




Cisco Phone app

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Cisco Phone app overview

The **Cisco Phone app**  provides phone call functionality.



Caution

Your phone may not function if there is a power failure, since the phone relies on the Wi-Fi network to transmit calls. If the wireless system is down, the Wi-Fi icon on your phone grays out. There may be a time delay between the system failure and the appearance of the registration failure icon. Check with your administrator to see if the wireless system has any protection from power outages.


Access the Cisco Phone app

You can quickly access the **Cisco Phone**  app from the home launcher screen.



Note If the **Cisco Phone** app is the only app on your smart launcher, then it automatically opens when you turn on the phone.





Procedure

From the home launcher screen, tap the **Cisco Phone**  app.

Cisco Phone app tabs

When you open the **Cisco Phone**  app, the **Keypad**  tab opens by default.


Table 1: Cisco Phone app tabs

Tab	Description
Calls 	Use to view recent and missed calls.
Contacts 	Use to access and add contacts.
Keypad 	Use to make calls.
Voicemail 	Use to access your voicemail messages. This tab appears only if the administrator enables visual voicemail. Note If the administrator enables and then disables visual voicemail, the Voicemail tab remains on the Cisco Phone app; however, it will not function.

Make calls

There are multiple ways to quickly make calls with your phone.

Make a call from the Keypad tab

You can make calls using the **Keypad** .






Note When you start entering the first few digits of a phone number, the **Keypad** automatically populates a list of similar phone numbers from your call log and contacts. You can simply select a phone number from the list, rather than entering the rest of the digits in the keypad.

Before you begin

If you have multiple lines on your phone, outgoing calls are sent from your active line. If you want to make a call from a line other than the currently active line, switch the active line.





Procedure

- Step 1** Access the **Cisco Phone**  app.
- Step 2** Tap **Keypad** .
- Step 3** Enter a phone number.
- Step 4** Tap **Answer/Call** .

Related Topics

[Switch the active line](#), on page 26

Make a call from the Calls, Contacts, or Voicemail tab





You can quickly call a number from either the **Calls** , **Contacts** , or **Voicemail**  tab in the **Cisco Phone**  app.


If your phone has multiple lines, when you dial a number from the **Calls** log, the phone dials the number from the line that originally made or received the call.



Note You can set your **Cisco Phone** app to autodial numbers with a single tap.

Procedure

- Step 1** Access the **Cisco Phone**  app.
- Step 2** Tap the **Calls** , **Contacts** , or **Voicemail**  tab.
- Step 3** Tap the desired entry.

Step 4 If required, tap **Answer/Call** .

Related Topics

[Set the phone to autodial](#)

Make an emergency call from a locked screen

You can make an emergency call on your phone as long as it's registered to the Wi-Fi network.

If a lock option requires a swipe, pattern, PIN, or password you may be able to make an emergency call without unlocking the phone. However, the administrator can disable emergency calling from the lock screen. Check with your administrator if you have any questions about how your organization deploys emergency calling.

Contact your administrator for more information about the numbers to call in an emergency situation, and how to access them with your phone.

Related Topics

[Dial an emergency number](#), on page 4

[Select a programmed emergency number](#), on page 4

Dial an emergency number

When you tap **EMERGENCY** on a locked screen, it opens a Google Dialer where you can enter an emergency number manually. For the call to work, the emergency number you enter must be on the list of preprogrammed emergency numbers that the administrator defines.

These steps bypass the **EMERGENCY INFORMATION** banner and allow you to enter an emergency number. Only emergency numbers are active here.

Procedure

Step 1 From the lock screen, tap **EMERGENCY**.

Step 2 Enter the emergency number.

Step 3 Tap **Answer/Call** .

Select a programmed emergency number

If the administrator has programmed emergency numbers, they are available through the **EMERGENCY INFORMATION** banner.

Procedure

Step 1 From the lock screen, tap **EMERGENCY**.



Step 2 Tap **EMERGENCY INFORMATION** two times.

- Step 3** From **Emergency contacts**, tap the desired emergency number.
-

Program emergency medical information


You can enter **Medical information** about yourself that may help emergency responders, such as your blood type, allergies, and medication. This information displays on the **Emergency information** screen.

Procedure

- Step 1** From the lock screen, tap **EMERGENCY**.
- Step 2** Tap **EMERGENCY INFORMATION** two times.
- Step 3** Tap **Edit** .
- Step 4** Enter your PIN or password and tap **Enter** .
- Step 5** Tap **Add information**.
- Step 6** Enter your medical information.
-

Answer calls

It's easy to answer calls on your phone, regardless of what you are currently doing on the phone. If you receive a call while, you're:

- On the **Cisco Phone**  app, home screen, or if your phone is in sleep mode, your ringtone sounds and an incoming call screen displays.
- On an active call, an in-ear tone sounds and a heads-up notification appears.
- On an active app screen, a heads-up notification appears to ensure that the incoming call doesn't interrupt your current work.



Note A superscript number 1 or 2 on the phone icon indicates whether the call is on Registration 1 or Registration 2. This indication can help you prioritize your calls. For example, your organization may use Registration 2 for all urgent call alerts.

If your phone uses release 1.3(0) or later, your administrator may configure your phone to automatically answer calls after a ring or two. Check with your administrator for more information.

Answer a call


If you're on an active call and a second call comes in, you can answer the second call. Answering the second call automatically places the first call on hold.



Note If your phone has multiple lines, the incoming call notification displays the caller and which line they are calling.

Procedure

Do one of the following actions:


- From an incoming call screen, swipe **Answer/Call**  to the right.
 - From an incoming call notification, tap **Answer**.
-

Decline a call

If you don't want to answer an incoming call, you can decline the call. Declined calls appear in the missed calls log, and go to voicemail, if configured.

Procedure


Do one of the following:

- From an incoming call screen, swipe **Decline**  to the left.
 - From an incoming call notification, tap **Decline**.
-

Ignore a call

If you're too busy to answer or decline an incoming call, you can simply ignore the call. Ignored calls appear in the missed calls log, and, if configured, go to voicemail.




Note If you swipe up to ignore an incoming call notification, new heads up notifications don't appear for several minutes. To avoid this scenario, use the **Answer** or **Decline**  option.

Procedure

Ignore the incoming call screen or notification.

End a call



Procedure

From the active call screen, tap **End** .


Mute your microphone

During an active call, the action bar displays the **Mute**  button. When you mute your microphone, the color of the **Mute** button changes to blue.

Procedure

- Step 1** From the active call screen, tap **Mute** .
- Step 2** To unmute your microphone, tap **Mute**  again.
-

Change your audio option

The **Phone**  receiver speaker is the default audio speaker that you use when you hold the phone to your ear. You can switch the audio option while on an active call.


The following audio options are also available:





- **Headphones** 
- **Speaker** 
- **Bluetooth** 

Before you begin

If you plan on using a Bluetooth® device, connect the Bluetooth device to your phone.

Procedure

- Step 1** From the active call screen, tap **Audio options** .
- Step 2** Select the desired available audio option:

- **Headphones** 
- **Speaker** 
- **Bluetooth** 
- **Phone** 

Related Topics

[Pair a Bluetooth device](#)



Hold calls

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

Hold a call

During an active call, you may need to put a caller on hold. When you put a caller on hold, the color of the **Hold** button changes to blue.

Procedure

- Step 1** From the active call screen, tap **Hold** .
- Step 2** To return to the held call, tap **Hold** .
-

Swap between active and held calls

You can have up to four calls on your phone line. However, only one call can be active at a time, with the other calls on hold.

When you're on an active call, you can access a held call. The phone places the original call on hold.


Procedure

From the **Cisco Phone**  app, tap the desired held call.

Send a call to voicemail

There may be times that you want to send the person you're talking with to your voicemail. If enabled by your administrator, you may divert an active call to your voicemail. When diverted, your line becomes available to make or receive calls.

Procedure

- Step 1** From the active call, tap the **Overflow**  menu.
- Step 2** Tap **Send call to voicemail**.
-

Call park

If enabled by your administrator, you can temporarily store, or park, a call and pick it up on another phone in your call control system.

When you park a call, a pop-up on your phone confirms that the call is parked and includes the call extension and call park number. You need the call park extension number to pick the call up on another phone.


The parked number displays as a notification on your phone until:

- Someone retrieves the call.
- The caller abandons the call.
- The Forward No Retrieve feature redirects the call.

Park a call

You can park an active call on your phone and then use another phone in the call control system to retrieve the call. You can park only one call at the call park number.

Procedure

- Step 1** From an active call, tap the **Overflow**  menu.
- Step 2** Tap **Park call**.
-

Retrieve a call from call park

You, or someone else, can retrieve a call from call park from any eligible phone.


Before you begin

You need the call park extension number.

Procedure

Do one of the following:

- From the phone that parked the call, tap the parked call notification.

- From another phone that is eligible to pick up the parked call, use the **Cisco Phone**  app to dial the call park extension number.

Transfer a call to another person

During an active call, you may want to transfer the caller to someone else. When you transfer a call to someone else, it automatically puts the original call on hold.

If the call transfers successfully, meaning the other person answers the call:




- The original call connects to the other person, without you.
- You're dropped from the call automatically and go back to the screen that you were on before the original call.

If the call doesn't transfer successfully, the first call is still on hold.



Note To consult with the transferee before handing off the call, or to introduce the two parties, follow the steps to create a conference call.

Procedure

- Step 1** From the active call screen, tap **More** .
- Step 2** Tap **Transfer to number** .
- Step 3** Enter the number to call or select an entry from your recent **Calls**.
- Step 4** Tap **Transfer** .

Call recording

Call recording allows you to record a voice conversation over a phone. Call recording behaves the same as other Cisco IP phones and recordings are saved to the Dubber. Currently call recording is only supported when your phone is registered to WebEx.



There are three modes for call recording. There is the always record option, never record option, on-demand option. Also with or without announcements.

- **Always**—Records every incoming and outgoing call.
- **Never**—Records no call.
- **On Demand**—Allows you to manually record phone calls at any time with the press of a button.

For release 1.8(0) or later, There are three modes for call recording. They are automatic, disabled, and selective.

- **Automatic**—Records every incoming and outgoing call.
- **Disabled**—Records no call.
- **Selective**—Allows you to manually record phone calls at any time with the press of a button.

Procedure

- Step 1** Access the **Cisco Phone**  app.
- Step 2** For release 1.6(0) or later, tap the **Drawer**  menu.
- Step 3** Select **Features** > **Call recording**.
- Step 4** Choose one of the following based on your phone's software version:
- For release 1.6(0) or later, choose one of the following call recording options.
 - **Always**
 - **Never**
 - **On Demand**
 - For release 1.8(0) or later, choose one of the following call recording options.
 - **Automatic**
 - **Disabled**
 - **Selective**
- Step 5** Tap the back arrow in the upper left corner twice to save your changes and exit the menu.
-




Conference calls

A conference call is when you and at least two other parties can converse at once. Your administrator sets the maximum number of conference call participants. Contact your administrator to find out how many conference call participants that you can have on a call. By default, your phone supports a maximum number of four participants in a conference call—you and three others.

Add a call to create a conference

During an active call, you can add more callers to create a conference call. When you add a new call, the active call is automatically held.

Procedure

- Step 1** From the active call screen, tap **More** .
 - Step 2** Tap **Add call**.
 - Step 3** Enter a number to call.
 - Step 4** Tap **Add** .
 - Step 5** After the person answers, tap **More**.
 - Step 6** Tap **Merge** .
 - Step 7** Tap the held call that you want to join into the conference.
 - Step 8** Tap **Merge**.
 - Step 9** Repeat steps 1–8 for each additional participant.
-



End a conference call

There are two ways to end a conference call.

- You can hang up on both called parties at once.
- You can split the conference call into two separate calls, both on hold. Split the call if you want to end the call with one participant and continue the call with the other party. Or you can carry on separate conversations alternately or merge them back into a conference call.

Procedure

Do one of the following:


- To end the call with both active callers, tap **End** .
 - To split the conference call into two separate calls, tap **More** , and then tap **Split**.
-

Speed dial

Speed dial allows you to quickly dial phone numbers that you frequently call.

Set up speed dial




You can set up to nine numbers as speed dial numbers. You can change your speed dial numbers as often as you like.

If configured, the administrator may assign voicemail to number **1** .

Before you begin

To add a number to speed dial, the number must be in your contacts list.

Procedure

- Step 1** Access the **Cisco Phone**  app.
- Step 2** Choose one of the following based on your phone's software version:
- For release 1.2(0), tap the **Overflow**  menu.
 - For release 1.3(0) or later, tap the **Drawer**  menu.
- Step 3** Choose one of the following based on your phone's software version:
- For release 1.2(0), tap **Speed dial**.
 - For release 1.3(0) or later, select **Features** > **Speed dial**.
- Step 4** Tap a speed dial number to assign.
- Step 5** From the contacts list, tap the contact that you want to assign to the speed dial number.
-

Related Topics

[Add a contact to your favorites](#), on page 22



Make a call using speed dial

Use these steps to call a contact on your speed dial list.

Before you begin

- Add a contact number to your speed dial list.
- If you have multiple lines on your phone, ensure that the line that you want to call from is active.

Procedure

- Step 1** Access the **Cisco Phone**  app.
- Step 2** Tap **Keypad** .
- Step 3** Long-press the desired speed dial number.
-

Related Topics




[Switch the active line](#), on page 26

[Set up speed dial](#), on page 12

Make multiple calls

If permitted in your organization, you can have up to four calls on your phone line. However, only one call can be active at once, with the other calls on hold. When you add a call from an active call, the active call is automatically held.


Procedure

- Step 1** While in an active call, tap **More** .
 - Step 2** Tap **Add call** .
 - Step 3** Use any method to populate the keypad dialer for a call to the target party.
 - Step 4** Tap **Answer/Call** .
-

Access other apps during an active call

You may want to do something else on your phone while in an active call. For instance, if available, you might want to check your calendar or email or browse for an address. You can do any of these activities and continue the conversation with your active call.

Procedure

- Step 1** Navigate away from the active call screen.
 - Step 2** Access and use the desired app.
 - Step 3** To return to the active call screen, do one of the following:
 - Swipe down on the status bar and tap the active call notification.
 - Access the **Cisco Phone**  app and tap the green active call notification bar.
-

Related Topics

[Navigation control](#)

Turn on call forward

You can use call forward to redirect calls to another number. When enabled, the call forward feature routes all your incoming calls to a different number and your phone doesn't ring at all. A call forward notification appears in the line label when call forward is on.

The call server tracks the call forwarding status of your extension. Therefore, call forward works even if your phone is off or out of range.

If you forward calls on a shared line, it forwards all calls to that line. Anyone with the shared line can turn off call forward at any time.







Note The administrator can disable call forward. If you don't see the **Call forward** option, check with your administrator.

Before you begin

If you have multiple lines on your phone, ensure that you set the desired line to active.

Procedure

- Step 1** Access the **Cisco Phone**  app.
- Step 2** Choose one of the following based on your phone's software version:
 - For release 1.2(0), tap the **Overflow**  menu.
 - For release 1.3(0) or later, tap the **Drawer**  menu.
- Step 3** Select **Features > Call forward**
- Step 4** Swipe the **Enable call forward**  slider to the right.
- Step 5** Enter the number to receive your calls, or select an entry from your **Contacts** list.
- Step 6** Tap **Save**.

Related Topics

[Switch the active line](#), on page 26

Turn off call forward



Turn off call forward when you want to receive calls again.


If call forward is on a shared line, anyone with that shared line can turn off call forward.


Before you begin

If you have multiple lines on your phone, ensure that you set the desired line to active.

Procedure

- Step 1** Access the **Cisco Phone**  app.
- Step 2** Choose one of the following based on your phone's software version:
 - For release 1.2(0), tap the **Overflow**  menu.

- For release 1.3(0) or later, tap the **Drawer**  menu.

- Step 3** Select **Features** > **Call forward**.
- Step 4** Swipe the **Enable call forward**  slider to the left.
- Step 5** Tap **Save**.

Related Topics

[Switch the active line](#), on page 26

Log in and log out of hunt group

Hunt groups, also known as line groups, allow organizations that receive many incoming calls to share the call load. Your administrator sets up a hunt group with a series of directory numbers. Phones ring based on the hunt sequence that your administrator specifies for a hunt group. If you're a member of a hunt group, you can:

- Log in to the hunt group when you want to receive hunt group calls.
- Log out of the hunt group when you no longer want to receive hunt group calls.






Note **Hunt group** appears on the **Features** menu only if the administrator enables the hunt group log in and log out feature. If you're unsure whether your extension is in a hunt group, check with your administrator.

Before you begin

If you have multiple lines on your phone, ensure that you set the desired line to active.

Procedure

- Step 1** Access the **Cisco Phone**  app.
- Step 2** Choose one of the following based on your phone's software version:
- For release 1.2(0), tap the **Overflow**  menu.
 - For release 1.3(0) or later, tap the **Drawer**  menu.
- Step 3** Select **Features** > **Hunt group** to toggle between logged in and logged out.


Related Topics

[Switch the active line](#), on page 26

Turn Do Not Disturb on and off

If you don't want to your phone to disturb you, you can enable **Do Not Disturb**. **Do Not Disturb** silences all alerts and notifications, and send calls to voicemail, if enabled.

Procedure

- Step 1** Swipe down on the status bar to open the quick settings.
- Step 2** Tap **Do Not Disturb**  to turn this feature on and off.
-


Set Do Not Disturb options

If enabled, you can set various **Do Not Disturb** options. For example, you can allow:


- Audio for sounds, media, or touch sounds
- Calls or messages from certain people in your contacts or favorites
- Calls from repeat callers
- Task or event alerts
- App reminders

Check with your administrator if **Do Not Disturb** option settings aren't available to you.





Note You can also access the **Do Not Disturb** settings from the **Settings**  app, under **Sound**.

Procedure

- Step 1** Swipe down on the status bar.
- Step 2** Tap and hold **Do Not Disturb**  for a second or two.
- Step 3** Set your desired **Do Not Disturb** settings.
-

Calls log

The **Calls**  log tab on the **Cisco Phone**  app displays your **Recent** incoming and outgoing calls and **Missed** calls. From the **Calls** log tab, you can quickly call a recent caller and add a recent caller to your contacts.



If your phone has multiple lines, when you view the **Calls** log, there is a numbered, round color code that is associated with each call. This color coding shows which line made or received each call.

View your recent or missed calls



Note If a recent caller is already in your Contacts list, you can access the Contact details from the **Calls** log entry. To view the Contact details, long-press the entry and tap the **Show contact** popup.

Procedure

- Step 1** Access the **Cisco Phone**  app.
- Step 2** Tap **Calls** .
- Step 3** Tap **Recents** or **Missed**.

Related Topics

[Make a call from the Calls, Contacts, or Voicemail tab](#), on page 3

Add a recent caller to your contacts


Before you begin

From the **Cisco Phone**  app, tap the **Calls**  log.




Procedure

- Step 1** Long press the desired **Calls** log entry.
- Step 2** Tap **Add to contacts**.



Clear the call log

You can clear all of the recent and missed calls from your **Calls**  log.

Procedure

- Step 1** Access the **Cisco Phone**  app.
- Step 2** Choose one of the following based on your phone's software version:
- For release 1.2(0), tap the **Overflow**  menu.
 - For release 1.3(0) or later, tap the **Drawer**  menu.
- Step 3** Tap **Clear call log**.
- Step 4** Tap **OK**.
-

Contacts

The **Contacts**  tab on the **Cisco Phone**  app displays all your contacts, so that you can quickly make calls. The **Contacts** tab may include these lists:

- **Favorites**—Add contacts who you frequently call to your favorites list.
- **Local contacts**—Add contacts directly to your phone. Use this list if you don't have a personal or corporate directory. However, if you share a phone, your local contacts stay on the phone even after you log out.
- **Personal directory**—If enabled, add contacts to your personal directory on the call control system, instead of locally on the phone. So, if you share phones, you can access your personal directory contacts from any phone in your network. When you log out, the contacts are no longer on the phone.

Although not listed on the **Contacts** tab, if enabled you can search for contacts in the **Corporate directory**. The corporate directory includes all the contacts in your company. The call control system stores these contacts, so that you can access them from any phone in your network.

Related Topics

[Search for contacts](#), on page 20

Log in to your personal directory

When you log in to your personal directory, the phone stores all your personal directory contacts until you log out of the personal directory. When you log out of your personal directory, it removes the personal contacts from the phone.




Note Your personal contacts automatically update from the server every two hours. If you add a personal contact through the Self Care portal and want it to immediately appear on the phone, tap **SYNC NOW** from your **Personal directory** on the phone.

Before you begin

Get your user ID and PIN for your personal directory from your administrator.

Procedure

Step 1 Access the **Cisco Phone**  app.

Step 2 Tap **Contacts** .

Step 3 Tap **Personal directory**.

Note If the personal directory login prompt doesn't appear, tap **Personal directory** again to expand.

Step 4 Enter your user ID and PIN.

Step 5 Tap **Login**.

Your phone pulls all your personal contacts from the server to the phone.

Search for contacts

You can search for people from your **Calls** log, your local contacts, and if configured, your personal and corporate directories.

Procedure

Step 1 Access the **Cisco Phone**  app.

Step 2 Tap **Contacts** .

Step 3 Tap **Search** .

Step 4 Enter your search criteria (full or partial name or number).

Step 5 From the search results list, tap the desired contact.

View details about your contacts

You can look up details about your contacts.

Procedure

Step 1 Access the **Cisco Phone**  app.

Step 2 Tap **Contacts** .

Step 3 Tap the desired contact from your **Favorites**, **Local contacts**, **Personal directory**, or **Corporate directory**.




Add a new local or personal directory contact

You may have many contacts who you call frequently who aren't part of your organization or corporate directory. You can add those people to your:

- **Local contacts**—Stores your personal contacts on your phone.
- **Personal directory**—If enabled, stores your personal contacts on the call control system.






Note

You can also create a new local or personal directory contact from the **Cisco Phone**  app **Calls**  or **Keypad**  tabs.

Before you begin

Log in to your personal directory if you want to add a contact there.

Procedure

- Step 1** Access the **Cisco Phone**  app.
- Step 2** Tap **Contacts** .
- Step 3** Tap **Add** .
- Step 4** If you're logged in to your personal directory, choose one of the following at the **Create contact in** prompt.
- To create a local contact, tap **Local contacts**.
 - To create a personal directory contact, tap **Personal directory**.
- Step 5** Enter the contact information.
- Note** Include a phone number to save a local contact. If you don't include a name, the phone number displays in the local contact list.
- Include both a display name and phone number to save a contact in your personal directory.
- Step 6** Tap **Save**.
-

Related Topics

[Log in to your personal directory](#), on page 19

Edit a local or personal directory contact

Edit your local or personal directory contacts if their contact information changes.




Before you begin

To edit a personal directory contact, log in to your personal directory.



Note If the personal directory login prompt doesn't appear, tap **Personal directory** again to expand.


Procedure

-
- Step 1** Access the **Cisco Phone**  app.
 - Step 2** Tap **Contacts** .
 - Step 3** Tap the desired contact.
 - Step 4** Tap **Edit** .
 - Step 5** Edit the desired contact information.
 - Step 6** Tap **Save**.



Related Topics

[Log in to your personal directory](#), on page 19

Add a contact to your favorites

You can set up to 10 contacts as your Favorites. The **Favorites** list appears at the top of the **Contacts**  tab for quick access.

Procedure


-
- Step 1** Access the **Cisco Phone**  app.
 - Step 2** Tap **Contacts** .
 - Step 3** Tap the desired contact.
 - Step 4** Tap **Add favorite**.

Remove a contact from your favorites

It's easy to remove a contact from your **Favorites** list.

Procedure

-
- Step 1** Access the **Cisco Phone**  app.

- Step 2** Tap **Contacts** .
 - Step 3** Tap the desired contact.
 - Step 4** Tap **Remove favorite**.
-





Delete a local or personal directory contact

You can delete local or personal directory contacts if you don't need them anymore.

Before you begin

To delete a personal directory contact, log in to your personal directory.

Procedure

- Step 1** Access the **Cisco Phone**  app.
 - Step 2** Tap **Contacts** .
 - Step 3** Tap the desired contact.
 - Step 4** Tap **Edit** .
 - Step 5** Tap the **Overflow**  menu.
 - Step 6** Tap **Delete contact**.
 - Step 7** Tap **Delete**.
-

Voicemail

If your organization enables voicemail, you receive new voicemail notifications in the status bar.


If your organization enables visual voicemail, your **Cisco Phone**  app includes a **Voicemail**  tab where you can manage your voicemail messages.




Note If your organization enables and then disables visual voicemail, the **Voicemail** tab remains on the phone, although it is not active.

If your phone has multiple phone lines with voicemail configured, you can access voicemail on all lines. However, visual voicemail is available only for your first line.

Access voicemail messages

When you receive a voicemail message, the voicemail icon  appears in the status bar.


Before you begin

If you have multiple lines on your phone, switch to the desired phone line before you use the **Keypad**  to check voicemail.

Procedure**Step 1**

Choose one of the following:

- Swipe down on the status bar and tap the **Voicemail waiting** notification.

Note If your organization enables visual voicemail and you tap the **Voicemail waiting** notification, the dialer opens rather than the **Voicemail**  tab. If you want to use visual voicemail to manage the message, access the **Voicemail** tab on the **Cisco Phone**  app.

- If configured, long press **1**  on the **Cisco Phone**  app **Keypad**  to dial the voicemail retrieval number.



Step 2

Follow the prompts to retrieve the voicemail.

Related Topics

[Switch the active line](#), on page 26

Access visual voicemail

If the administrator enables visual voicemail on your phone, a **Voicemail**  tab in the **Cisco Phone**  app provides a list of your voicemail messages.



Note If you have multiple lines, visual voicemail is available only for your first line.

The messages display in order with the newest messages on top. Sender extension number and duration of message display. You can play, save, or delete each message. Unheard messages display in bold type. Played messages display in regular type. Leave the message on the list to save it on your phone.




Note If the administrator enables and then disables visual voicemail, the **Voicemail** tab remains on the **Cisco Phone** app; however, it will not function.

Procedure**Step 1**


Access the **Cisco Phone**  app.


Step 2 Tap the **Voicemail**  tab.

Step 3 Tap the desired message.

Step 4 To play the message audio through a media player with sound options, tap **Play** .

Note

If desired, you can also pause  the message, or use the slider to move to a certain place in the message.

Step 5 To delete the message, tap **Delete** .

Multiple phone lines

If you are responsible for, or rotate between, multiple departments in your organization, you may need access to multiple lines on your phone. If your phone uses release 1.3(0) or later, you can have up to six separate lines on your phone. You can make and receive calls on all your lines.

Each phone line has a different numbered and colored circle that is associated with it. The extension number appears to the right of the circle. If configured, line names appear with the extension number.


If your phone has a secondary registration line, it appears with **R2**  in the colored circle.

Figure 1: Multiple lines



View registered lines

You can view details about your registered phone lines from the notification drawer.

The notification drawer lists all primary line numbers under the heading **UCM - SIP registered** and if you have a secondary registration, it lists the line after the heading **R2: SIP registered**.

You can also access more details about your phone lines, such as any line text labels and whether you have multiple or shared lines.

Before you begin

Ensure that you register your phone to the call control system; and the check mark ✓ appears in the status bar.

Procedure

-
- Step 1** Swipe down on the status bar to view the notification drawer.
- Step 2** Tap the registration notification to view more details about each line.
-

Switch the active line

If you have multiple lines on your phone, only one line is active at a time. The active line appears to the right of the **Drawer** ☰ menu on the **Cisco Phone** app.

When you make a call from the **Keypad** or **Contacts** tab, the phone sends the call from the active line. To make a call from another line, first switch the active line.



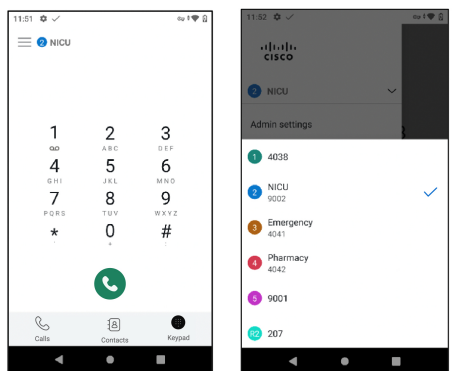
Note When you switch lines to make an outgoing call, that line remains the active line for outgoing calls unless you switch lines again.

The active line for outgoing calls has a check mark ✓ next to it.







Note Another way to quickly view all lines is to swipe right on any tab in the **Cisco Phone** app.

Figure 2: Active line among multiple lines



Procedure

- Step 1** Access the **Cisco Phone**  app.
- Step 2** Tap the **Drawer**  menu.
- Step 3** Tap the up arrow  to the right of the active line to view the other lines on the phone.
- Step 4** Tap the line number that you want to make active.
- Note** To exit this screen without changing the active line, tap the down arrow  to the right of the active line, or tap outside of the screen.
-

Shared phone lines

If your phone uses release 1.3(0) or later, you can share the same phone number with one or more of your coworkers. For example, as a nurse, you may share a phone line with all the other nurses in your unit.

When someone calls a shared line, all the phones that share the line ring, and anyone with that shared line can answer the call. When someone answers the call, a **Shared line is in use** notification appears on the other phones.

You may also have multiple shared lines on your phone. A **Shared line** label appears next to each shared line under your registered accounts.

Add yourself to a call on a shared line

If a coworker answers a call on a shared line, you or others on the shared line can also join the call. The call then becomes a conference call.

However, if the privacy settings on the phone of the person who first answered the call are on, no one else can join the call.

Procedure

- Step 1** Access the **Cisco Phone**  app.
- Step 2** Tap **CBARGE** on the **Shared line is in use** notification.
-

Resume a held call on a shared line


If a coworker answers a call on a shared line and then puts the caller on hold, you or others on the shared line can pick up the call.

However, if the privacy settings on the phone of the person who first answered the call are on, no one else can pick up the held call.


Procedure

- Step 1** Access the **Cisco Phone**  app.
- Step 2** Tap **RESUME** on the **Shared line is in use** notification.
-

View multiple shared lines in use

When multiple shared lines are in use on a phone, you can see the message **Shared line has multiple active calls** from the **Cisco Phone**  app.


Procedure

- Step 1** Access the **Cisco Phone**  app.
- Step 2** Tap **SHOW ALL** on the **Shared line has multiple active calls** notification.
-



Enable privacy on a shared line

If you have a shared line on your phone, you can enable privacy settings so that if you answer a call, your coworkers who share the line can't:

- Join the call through **CBARGE** or **RESUME**.
- See who is on the call.

This privacy feature is useful if you are expecting a private call to a shared line. When enabled, a check mark appears next to the **Privacy** feature in the **Cisco Phone**  app.

Procedure

- Step 1** Access the **Cisco Phone**  app.
- Step 2** Tap the **Drawer**  menu.
- Step 3** Select the desired shared line.
- Step 4** Select **Features** > **Privacy**.
- Step 5** (Optional) Repeat steps 1–3 to disable the privacy feature.
-

Enable limited privacy on a shared line


From an active call on a shared line, you can enable a limited privacy setting that prevents your coworkers from picking up a call when you put it on hold. This setting is a useful way to let your coworkers on the shared line know that you don't want them to pick up the call when you put it on hold. The call notification on your coworkers' phones doesn't include **RESUME**.

However, while you are on the call, others may still join with **CBARGE**.



Note Follow these steps before you place the call on hold.

Procedure

- Step 1** From an active call on a shared line, tap the **Overflow**  menu.
- Step 2** Tap **Select**.
-

Extension mobility

If your phone uses release 1.3(0) or later, your administrator may enable the extension mobility feature. Through a log in process, extension mobility allows you to access your phone lines, features, and settings on different phones. This feature allows workers who are on different shifts to share the same physical phone, yet keep their own profile settings.

If your phone uses release 1.4(0) or later, your administrator may enable extension mobility across phone clusters, also known as extension mobility cross cluster (EMCC). EMCC allows you to log in to a phone on another remote cluster, such as a different location within your organization, and keep your phone settings.



Log in to extension mobility

When you log in to extension mobility or extension mobility cross cluster (EMCC) on a phone, the phone adopts your user profile, including your phone lines, features, and settings.



Note For release 1.4(0) or later, if your phone doesn't have a directory number (DN), but has extension mobility services, when you open the phone app, the login prompt for extension mobility services appears.

Procedure



- Step 1** Access the **Cisco Phone**  app.
- Step 2** Tap the **Drawer**  menu.

- Step 3** Select **Features** > **Applications**.
 - Step 4** Tap the extension mobility service.
 - Step 5** Enter your user ID and PIN.
 - Step 6** (Optional) Select the desired device profile, if multiple profiles exist.
 - Step 7** Tap **Submit**.
-

Log out of extension mobility

When you log out of extension mobility or extension mobility cross cluster (EMCC), the phone returns to the default profile configuration settings.

Procedure

- Step 1** Access the **Cisco Phone**  app.
 - Step 2** Tap the **Drawer**  menu.
 - Step 3** Select **Features** > **Applications**.
 - Step 4** Tap the extension mobility service.
 - Step 5** Tap **Yes** to log out of extension mobility.
-