PTT Emergency Volume up Volume down Run application Open URL Scanner (for 800S phones only) Custom 1 Custom 2 Custom 3	Volume down	Allows the user to control the button action if you enable <b>Volume down button user assigned</b> .

**Related Topics**

[Cisco app package names](#), on page 23

[Access the Cisco app settings on the phone](#), on page 4

## Set a button to run an application

You can configure a programmable button to open any app that is on the phone.

In the Enterprise Mobility Management (EMM) application, specify both the app package name and the app activity name in the configuration string:

```
<package name>/<package name>.<activity name>
```

When you include the app activity name, it allows you to push that configuration to the phones before you install the named app on the phones.



**Note** If you use only the app package name and the app is not yet on the phone, the **Buttons** app can't apply that setting. When you do install the app later, and the user presses the button, the app will not launch.

**Procedure**

**Step 1** In the EMM application, select **Run application**.

**Step 2** Enter the package name of the app and the activity name of the screen within the app.

For example, the package name for the Cisco Phone app is `com.cisco.phone`. The package name plus the dialer activity name is `com.cisco.phone/com.cisco.phone.activities.Dialer`.

## Cisco app package names

The following are the package names for the Cisco apps.

**Table 13: Cisco app package names**

Cisco app	Cisco app package name
Barcode	com.cisco.barcode.service
Battery Life	com.cisco.batterylife
Buttons	com.cisco.buttons
Call Quality Settings	com.cisco.callquality
Cisco Phone	com.cisco.phone
Custom Settings	com.cisco.customsettings
Diagnostics	com.cisco.diagnostics

Cisco app	Cisco app package name
Emergency	com.cisco.emergency
Logging	com.cisco.logging
PTT	com.cisco.ptt
System Updater	com.cisco.sysupdater
Sound Stage	com.cisco.soundstage
Web API	com.cisco.webapi



**Note** The Smart Launcher and Device Policy Controller apps are not on the Google store and are available only through the Cisco Wireless Phone Configuration Management tool.

## Barcode app

The Cisco Wireless Phone 840S and Cisco Wireless Phone 860S have a built-in barcode scanner. The Cisco Wireless Phone 840 and Cisco Wireless Phone 860 don't have a barcode scanner.

By default, the barcode scanner is enabled along with all supported symbologies. As an administrator, you control the **General settings**, **Default settings**, and **ScanFlex** settings of the **Barcode app**.

As an administrator, you can:

- Enable and disable barcode scanning.
- Decide which symbologies to deploy.
- Set audible acknowledgments of a scan.
- Set the intensity of the scan light.
- Set the Enter key to move to the next field to be populated by scanning.
- Enable automatic enter of carriage return.
- Test scan barcodes before you give the phones to users.

### Related Topics

[Access the Cisco app settings on the phone](#), on page 4

[Test scan a barcode](#), on page 42

## Barcode symbologies

The Cisco Wireless Phone 840S and 860S barcode scanners support the following barcode symbologies.



**Table 14: Supported barcode symbologies**

Aztec	Codabar	Interleaved 2 of 5
CCA EAN-128	Code 11	ISBT-128
CCA EAN-13	Code 128	ISBT-128 Con
CCA EAN-8	Code 32	Macro PDF
CCA GS1 DataBar Expanded	Code 39 Full ASCII	Macro QR
CCA GS1 DataBar Limited	Code 39 Trioptic	Matrix 2 of 5
CCA GS1 DataBar-14	Code 93	Micro PDF
CCA UPC-A	DataMatrix	Micro QR
CCA UPC-E	EAN-128	MSI
CCB EAN-128	EAN-13	PDF-417
CCB EAN-13	EAN-13 + 2 Supplemental	QR Code
CCB EAN-8	EAN-13 + 5 supplemental EAN-8	UPC-A
CCB GS1 DataBar Expanded	EAN-8	UPC-A + 2 Supplemental
CCB GS1 DataBar Limited	EAN-8 + 2 Supplemental	UPC-A + 5 supplemental
CCB GS1 DataBar-14	EAN-8 + 5 supplemental	UPC-E0
CCB UPC-A	GS1 128	UPC-E0 + 2 Supplemental
CCB UPC-E	GS1 DataBar Expanded	UPC-E0 + 5 supplemental
CCC EAN-128	GS1 DataBar Limited	
	GS1 DataBar-14	
	Han Xin	

## General settings for the Barcode app

Use the following settings to enable or disable the barcode scanner and configure general scan settings such as sounds and vibration.

**Table 15: General settings for the Barcode app**

Field	Field type or choices	Default	Description
Enable barcode scanner	On Off	On	Enables the barcode scanner.

Field	Field type or choices	Default	Description
Decode session timeout	0.5 seconds to 9.9 seconds	5	Sets the amount of time for the decode session timeout.
Vibrate on scan	On Off	On	Sets the phone to vibrate on scan.
Sound on scan	On Off	On	Sets the phone to produce a sound on scan.
Barcode tone	Low pitch single beep Low pitch double beep High pitch double beep	Low pitch single beep	Sets the barcode scan tone.
Illumination power	0–10	5	Sets the illumination power of the barcode scanner.

## Default settings for the Barcode app

You can set the following default settings for the Barcode app.

### Data manipulation settings

Use the following settings to configure any rules about how to manipulate the scanned data, such as automatically adding or stripping data.

*Table 16: Data manipulation settings*

Field	Field type or choices	Default	Description
Enable AIM codes or symbol id	Disable Enable AIM codes Enable symbol id	Disable	Prefixes AIM code or symbol id before data.  The AIM code is an industry standard 3-character identifier that provides information about the symbology that is generated by the decoder of a scanner. The code is prepended to the scanned barcode and may be employed by keyboard injection and the data sent through the intent.
Automatic carriage return	On Off	Off	Adds an Enter when inject text to an input field.

Field	Field type or choices	Default	Description
Automatic Tab	On Off	Off	Adds a Tab at the end of an injected barcode value.
Trim barcode data	On Off	Off	Removes any trailing or leading whitespaces from a scanned barcode data.
Strip characters from left	Integer	0	Strips this number of characters from the left (as displayed on screen) of the barcode data. Only positive integers allowed.
Strip characters from right	Integer	0	Strips this number of characters from the right (as displayed on screen) of the barcode data. Only positive integers allowed.
Prepend String	String		Prepends a string to the scanned barcode data.
Append String	String		Appends a string to the scanned barcode data.

### Custom intent settings

Use the following settings to configure any custom intent settings.

*Table 17: Custom intent settings*

Field	Field type or choices	Default	Description
Intent delivery method	Disable Stat activity Start service Start foreground service Send broadcast	Disable	Choose intent delivery method.
Intent action	String		Enter intent action.
Intent category	String		Enter intent category.

### Symbology settings

Use the following settings to enable or disable individual barcode symbologies and their related settings. By default all supported symbologies are enabled.

The following table describes the default settings for the Aztec symbology.

**Table 18: Aztec**

Field	Field type or choices	Default	Description
Enable Aztec	On Off	ON	Enables or disables the symbology.
Aztec decoding	Regular Inverse Both	Regular	Sets the decoding.

The following table describes the default settings for the Codabar symbology.

**Table 19: Codabar**

Field	Field type or choices	Default	Description
Enable Codabar	On Off	ON	Enables or disables the symbology.
Codabar length	0–55	5	Sets the Codabar length.
Enable Codabar NOTIS editing	On Off	OFF	Strips start and stop characters.

The following table describes the default settings for the Code 11 symbology.

**Table 20: Code 11**

Field	Field type or choices	Default	Description
Code 11	On Off	ON	Enables or disables the symbology.
Code 11 check digit verification	Disable check digits One check digit Two check digits	Disable check digits	Enables or disables check digit verification.
Enable transmit code 11 Check Digit	On Off	OFF	Enables or disables transmit. To transmit, enable verification.

The following table describes the default settings for the Code 32 symbology.

**Table 21: Code 32**

Field	Field type or choices	Default	Description
Code 32	On Off	ON	Enables or disables the symbology. Enable Code 39 to enable Code 32.

The following table describes the default settings for the Code 39 symbology.

**Table 22: Code 39**

Field	Field type or choices	Default	Description
Enable Code 39	On Off	ON	Enables or disables the symbology. Enable Code 39 to enable Code 32.
Enable Code 39 check digit verification	On Off	OFF	Enables or disables check digit verification.
Enable transmit Code 39 check digit	On Off	OFF	Enables or disables transmit.
Enable Code 39 full ASCII conversion	On Off	OFF	Enables or disables full ASCII conversion.

The following table describes the default settings for the Code 93 symbology.

**Table 23: Code 93**

Field	Field type or choices	Default	Description
Enable Code 93	On Off	ON	Enables or disables the symbology.

The following table describes the default settings for the Code 128 symbology.

**Table 24: Code 128**

Field	Field type or choices	Default	Description
Enable Code 128	On Off	ON	Enables or disables the symbology.

The following table describes the default settings for the Data Matrix symbology.

**Table 25: Data Matrix**

Field	Field type or choices	Default	Description
Enable Data Matrix	On Off	ON	Enables or disables the symbology.
Data Matrix mirror images	Never Mirror Both	Never	Sets mirror images.
Data Matrix decoding	Regular Inverse Both	Regular	Sets decoding.

The following table describes the default settings for the EAN 8 symbology.

**Table 26: EAN 8**

Field	Field type or choices	Default	Description
Enable EAN 8	On Off	ON	Enables or disables the symbology.
Enable convert EAN 8 to EAN 13	On Off	OFF	Enables or disables conversion to EAN 13.
Enable transmit EAN 8 check digit	On Off	OFF	Enables or disables transmit.

The following table describes the default settings for the EAN 13 symbology.

**Table 27: EAN13**

Field	Field type or choices	Default	Description
Enable EAN 13	On Off	ON	Enables or disables the symbology.

The following table describes the default settings for the GS1 DataBar symbology.

**Table 28: GS1 DataBar**

Field	Field type or choices	Default	Description
Enable GS1 DataBar 14	On Off	ON	Enables or disables the symbology.
Enable GS1 DataBar composite CCA CCB, and CCC	On Off	ON	
Enable GS1 DataBar Expanded	On Off	ON	
Enable GS1 DataBar Limited	On Off	ON	

The following table describes the default settings for the GS1 128 symbology.

**Table 29: GS1 128**

Field	Field type or choices	Default	Description
Enable GS1-128	On Off	ON	Enables or disables the symbology.

The following table describes the default settings for the Han Xin symbology.

**Table 30: Han Xin code**

Field	Field type or choices	Default	Description
Enable Han Xin code	On Off	ON	Enables or disables the symbology.

The following table describes the default settings for the Interleaved 2 of 5 symbology.

**Table 31: Interleaved 2 of 5**

Field	Field type or choices	Default	Description
Enable Interleaved 2 of 5	On Off	ON	Enables or disables the symbology.
Enable Interleaved 2 of 5 quiet zone	On Off	OFF	Enables or disables quiet zone.

Field	Field type or choices	Default	Description
Interleaved 2 of 5 check digit verification	Disable USS OPCC	Disable	Enables or disables check digit verification.
Enable transmit Interleaved 2 of 5 check digit	On Off	OFF	Enables or disables transmit.
Interleaved 2 of 5 length type	One discrete length Two discrete lengths Length within range Any length	One discrete length	Governs the usage of the two integer fields that follow. For <b>Two discrete lengths</b> and <b>Length within range</b> , it does not matter which value is in which field.
Set Interleaved 2 of 5 length 1 (0 to 55)	0–55	14	Applicable for all scheme choices except <b>Any length</b> , which ignores it. Default value applies only to <b>One discrete length</b> .
Set Interleaved 2 of 5 length 2 (0 to 55)	0–55	0	Applicable for <b>Two discrete lengths</b> and <b>Length within range</b> only.

The following table describes the default settings for the ISBT 128 symbology.

**Table 32: ISBT 128**

Field	Field type or choices	Default	Description
Enable ISBT 128	On Off	ON	Enables International Society of Blood Transfusion (ISBT) 128 symbology.
Select an option for concatenating pairs of ISTB code types	Disable Enable Autodiscriminate	Disable	<p>Disable ISBT Concatenation: The device does not concatenate pairs of ISBT codes it encounters.</p> <p>Enable ISBT Concatenation: There must be two ISBT codes for the device to decode and perform concatenation. The device does not decode single ISBT symbols.</p> <p>Autodiscriminate ISBT Concatenation: The device decodes and concatenates pairs of ISBT codes immediately. If only a single ISBT symbol is present, the device must decode the symbol the number of times set via ISBT Concatenation Redundancy before transmitting its data to confirm that there is no additional ISBT symbol.</p>



Field	Field type or choices	Default	Description
Enable check ISBT table	On Off	ON	If you enable ISBT Concatenation, enable Check ISBT Table to concatenate only those pairs found in this table.
ISTB concatenation redundancy	2 to 20	10	With ISBT Concatenation set to Autodiscriminate, this option sets the number of times the device must decode an ISBT symbol before determining that there is no additional symbol.

The following table describes the default settings for the Matrix 2 of 5 symbology.

**Table 33: Matrix 2 of 5**

Field	Field type or choices	Default	Description
Enable Matrix 2 of 5	On Off	ON	Enables or disables the symbology.
Enable Matrix 2 of 5 check digit	On Off	OFF	
Enable transmit Matrix 2 of 5 check digit	On Off	OFF	Enables or disables transmit.

The following table describes the default settings for the Micro PDF symbology.

**Table 34: Micro PDF**

Field	Field type or choices	Default	Description
Enable Micro PDF	On Off	ON	Enables or disables the symbology.

The following table describes the default settings for the Micro QR symbology.

**Table 35: Micro QR**

Field	Field type or choices	Default	Description
Enable Micro QR	On Off	ON	Enables or disables the symbology.

The following table describes the default settings for the MSI Plessey symbology.

**Table 36: MSI Plessey**

Field	Field type or choices	Default	Description
MSI Plessey	On Off	ON	Enables or disables the symbology.
Number of MSI check digits	One Digit Two Digits	One digit	
Enable transmit MSI check digit	On Off	OFF	Enables or disables transmit.
MSI check digit algorithm	MOD 10/MOD11 MOD 10/MOD10	MOD 10/MOD10	

The following table describes the default settings for the PDF 417 symbology.

**Table 37: PDF 417**

Field	Field type or choices	Default	Description
Enable PDF 417	On Off	ON	Enables or disables the symbology.

The following table describes the default settings for the QR symbology.

**Table 38: QR**

Field	Field type or choices	Default	Description
Enable QR	On Off	ON	Enables or disables the symbology.
QR decoding	Regular Inverse Both	Regular	Sets decoding.

The following table describes the default settings for the UPC-A symbology.




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**Note** Enable EAN/UPC supplementals per option in Administrative settings to enable supplementals for UPC-A or UPC-E or both.

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Table 39: UPC-A

Field	Field type or choices	Default	Description
Enable UPC-A	On Off	ON	Enables or disables the symbology.
Enable transmit UPC-A check digit	On Off	ON	Enables or disables transmit.
Transmit UPC-A preamble	No preamble:0 System character System character and country code	System character	Sets transmit preamble.

The following table describes the default settings for the UPC-E symbology.



**Note** Enable EAN/UPC supplementals per option in Administrative settings to enable supplementals for UPC-A or UPC-E or both.

Table 40: UPC-E

Field	Field type or choices	Default	Description
Enable UPC-E	On Off	ON	Enables or disables the symbology.
Enable transmit UPC-E check digit	On Off	ON	Enables or disables transmit.
Transmit UPC-E preamble	No preamble System character System character and country code	System character	Sets transmit preamble.
Enable convert UPCE to UPCA	On Off	OFF	Enables or disables conversion.

The following table describes the default settings 1D barcode.

**Table 41: 1D Barcode settings**

Field	Field type or choices	Default	Description
Inverse 1D Decoding	Dark on light Light on dark Either	Dark on light	Sets decoding.

The following table describes supplemental symbology settings.

**Table 42: Supplemental settings**

Field	Field type or choices	Default	Description
Supplemental setting for UPCA, UPCE and EAN barcodes	Disable Enable	Disable	Enables or disables supplemental setting.

The following table describes more symbology settings.

**Table 43: More settings**

Field	Field type or choices	Default	Description
EAN/UPC supplementals	Disable Enable	Disable	Global to both EAN 8 and EAN 13.
Polarity (all 1-D barcodes)	Dark on light Either Light on dark	Dark on light	Sets polarity.

### Replace control characters settings

As needed, use the following replace control character settings to replace certain ASCII0-31 control character keys in a barcode string with a space or punctuation.

**Table 44: Replace control characters**

Field	Field type or choices	Default	Description
Replace <b>n</b>	Use control character SPACE List of Latin punctuation or symbols	SPACE	Replaces control character [ <b>n</b> ] with a space or a punctuation. You can also choose to use the control character itself.

The following table lists the control characters that you can replace with a space or punctuation.

**Table 45: Control characters**

<b>Control character</b>	<b>Control character decimal</b>
NULL (NUL)	0
Start of Header (SOH)	1
Start of Text (STX)	2
End of Text (ETX)	3
End of Transmission (EOT)	4
Enquiry (ENQ)	5
Acknowledge (ACK)	6
Bell (BEL)	7
Backspace (BS)	8
Horizontal Tab (HT)	9
Line Feed (LF)	10
Vertical Tab (VT)	11
Form Feed (FF)	12
Carriage Return (CR)	13
Shift Out (SO)	14
Shift In (SI)	15
Data Link Escape (DLE)	16
Data Control 1 (DC1)	17
Data Control 2 (DC2)	18
Data Control 3 (DC3)	19
Data Control 4 (DC4)	20
Negative ACK (NAK)	21
Synchronize (SYN)	22
End Text Block (ETB)	23
Cancel (CAN)	24
End Message (EM)	25

Control character	Control character decimal
Substitute (SUB)	26
Escape (ESC)	27
File Separator (FS)	28
Group Separator (GS)	29
Record Separator (RS)	30
Unit Separator (US)	31

The following table lists the punctuation that you can use to replace control characters.

**Table 46: Latin punctuation or symbols**

Latin punctuation or symbol	Description
!	Exclamation point
"	Quotation mark
#	Number sign
\$	Dollar sign
%	Percent sign
&	Ampersand
'	Apostrophe
(	Left parenthesis
)	Right parenthesis
*	Asterisk
+	Plus sign
,	Comma
-	Hyphen-Minus
.	Full stop or period
/	Forward slash or Solidus
:	Colon
;	Semicolon
<	Less-than sign
=	Equal sign
>	Greater-than sign
?	Question mark

Latin punctuation or symbol	Description
@	Commercial at symbol
[	Left square bracket
\	Black slash or Reverse solidus
]	Right square bracket
^	Tent, control, or Circumflex accent
_	Underline, underscore, or low line
`	Grave accent
{	Left curly bracket
	Pipe, or Vertical line
}	Right curly bracket
~	Tilde

## ScanFlex

The Barcode service uses ScanFlex, a feature that allows the Barcode service to support custom data manipulation for individual applications.

Using the barcode settings and the Enterprise Mobility Management (EMM) application interface, you can group applications using barcode service into profiles which contain the exact package names that the app developers provide. Within each profile, you can enable required symbologies and configure custom data manipulation settings. When the given app is identified in the foreground, the barcode scanner only scans the symbologies that you program for that identified app.

ScanFlex allows custom intents to provide more specificity. For custom intents to function, the third-party application must be in the foreground. Some common intent delivery methods are:

- Start activity
- Start service
- Start foreground service
- Send broadcast

Custom intents and keyboard emulation use the manipulated barcode data.

### ScanFlex settings

Set the following for each ScanFlex application or activity that you add.

Table 47: ScanFlex settings

Field	Field type or choices	Default	Description
Application or activity name(s)	String		Enter a name for the application or activity. If more than one name, use a comma to separate names.
Symbology settings for application(s) entered above			Set desired symbology settings for the application or activity.
Format data			Select desired symbologies, and set their data manipulation and custom intent settings.
Advanced data formatting			Select desired symbologies, and set custom actions and parameters.

**Related Topics**

[Default settings for the Barcode app](#), on page 26

**Actions for advanced data formatting**

In the ScanFlex **Advanced data formatting** settings, you can set the scanner to perform up to ten different actions on a scanned string. You can set the actions to happen in any order, and you may repeat an action if needed.

Each action has two parameters that are associated with it: parameter 1 and parameter 2. The parameter fields may not be necessary for some actions.

The following table describes actions that move the cursor.

Table 48: Actions that move the cursor

Action	Cursor action description	Directions for parameters
Move forward	Move the cursor forward by <b>n</b> spots.	Enter <b>n</b> in Parameter 1.
Move back	Move the cursor backward by <b>n</b> spots.	Enter <b>n</b> in Parameter 1.
Move to beginning	Move the cursor to the beginning of the string.	No parameter required.
Move to end	Move the cursor to the end of the string.	No parameter required.
Move to beginning of sub-string	Move the cursor to the beginning of a sub-string.	Enter the sub-string in Parameter 1.
Move to the end of sub-string	Move the cursor to the end of a sub-string.	Enter the sub-string in Parameter 1.



The following table describes actions that don't move the cursor.


**Table 49: Actions that don't move the cursor**

Action	Action description	Directions for parameters
Trim whitespace	Remove leading or trailing whitespaces.	No parameter required.
Remove all whitespace	Remove all whitespaces.	No parameter required.
Remove all leading zeros	Remove leading zeros on the left of the string.	No parameter required.
Pad zeros at beginning	Add n zeros at the beginning.	Enter n in Parameter 1.
Replace first sub-string	Replace the first encountered sub-string in the scanned string.	Enter the sub-string that you want to replace in Parameter 1, and enter the new sub-string in Parameter 2.
Replace all sub-strings	Replace all encountered sub-string in the scanned string.	Enter the sub-string that you want to replace in Parameter 1, and enter the new sub-string in Parameter 2.
Remove characters	Remove characters encountered in the string.	Enter the character in Parameter 1.
Add text	Add text	Enter the text in Parameter 1.
Add code	Add character as integer code.	Enter integer code of the desired character in Parameter 1.
Add tab	Add a Tab from the current position of cursor.  <b>Note</b> ScanFlex uses a built-in pause after Tab; therefore, you do not need to manually add a pause.	No parameter required.
Add enter	Add an Enter at the current position of the cursor.  <b>Note</b> ScanFlex uses a built-in pause after Enter; therefore, you do not need to manually add a pause.	No parameter required.

## Test scan a barcode

Before you use the barcode scanner for the first time, check that the scanner is properly configured to scan your barcode type.

### Before you begin

- Use the small tab to remove the plastic cover on the barcode scanner.
- Use the **Buttons**  app to program a button as the **Scanner**.









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**Note** By default, the top-left button of the Cisco Wireless Phone 860S is set to **Scanner**.  
By default, the bottom-left button of the Cisco Wireless Phone 840S is set to **Scanner**.

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### Procedure

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- Step 1** Access the **Barcode**  app.
- Step 2** Tap the **Overflow**  menu.
- Step 3** Tap **Test scan**.
- Step 4** From the Barcode screen, tap the barcode scanner  button.
- Step 5** Point the barcode reader 1–18 inches (2.5–46 centimeters) from the barcode that you want to scan.
- Step 6** Press and hold the programmed **Scanner** button with the light shining across the entire barcode symbol until the light turns off and you hear a beep.
- The **Barcode type** and the **Scanned barcode data** appear on the Barcode screen. The barcode search  button is enabled.
- Step 7** Tap the barcode search  button to find data about the scanned barcode. The search results appear in the default browser on your phone.
- 

## Custom Settings app

The **Custom Settings** app provides phone control settings. It includes:

- User restrictions, where you can grant or restrict access to certain phone settings for the phone user.
- General administrative phone settings, such as time, device, sleep, touch, sound, and wallpaper settings.

### Related Topics

[Access the Cisco app settings on the phone](#), on page 4

## User restrictions in Custom Settings

By default, all the user restrictions are on, which means that users can control these settings on their phones. If you don't want users to control certain settings, you can change these settings to Off.

### User restrictions for Wi-Fi and airplane mode

The following table describes the user restriction settings that are related to Wi-Fi and airplane mode.

**Table 50: User restriction settings for Wi-Fi and airplane mode**

Field	Field type or choices	Default	Description
Allow Wi-Fi toggle	On Off	On	If enabled, and if the <b>Allow quick settings tiles</b> is enabled, the user can enable or disable <b>Wi-Fi</b> in the quick settings tiles.  If the <b>Allow quick settings tiles</b> is disabled, all the quick settings tiles are not available.
Allow airplane mode toggle	On Off	On	If enabled, and if the <b>Allow quick settings tiles</b> is enabled, the user can enable or disable <b>Airplane mode</b> in the quick settings tiles.  If the <b>Allow quick settings tiles</b> is disabled, the <b>Airplane mode</b> quick settings tile is not available.

### User restrictions for quick settings tiles

The following table describes the user restriction settings that are related to the quick settings tiles.

**Table 51: User restriction settings for quick settings tiles**

Field	Field type or choices	Default	Description
Allow quick settings tiles	On Off	On	If enabled, all enabled quick setting tiles are accessible to the end user.  If disabled, all quick setting tiles are inaccessible to the end user.
Wi-Fi	On Off	On	If enabled, and if the <b>Allow quick settings tiles</b> is enabled, the user can control this quick setting tile.  If disabled, the quick setting tile is hidden and can't be added.

Field	Field type or choices	Default	Description
Bluetooth	On Off	On	If enabled, and if the <b>Allow quick settings tiles</b> is enabled, the user can control this quick setting tile.  If disabled, the quick setting tile is hidden and can't be added.
Do not disturb	On Off	On	If enabled, and if the <b>Allow quick settings tiles</b> is enabled, the user can control this quick setting tile.  If disabled, the quick setting tile is hidden and can't be added.
Flashlight	On Off	On	If enabled, and if the <b>Allow quick settings tiles</b> is enabled, the user can control this quick setting tile.  If disabled, the quick setting tile is hidden and can't be added.
Rotation lock	On Off	On	If enabled, and if the <b>Allow quick settings tiles</b> is enabled, the user can control this quick setting tile.  If disabled, the quick setting tile is hidden and can't be added.
Battery saver	On Off	On	If enabled and if the <b>Allow quick settings tiles</b> is enabled, the user can control this quick setting tile.  If disabled, the quick setting tile is hidden and can't be added.
Mobile data	On Off	On	If enabled, and if the <b>Allow quick settings tiles</b> is enabled, the user can control this quick setting tile.  If disabled, the quick setting tile is hidden and can't be added.
Airplane mode	On Off	On	If enabled, and if the <b>Allow quick settings tiles</b> is enabled, the user can control this quick setting tile.  If disabled, the quick setting tile is hidden and can't be added.

Field	Field type or choices	Default	Description
Cast	On Off	On	If enabled, and if the <b>Allow quick settings tiles</b> is enabled, the user can control this quick setting tile.  If disabled, the quick setting tile is hidden and can't be added.
High touch	On Off	On	If enabled and if the <b>Allow quick settings tiles</b> is enabled, the user can control this quick setting tile.  If disabled, the quick setting tile is hidden and can't be added.
Hotspot	On Off	On	If enabled, and if the <b>Allow quick settings tiles</b> is enabled, the user can control this quick setting tile.  If disabled, the quick setting tile is hidden and can't be added.
Night light	On Off	On	If enabled, and if the <b>Allow quick settings tiles</b> is enabled, the user can control this quick setting tile.  If disabled, the quick setting tile is hidden and can't be added.
Location	On Off	On	If enabled and if the <b>Allow quick settings tiles</b> is enabled, the user can control this quick setting tile.  If disabled, the quick setting tile is hidden and can't be added.
Invert colors	On Off	On	If enabled and if the <b>Allow quick settings tiles</b> is enabled, the user can control this quick setting tile.  If disabled, the quick setting tile is hidden and can't be added.
Data saver	On Off	On	If enabled, and if the <b>Allow quick settings tiles</b> is enabled, the user can control this quick setting tile.  If disabled, the quick setting tile is hidden and can't be added.

Field	Field type or choices	Default	Description
Dark theme	On Off	On	Available from release 1.3(0) onward, the <b>Dark theme</b> setting changes the display from dark text on a light background, to light text on a dark background.  If enabled and if the <b>Allow quick settings tiles</b> is enabled, the user can control this quick setting tile.  If disabled, the quick setting tile is hidden and can't be added.
Nearby share	On Off	On	Available from release 1.3(0) onward, <b>Nearby share</b> is an Android platform setting that enables phones to share files, links, and pictures with other devices within a certain range.  If enabled and if the <b>Allow quick settings tiles</b> is enabled, the user can control this quick setting tile.  If disabled, the quick setting tile is hidden and can't be added.

#### User restrictions for notification shade settings gear

The following table describes the user restriction setting that is related to the settings gear in the notification shade.

Table 52: User restriction settings for notification shade settings gear

Field	Field type or choices	Default	Description
Allow notification shade settings gear	On Off	On	<p>If enabled, the user can make Android settings changes through the gear in the notification shade.</p> <p>If disabled, the Android settings gear in the notification shade is not accessible to the user.</p> <p><b>Note</b> If you are using a Smart Launcher to restrict user access to certain apps and settings, we recommend that you disallow this setting through the Cisco Wireless Phone Configuration Management tool. Otherwise, users can easily open apps that aren't on the Smart Launcher.</p>

### User restrictions for time

The following table describes the user restriction settings that are related to time.

Table 53: User restriction settings for time

Field	Field type or choices	Default	Description
Allow time zone configuration	On Off	On	<p>If enabled, the user can manually change the time zone on the phone from <b>Settings &gt; System &gt; Date &amp; Time</b>.</p> <p>If disabled, the user cannot manually change the time zone on the phone.</p>
Allow time format configuration	On Off	On	<p>If enabled, the user can manually change the time format on the phone from <b>Settings &gt; System &gt; Date &amp; Time</b>.</p> <p>If disabled, the user cannot manually change the time format on the phone.</p>
Allow automatic time zone toggle	On Off	On	Not applicable for Wi-Fi enabled phones.

### User restrictions for emergency calls

The following table describes the user restriction setting that is related to emergency calls from the lock screen.

*Table 54: User restriction settings for emergency calls*

Field	Field type or choices	Default	Description
Allow emergency call button on lockscreen	On Off	On	If enabled, displays the <b>EMERGENCY</b> button when the phone screen is locked.  <b>Note</b> Regardless of whether you enable or disable this setting, a <b>RETURN to CALL</b> button is present if the phone is in a call and locked.

### User restrictions for lock screen proximity sensor

The following table describes the user restriction setting that is related to the lock screen proximity sensor.

*Table 55: User restriction settings for lock screen proximity sensor*

Field	Field type or choices	Default	Description
Lock screen proximity detection	On Off	On	If enabled, the phone screen automatically locks when the user covers the proximity sensor. This prevents accidental input when a user puts the phone in a pocket.

## More Custom Settings

Some of the Custom Settings allow you to give users control of certain phone settings from the Android settings menu. You are also able to enable or disable certain settings, or set a specific value at the Enterprise Mobility Management (EMM) application or Cisco Wireless Phone Configuration Management tool level.

Consider the following when you configure the Custom Settings:

- If you set a value in the EMM application, users can't change it on the Custom Settings menu, but they may be able to change it on the Android settings menu. The changed value reflects in the Custom Settings menu but the EMM application could override the changed value at any time.
- If you set a value in the Cisco Wireless Phone Configuration Management tool, users can't change it on the Custom Settings menu, or on the Android settings menu.
- If you set a Custom Setting to:
  - **User controlled**, it allows the user to control the setting from the Android settings menu. In this case, the Android setting menu takes precedence over the Custom Setting.
  - **Enable**, the user could disable it in the Android menu. The changed value reflects in the Custom Settings menu but the EMM application could override the changed value at any time.



- **Disable**, the user could enable it in the Android menu. The changed value reflects in the Custom Settings menu but the EMM application could override the changed value at any time.
- If you use a secure launcher, users can't access the Android settings menu even if you set a Custom Setting to **User controlled**.

## Time

Use the following settings to configure custom time settings.

**Table 56: Time settings**

Field	Field type or choices	Default	Description
NTP server address	String	2.android.pool.ntp.org	<p>The Network Time Protocol (NTP) domain name or IP address.</p> <p>Deploy a local time server for phones that are not connected to the internet and therefore getting their time from Google or some other cloud server.</p> <p><b>Note</b> From release 1.5(0), you can also define a server in DHCP option 42 to provide NTP service in case the NTP server isn't available.</p>
Time zone	Choice	Unset/deferred	<p>A drop-down list of all the available time zones. Unset/deferred does not set a time zone through this configuration remotely.</p> <p><b>Caution</b> The time zone settings are listed by country/region/city and also have a number setting under Etc. (Etc/GMT+/- ##). However, the number values (for example, -2 or +2) are reversed from usual GMT time designations. Your setting for Etc/GMT+2 transposes into the actual setting of GMT-2). Therefore, we recommend that you use the country/region/city option whenever possible.</p>

Field	Field type or choices	Default	Description
Time format	Unset/deferred 12 hours 24 hours	Unset/deferred	Unset/deferred does not set a time format through this configuration remotely.
Automatic time zone	On Off	On	Enables or disables automatic time zone.

### Device info

Use the following settings to configure custom device information settings.

**Table 57: Device info settings**

Field	Field type or choices	Default	Description
Display device info	On Off	Off	If enabled, provides four text fields for more information about the user who is assigned this phone. This information appears in the phone notifications and on a locked screen.
Device info 1	String		First parameter for device information notification
Device info 2	String		Second parameter for device information notification
Device info 3	String		Third parameter for device information notification
Device info 4	String		Fourth parameter for device information notification

### Device name

Use the following setting to configure a custom name for the device.

**Table 58: Edit device name setting**

Field	Field type	Default	Description
Device name	String		Allows you to set the Android device name. This is useful when you use an Enterprise Mobility Management (EMM) application to configure the phones.

## Battery

Use the following settings to configure custom battery settings.

**Table 59: Battery settings**

Field	Field type or choices	Default	Description
Battery optimization allow list	Comma-delimited list of package names		<p>Android Battery Saver mode curtails functionality to conserve the battery life. However, it also reduces functionality by turning off apps that you might want to remain operational. Apps that you add to this list remain operational when the user turns on the phone's Battery Saver mode.</p> <p><b>Caution</b> Apps that you add to this list increase battery usage by staying awake. Ensure that users have extra batteries available.</p>
Allow battery saver	On Off	On	<p>If enabled, allows the user to turn battery saver mode on or off.</p> <p>Battery saver mode can have a significant impact on what apps are available or functioning.</p>
Battery percentage	User controlled Enable Disable	User controlled	<p>User controlled: makes the <b>Battery percentage</b> Android setting available for the user to show or hide the battery percentage in the phone status bar.</p> <p>Enable and Disable: make the <b>Battery percentage</b> Android setting unavailable to users and allow the EMM application to control the setting.</p> <ul style="list-style-type: none"> <li>• Enable displays the battery percentage on the status bar.</li> <li>• Disable means that the battery percentage doesn't display on the phone.</li> </ul>

## Keyboard

Use the following setting to configure the keyboard Google voice typing setting.

**Table 60: Keyboard setting**

Field	Field choices	Default	Description
Google™ voice typing	On Off	On	Enables or disables Google voice typing.

## Sleep

Use the following setting to configure the sleep setting.

**Table 61: Sleep setting**

Field	Field choices	Default	Description
Time to sleep after inactivity	User controlled 15 seconds 30 seconds 1 minute 5 minutes 10 minutes 30 minutes	User controlled	Sets the amount of time before the screen times out after inactivity.  <b>User controlled</b> allows users to control the sleep settings available in the Android settings menu.

## Display

Allows certain display settings available in the Android settings menu to be controlled by an EMM application or by the end user.

Use the following settings to configure custom display settings.

**Table 62: Display settings**

Field	Field type or choices	Default	Description
Display size	User controlled Small Default Large	User controlled	Sets the display size, which includes all interface elements such as text and images.  <b>Note</b> For the Cisco Wireless Phone 840 and 840S, the large display size is not currently available, so if you choose this option, the phone uses the default display size.

Field	Field type or choices	Default	Description
Font size	User controlled Small Default Large Largest	User controlled	Sets the font size.
System navigation	User controlled Gesture navigation 2-button navigation 3-button navigation	User controlled	Sets the system navigation.  <b>Note</b> For the Cisco Wireless Phone 840 and 840S, 2-button navigation is not currently available, so if you choose this option, the phone uses the 3-button navigation.
Auto-rotate screen	User controlled Enable Disable	User controlled	User controlled: makes the <b>Auto-rotate screen</b> Android setting available for users to turn automatic screen rotation on or off.  Enable and Disable: make the <b>Auto-rotate screen</b> Android setting unavailable to users and allow the EMM application to control the setting.  <ul style="list-style-type: none"> <li>• Enable turns on automatic screen rotation.</li> <li>• Disable means that automatic screen rotation is not available.</li> </ul>

### Touch

Allows certain touch settings available in the Android settings menu to be controlled by an EMM application or by the end user.

Use the following settings to configure custom touch settings.

**Table 63: Touch settings**

Field	Field type or choices	Default	Description
Dialpad tones	User controlled Enable Disable	User controlled	Tones available on the phone or custom tones that are programmed in an EMM application.

Field	Field type or choices	Default	Description
Touch sounds	User controlled Enable Disable	User controlled	Percussive sounds available on the phone or in an EMM application.
Vibrate on tap	User controlled Enable Disable	User controlled	A vibration when the user taps the phone touchscreen.

### Sounds

Use the following settings to configure custom sound settings.

*Table 64: Sounds settings*

Field	Field type or choices	Default	Description
Ringtones	List of available ringtones	All	Select the system ringtone sounds that you want to be available.
Default ringtone	Default ringtone List of available ringtones	Default (Flutey Phone)	Must be enabled on the <b>Ringtones</b> list.
Notification sounds	List of available notification sounds	All	Select the system notification sounds that you want to be available.
Default notification sound	Default notification sound List of available notification sounds	Default (Pixie Dust)	Must be enabled on the <b>Notification sounds</b> list.
Alarm sounds	List of available alarm sounds	All	Select the system alarm sounds that you want to be available.
Default alarm sound	Default alarm sound List of available alarm sounds	Default (Cesium)	Must be enabled on the <b>Alarm sounds</b> list.



**Note** Using CUCM, you can download more ringtones, notification sounds, and alarm sounds. The downloaded ringtones and sounds will appear in their respective list.

## Camera

Use the following setting to configure the jump to camera setting.

**Table 65: Camera setting**

Field	Field choices	Default	Description
Jump to camera	User controlled Enable Disable	User controlled	Allows certain camera settings available in the Android settings menu to be controlled by an EMM application or by the end user. Permits the user to set the <b>Jump to camera</b> Android setting.  User controlled implies the Android settings value takes precedence.

## Wallpaper

Use the following settings to configure custom wallpaper settings.

**Table 66: Wallpaper settings**

Field	Field type	Default	Description
Lock screen wallpaper	String	Not configured	Enter the complete file path starting with the exact location of the image file—where is it stored on the phone.  Example /sdcard/<name_of_image_file>.
Home screen wallpaper	String	Not configured	Enter the complete file path.



**Note** Using CUCM, you can download more wallpapers for Lock screen and Home screen. The downloaded wallpapers will appear in their respective list.

## Admin reboot command

Use the following settings to configure custom admin reboot command settings.

**Table 67: Admin reboot command settings**

Field	Field type or choices	Default	Description
Reboot command ID	String		Sets reboot command ID.
Reboot schedule type	Timer When next plugged-in	Timer	Sets when to schedule reboot.

### Timer reboot configuration

Use the following settings to configure custom timer reboot settings.

**Table 68: Timer reboot configuration settings**

Field	Field type or choices	Default	Description
Time until first automatic reboot attempt	Immediately (0 minutes) 1 minute 5 minutes 10 minutes 15 minutes 30 minutes 1 hours 2 hours 3 hours 4 hours 6 hours 8 hours 12 hours	Immediately (0 minutes)	Sets time until first automatic reboot attempt.
Number of times to allow delaying reboot attempt	None 1 2 3 4 6 8 12 Unlimited	None	Sets the number of times to allow a user to delay the reboot attempt.



Field	Field type or choices	Default	Description
Time to delay reboot attempt for	1 minute 5 minutes 10 minutes 15 minutes 30 minutes 1 hours 2 hours 3 hours 4 hours 6 hours 8 hours 12 hours	1 minute	Sets the time to delay the reboot attempt.

## Call Quality Settings app

Call quality settings are automatically set in the phone. However, if your support personnel direct you to adjust a setting such as the Wi-Fi band or channels, you can do so with the **Call Quality Settings** app.

By default, all Wi-Fi band options and band channels are enabled. Make sure to enable at least one band and channel, other wise the phone loses connection and does not function.



**Caution** Review the bands and channels in use at the intended location before you make any changes. If you select the wrong band or channels, you can permanently disconnect phones from the network. Contact Cisco TAC if incorrect band selection disables the phones. Finally, you may need to manually reset factory defaults to the phones.

### Related Topics

[Access the Cisco app settings on the phone](#), on page 4

## Wi-Fi information


The **Call Quality Settings**  app displays information about the Wi-Fi access point connection to the phone. This Wi-Fi information may help you to troubleshoot call quality issues.

Table 69: Wi-Fi information

Field	Description
SSID	Service Set Identifier (SSID) is the unique name that identifies the wireless network.
AP name	Access point (AP) name displays the name of the AP.
BSSID	Basic Service Set Identifier (BSSID) is the MAC of the radio MAC + SSID.
Channel	Channel displays the AP radio channel.
RSSI	Received Signal Strength Indicator (RSSI) is the strength of the signal connecting the phone and access point.
Noise	Noise indicates the level of background noise in the environment.
CU	Channel utilization (CU) shows how busy the channel is.

## Call Quality Settings

You can configure the following Call Quality Settings as required.

### Wi-Fi low RSSI threshold

If Cisco TAC instructs you, use the following setting to change the threshold for the Wi-Fi low Received Signal Strength Indicator (RSSI).

Table 70: Wi-Fi low RSSI threshold

Field	Field type or choices	Default	Description
Wi-Fi Low RSSI threshold	Integer -55 to -100	-67	<p>Voice quality can degrade if the Wi-Fi signal is too weak. The RSSI changes as the user moves closer to or away from the connected AP. The RSSI threshold value setting is the RSSI level at or below which the phone seeks a better AP. The phone uses many attributes of an AP to determine if it is a good candidate including the current load on the AP, the available bandwidth on the AP, and channel. Sometimes the best AP may have an RSSI value lower than other candidates.</p> <p><b>Caution</b> Consult Cisco TAC before you change the RSSI threshold value.</p>

### Channel selection

Use the following settings to select Wi-Fi bands.

**Table 71: Wi-Fi band selection options**

Field	Field type or choices	Default	Description
Auto	Enabled Disabled	Enabled	<p>When enabled:</p> <ul style="list-style-type: none"> <li>The phone uses any available band or channel.</li> <li>You can't select a specific band or channel.</li> <li>The phone ignores, but does not forget, your individual channel preferences.</li> </ul> <p>When disabled, you can select which band to enable and select specific channels within each band.</p> <p>You can't disable both Wi-Fi bands at the same time.</p>
2.4 GHz Wi-Fi band	Enabled Disabled	Enabled	<p>If enabled:</p> <ul style="list-style-type: none"> <li>The phone uses any available channel in the 2.4 GHz band.</li> <li>You can enable or disable specific channels within 2.4 GHz band.</li> </ul>
5 GHz Wi-Fi band	Enabled Disabled	Enabled	<p>If enabled:</p> <ul style="list-style-type: none"> <li>The phone uses any available channel in the 5 GHz band.</li> <li>You can enable or disable specific channels within 5 GHz subbands. Each subband includes a group of channels.</li> </ul>

Use the following settings to select 2.4 GHz channels.

**Table 72: 2.4 GHz channel selection**

Field	Field type or choices	Default	Description
Channel 1 (2412 MHz)	On Off	On	Enables channel.

Field	Field type or choices	Default	Description
Channel 2 (2417 MHz)	On Off	On	Enables channel.
Channel 3 (2422 MHz)	On Off	On	Enables channel.
Channel 4 (2427 MHz)	On Off	On	Enables channel.
Channel 5 (2432 MHz)	On Off	On	Enables channel.
Channel 6 (2437 MHz)	On Off	On	Enables channel.
Channel 7 (2442 MHz)	On Off	On	Enables channel.
Channel 8 (2447 MHz)	On Off	On	Enables channel.
Channel 9 (2452 MHz)	On Off	On	Enables channel.
Channel 10 (2457 MHz)	On Off	On	Enables channel.
Channel 11 (2462 MHz)	On Off	On	Enables channel.
Channel 12 (2467 MHz)	On Off	On	Enables channel.
Channel 13 (2472 MHz)	On Off	On	Enables channel.
Channel 14 (2484 MHz)	On Off	On	Enables channel.

Use the following settings to select 5.0 GHz channels.

Table 73: 5.0 GHz channel selection

Field	Field type or choices	Default	Description
Channel 36 (5180 MHz)	On Off	On	Enables channel.
Channel 40 (5200 MHz)	On Off	On	Enables channel.
Channel 44 (5220 MHz)	On Off	On	Enables channel.
Channel 48 (5140 MHz)	On Off	On	Enables channel.
Channel 52 DFS (5260 MHz)	On Off	On	Enables channel.
Channel 56 DFS (5280 MHz)	On Off	On	Enables channel.
Channel 60 DFS (5300 MHz)	On Off	On	Enables channel.
Channel 64 DFS (5320 MHz)	On Off	On	Enables channel.
Channel 100 DFS (5500 MHz)	On Off	On	Enables channel.
Channel 104 DFS (5520 MHz)	On Off	On	Enables channel.
Channel 108 DFS (5540 MHz)	On Off	On	Enables channel.
Channel 112 DFS (5560 MHz)	On Off	On	Enables channel.
Channel 116 DFS (5580 MHz)	On Off	On	Enables channel.
Channel 120 DFS (5600 MHz)	On Off	On	Enables channel.

Field	Field type or choices	Default	Description
Channel 124 DFS (5620 MHz)	On Off	On	Enables channel.
Channel 128 DFS (5640 MHz)	On Off	On	Enables channel.
Channel 132 DFS (5660 MHz)	On Off	On	Enables channel.
Channel 136 DFS (5680 MHz)	On Off	On	Enables channel.
Channel 140 DFS (5700 MHz)	On Off	On	Enables channel.
Channel 144 DFS (5720 MHz)	On Off	On	Enables channel.
Channel 149 (5745 MHz)	On Off	On	Enables channel.
Channel 153 (5765 MHz)	On Off	On	Enables channel.
Channel 157 (5785 MHz)	On Off	On	Enables channel.
Channel 161 (5805 MHz)	On Off	On	Enables channel.
Channel 165 (5825 MHz)	On Off	On	Enables channel.

### Wi-Fi preferences

Use the following settings to select Wi-Fi preferences.

*Table 74: Wi-Fi preferences*

Field	Field type or choices	Default	Description
FT	Preferred Not preferred	Preferred	Fast Transition (FT)

Field	Field type or choices	Default	Description
CCKM	Preferred Not preferred	Preferred	Cisco Centralized Key Management (CCKM)
CAC	ON OFF	OFF	Call Admission Control (CAC)

## Diagnostics app

Diagnostics application allows administrator to perform diagnostics tests quickly and efficiently to verify phone's hardware components.

As an administrator, you can:

- Perform individual tests for the following features:
  - Audio
  - Battery
  - Buttons
  - Camera
  - Display
  - NFC
  - Sensor
  - Touchscreen
  - Vibration
  - Wi-Fi
- View Test Results
- Reset Test Results
- Generate QRCode
- View information such as Software Versions, Android Version, Device Serial, Wi-Fi Mac Address, Device Model, and Battery Serial.

## Sound Stage app

The sound stage app prevents the users from accidentally muting the phone and missing critical phone calls or alerts. This app will override and ignore volume changes made by the user or third-party applications that

conflict with the admin settings. Volume Profile configurations typically provided by EMM. It also controls volume on alerts and notifications from third-party applications.

Allows control of volume and can be set it to lower levels during night Shifts from 7PM- 7AM or any customer set time. Controls volume on Cisco applications such as WebAPI, Battery Life and PTT which have independent volume setting. Controls volume levels, low or high, based on customer needs when connected to a power charger. Allows volume control when entering or exiting Quiet zones within the hospital like Neonatal Intensive Care Unit (NICU). This can be set both manual using the phone UI or automatic by scanning a pre-programmed NFC card placed at entrance and exits. This feature has the capability to program NFC cards using Android Beam.

## Admin Settings for Sound Stage

Use the following Admin settings to configure the Sound Stage app.

*Table 75: Admin settings for Sound Stage*

Field	Field type or choices	Default	Description
Enable Sound Stage	On Off	Off	Enables Sound Stage app.  If the <b>Enable Sound Stage</b> is disabled, all the admin settings tiles are not available.
Enable sound profile switch	On Off	Off	If the <b>Enable Sound Stage</b> tile is enabled, you can enable or disable <b>Enable sound profile switch</b> .
Enable normal profile	On Off	Off	If the <b>Enable Sound Stage</b> tile is enabled, you can enable or disable <b>Enable normal profile</b> .
Enable loud profile	On Off	Off	If the <b>Enable Sound Stage</b> tile is enabled, you can enable or disable <b>Enable loud profile</b> .
Enable soft profile	On Off	Off	If the <b>Enable Sound Stage</b> tile is enabled, you can enable or disable <b>Enable soft profile</b> .
Enable silent profile	On Off	Off	If the <b>Enable Sound Stage</b> tile is enabled, you can enable or disable <b>Enable silent profile</b> .

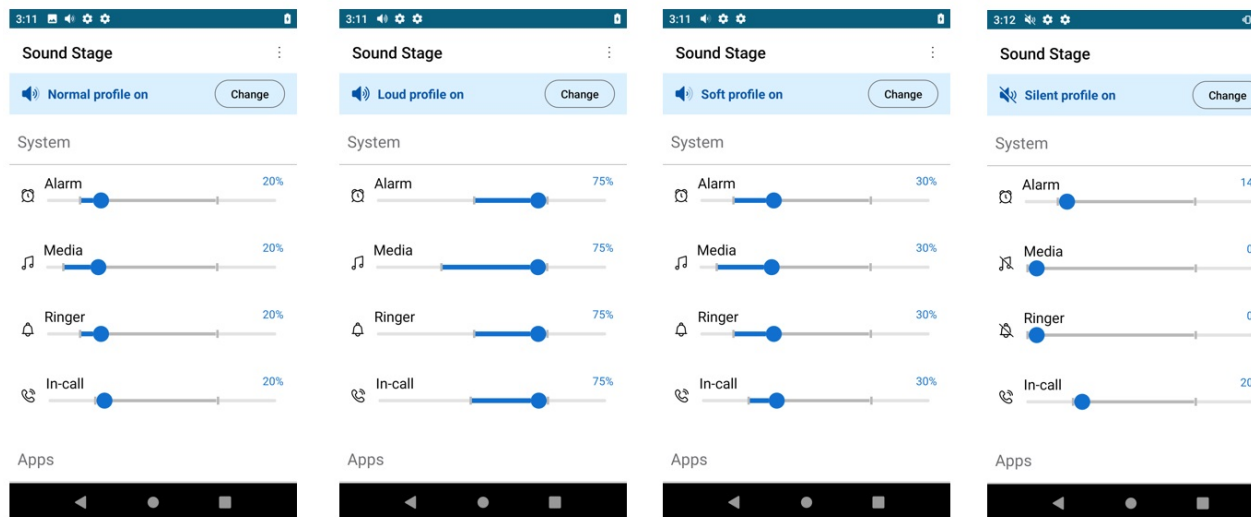


Field	Field type or choices	Default	Description
Enable personal profile	On Off	Off	If the <b>Enable Sound Stage</b> tile is enabled, you can enable or disable <b>Enable personal profile</b> .
Persist active profile notification	On Off	Off	If the <b>Enable Sound Stage</b> tile is enabled, you can enable or disable <b>Persist active profile notification</b> .
Switch profiles silently	On Off	Off	If the <b>Enable Sound Stage</b> tile is enabled, you can enable or disable <b>Switch profiles silently</b> .

## Audio profiles

You can access **Audio profiles** only if the **Enable Sound Stage** tile is enabled under **Settings > Admin settings**.

Sound stage app has four types of standard audio profiles, they are **Normal**, **Loud**, **Soft**, and **Silent**. Each profile contains a default a minimum and a maximum volume level that the phone can be set for that media type. However, you may use **Personal Profile**.



You can also customize any of the audio profiles as required, by changing the the volume level for alarm, media, ringer, in-call, and apps as applicable.

## Change the audio profile

You can change the audio profile only if the **Enable Sound Stage** tile is enabled in **Settings > Admin settings**. By default normal profile will be activated.




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**Note** The audio profile could also be changed by scanning a programmed NFC tag without the phone open.

---

To change the audio profile:

### Procedure

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- Step 1** Access the **Sound Stage** app.
- Step 2** Tap the **Change** button for the active audio profile.
- Step 3** Choose one of the following audio profiles.
- Normal
  - Loud
  - Soft
  - Silent
  - Personal
- 

## Profile switch rules

You can set up profile switch rules based on behavior (charging) or time.

**Behavior Based:** Allows you to set up profile switch rule that automatically switches audio profile to desired profile when a mobile phone is charging. You can set up behavior based profile switch rule by enabling **Charging** tile in **Settings > Profile switch rules**.

**Time Based:** Allows you to set up profile switch rule that automatically switches audio profile to desired profile at a specified time. You can specify four different time based profile switch rules. You can set up the time based profile switch rule by tapping on any of the four time slots in **Settings > Profile switch rules > TIME BASED** and specify the time and desired audio profile.




---

**Note** If you have set up both behavior based and time based profile switch rules, the high priority will be behavior based.

---

You can set up the charging based profile switch rules, only if **Charging** tile is enabled in **Settings > Profile switch rules**. You can also set up the time based profile switch rules.




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**Note**

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To change the **Switch to** profile:

### Procedure

- 
- Step 1** Access the **Sound Stage** app.
- Step 2** Tap the **Overflow** menu.
- Step 3** Select **Settings > Profile switch rules** .
- Step 4** Tap **Charging**.
- Step 5** Choose one of the following **Switch to** options .
- Normal
  - Loud
  - Soft
  - Silent
  - Personal
- 

## Web API app

Developers use the **Web API** app to interface with external services and provide links to frequently used websites. Web API allows you to configure the phones to integrate with an XML application.

The following table describes the Web API settings.

*Table 76: Web API settings*

Field	Field type or choices	Default	Description
Enable Web API	On Off	Off	Enables or disables Web API.
Enable Web access	On Off	Off	Enables or disables Web access.
Data format	XML JSON	XML	Sets the data format. XML is the only supported format.

### Related Topics

[Access the Cisco app settings on the phone](#), on page 4

## Phone state polling

You can set the following phone state polling parameters.

Table 77: Polling parameters

Field	Field type or choices	Default	Description
Username	String		Defines the username that the phone requires to authenticate polling.
Password	String		Defines the password that the phone requires to authenticate polling.
Respond mode	Requester URL	Requester	Defines the method for sending the requested polling data.  If the <b>Respond mode</b> is requester, the response is automatically sent to the HTTP server running at the address where the request was made.
URL	String		When the <b>Respond mode</b> is set as URL, this field defines the URL of a valid HTTP server that gets the response.  You must enter the URL. This can be a different address than the requester.

## Push settings

When you configure push settings, consider that when a phone receives a push request, it reacts differently based on the following:

- If a phone is in a call and receives a push with a priority of High, Important, or Normal, the phone accepts the push but does nothing.
- If a phone receives a push request when it is in Do Not Disturb (DND) with:
  - Total Silence—The phone does not make any sound and only displays visual notification. The phone stays in Total Silence mode after the push request.
  - Alarms Only and Priority Only—The phone changes mode to Normal, presents visual notification, and plays the notification sound. The phone stays in Normal mode after the push request.

Use the following settings to configure push settings.

Table 78: Push settings

Field	Field type or choices	Default	Description
Username	String		Defines the username for the Web API to do any kind of push.
Password	String		Defines the password for the Web API to do any kind of push.

Field	Field type or choices	Default	Description
Push alert priority	All Critical High Important Normal None	All	<p>Sets the priority for messages from the app. Only messages with the selected priority level display.</p> <ul style="list-style-type: none"> <li>• All—Allows all priority push messages.</li> <li>• Critical—Allows only critical push messages.</li> <li>• High—Allows only high priority push messages.</li> <li>• Important—Allows only important push messages.</li> <li>• Normal—Allows only normal push messages.</li> <li>• None—Discards all push messages.</li> </ul>
Server root URL			<p>Defines the URL of the application server. This root URL is combined with the phone address and sent to the phone's browser.</p> <p>For example, if the application server root URL is <code>http://172.24.128.85:8080/sampleapps</code> and the relative URL is <code>/examples/sample.html</code>, the URL that is sent to the web browser on the phone is <code>http://172.24.128.85:8080/sampleapps/examples/sample.html</code>.</p> <p>The URL can be either HTTP or HTTPS.</p>
Enable notification ringtone	On Off	Off	<p>Defines whether a notification ringtone sound plays when a phone receives a push message.</p> <p>The notification sound that plays is set by the user in the phone <b>Settings &gt; Sound &gt; Default notification sound</b>.</p>
Web API volume	0–100	50	Sets the volume for the push ringtone.

## Push request notifications

Each push request alert that appears in the notification drawer includes a **View Alert** option and a triangular exclamation icon. The color of the icon varies according to the priority of the alert:

- Critical: Red

- High: Orange
- Important: Yellow
- Normal: Green

If you receive multiple push requests, the notifications in the notification drawer are grouped by priority. The groups display in descending order with Critical on top and Normal at the bottom and they indicate the number of alerts of each priority received.

If you reboot the phone, it does not automatically clear critical alerts. After you reboot a pin protected phone, if there is an uncleared critical push request, a pop-up dialog with a message **Unlock the phone to view critical alerts** appears.

## Web application shortcuts

The Web API app allows you to configure the phones to integrate with an XML application. You can configure up to 12 web application shortcuts. Enter the following fields for each of the desired web application shortcuts.

**Table 79: Web application shortcut settings**

Field	Field type or choices	Default	Description
Shortcut title	String		Defines a title for the web application shortcut.  The title displays in the widget box on the phone after you reboot the phone.
Shortcut URL	String		Defines the application URL. You can enter any URL available to the phones.

## Place web application shortcuts on launcher screen

For easy access to web application shortcuts, place the shortcuts on the phone launcher screen. Once you place a shortcut on the launcher screen, you can tap the shortcut to open the web application in a browser.

### Procedure

- 
- Step 1** Long press the home screen.
  - Step 2** Tap **Widgets**.
  - Step 3** Touch and hold the shortcut.
  - Step 4** Drag the shortcut to the desired location on a launcher screen.
- 

## Device event notifications

You can configure the phones to send notifications of the following phone events to a defined URL.

- All events
- Cisco Phone events such as phone state changes, incoming or outgoing calls, or SIP registration.
- Emergency events



**Note** To edit an existing event URL, delete it and reenter the information with the new URL name or address.

Use the following settings to configure event notifications.

**Table 80: Device event notification settings**

Field	Field type or choices	Default	Description
Notification name	String		Defines a descriptive label for the event.
Notification URL	String		Defines the URL for the event.
None	On Off	On	By default, there are no notification events.
All	On Off	Off	Sends notifications about all phone events when enabled.
Cisco Phone events: Outgoing	On Off	Off	Sends notifications about all outgoing phone events when enabled.
Cisco Phone events: Incoming	On Off	Off	Sends notifications about all incoming phone events when enabled.
Cisco Phone events: State Change	On Off	Off	Sends notifications about all phone state change events when enabled.
Cisco Phone events: Login/out	On Off	Off	Sends notifications about all phone login and logout events when enabled.
Cisco Phone events: Registration	On Off	Off	Sends notifications about all phone registration events when enabled.
Cisco Phone events: Unregistration	On Off	Off	Sends notifications about all phone unregistration events when enabled.
Emergency events	On Off	Off	Sends notifications about all Emergency events when enabled.

