CONTENTS

CHAPTER 1
Getting Started 1
   Accessibility Features 1
   Cisco Unified IP Phone 8941 1
      Phone Connections 2
   Cisco Unified IP Phone 8945 2
      Phone Connections 3
      Bluetooth 4
   Buttons and Hardware 4
   Phone with Single Line 7
   Phone with Multiple Lines 8
   Power Save 9
   Additional Information 9

CHAPTER 2
Phone Setup 11
   Connect Footstand 11
   Adjust Handset Rest 12

CHAPTER 3
Basic Operations 13
   Clean the Phone Screen 13
   Make Calls 13
      Dial Number On-Hook 14
      Dial Number On-Hook with Call Log Filtering 15
      Dial an International Number 15
      Redial a Number 15
   Answer Calls 15
      Answer the Oldest Call First 16
      Answer Calls Automatically 16
      Answer a Call Within Your Group (Pickup) 16
Answer a Call Using Group PickUp and a Group PickUp Number 17
Answer a Call Using Group PickUp and a Phone Number 17
Answer a Call From an Associated Group (Other Pickup) 17
Answer Call Waiting 17
Manage Calls 18
  Divert a Call 18
  Transfer Call to Another Number 18
  Swap Between Calls 19
Mute Phone 20
Mute Video 20
Record a Call 20
Save Volume 20
View Active Call Statistics 21
Call Forward 21
  Forward Calls 21
Hold Call 22
  Swap Between Held and Active Calls 22
  Put Call on Hold by Answering New Call 22
  Answer a Call Left on Hold for Too Long 23
  Determine if Shared Line Is On Hold 23
Remote Hold 23
Set Up Call Back Notification 23
Call Park 23
  Park and Retrieve a Call Using Call Park 24
  Place a Call on Hold with Assisted Directed Call Park 25
  Place a Call on Hold with Manual Directed Call Park 25
Intercom Calls 25
  Place a Dedicated Intercom Call 26
  Place a Dialable Intercom Call 26
  Answer an Intercom Call 26
View Phone Information 27
Sign In to the Cisco Unified Communications Self Care Portal 27

CHAPTER 4
Contacts 29
  Corporate Directory 29
## Contents

- Search and Dial Contact  29
- Search and Dial Contact While on Call  30
- Personal Directory  30
  - Sign In and Out of a Personal Directory  30
  - Add Personal Directory Entry from Phone  31
  - Dial a Number from Your Personal Directory  31
  - Edit Personal Directory Entry  32
- Fast-Dial Codes with Personal Directory  32
  - Call a Contact with a Fast-Dial Code  32
  - Delete a Fast-Dial Code  33
- Cisco Web Dialer  33
  - Use Cisco Web Dialer with Another Online Corporate Directory  33
  - Change Cisco Web Dialer Preferences  34
  - Sign Out of Cisco Web Dialer  34

### Chapter 5: Call History  35

- Call History Overview  35
- View Call History  36
- View Call Record Details  36
- Filter Call History  37
- Dial from Call History  37
- Edit Number from Call History  38
- Clear Call History  38
- Delete Call Record from Call History  39

### Chapter 6: Voicemail  41

- Your Voicemail Account  41
- Check for Voice Messages  41
- Listen to Voice Messages  42
- Visual Voicemail  42

### Chapter 7: Advanced Calling Features  43

- Conference Calls and Meetings  43
  - Add Third Party to Conference  44
  - Join Calls into Conference  44
Contents

Swap Between Calls Before You Complete a Conference 44
View and Remove Conference Participants 45
Remove Conference Participants 45
Scheduled Conference Calls (Meet Me) 45
Host a Meet-Me Conference 45
Join a Meet-Me Conference 46
Speed Dial 46
Make a Call with a Speed-Dial Button 46
Make a Call With a Speed-Dial Code 47
Pauses in Speed Dial 47
Do Not Disturb 48
Turn On Do Not Disturb 48
Line Status 49
Malicious Call Identification 49
Trace a Suspicious Call 50
Cisco Extension Mobility 50
Sign In to Your Extension from Another Phone 50
Phone Calls with Mobile Connect 50
Enable Mobile Connect 51
Turn On Mobile Connect from a Desk Phone 51
Move a Call from Your Desk Phone to Your Mobile Phone 51
Move a Call from Your Mobile Phone to Your Desk Phone 52
Transfer a Call from Your Mobile Phone to Your Desk Phone 52
Line Status 52
Line Status Indicators 52
Hunt Groups 53
Sign In and Out of a Hunt Group 53
View the Call Queue in a Hunt Group 54
Multiple Calls per Line 54
Answer Second Call on Same Line 54
Switch Between Multiple Calls on Same Line 55
Move From Line to Another Line with Multiple Calls 55
Create Conference with Two Calls on Same Line 55
Transfer Two Calls on Same Line 56
Multiple Incoming Alert Calls 56
Shared Line 57
Barge 57
    Add Yourself to a Call on a Shared Line 57
    Enable Privacy on a Shared Line 57

CHAPTER 8  Advanced Operations 59
    Video Calls and Security 59
    Call Functions 59
        Agent Greeting 59
        Answer 60
        Client Matter Code 60
        Forced Authorization Code 60
        Secure Calls 61
        Shared Lines 61
    Feature Buttons and Softkeys 61
    Survivable Remote Site Telephony Overview 63
    VPN Client 65
        Connect Through VPN 66
        VPN Connection Settings 66

CHAPTER 9  User Preferences 69
    Adjust Phone Screen Brightness 69
    Change Headset Sidetone Level 69
    Change Ringtone 70
    Change Wallpaper 71
    Enable E-Hookswitch Headset 71
    Configure Displayed Font Size 71

CHAPTER 10  Video Camera 73

CHAPTER 11  Accessories 75
    View Accessories List 75
    View Accessory Details 75
    Set Up Wideband for Analog Headset 76
    Wireless Headset Using Analog Headset Port 76
Bluetooth 77
  Add Bluetooth Accessory 77
  Connect Bluetooth Accessory 77
  Turn On Bluetooth 78
  Disconnect Bluetooth Accessory 78
  Delete Bluetooth Accessory 78

CHAPTER 12
Frequently Asked Questions 79
  How Do I Redirect an Incoming Call? 79
  How Do I Silence a Ringing Call If I'm On a Call? 80
  How Can I Resume a Call that Is On Hold? 80
  Why Do Softkeys Keep Changing? 80
  What Is the Best Way to Look at Calls When I Have a Shared Line or Multiple Lines? 81
  Why Does My Call Disappear After I Accidentally Press a Button? 81
  How Do I Check Missed Calls on My Phone? 81
  How Do I Exit from a Running Application? 82
  How Do I Connect Two Calls and then Drop from the Line Myself? 82
  What Does the Swap Softkey Do? 83
  How Do I Cancel a Conference or Transfer After I Start It? 83
  How Can I Combine Two Calls Into a Single Conference Call? 83
  Why can I not see video on a call? 83
  What Happens to Video When I Put a Call On Hold? 84
  Why Does My Video Call Change Resolution? 84
  Why Does My Video Call Lose Video? 84
  How Do I Redisplay the Remote Worker Disclaimer and Accept It? 84

CHAPTER 13
Troubleshooting 87
  Missing All Calls Button 87
  Cannot Sign In to the Personal Directory 87
  Cannot Access the Self Care Portal 88
  Documentation, Service Requests, and Additional Information 88

CHAPTER 14
Product Safety and Security 89
  Safety and Performance Information 89
  Power Outage 89
Getting Started

- Accessibility Features, page 1
- Cisco Unified IP Phone 8941, page 1
- Cisco Unified IP Phone 8945, page 2
- Buttons and Hardware, page 4
- Phone with Single Line, page 7
- Phone with Multiple Lines, page 8
- Power Save, page 9
- Additional Information, page 9

Accessibility Features

The Cisco Unified IP Phones 8941 and 8945 provide accessibility features for the vision impaired, the blind, and the hearing and mobility impaired.

For detailed information about the accessibility features on these phones, see Accessibility Features for the Cisco Unified IP Phone 8941 and 8945.

You can also find more information about accessibility at this Cisco website:
http://www.cisco.com/web/about/responsibility/accessibility/index.html

Cisco Unified IP Phone 8941

The Cisco Unified IP Phone 8941 provides these features:

- Phone connections
- Footstand
- Buttons and hardware
- Phone screen
• Power-save mode
• Handset rest

Phone Connections

Use the following figure to help you connect your phone to the corporate IP telephony network.

Cisco Unified IP Phone 8945

The Cisco Unified IP Phone 8945 provides these features:
Phone Connections

Use the following figure to help you connect your phone to the corporate IP telephony network.

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DC adapter port (DC48V)</td>
</tr>
<tr>
<td>2</td>
<td>AC-to-DC power supply (optional)</td>
</tr>
<tr>
<td>3</td>
<td>AC power wall plug (optional)</td>
</tr>
<tr>
<td>4</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Computer port (10/100/1000 PC) connection</td>
</tr>
<tr>
<td>6</td>
<td>Handset connection</td>
</tr>
<tr>
<td>7</td>
<td>Analog headset connection (headset optional)</td>
</tr>
</tbody>
</table>
### Bluetooth

Your phone supports Bluetooth Class 2 technology so you can use a Bluetooth headset. You can add and pair up to five Bluetooth headsets to your phone, but the last Bluetooth headset connected becomes the default for use with the phone.

### Buttons and Hardware

Your phone provides quick access to your phone lines, features, and call sessions. The Programmable Feature buttons (left side) are used to view calls on a line or access features such as Speed Dial. These buttons are also called Line buttons.

<table>
<thead>
<tr>
<th></th>
<th>Phone screen</th>
<th>Shows information about your phone, including directory number, call information (for example, caller ID, icons for an active call or call on hold) and available softkeys.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Video Camera</td>
<td>Connects to your Cisco Unified IP Phone and allows you to make a point-to-point video call with another Cisco Unified IP Phone.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>3</strong></td>
<td>Lens Cover button</td>
<td>Integrated lens cover protects the camera lens.</td>
</tr>
<tr>
<td><strong>4</strong></td>
<td>Softkey buttons</td>
<td>Allows you to access the softkey options (for the selected call or menu item) that displays on your phone screen.</td>
</tr>
</tbody>
</table>
| **5** | Navigation pad and Select button | The two-way Navigation pad allows you to scroll through menus, highlight items, and move within a text input field.  
The Select button (center of the Navigation pad) allows you to select a highlighted item as well as wake up the phone from deep-sleep mode.  
The Select button is lit (white) when the phone is in power-save mode. |
| **6** | Conference button | Creates a conference call. |
| **7** | Hold button | Places an active call on hold and toggles between an active and on-hold call. |
| **8** | Transfer button | Transfers a call. |
| **9** | Redial button | Redials a call. |
| **10** | Keypad | Allows you to dial phone numbers, enter letters, and choose menu items (by entering the item number). |
| **11** | Speakerphone button | Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green.  
The speakerphone audio path does not change until a new default audio path is selected (for example, by picking up the handset).  
If external speakers are connected, the Speakerphone button selects them as the default audio path. |
<table>
<thead>
<tr>
<th></th>
<th>Button Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td><strong>Video Mute button</strong></td>
</tr>
<tr>
<td></td>
<td>Mutes the video from the phone screen during a video call. When Video Mute is on, the Video Mute button is lit red.</td>
</tr>
<tr>
<td>13</td>
<td><strong>Mute button</strong></td>
</tr>
<tr>
<td></td>
<td>Toggles the microphone on or off during a call. When the microphone is muted, the button is lit red.</td>
</tr>
<tr>
<td>14</td>
<td><strong>Headset button</strong></td>
</tr>
<tr>
<td></td>
<td>Selects the headset as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green.</td>
</tr>
<tr>
<td></td>
<td>A headset icon in the phone screen header line indicates that the headset is the default audio path. This audio path does not change until a new default audio path is selected (for example, by picking up the handset).</td>
</tr>
<tr>
<td>15</td>
<td><strong>Volume button</strong></td>
</tr>
<tr>
<td></td>
<td>Controls the handset, headset, and speakerphone volume (off hook) and controls the ringer volume (on hook).</td>
</tr>
<tr>
<td></td>
<td>Silences the ringer on the phone if an incoming call is ringing.</td>
</tr>
<tr>
<td></td>
<td>Your administrator sets a minimum ringer volume level ranging from 0 to 14. The default level is 0 (silent).</td>
</tr>
<tr>
<td></td>
<td>You can only adjust the ringer volume to a level greater than the configured minimum ring volume value.</td>
</tr>
<tr>
<td>16</td>
<td><strong>Messages button</strong></td>
</tr>
<tr>
<td></td>
<td>Autodials voicemail system (varies by system).</td>
</tr>
<tr>
<td>17</td>
<td><strong>Applications button</strong></td>
</tr>
<tr>
<td></td>
<td>Opens/closes the Applications menu. Depending on how the phone is set up, use this button to access applications such as Call History, Preferences, and Phone Information.</td>
</tr>
<tr>
<td>18</td>
<td><strong>Contacts button</strong></td>
</tr>
<tr>
<td></td>
<td>Opens/closes the Contacts menu. Depending on how the phone is set up, use this button to access Personal Directory, Corporate Directory, or Call History.</td>
</tr>
<tr>
<td></td>
<td>Use this button to exit from a feature and return to your home screen.</td>
</tr>
<tr>
<td>19</td>
<td><strong>Phone Speaker</strong></td>
</tr>
<tr>
<td></td>
<td>Speaker for the phone.</td>
</tr>
</tbody>
</table>
Each corresponds with a phone line, Speed Dial, and calling feature. Pressing a button for a phone line displays the active calls for that line. Color LEDs indicate the line state:

- **Amber** 🟡 Ringing call on this line
- **Green** 🟢 Active or held call on this line
- **Red** 🔴 Shared line in-use remotely

The positions of the feature buttons can be reversed on phones that use a locale with a right-to-left reading orientation, such as Hebrew and Arabic.

Provides a rest for the phone handset. When the phone is ringing with an incoming call, the LED in the handset rest flashes red. If there is a new voice message, the LED is lit red.

### Phone with Single Line

<table>
<thead>
<tr>
<th>1</th>
<th>Line label</th>
<th>Displays the line phone information.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Header</td>
<td>Displays the date, time, and information (such as phone number) about the selected line.</td>
</tr>
</tbody>
</table>
Displays information (such as phone number and duration) about a connected call on the line. The timer counts the call duration in minutes and seconds (MM:SS) until the call exceeds 60 minutes. The timer then counts hours and minutes (HH:MM).

Softkey options for the selected (highlighted) call only. If you select a different call (by pressing a feature button or the Navigation pad, or by answering a ringing call), the softkey options may change.

## Phone with Multiple Lines

If you have multiple lines, it is recommended that you use the All Calls button to view all calls on all lines. If you handle many calls at one time, it is recommended that you use the Answer button to answer the oldest incoming call without having to scroll down the call list and select the call.

For more information, contact your system administrator.
<table>
<thead>
<tr>
<th></th>
<th>Primary line details and other phone information</th>
<th>Displays information (such as call status and duration) about a connected call associated with the selected line.</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Secondary line details and other phone information.</td>
<td>Displays information (such as call status and duration) about a connected call associated with the selected line.</td>
</tr>
<tr>
<td>5</td>
<td>Softkeys</td>
<td>Softkey options for the selected call only. If you select a different call (by pressing a feature button or the Navigation pad, or by answering a ringing call), the softkey options may change.</td>
</tr>
</tbody>
</table>

**Power Save**

Depending on how your administrator sets up your phone, the phone display may go into a power-save mode. In power-save mode the phone screen appears blank and the **Select** button is lit white.

To turn on the phone display, press any button or lift the handset.

**Additional Information**

- You can access the Cisco website at this URL:
  

- Cisco Unified IP Phone 8941 and 8945 quick start guides and end-user guides:
  

- Licensing information:
  

- Cisco international websites:
  
Phone Setup

- Connect Footstand, page 11
- Adjust Handset Rest, page 12

Connect Footstand

If your phone is placed on a table or desk, connect the footstand to the back of the phone.
Procedure

**Step 1** Insert the curved connectors into the lower slots.

**Step 2** Lift the footstand until the connectors snap into the upper slots.

*Note* Connecting and disconnecting the footstand may require a little more force than you expect.

---

**Adjust Handset Rest**

If your phone is wall-mounted, you may need to adjust the handset rest to ensure that the receiver does not slip out of the cradle.

1. Remove the handset from the cradle and pull the plastic tab from the handset rest.
2. Rotate the tab 180 degrees.
3. Hold the tab between two fingers, with the corner notches facing you.
4. Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.
5. Return the handset to the handset rest.
Basic Operations

- Clean the Phone Screen, page 13
- Make Calls, page 13
- Answer Calls, page 15
- Answer Call Waiting, page 17
- Manage Calls, page 18
- Call Forward, page 21
- Hold Call, page 22
- Set Up Call Back Notification, page 23
- Call Park, page 23
- Intercom Calls, page 25
- View Phone Information, page 27
- Sign In to the Cisco Unified Communications Self Care Portal, page 27

Clean the Phone Screen

Procedure

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

Caution: Do not use any liquids or powders on the phone because they can contaminate the phone components and cause failures.

Make Calls

Here are some easy ways to place a call on your Cisco Unified IP Phone.
• You can dial on-hook, without a dial tone (predial). To predial, enter a number, then go off-hook by
lifting the handset, or pressing Dial, or .
• Press Turn On to enable the Enable Video On/Off feature, or press Return to return to the Setup screen.

Note
• If parties on a call hear a beep tone, the call may be monitored or recorded. For more information,
contact your system administrator.
• Your phone may be set up for international call logging, which is indicated by a “+” symbol on the
call history, redial, or call directory entries. For more information, contact your system administrator.
• If the phone window displays the Unprovisioned message, contact your system administrator
to get the primary line set up.

Dial Number On-Hook

On-hook dialing allows you to enter a phone number before getting a dial tone and lift the handset to complete
the call.

Your system administrator can enable your phone to check your Call History records and display the closest
matches while you are entering the number. For example, if your Call History has the entry 987-6543, this
entry displays as you enter the digits 987. When the desired number displays, you can select it to place the
call to that number.

Procedure

Step 1 Enter or speed-dial a phone number.
The On-Hook Dialing screen displays.
Step 2 Press Call. If you are specifying an Abbreviated Dial, enter the abbreviated number and then press Speed Dial.
Step 3 Lift the handset, or press Speakerphone or Headset.
Step 4 If you hear a tone and see the message Enter Authorization Code, enter the Forced Authorization Code (FAC) given to you by your system administrator.
Step 5 If you hear a tone and see the message Enter Client Matter Code, enter the Client Matter Code (CMC) given to you by your system administrator.
If authorized by the system, the call proceeds.
Dial Number On-Hook with Call Log Filtering

Procedure

Step 1  With the phone on-hook, start to enter a phone number. As you enter numbers, the phone searches the call history records and finds the records that match the digits entered.

Step 2  If there are matching records, use the Navigation pad and Select button to select the number or continuing entering the digits of the phone number.

Step 3  Select Call. The phone places a call to the selected number.

Dial an International Number

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

Procedure

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

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

Redial a Number

You can call the most recently dialed phone number.

Procedure

Press Redial.

Answer Calls

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

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

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

Answer Calls Automatically

If your phone is set up to answer calls automatically, you don't do anything when your phone rings. After one ring, you're automatically connected to the call using the speakerphone.

If you prefer to use your headset to answer the call, set up your headset first.

If you automatically answer calls on your speakerphone and you change the call to the headset, your next incoming call automatically answers on the headset. If you automatically answer calls on your headset and you change the call to the speakerphone, your next incoming call automatically rings on the speakerphone. Automatic answer ensures that the call is answered; it does not change the location you used for the previous call.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Connect your headset to your phone.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Make sure that the Headset button lights up.</td>
</tr>
<tr>
<td>Step 3</td>
<td>When your phone automatically answers the incoming call, talk to the caller using your headset. If you don't want to use your headset anymore, press the Headset button to turn it off, and use the handset or speakerphone instead.</td>
</tr>
</tbody>
</table>

Answer a Call Within Your Group (Pickup)

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

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>(Optional) Press the line button.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Press PickUp to transfer an incoming call within your pickup group to your phone.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Press Answer to connect to the call when the call rings.</td>
</tr>
</tbody>
</table>
Answer a Call Using Group PickUp and a Group PickUp Number

Procedure

Step 1 Press Group PickUp.
Step 2 Enter the group pickup number.
Step 3 Press Answer to connect the call when the call rings.

Answer a Call Using Group PickUp and a Phone Number

Group PickUp allows you to answer a call on a phone that is outside your call pickup group

Procedure

Step 1 Press Group PickUp.
Step 2 Enter the number of the phone line with the call that you want to pick up.
   For example, if the call is ringing on line 12345, enter 12345.
Step 3 Press Answer to connect to the call when the call rings.

Answer a Call From an Associated Group (Other Pickup)

Procedure

Step 1 (Optional) Press the line button.
Step 2 Press PickUp to answer a call in your pickup group or in a group that is associated with your phone.
Step 3 If the call rings, press Answer to connect to the call when the call rings.

Answer Call Waiting

Call Waiting provides the following to notify you that a new call is ringing on your phone when you are talking on another call:

- Call Waiting tone (single beep)
- An amber flashing line button
This feature is configured by the administrator.

**Procedure**

**Step 1** To answer the ringing call, press the flashing amber session button or press **Answer** to answer the call. You can also scroll to the call and press **Select** to answer it. Your phone puts the original call on hold automatically and connects the ringing call.

**Step 2** If the call is on a different line, you must first press the line button or **All Calls**, if available, to display the ringing session and then answer the call.

**Step 3** If the call is on the same line and not visible, as there are many calls, then you must scroll to display the sessions.

**Step 4** If a programmable feature button is set up by your system administrator to answer calls, you can press the feature button to answer a ringing call, regardless of the line of the call or the line that is currently visible. The phone automatically switches the line to display the call.

### Manage Calls

#### Divert a Call

You can send an active or ringing call to your voicemail system or to a predetermined phone number. You can silence the incoming (ringing) call. Press **Volume** down once, and then let the incoming call go to the target number (voicemail or predetermined number set up by the administrator).

**Procedure**

Decline a call by performing one of the following actions:

- To redirect an incoming (ringing) call while on another call, highlight the incoming call, and then press **Divert**. Otherwise, press **Divert** to redirect the current, active call.
- To redirect an incoming call when you are not on a call, press **Divert**.
- To redirect a held call, press **Divert**.

#### Transfer Call to Another Number

Transfer allows you to redirect a connected call from your phone to another number:

- You can redirect a single call to another number that you specify.
- You can also connect two calls on one line or two different lines to each other (without remaining on the line yourself).
Before completing a transfer procedure, you can press **Release** or **Cancel** to cancel the transfer or you can press **Swap** to toggle between calls, which allows you to speak privately with each party.

**Procedure**

**Step 1**
Start with an active call (not on hold).

**Step 2**
Press **Transfer** and do one of the following to enter the transfer recipient's phone number:

- Press the pulsing green session button of a held call (right side).
- Enter the transfer recipient's phone number.
- Scroll to a Call History record and press **Call**.
- Press a speed-dial button.
- Press **Speed Dial**, enter a speed-dial number or highlight the number you want to call, and press **Speed Dial** again.
- Press **Active Calls** and select a held call. The transfer completes immediately.

**Step 3**
Press **Transfer** or **Transfer**.

You need to hear the ring tone before you press **Transfer**. You do not need to wait for the recipient to answer to complete the transfer.

---

**Swap Between Calls**

Transfer allows you to redirect a connected call from your phone to another number:

- You can redirect a single call to another number that you specify.
- You can also connect two calls on one line or two different lines to each other (without remaining on the line yourself).

Before completing a transfer procedure, you can press **Release** or **Cancel** to cancel the transfer or you can press **Swap** to toggle between calls, which allows you to speak privately with each party.

**Procedure**

**Step 1**
While on a call, connect to the transfer recipient.

**Step 2**
To return to the original call, press **Swap**.

You can consult privately with each person before you complete the transfer.
Mute Phone

You can block audio input for your handset, headset, and speakerphone, so that you can hear other parties on the call but they cannot hear you.

Procedure

Step 1
Press Mute to turn Mute on.

Step 2
Press Mute again to turn Mute off.

Mute Video

Mute allows you to block audio input for your handset, headset, and speakerphone, so that you can hear other parties on the call but they cannot hear you.

Procedure

Step 1
Press Mute Video.

Step 2
Press Unmute Video to unmute the video.

Record a Call

You can record a call. You might hear a notification tone as you record the call.

Procedure

Press Record to start or stop recording.

Save Volume

Your system administrator can set up your phone to automatically save the call volume, or allow you to save the volume.

Procedure

Step 1
While on a call, adjust the volume using the Volume Button.

Step 2
If the Save Volume window appears, select Save or No.
View Active Call Statistics

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Press <strong>Show Details</strong> or <strong>Select</strong> to show the <strong>Call Details</strong> screen.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Press <strong>Call Statistics</strong> to view the <strong>Call Statistics</strong> (audio) screen.</td>
</tr>
<tr>
<td></td>
<td>a) Press <strong>Video</strong> to view the <strong>Call Statistics</strong> (video) screen.</td>
</tr>
<tr>
<td></td>
<td>b) Press <strong>Audio</strong> to return to the <strong>Call Statistics</strong> (audio) screen.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Press <strong>Show Details</strong> again to return to the <strong>Call Details</strong> screen.</td>
</tr>
</tbody>
</table>

Call Forward

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

There are two types of call-forwarding features that your administrator can set up on your phone:

- Unconditional call forwarding (call forward all) — Applies to all calls that you receive. You can set up call forward all directly on your phone for any line. To set up call forward all remotely, go to the Self Care Portal.

- Conditional call forwarding (call forward no answer, call forward busy, call forward no coverage) — Applies to certain calls that you receive. To set up conditional call forwarding remotely, go to the Self Care Portal.

Forward Calls

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>When the line to be forwarded is inactive, press <strong>Fwd All</strong>.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Enter the call forward target number exactly as you would dial it from your phone, or select an entry from your list of recent calls.</td>
</tr>
</tbody>
</table>
Hold Call

Hold allows you to put an active call into a held state. Your phone allows one active call at a time; other calls are put on hold.

Hold works with your phone handset as well as with USB headsets.

**Procedure**

**Step 1**
To put a call on hold, press the **Hold** button. The Hold icon displays and the line button pulses green.

**Step 2**
To resume the highlighted call, do one of these:

- Press **Hold** again.
- Press the pulsing green line button.
- Press the **Resume** softkey.
- Press the Select button in the Navigation pad.

Swap Between Held and Active Calls

Use the session buttons to swap between holding and connected calls.

**Procedure**

If you have a held call and an active call, press **Session** for the held call to resume that call and place the other call on hold automatically.

Put Call on Hold by Answering New Call

If you are already on a call and receive a new call, answering the new call puts the first call on hold automatically.

**Procedure**

Answer the new call with one of the following methods:

- Press the Session button.
- Navigate to the new call using the Navigation pad and either press **Answer** or **Select**.
Answer a Call Left on Hold for Too Long

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

Procedure

Determine if Shared Line Is On Hold

If a call on a shared line has been put on hold remotely by another user, a pulsing red line button and the Hold icon display.

Remote Hold

When you place a call on hold while using a shared line, the line button pulses green and your phone displays the Hold icon. When another phone places a call on hold, the line button pulses red and your phone displays the Remote Hold icon.

Set Up Call Back Notification

Call Back allows you to receive an audio and a visual notification on your phone when a busy or unavailable party becomes available.

Callback may appear on your phone as a feature button or a softkey. For more information, contact your system administrator.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Callback while listening to the busy tone or ring sound. A confirmation screen displays on the phone.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Press Exit to exit the confirmation screen. Your phone alerts you when the line is free.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Press Dial to place the call again.</td>
</tr>
</tbody>
</table>

Call Park

You can use your phone to park (temporarily store) a call. You can then retrieve the call from another phone (such as a phone at a coworker’s desk or in a conference room).

There are two ways you can park a call:
Park

Allows you to park an active call that you answered on your phone. You can then use another phone in the Cisco Unified Communications Manager system to retrieve the call.

Directed call park

Allows you to park and retrieve an active call in two different ways:

• Assisted directed call park—You use a feature button to park an active call; your administrator sets up the button as a speed-dial line.
  
  With this type of directed call, you can use line status indicators to monitor the status of the line (in-use or idle).

• Manual directed call park—You park an active call by transferring it to a directed call number, which your administrator sets up.
  
  To retrieve the call at another phone, you dial a park retrieval prefix number. You then dial the directed call number that you used to park the call.

Your administrator sets up either the directed call park or the park feature on your phone, but not both.

Related Topics

Line Status, on page 52

Park and Retrieve a Call Using Call Park

Procedure

Step 1 During a call, press Park, and then hang up.

Your phone displays the number where the system parked the call. The parked call is put on hold, and you can press Resume to resume the call on your phone.

Step 2 From any other Cisco IP Phone in your network, enter the number where the call is parked to retrieve the call.

Step 3 If you do not retrieve the call within a certain amount of time (set by your system administrator) you receive an alert tone, at which time you can:

• Press Answer to answer the call on your phone.

• Retrieve the call from another phone.

If you fail to retrieve or answer the call within a specified amount of time, the call is redirected to another destination (set up by your system administrator), such as voicemail. If the call gets redirected, it can no longer be retrieved by using Call Park.
Place a Call on Hold with Assisted Directed Call Park

Procedure

Step 1 On a call, press BLF Directed Call Park on a line that displays an idle line status indicator.
Step 2 Retrieve the call from any other phone in your network:
   a) Enter the park retrieval prefix.
   b) Dial the directed call number.
Step 3 If you do not retrieve the call within the time that your administrator has set, you receive an incoming call with notification of CallPark Reversion. You can then press Answer to answer the call. The other phones can no longer retrieve that call.
   • Press Resume to resume the call on your phone.
   • Retrieve the call from another phone.

Place a Call on Hold with Manual Directed Call Park

Procedure

Step 1 During a call, press Transfer.
Step 2 Enter the directed call number where you will park the call.
Step 3 Press Transfer again to finish parking the call and then hang up.
Step 4 Retrieve the call from any other phone in your network as follows:
   a) Enter the park retrieval prefix.
   b) Dial the directed call number.
Step 5 If you do not retrieve the call within the time that your administrator has set, you receive an alert tone. You can then do one of the following:
   • Press Resume to resume the call on your phone.
   • Retrieve the call from another phone.

Intercom Calls

You can use an intercom line to place and receive one-way calls.
When you place an intercom call, the recipient's phone answers the call automatically with mute activated (whisper mode). Your message is broadcast through the recipient's speakerphone, headset, or handset, if one of these devices is active.

After receiving the intercom call, the recipient can start two-way audio (connected mode) to allow for further conversation.

**Place a Dedicated Intercom Call**

**Procedure**

**Step 1** Press **Intercom**.
Your phone enters whisper mode until the recipient accepts the intercom call. If you are on an active call, that call is placed on hold.

**Step 2** Listen for the intercom alert tone, and then begin speaking.

**Step 3** Press **Intercom** to end the call.

**Place a Dialable Intercom Call**

**Procedure**

**Step 1** Press **Intercom**.

**Step 2** Enter the intercom code.
Your phone enters whisper mode until the recipient accepts the intercom call. If you are on an active call, that call is placed on hold.

**Step 3** Listen for the intercom alert tone, and then begin speaking.

**Step 4** Press **Intercom** to end the call.

**Answer an Intercom Call**

You can answer an intercom call to talk to the other person.

**Before You Begin**

You receive a message on your phone screen, and an audible alert. Your phone answers the intercom call in whisper mode.
**Procedure**

**Step 1** Press **Intercom** to switch to connected mode. In connected mode, you can speak to the intercom caller.

**Step 2** Press **Intercom** to end the call.

---

**View Phone Information**

The Phone Information window displays the following information about your phone:

- Model Number
- IP Address (some phones display IPv4 Address and IPv6 Address)
- MAC Address
- Active Load
- Last Upgrade
- Active Server
- Stand-by Server

**Procedure**

**Step 1** Press **Applications**.

**Step 2** Use the Navigation pad and Select button to scroll and select **Phone Information**.

**Step 3** Press **Exit** softkey to return to the Applications screen.

---

**Sign In to the Cisco Unified Communications Self Care Portal**

Your phone is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to sign in to the Cisco Unified Communications Self Care Portal, where you can control features, settings, and services for your phone. For example, you can manage your phone display language, set up services, add entries to your personal address book, and set up speed-dial codes.

Before you can access any of your options, such as speed dial or personal address book, you must sign in. When you finish using the portal, sign out.

---

**Note** Some features may not be available for your phone, and thus you can't set the features up in the Self Care Portal.
Sometimes, you can access the Cisco Unified Communications Self Care Portal without signing in. For assistance in using the portal, see the Cisco Unified Communications Self Care Portal User Guide at http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_list.html.

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Obtain the portal URL, user ID, and default password from your administrator. Typically, the portal URL is http://ip_address or hostname/ucmuser.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Open a web browser on your computer and enter the URL.</td>
</tr>
<tr>
<td>Step 3</td>
<td>If prompted to accept security settings, select Yes or Install Certificate.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Enter your user ID in the Username field.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Enter your password in the Password field.</td>
</tr>
<tr>
<td>Step 6</td>
<td>Select Login.</td>
</tr>
<tr>
<td>Step 7</td>
<td>Select Logout to sign out.</td>
</tr>
</tbody>
</table>
Contacts

- Corporate Directory, page 29
- Personal Directory, page 30
- Fast-Dial Codes with Personal Directory, page 32
- Cisco Web Dialer, page 33

Corporate Directory

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

Search and Dial Contact

Procedure

Step 1  Press Contacts ( ).
Step 2  Use the Navigation pad and Select button to scroll and select Corporate Directory.
Step 3  Select one or all of these search criteria to search for a coworker:
    - First Name
    - Last Name

Step 4  Enter the search criteria information, press Submit, and select a contact.
Step 5  To dial, perform one of these actions:
    - Press Dial.
    - Press Select.
    - From the keypad, press the number that displays in the upper right corner of the contact label.
• Press Speakerphone.
• Press Headset.
• Pick up the handset.

Search and Dial Contact While on Call

Procedure

Step 1  Press Contacts.
Step 2  Use the Navigation pad and Select button to scroll and select Corporate Directory.
Step 3  Select one or both of these search criteria to search for a coworker:
       • First Name
       • Last Name
Step 4  Enter the search criteria information and press Search.
Step 5  Press Dial.
       The phone puts the existing call on hold and makes the new call.

Personal Directory

Use the personal directory to store the contact information for friends, family, or coworkers. You can add your own contacts to the personal directory. You can add special speed-dial codes for people who you often call.

You can set up your personal directory from your phone or from the Self Care portal. Use your phone to assign speed-dial codes to the directory entries.

Sign In and Out of a Personal Directory

Before You Begin

Before you can sign in to your personal directory, you need your user ID and PIN. Contact your administrator if you don't know this information.
Procedure

**Add Personal Directory Entry from Phone**

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Contacts.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select Personal directory.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Enter your user ID and PIN, and press Submit.</td>
</tr>
<tr>
<td>Step 4</td>
<td>To sign out, select Log out, press Select, and then press OK.</td>
</tr>
</tbody>
</table>

**Dial a Number from Your Personal Directory**

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Contacts.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Sign in to your personal directory.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Select your Personal Directory.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Press Submit to search for an entry.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Select the entry that you want to dial.</td>
</tr>
<tr>
<td>Step 6</td>
<td>Perform one of the following actions:</td>
</tr>
<tr>
<td></td>
<td>• Press Dial.</td>
</tr>
</tbody>
</table>
• Press a line button.
• Press Speakerphone.
• Press Headset.
• Pick up the handset.

Edit Personal Directory Entry

Procedure

Step 1 Press Contacts.
Step 2 Sign in to Personal Directory.
Step 3 Select Personal Address Book and search for an entry.
Step 4 Press Select.
Step 5 Press Edit.
Step 6 Modify the entry information.
Step 7 Press Phones to modify a phone number.
Step 8 Press Update.

Fast-Dial Codes with Personal Directory

You can use the Contacts menu on your phone to manage the fast-dial codes in your personal directory.

Call a Contact with a Fast-Dial Code

Procedure

Step 1 Press Contacts.
Step 2 Sign in to your personal directory.
Step 3 Select Personal Fast Dials and scroll to a fast-dial code.
Step 4 Select the required fast-dial code and press Dial.
Delete a Fast-Dial Code

Procedure

Step 1  Press Contacts.
Step 2  Sign in to your personal directory.
Step 3  Select Personal Fast Dials and search for a fast-dial code.
Step 4  Select the required code and press Remove.
Step 5  Select the index and press Remove.

Cisco Web Dialer

You can use Cisco Web Dialer, a web browser, and your Cisco IP phone to make calls from web and desktop applications. Use your web browser and go to a website or your company directory, and then click a hyperlinked phone number to begin your call.

You need a user ID and password to make a call. Your administrator can give you this information. First-time users have to configure their preferences before a call.


Use Cisco Web Dialer with Another Online Corporate Directory

Procedure

Step 1  (Optional) If you have more than one phone of the same type configured, identify the MAC address of the phone to be used:
   a)  Press Applications
   b)  Select Phone Information
   c)  Write down the MAC address of the phone.
Step 2  In a web browser, type the address of the Cisco WebDialer-enabled page:
   https://[CUCM IP address]/webdialer/Webdialer
Step 3  Enter your user ID and password.
Step 4  (Optional) If you are using Cisco Web Dialer for the first time, review preferences on the Make Call window.
Step 5  Choose a line or a phone.
   If you have one phone with a single line, the appropriate phone and line are automatically selected.
   If you have more than one phone of the same type, use the MAC address to identify the phone.
Step 6 Enter the phone number that you want to dial, and press Dial.
Step 7 Press Hang up or hang up the handset after you complete your call.

Change Cisco Web Dialer Preferences

Procedure

Step 1 Use Cisco Web Dialer to start a call and access the Make Call window.
Step 2 Select one of the following options from the Make Call window:
   • Preferred language
   • Preferred device
Step 3 Choose a line or a phone.
Step 4 If you have an Extension Mobility profile, select Extension Mobility from the Calling Device drop-down list.
Step 5 Ensure that you don't select Do not display call information or Disable Auto Close.
   If you select Do not display call information, the Make Call window is not displayed when you next use the phone.
   If you select Disable auto close, the window does not close automatically after 15 seconds.

Sign Out of Cisco Web Dialer

Procedure

Step 1 Access the Make Call or Hang Up window.
Step 2 Select Sign Out.
Call History

• Call History Overview, page 35
• View Call History, page 36
• View Call Record Details, page 36
• Filter Call History, page 37
• Dial from Call History, page 37
• Edit Number from Call History, page 38
• Clear Call History, page 38
• Delete Call Record from Call History, page 39

Call History Overview

Call History allows you to view information about the last 150 calls on your phone. Individual calls and call groups are listed chronologically from the most recent call to the oldest one. If your phone has multiple lines, calls on all lines are added together. The oldest calls over the 150-call limit are dropped from the history.

In the Call History screen, the line information, such as “Line: 5623,” is shown in the upper right corner to indicate the line name or number for which the call history displays.

If set up by your administrator, icons display beside each Call History entry. The icon shows the status - Unknown, Idle, Busy, or DND - of the person who made the call.

For each call record or call group, an icon to the left of the caller ID shows the call type:

• Received 📞
• Placed 📞
• Missed 📞

If you have a single line, you can answer an incoming call while viewing the Call History list. If the caller ID is unavailable, “Unknown” displays, and the phone number is listed.
Calls for the same caller ID and phone number are grouped together only when they occur in chronological order. For each group, the time of the latest call and the number of calls, such as "(3)," displays:

- Incoming (Received) and outgoing (Placed) calls are grouped together.
- Missed calls are grouped together in a separate group.

Hunt group and multiparty calls show an icon to the right of the caller ID that differentiates the call from a normal call, and these calls are not grouped even when they are next to each other in the list.

A plus (+) symbol on entries in call history, redial, or call directory indicates that your phone is set up to list international calls. For more information, see your system administrator.

### View Call History

**Procedure**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Press Applications.</td>
</tr>
</tbody>
</table>
| Step 2 | Select Call History.  
If multiple lines exist, select All Lines or the required line. |
| Step 3 | Scroll and select a call record or call group if available. |
| Step 4 | Press Exit to return to the Applications screen. |

### View Call Record Details

**Procedure**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Press Applications.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Use the Navigation pad and Select button to scroll and select Call History.</td>
</tr>
</tbody>
</table>
| Step 3 | Select a call record or group and press Details. You may need to press the More softkey first.  
When you are on a call record, you can also press the right arrow on the Navigation pad to display the call details (may be reversed on phones that use a right-to-left mode, such as for Arabic).  
- For each individual call, the Details screen displays the line information in the upper right corner, such as "Line: 5782," and the call name, call number, alternate number (if available), call disposition (call type), call duration, and time of the call.  
- For each call group, the details shown are the same as for an individual call. The only difference is that the multiple call-related information is shown, such as call disposition (call type), call duration, and time of call, because this is a group of calls (Placed/Received or Missed). In a group of Missed calls, individual records show no call duration. |
- For each multiparty or hunt group call, the Details screen displays the line information in the upper right corner. For the caller ID and number listed at the top of the screen, displays the call name, call number, alternate number, and the hunt group information, if available.

**Step 4**
Press Return to return to the Call History screen.

**Step 5**
Press Exit to return to the Applications screen.

**Step 6**
While on a connected call, press Show Details to show the Call Details screen. This screen displays single call information and call duration and updates each second.

---

**Filter Call History**

**Procedure**

**Step 1**
Press Applications.

**Step 2**
Use the Navigation pad and Select button to scroll and select Call History. The default view in Call History is for "All Calls," which is shown at the top of the screen. The line information, such as “Line: 5623,” is shown in the upper right corner.

**Step 3**
To sort calls for a specific phone line, select that phone line and view the individual calls or call groups for that line.

**Step 4**
To sort by missed calls for the selected line, press Missed Calls softkey.

**Step 5**
Press Exit to return to the Applications screen.

---

**Dial from Call History**

**Procedure**

**Step 1**
Press Applications.

**Step 2**
Use the Navigation pad and Select button to scroll and select Call History.

**Step 3**
From the Call History screen, select the call record that you want to dial and perform one of the following actions:

- Press Call.
- Pick up the handset.
- Press Select.
Press Speakerphone or Headset.

Step 4 When the phone is in idle, you can press the down arrow on the Navigation pad to display the On-Hook Dialing screen.

Edit Number from Call History

Procedure

Step 1 Press Applications.
Step 2 Use the Navigation pad and Select button to scroll and select Call History.
Step 3 Highlight the call record that you want to edit.
Step 5 Press the right or left arrow on the Navigation pad to move the cursor to the desired location.
Step 6 Press to delete numbers on the left of the cursor.
Step 7 Enter numbers using the phone keypad.
Step 8 Press Call to dial the new edited number.
Step 9 Press Return to return the Call History screen.

Clear Call History

Procedure

Step 1 Press Applications.
Step 2 Use the Navigation pad and Select button to scroll and select Call History.
Step 3 Press Clear List to clear the entire call history on the phone. You may need to press More first.
Step 4 Confirm the list clearing by pressing Delete or press Cancel.
Step 5 Press Exit to return to the Applications screen.
# Delete Call Record from Call History

## Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Press Applications (เท่านั้น).</td>
</tr>
<tr>
<td>Step 2</td>
<td>Use the Navigation pad and Select button to scroll and select Call History.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Highlight the individual call record or call group that you want to delete.</td>
</tr>
<tr>
<td>Step 4</td>
<td>To delete an individual call record, press Delete. You may need to press More first.</td>
</tr>
<tr>
<td>Step 5</td>
<td>To delete a call group, press Delete to delete all calls in the group. A Delete Record alert message appears to verify that you want to delete the entire group of calls.</td>
</tr>
<tr>
<td>Step 6</td>
<td>Press Delete to delete the record, or press Cancel if desired.</td>
</tr>
<tr>
<td>Step 7</td>
<td>Press Exit to return to the Applications screen.</td>
</tr>
</tbody>
</table>
Voicemail

- Your Voicemail Account, page 41
- Check for Voice Messages, page 41
- Listen to Voice Messages, page 42
- Visual Voicemail, page 42

Your Voicemail Account

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

Check for Voice Messages

Check for voice messages in one of the following ways:

Procedure

Step 1
Check the number of new voice messages displayed on your screen.

Step 2
Look for a solid red light on your handset.
You can set up the visual message waiting lamp using the Self Care Portal.

Step 3
Look for a Message icon on a line label
The red background indicates that there are new voice messages.

If call forwarding is set up on a line that has new voice messages, the Call Forward icon replaces the Message icon on the line label.

If you have a voicemail and a missed call, you see the Message icon and the missed call icon.

Step 4
Listen for a stutter tone (if available) from your handset, headset, or speakerphone when you place a call.
The stutter tone is line-specific. You hear it only when using the line that has new voice messages.
You can set up audible message waiting tones using the Self Care Portal.

---

**Listen to Voice Messages**

After you listen to your new voice messages, the message indicators are updated on the phone screen. If there are no new voice messages, the Message icon is removed from the line label, and the Voicemail icon is removed from the right side of the phone screen.

**Procedure**

1. **Step 1**
   To listen to voice messages, press the **Messages** button.

2. **Step 2**
   Follow the prompts to listen to your voice messages.

---

**Visual Voicemail**

Visual Voicemail is an alternative to audio voicemail that might be available to you, depending on your voicemail system. You use the screen on your phone to work with your messages, rather than respond to audio prompts. You can view a list of your messages and play your messages. You can also compose, reply to, forward, and delete messages.

CHAPTER 7

Advanced Calling Features

• Conference Calls and Meetings, page 43
• Scheduled Conference Calls (Meet Me), page 45
• Speed Dial, page 46
• Do Not Disturb, page 48
• Line Status, page 49
• Malicious Call Identification, page 49
• Cisco Extension Mobility, page 50
• Phone Calls with Mobile Connect, page 50
• Line Status, page 52
• Hunt Groups, page 53
• Multiple Calls per Line, page 54
• Barge, page 57

Conference Calls and Meetings

You can talk with several people in a single call. You can dial another person and add them to the call. If you have multiple phone lines, you can join two calls across two lines.

When you add more than one person to a conference call, wait a few seconds between adding participants.

As the conference host, you can remove individual participants from the conference. The conference ends when all participants hang up.
Add Third Party to Conference

Procedure

Step 1  Start with a connected call that is not on hold.
Step 2  Press Conference and do one of the following:
   • Enter the phone number for the party you want to add and press Call.
   • Press a speed-dial button.
   • Press Speed Dial, enter a speed-dial number and press Speed Dial again.
   • Press Active Calls and select a call.
   • Select a call from the Call History.

Step 3  Wait for the party to answer (or skip to step 4 while the call is ringing).
Step 4  Press Conference.
        The conference begins.

Join Calls into Conference

The conference is established on the line that had the active call.

Procedure

Step 1  Start with two connected calls.
Step 2  Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call.
Step 3  Press Conference.
Step 4  Press the line button for the other (held) call or if the held call is on another line:
   a) Press Active Calls.
   b) Choose a call from the list.
   c) Press Conference.
        The conference begins. The conference is established on the line that had the active call.

Swap Between Calls Before You Complete a Conference

You can talk to a person before you add them to a conference. You can also swap between the conference call and the call with the other person.
**Procedure**

**Step 1**
Call a new conference participant, but do not add the participant to the conference. Wait until the call is connected.

**Step 2**
Press Swap to toggle between the participant and the conference.

---

**View and Remove Conference Participants**

If you create a conference, you can view the details of the last 16 participants who join the conference. You can also remove participants.

**Procedure**

**Step 1**
While you are in a conference, press Show Details to view a list of participants.

**Step 2**
(Optional) Highlight a participant and press Remove to drop the participant from the conference.

---

**Remove Conference Participants**

**Procedure**

**Step 1**
While you are in a conference, press Details to view a list of participants.

**Step 2**
Highlight the participant that you want to remove, and press Remove.

---

**Scheduled Conference Calls (Meet Me)**

You can host or join a conference call at a scheduled time.

The conference call does not start until the host dials in, and it ends when all participants hang up. The conference does not automatically end when the host hangs up.

**Host a Meet-Me Conference**

**Before You Begin**
Get a meet-me phone number from your administrator, and distribute the number to the conference participants.
**Join a Meet-Me Conference**

You cannot join a meet-me conference until the conference hosts dials in. If you hear a busy tone, the host has not dialed into the conference. Hang up and try your call again.

**Procedure**

Dial the meet-me phone number that the conference host provides.

---

**Procedure**

**Step 1** Lift the handset to get a dial tone and press *Meet Me*.

**Step 2** Dial the meet-me phone number.

---

**Speed Dial**

You can assign buttons or codes to quickly dial the numbers of people you call often. Before you can use speed-dial features on your phone, set up speed dial in the Self Care portal.

Depending on your setup, your phone can support these features:

- Speed-dial buttons—Dial a phone number from one or more line buttons set up for speed dialing.
- Speed-dial codes—Dial a phone number from a code (sometimes referred to as abbreviated dialing).

---

**Make a Call with a Speed-Dial Button**

To check which phone model you have, press *Applications* and select *Phone information*. The *Model number* field shows your phone model.

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

**Before You Begin**

Set up speed-dial codes in the Self Care portal.

**Procedure**

Press a speed-dial button.
Make a Call With a Speed-Dial Code

Before You Begin
Set up speed-dial codes in the Self Care portal.

Procedure

Pauses in Speed Dial

You can add dialing pauses, or extra digits to a speed dial. When you press the speed dial, your phone establishes the call and sends the extra digits with dialing pauses inserted. Extra digits can include:

- A Forced Authorization Code (FAC)
- A Client Matter Code (CMC)
- A user extension
- A meeting access code
- A voicemail password

To include dialing pauses in the speed dial, include a comma (,) as part of the speed-dial string. Each comma that you include represents an extra pause of 2 seconds. For example, two commas (,,) represent a pause of 4 seconds. A single comma also allows you to separate FAC and CMC from the other digits in the speed-dial string.

Be aware of the following requirements when you include FAC and CMC in the speed-dial string:

- FAC must always precede CMC in the speed-dial string.
- A speed-dial label is required for speed dials with FAC and DTMF digits.
- Only one comma is allowed between FAC and CMC digits in the string.

Your phone does not save the FAC, CMC, or extra digits from the speed dial in the call history. If you press Redial after connecting to a destination using speed dial, the phone prompts you to enter any required FAC, CMC, or DTMF digits manually.

Tip
Before you configure speed dial, try to dial the specified digits manually at least once to ensure that the digit sequence is correct.

Example 1
Consider the following requirements to access your voicemail and playback the most recent message:

- The number to access voicemail is 8000.
- The PIN is 123456#.
- You must wait for 6 seconds while the voicemail system prompts you.
• You must press 3 to play latest message.

In this scenario, the speed dial number is 8000,123456#,,,3.

**Example 2**

Consider the following call requirements:

• The called number is 95556543.
• The FAC is 1234.
• The CMC is 9876.
• You must wait for 4 seconds.
• After the call is connected, you must add 56789#.

In this scenario, the speed dial number is 95556543,1234,9876,,56789#.

**Do Not Disturb**

You can turn off one of the following incoming call indicators:

• Your phone ring
• Your phone ring and any visual notification that you have an incoming call

When you enable the do not disturb (DND) feature, your incoming calls forward to another number, such as your voicemail, if it is set up. The call is not saved or listed in your call history.

The DND feature affects all lines on a phone. The feature does not affect intercom or emergency calls.


**Turn On Do Not Disturb**

Use do not disturb (DND) to silence your phone and ignore incoming call notifications when you need to avoid distractions.

When you turn on DND, your incoming calls are forwarded to another number, such as your voicemail, if it is set up.

When you turn on DND, it affects all lines on your phone. However, you will always receive intercom and emergency calls, even when DND is turned on.

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press <strong>Do not disturb</strong> to turn on DND.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Press <strong>Do not disturb</strong> again to turn off DND.</td>
</tr>
</tbody>
</table>
Line Status

Line status indicators allow you to view the state of a phone line that is associated with a speed-dial button. For more information, contact your system administrator.

Line status indicators show the state of a line.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Line is in use.</td>
</tr>
<tr>
<td>📞</td>
<td>Line is idle.</td>
</tr>
<tr>
<td>📞</td>
<td>Line is ringing. (Only for Call Pickup.)</td>
</tr>
<tr>
<td>📞</td>
<td>Line is in a Do Not Disturb (DND) state.</td>
</tr>
</tbody>
</table>

Line status indicators can be set up on speed-dial buttons by your system administrator and can be used with these features:

**Speed Dial**

Allows you to monitor the status of (and dial) a specific number on a speed-dial button. If the monitored line is unavailable, the Line Status button changes to a normal speed-dial button.

**Directed Call Park**

Allows you to monitor the line status of and dial a Directed Call Park number on a speed-dial button.

**Call Pickup**

Allows you to monitor the line status of (and pick up a ringing call on) a ringing call on a speed-dial button.

Your phone can play an audible alert when a call rings on the monitored line. For more information, contact your system administrator.

**Malicious Call Identification**

You can use malicious call identification (MCID) to identify an active call as suspicious. MCID starts a series of automated tracking and notification messages.
Trace a Suspicious Call

If you receive unwanted or harassing calls, use malicious call identification (MCID) to alert your administrator. Your phone sends a silent notification message to your administrator with information about the call.

Procedure

Press MCID.

Cisco Extension Mobility

You can configure a different phone as your own temporarily, with Cisco Extension Mobility (EM). After you sign in to EM, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your administrator sets up EM for you.

Sign In to Your Extension from Another Phone

You can use Cisco Extension Mobility to sign in to a different phone in your network and have it act the same as your phone. After you sign in, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your administrator sets you up for the Cisco Extension Mobility service.

Before You Begin

Get your user ID and PIN from your administrator.

Procedure

---

Step 1

Press Applications.

Step 2

Select Extension Mobility (name can vary).

Step 3

Enter your user ID and PIN.

Step 4

If prompted, select a device profile.

Phone Calls with Mobile Connect

You can use your mobile phone to handle calls that are associated with your desk phone number. This service is called Mobile Connect.

You associate your mobile phone with your desk phone in the Self Care portal, as an additional phone. You can control which calls are sent to your mobile phone.

When you enable additional phones:

- Your desk phone and your additional phones receive calls simultaneously.
• When you answer the call on your desk phone, the additional phones stop ringing, disconnect, and display a missed call message.

• When you answer the call on one additional phone, the other additional phones and desk phone stop ringing and disconnect. A missed call message shows on the other additional phones.

• You can answer the call on an additional phone and switch the call to a desk phone that shares the line. If you do so, the desk phones that share the same line display a Remote In Use message.

### Enable Mobile Connect

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Mobility to display the current remote destination status (Enabled or Disabled).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Press Select to change the status.</td>
</tr>
</tbody>
</table>

### Turn On Mobile Connect from a Desk Phone

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Mobility or select To Mobile to display the current remote destination status (Enabled or Disabled).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Press Select to change the status.</td>
</tr>
</tbody>
</table>

### Move a Call from Your Desk Phone to Your Mobile Phone

You can move a call from your desk phone to your mobile phone. The call is still connected to the line on your desk phone, so you cannot use that line for other calls. The line remains in use until the call ends.

#### Before You Begin

You need to enable Mobile Connect on your desk phone.

**Procedure**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Press Mobility.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Press Select to send a call to your mobile phone.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Answer the active call on your mobile phone.</td>
</tr>
</tbody>
</table>
Move a Call from Your Mobile Phone to Your Desk Phone

You can move a call from your mobile phone to your desk phone. The call is still connected to your mobile phone.

Before You Begin
You need to enable Mobile Connect on your desk phone.

Procedure

Step 1 Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
Step 2 Press the line on your desk phone within 5 to 10 seconds to resume the call on your desk phone.

Transfer a Call from Your Mobile Phone to Your Desk Phone

You can transfer a call from your mobile phone to your desk phone.

Before You Begin
You need to enable Mobile Connect on your desk phone.
Get the access code from your administrator.

Procedure

Step 1 On the mobile phone, enter the access code for the hand-off feature.
Step 2 Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
Step 3 Press Answer on your desk phone within 10 seconds and start talking on the desk phone.

Line Status

Line status indicators allow you to view the state of a phone line that is associated with a speed-dial button.
Your administrator sets up line status indicators on your phone.

Line Status Indicators

Line status indicators show the state of a line.
<table>
<thead>
<tr>
<th>Icon</th>
<th>Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Line is in use.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Line is idle.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Line is ringing. Only for Call Pickup.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Line is in a Do Not Disturb (DND) state.</td>
</tr>
</tbody>
</table>

Line status indicators can be set up on speed-dial buttons by your system administrator and can be used with these features:

**Speed Dial**
Allows you to monitor the status of (and dial) a specific number on a speed-dial button. If the monitored line is unavailable, the Line Status button changes to a normal speed-dial button.

**Directed Call Park**
Allows you to monitor the line status of (and dial) a Directed Call Park number on a speed-dial button.

**Call Pickup**
Allows you to monitor the line status of (and pick up a ringing call on) a ringing call on a speed-dial button.

Your system administrator can also set up your phone to play an audible alert when a call is ringing on the monitored line.

### Hunt Groups
You can use hunt groups to share the call load in organizations that receive many incoming calls. Your administrator sets up a hunt group with a series of directory numbers. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group. The system directs the call to that phone.

If you are a member of a hunt group, you sign in to a hunt group when you want to receive calls. You sign out of the group when you want to prevent calls from ringing on your phone.

Calls in the group call queue display the same call identification number, no matter which group phone accesses the list.

### Sign In and Out of a Hunt Group
Sign out of your hunt group to stop receiving calls from it. You continue receiving calls placed directly to you.
View the Call Queue in a Hunt Group

You can use the queue statistics to check the status of the hunt group queue. The queue status display provides the following information:

- The phone number used by the hunt group
- Number of queued callers on each hunt group queue
- Longest waiting time

Procedure

Step 1 Press Queue Status.
Step 2 Press Update to refresh the statistics.
Step 3 Press Exit.

Multiple Calls per Line

Each line can support multiple calls. By default, your phone supports four active calls per line, and a maximum of 24 active calls per line. Your system administrator can adjust this number (not exceeding 24 calls) according to your need. Only one call can be connected at any time; other calls are automatically placed on hold.

If there are multiple calls on the line when a call completes, the phone screen displays a list of other calls on the line.

Answer Second Call on Same Line

Procedure

To answer a second call on the same line, press the flashing amber line button. The phone places any active calls on hold, and the second call becomes active.

The phone screen text changes based on the active call and the number of calls on the line.
Switch Between Multiple Calls on Same Line

**Procedure**

**Step 1** Select a call using one of the following actions:
- Use the Navigation pad and Select button to select a call.
- Press the line button to switch between two calls on the same line.

**Step 2** If there are more than two calls on the line, select the call from the call list and resume the call.

Move From Line to Another Line with Multiple Calls

**Procedure**

**Step 1** Press the line button for the call to which you are switching.
If a single call is holding on the line, the call automatically resumes.

**Step 2** If multiple calls are holding, the phone prompts you to select a call. Highlight the appropriate call and press Resume.

Create Conference with Two Calls on Same Line

**Procedure**

**Step 1** With two connected calls on the same line, select a call to make it the active call (the second call is put on hold).

**Step 2** Press Conference.

**Step 3** Perform one of the following actions:
- Enter the new participant's phone number and wait for the call to connect.
- Select the call to add to the conference from the list of calls on the line.
- Press another line button and select a call from that call list.

**Step 4** After calling a new conference participant, but before adding the participant to the conference, you can press Swap to toggle between the two calls.
This allows you to consult privately with the participant on each call before you complete the conference.
Step 5  Press **Conference** to add the participant to your call. This step is not required if you are adding the participant from a separate line that has only one connected call. The conference begins.

Step 6  Repeat to add additional participants.

---

Transfer Two Calls on Same Line

**Procedure**

**Step 1**  Verify that you are on an active call (not on hold).

**Step 2**  Press **Transfer**.

**Step 3**  Perform one of the following actions:

- Enter the transfer recipient's phone number.
- Press a speed-dial button.
- Select the call to transfer to from the list of calls on the line.
- Press another line button and select a call from that call list.

**Step 4**  Wait for the recipient to answer. Or, skip to Step 6 while the call is ringing.

**Step 5**  You can press **Swap** to toggle between the two calls. This allows you to consult privately with the participant on each call before you complete the transfer.

**Step 6**  Press **Transfer** again. This step is not required if you are transferring to a call on a separate line that has only one connected call. The transfer is complete.

---

Multiple Incoming Alert Calls

If there is a second incoming call on the line while the first call is ringing, the phone screen text changes according to the total number of incoming calls.

- If there are more incoming calls, press **Answer** to view all calls on all lines.
- If there is any incoming call on the same line, the phone adds the call to the call list. If you press the line button, you can view the list of calls on the line.
- If there are two simultaneous incoming calls on the phone:
  * Press **Answer** or line button to answer the call.
  * Press the line button of another line to view the list of incoming calls on that line.
Shared Line

If there are two or three remote calls on the shared line, the caller ID indicates the number of calls on the line and the state of the call.

- If at least one call is on hold on the line, the line button flashes red.
- If all the calls are active, the line button flashes solid red.

Barge

Barge allows you to add yourself to nonprivate calls on a shared line. You can convert the call into a conference and add new participants.

Add Yourself to a Call on a Shared Line

Barge allows you to add yourself to non-private calls on a shared line. You can convert the call into a conference and add new participants.

Procedure

Press the red Line button for the shared line.
You are added to the call.

Enable Privacy on a Shared Line

Privacy prevents others who share your line from seeing information about your calls.
Privacy applies to all shared lines on your phone. If you have multiple shared lines and privacy is enabled, others cannot view any of your shared lines.
If the phone that shares your line has privacy enabled, you can make and receive calls using the shared line as usual.
Visual confirmation is displayed on your phone screen for as long as the feature is enabled.

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Press Privacy to enable the feature.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Press Privacy again to turn off the feature.</td>
</tr>
</tbody>
</table>
Advanced Operations

- Video Calls and Security, page 59
- Call Functions, page 59
- Feature Buttons and Softkeys, page 61
- Survivable Remote Site Telephony Overview, page 63
- VPN Client, page 65

Video Calls and Security

Your administrator can take steps to protect your video calls from tampering by people outside your company. If you see the Secure icon displayed during a video call, your administrator has taken steps to ensure your privacy.

When you are in a video call, the video can fail because of insufficient network bandwidth. The audio continues, but the video stops. If you require the video, hang up, wait a few minutes, and start the call again. If there is still insufficient bandwidth, contact your administrator.

During an audio-only call, press Video Mute to start video for the call (if the phone on the other end of the call can support video). If you are on an audio-only call and the other party sends a video request, you can turn on or decline the video.

Call Functions

This section provides information about some of the advanced call functions that are available on your phones.

Agent Greeting

You can create and update a prerecorded greeting that plays at the beginning of a call, such as a customer call, before you begin a conversation. You can prerecord a single greeting or multiple greetings as needed.

When a customer calls, both parties hear the prerecorded greeting. You can remain on mute until the greeting ends, or you can answer the call over the greeting.
Answer

Answer allows you to answer the oldest call that is available on all line appearances on your phone, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls are given priority over Held or Park Reversion calls. The Answer button setup depends on your call-handling needs and work environment. This feature is set up for users who have multiple lines. For more information, contact your system administrator.

When you get a call, you see a notification window on the phone screen, called a call toast. The call toast remains visible for a preset amount of time. For more information, contact your system administrator.

If an incoming call has been call forwarded from another phone, you may see additional information to identify that the call has been forwarded. Additional information can identify the caller details. For more information, contact your system administrator.

When you receive a call, the phone number that displays on the screen contains the string of digits that you can dial to contact the caller. The digit string can contain the following digits, if required:

- Code to obtain an outside line (for example, if you have to dial 9)
- Long-distance code
- Area code
- City code
- Telephone number

The phone saves the complete digit string in the call history, and you can save the number in your Personal Address Book.

Client Matter Code

Your administrator may require that you enter a Client Matter Code (CMC) after you dial a phone number. The CMC can be used for accounting or billing codes.

When a CMC is required, the phone displays Enter Client Matter Code, the dialed number changes to "********", and you hear a special tone. Use the keypad to enter the CMC for the call.

Related Topics

Forced Authorization Code, on page 60

Forced Authorization Code

Your administrator may require that you enter a Forced Authorization Code (FAC) after you dial a phone number. The FAC controls access to phone numbers.

When a FAC is required, the phone displays Enter Authorization Code, the dialed number changes to "********", and you hear a special tone. Use the keypad to enter the FAC for the call. For security reasons, the phone displays a “*” instead of the number entered.
Secure Calls

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

Shared Lines

Shared lines allow you to use one phone number for multiple phones and either you or your coworker can answer the call. When the line flashes red, your coworker can pick up the call.

If you share a line with a coworker:

- When a call comes in on the shared line:
  - Your phone rings and the line button flashes amber.
  - Your coworker’s phone rings and the line button flashes amber.

- When your coworker has a call on the shared line:
  - The shared line button on your phone appears solid red to indicate that the line is in-use remotely.
  - The coworker’s call displays on your screen (unless your coworker has Privacy enabled).

- If you put the call on hold:
  - Your line button pulses green
  - Your coworker’s line button pulses red.

- You or the coworker can join a call on the shared line using the Barge feature. Barge converts the call into a conference. To barge, press the red session button for the remote in-use call on the shared line.

Feature Buttons and Softkeys

Depending on how your phone is set up, some features in this guide may not be available to you.

This table provides information about features that are available on softkeys and dedicated feature buttons and features that your system administrator sets up on programmable feature buttons.

<table>
<thead>
<tr>
<th>Feature name</th>
<th>Dedicated feature button</th>
<th>Programmable feature button</th>
<th>Softkey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Barge and cBarge</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Feature name</td>
<td>Dedicated feature button</td>
<td>Programmable feature button</td>
<td>Softkey</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>--------------------------</td>
<td>-----------------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>Call Back</td>
<td>X</td>
<td>X</td>
<td>X (available while on a conference only)</td>
</tr>
<tr>
<td>Call Forward All</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Call Park</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Call Park Line Status</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Pickup</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Pickup Line Status</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conference</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Divert</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Group Pickup</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hold</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hunt Groups</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intercom</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Malicious Call Identification (MCID)</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Meet Me</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile Connect</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Monitoring and Recording</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mute (Audio)</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mute (Video)</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Pickup</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Privacy</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Reporting Tool (QRT)</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
Survivable Remote Site Telephony Overview

If communication between your phone and the Cisco Unified Communications Server is interrupted, you receive an alert message on your phone. If you are on an active call, the call remains established, and you enter a failover situation. This failover is the Survivable Remote Site Telephony (SRST) feature.

While in failover, not all the features of your phone are available. The following table describes typical feature and feature availability, although not all the features may be supported on your phone. For more information about feature availability during failover, contact your system administrator.

### Table 1: Feature Support During Failover

<table>
<thead>
<tr>
<th>Feature</th>
<th>Supported</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Call</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>End Call</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Redial</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Answer</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Hold</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Resume</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Conference</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Conference to Active Calls (Join)</td>
<td>No</td>
<td>The Active Calls softkey does not display.</td>
</tr>
<tr>
<td>Conference List</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Transfer</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Feature</td>
<td>Supported</td>
<td>Notes</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-----------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Transfer to Active Calls (Direct Transfer)</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Auto Answer</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Call Waiting</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Caller ID</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Audible Message Waiting Indicator</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>All Calls Programmable Line Key</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Answer Programmable Line Key</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Unified Session Presentation</td>
<td>Yes</td>
<td>Conference is the only feature supported.</td>
</tr>
<tr>
<td>Voicemail</td>
<td>Yes</td>
<td>Your voicemail will not be synchronized with other users in the Cisco Unified Communications Manager cluster.</td>
</tr>
<tr>
<td>Speed Dial</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Service IRL Programmable Line Key</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>To Voicemail (iDivert)</td>
<td>No</td>
<td>The iDivert softkey does not display.</td>
</tr>
<tr>
<td>Line Filters</td>
<td>Partial</td>
<td>Lines are supported but cannot be shared.</td>
</tr>
<tr>
<td>Park Monitoring</td>
<td>No</td>
<td>The Park softkey does not display.</td>
</tr>
<tr>
<td>Barge</td>
<td>No</td>
<td>You see the message &quot;That feature is not currently available.&quot;</td>
</tr>
<tr>
<td>Directed Call Park</td>
<td>No</td>
<td>The softkey does not display.</td>
</tr>
<tr>
<td>BLF</td>
<td>Partial</td>
<td>BLF feature key works like Speed Dial keys.</td>
</tr>
<tr>
<td>Feature</td>
<td>Supported</td>
<td>Notes</td>
</tr>
<tr>
<td>--------------------</td>
<td>-----------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td>Hold Reversion</td>
<td>No</td>
<td>Calls remain on hold indefinitely.</td>
</tr>
<tr>
<td>Remote Hold</td>
<td>No</td>
<td>Calls appear as Local Hold calls.</td>
</tr>
<tr>
<td>Meet Me</td>
<td>No</td>
<td>The Meet Me softkey does not display.</td>
</tr>
<tr>
<td>PickUp</td>
<td>No</td>
<td>The softkey causes no action.</td>
</tr>
<tr>
<td>Group PickUp</td>
<td>No</td>
<td>The softkey causes no action.</td>
</tr>
<tr>
<td>Other PickUp</td>
<td>No</td>
<td>The softkey causes no action.</td>
</tr>
<tr>
<td>Malicious Call ID</td>
<td>No</td>
<td>The softkey causes no action.</td>
</tr>
<tr>
<td>QRT</td>
<td>No</td>
<td>The softkey causes no action.</td>
</tr>
<tr>
<td>Hunt Group</td>
<td>No</td>
<td>The softkey causes no action.</td>
</tr>
<tr>
<td>Intercom</td>
<td>No</td>
<td>The softkey causes no action.</td>
</tr>
<tr>
<td>Mobility</td>
<td>No</td>
<td>The softkey causes no action.</td>
</tr>
<tr>
<td>Privacy</td>
<td>No</td>
<td>The softkey causes no action.</td>
</tr>
<tr>
<td>Call Back</td>
<td>No</td>
<td>The Call Back softkey does not display.</td>
</tr>
</tbody>
</table>

When your phone loses connectivity, your phone may display a message like this: Service interruption. Some features unavailable.

**VPN Client**

The VPN Client establishes a virtual private network (VPN) connection on your phone when a phone is located outside a trusted network or when network traffic crosses untrusted networks. Your system administrator configures the VPN Client feature as needed.

If your phone is configured for VPN Client, the status of Auto-Detect Network Connection determines if a VPN connection is possible. The status depends on the following situations:

- When your phone is located outside the corporate network:
  - If Auto-Detect Network Connection is disabled, a VPN connection is possible. The Sign In screen appears, and the phone prompts for credentials. On the phone in the VPN window (Applications > VPN), you can toggle the **VPN Enabled** field to control the ability of the phone to attempt a VPN connection.
• If Auto-Detect Network Connection is enabled, the Sign In screen appears, and the phone prompts for your credentials, based on the authentication method that your system administrator configured on your phone.

• When your phone is located inside the corporate network:
  • If Auto-Detect Network Connection is disabled, a VPN connection is possible. The Sign In screen appears, and the phone prompts for credentials. On the phone in the VPN window (Applications > VPN), you can toggle the VPN Enabled field to control the ability of the phone to attempt a VPN connection.
  • If Auto-Detect Network Connection is enabled, you cannot connect through VPN, so the Sign In screen does not appear, and the phone does not prompt for credentials.

To view VPN status messages, press Applications and then select Administrator Settings > Status > Status Messages. For more information, contact your system administrator.

Connect Through VPN

Procedure

Step 1 After you turn on your phone and the VPN Sign In screen appears (except with certificate authentication mode), enter your credentials based on the configured authentication method:
  • Username and password: Enter the username and the password that your system administrator gave you.
  • Certificate and password: Enter the password that your system administrator gave you. Your username is derived from the certificate.
  • Certificate: If the phone uses only a certificate for authentication, the Sign In screen does not appear, and phone displays the status of the phone attempting the VPN connection.

When the power is lost or reset under some circumstances, the stored credentials are cleared.

Step 2 Select Sign In to connect.

If you press Cancel while the phone is attempting the connection, the connection attempt stops, and the Sign In screen appears again. If you press Cancel again, the VPN menu appears and shows the VPN Enabled field as Off. The phone will not attempt a VPN connection again until you set the VPN Enabled field to On.

VPN Connection Settings

The VPN window (Applications > VPN) consists of these fields:
  • Enable or disable VPN: If Auto-Detect Network Connection is disabled, toggle the VPN Enabled field to control the ability of the phone to attempt a VPN connection.
  • Change credentials: Select Change Credentials to change the user ID and password. If the authentication is certificate-only or VPN Enabled is Off, the option is dimmed.
• View VPN status: The VPN Status field displays Connected or Not Connected.
User Preferences

- Adjust Phone Screen Brightness, page 69
- Change Headset Sidetone Level, page 69
- Change Ringtone, page 70
- Change Wallpaper, page 71
- Enable E-Hookswitch Headset, page 71
- Configure Displayed Font Size, page 71

Adjust Phone Screen Brightness

You can adjust your phone screen brightness level.

Procedure

Step 1  Press Applications.
Step 2  Use the Navigation pad and Select button to scroll and select Preferences.
Step 3  Select Brightness.
        • To increase brightness, press the right arrow on the Navigation pad.
        • To decrease brightness, press the left arrow on the Navigation pad.
Step 4  Press Save to set the brightness, or press Cancel to exit.

Change Headset Sidetone Level

You can adjust the tone level for the headset.
Procedure

Step 1 Press **Applications**.
Step 2 Use the Navigation bar and Select button to scroll and select **Preferences**.
Step 3 Select **Headset Sidetone**.
Step 4 Highlight a headset sidetone level from the following choices:
   - High
   - Normal
   - Low
   - Off
Step 5 Press the **Return** button to return to the Preferences screen.

Change Ringtone

You can choose a different ringtone for each line that your phone plays to indicate an incoming call. For information about adding custom ringtones to your phone, contact your system administrator.

The phones support third party ringtone customizations. For more information, contact your system administrator.

Procedure

Step 1 Press **Applications**.
Step 2 Use the Navigation pad and Select button to scroll and select **Preferences**.
Step 3 Select **Ringtone**.
Step 4 If your phone has multiple lines, select a line and press **Edit** or Select.
Step 5 Highlight a ringtone.
Step 6 Press **Select** or **Edit**.
Step 7 Press **Play** to play the sample ringtone.
Step 8 Press **Set** to apply the ringtone.
Step 9 To apply the ringtone to all lines, press **Apply To All**.
Step 10 Press **Return** to return to the Preferences screen.
Change Wallpaper

Your system administrator controls if you can change the wallpaper. If you can change the wallpaper, you can set up your phone with wallpapers that are provided with the phone, or with your own custom wallpaper. For more information, contact your system administrator.

The phones support third party wallpaper customizations. For more information, contact your system administrator.

Procedure

Step 1
Press Applications.

Step 2
Use the Navigation pad and Select to scroll and select Preferences.

Step 3
Select Wallpaper and select a wallpaper option.

Step 4
Press Preview to see the wallpaper on your phone screen.

Step 5
Press Set to apply the wallpaper to the phone.

Enable E-Hookswitch Headset

Procedure

Step 1
Press Applications.

Step 2
Use the Navigation pad and Select button to scroll and select Preferences.

Step 3
Select E-Hookswitch connected.

Step 4
Select Yes or No.

Configure Displayed Font Size

The Configure Font Size feature allows you to select a font size for the line labels, call session bubbles, and call histories displays.

The default setting is Large.
**Procedure**

**Step 1**  Press **Applications**.
**Step 2**  Use the Navigation pad and **Select** button to scroll and select **Preferences**.
**Step 3**  Select **Font Size**.
**Step 4**  Select **Huge, Large, Medium or Small**.
CHAPTER 10

Video Camera
Accessories

- View Accessories List, page 75
- View Accessory Details, page 75
- Set Up Wideband for Analog Headset, page 76
- Wireless Headset Using Analog Headset Port, page 76
- Bluetooth, page 77

View Accessories List

You can connect external hardware to your phone using the headjack, Bluetooth, or USB. The accessory list, by default, contains an analog headset that can be set up to enable wideband.

Procedure

Step 1
Press Applications.

Step 2
Use the Navigation pad and Select button to scroll and select Accessories. A list of phone accessories displays.

Step 3
Press Exit to return to the Applications screen.

View Accessory Details

Procedure

Step 1
Press Applications.

Step 2
Use the Navigation pad and Select button to scroll and select Accessories. A list of phone accessories displays.
Step 3  Select an accessory from the list and press Details.
The phone screen displays the details of the selected accessory. The information displayed on the phone screen
depends on the selected accessory. Most of the accessories provide these details:

- Device Name
- Device Type
- Configured

Step 4  Press Exit to return to a list of phone accessories.

Set Up Wideband for Analog Headset

Procedure

Step 1  Press Applications.

Step 2  Use the Navigation pad and Select button to scroll and select Accessories.
A list of phone accessories displays.

Step 3  Select Analog Headset and press Setup.
The phone screen displays the wideband status for the analog headset.

Step 4  To enable wideband for the analog headset, press Turn On.
Step 5  To disable wideband for the analog headset, press Turn Off.
Step 6  Press Return to return to the Accessories screen.

Wireless Headset Using Analog Headset Port

The Cisco Unified IP Phone 8941 and 8945 supports a wireless analog headset that uses a base station connected
to the analog headset port. The base station communicates with the wireless analog headset.

You enable or disable the headset and base station from the Applications menu.

The base station and headset allow you to remotely control basic phone functions, including off-hook, on-hook,
and ring indication.

You adjust the volume during a call using the volume button on the phone.

For more information on using the headset, see the headset manufacturer’s documentation.
Bluetooth

Add Bluetooth Accessory

This procedure applies to the Cisco Unified IP Phone 8945 only.

Before you add a Bluetooth accessory, it must be discoverable by the phone. Look for a flashing LED on a Bluetooth accessory as an indication that it is discoverable. For more information, see the documentation provided by the Bluetooth accessory manufacturer.

Procedure

Step 1
Press Applications.

Step 2
Use the Navigation pad and Select button to scroll and select Accessories.

Step 3
Select Add Bluetooth Accessory.
The phone searches for discoverable accessories that are supported. When an accessory is found, it is added to the list in the Adding Bluetooth Accessory screen.

Step 4
Select the Bluetooth accessory and press Connect.
The phone automatically attempts to connect the accessory using a Bluetooth device PIN of 0000. The Adding PIN screen displays if your accessory requires a different PIN.

Step 5
Enter the PIN for your accessory if the connection is not acquired automatically.
When the connection completes, the Bluetooth active icon displays on the phone screen header and a check mark displays next to the connected accessory.

Connect Bluetooth Accessory

This procedure applies to the Cisco Unified IP Phone 8945 only.

Before you can connect a Bluetooth accessory, it must be already added as an accessory to the phone.

Procedure

Step 1
Press Applications.

Step 2
Use the Navigation pad and Select button to scroll and select Accessories.

Step 3
Select the Bluetooth accessory and press Connect.
When the connection completes, the Bluetooth active icon displays on the phone screen header and a check mark displays next to the connected accessory.
Turn On Bluetooth

This procedure applies to the Cisco Unified IP Phone 8945 only.

Procedure

Step 1
Press Applications.

Step 2
Use the Navigation pad and Select button to scroll and select Preferences.

Step 3
Select Bluetooth.

Step 4
Press Yes. The Bluetooth icon displays on the phone screen header. To add a Bluetooth accessory from this screen, select Bluetooth again.

Disconnect Bluetooth Accessory

This procedure applies to the Cisco Unified IP Phone 8945 only.

Procedure

Step 1
Press Applications.

Step 2
Use the Navigation pad and Select button to scroll and select Accessories.

Step 3
Select a Bluetooth accessory and then press the Disconnect.

Delete Bluetooth Accessory

This procedure applies to the Cisco Unified IP Phone 8945 only.

Procedure

Step 1
Press Applications.

Step 2
Use the Navigation pad and Select button to scroll and select Accessories.

Step 3
Select a Bluetooth accessory and press Delete.

Step 4
When prompted, press Yes.
The Bluetooth accessory is disconnected (if it was connected) and removed from the Accessories list.
Frequently Asked Questions

- How Do I Redirect an Incoming Call?, page 79
- How Do I Silence a Ringing Call If I'm On a Call?, page 80
- How Can I Resume a Call that Is On Hold?, page 80
- Why Do Softkeys Keep Changing?, page 80
- What Is the Best Way to Look at Calls When I Have a Shared Line or Multiple Lines?, page 81
- Why Does My Call Disappear After I Accidentally Press a Button?, page 81
- How Do I Check Missed Calls on My Phone?, page 81
- How Do I Exit from a Running Application?, page 82
- How Do I Connect Two Calls and then Drop from the Line Myself?, page 82
- What Does the Swap Softkey Do?, page 83
- How Do I Cancel a Conference or Transfer After I Start It?, page 83
- How Can I Combine Two Calls Into a Single Conference Call?, page 83
- Why can I not see video on a call?, page 83
- What Happens to Video When I Put a Call On Hold?, page 84
- Why Does My Video Call Change Resolution?, page 84
- Why Does My Video Call Lose Video?, page 84
- How Do I Redisplay the Remote Worker Disclaimer and Accept It?, page 84

How Do I Redirect an Incoming Call?

Question
How do I redirect an incoming call when I am on a call?
Answer
To redirect an incoming (ringing) call while on another call, highlight the incoming call, and then press **Divert**. Otherwise press **Divert** to redirect the current, active call.

How Do I Silence a Ringing Call If I'm On a Call?

**Question**
How do I silence a ringing call, if I'm on a call?

**Answer**
You can silence the incoming (ringing) call. Press **Volume** down once, and then let the incoming call go to the target number (voice mail or predetermined number set up the system administrator).

How Can I Resume a Call that Is On Hold?

**Question**
How can I resume a call that is on hold?

**Answer**
To resume a call on hold, you can use any of the following methods:

- Press **Hold** again.
- Press the pulsing green line button.
- Press **Resume**.
- Highlight the call using the Navigation pad and press the **Select** softkey.

Why Do Softkeys Keep Changing?

**Question**
Why do the softkeys keep changing?

**Answer**
Softkeys act on the selected (highlighted) call or menu item only. The softkeys that display depend on the call or item you have selected.
What Is the Best Way to Look at Calls When I Have a Shared Line or Multiple Lines?

Question
What is the best way to look at calls when I have a shared line or multiple lines?

Answer
If you have a shared line or multiple lines, it is recommended that you use the All Calls feature to view calls. When you press the All Calls button (on the left), all calls for all your lines are listed on the phone screen in chronological order (oldest first). If you do not have an All Calls button, contact your system administrator to set up this feature. Your administrator can also set up your primary line key to act the same as the All Calls button.

Why Does My Call Disappear After I Accidentally Press a Button?

Question
Why does my call disappear after I accidently press a button?

Answer
If you are on a call and press a button for another line, your line view will change. Your current call disappears from view and calls for the newly selected line are displayed. To redisplay the call you are on, select the line it is on or press All Calls.

How Do I Check Missed Calls on My Phone?

Question
How do I check missed calls on my phone?

Answer
To check missed calls on your phone you must:

1. Press Applications.
2. Use the Navigation pad and Select button to scroll and select Call History.
3. Press the Missed softkey.
How Do I Exit from a Running Application?

**Question**
How do I exit from a running application?

**Answer**
To exit from a running applications you must:

1. Press Applications.
2. Use the Navigation pad and Select button to scroll and select Running Applications.
3. Select a running application and press Close App to close the application.
   When prompted, save your changes.
4. Press Exit to end the running application.
   If you do not exit a running application, it continues to run in the background.

---

How Do I Connect Two Calls and then Drop from the Line Myself?

**Question**
How do I connect two calls and then drop from the line myself?

**Answer**
When you are on an active call (not on hold), do the following:

1. Press Transfer and enter the transfer recipient’s phone number in one of these ways:
   - Press the session button of a held call.
   - Enter the transfer recipient’s phone number.
   - Scroll to a Call History record and press Call.
   - Press a speed-dial button.
   - Press Speed Dial, enter a speed-dial number or highlight the number you want to call, and press Speed Dial again.
   - Press Active Calls and select a held call. The transfer completes immediately.

2. Press Transfer again. You do not have to wait for the recipient to answer to complete the transfer.
What Does the Swap Softkey Do?

**Question**
What does the Swap softkey do?

**Answer**
The **Swap** softkey allows you to toggle between two calls before completing the transfer or creating a conference. This allows you to consult privately with the party or parties on each call before combining the calls into a conference.

How Do I Cancel a Conference or Transfer After I Start It?

**Question**
Can I cancel a conference or transfer procedure after I have started it?

**Answer**
Yes, before completing a conference or transfer, you can press **Release** or **Cancel** to cancel it.

How Can I Combine Two Calls Into a Single Conference Call?

**Question**
How can I combine two calls on hold into a single conference call?

**Answer**
Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call, and then:

1. Press **Conference**.
2. Press the line button for the other (held) call.

The conference begins. The conference is established on the line that had the active call.

Why can I not see video on a call?

**Question**
Why can I not see video on a call?
Answer

To see an image of the other party on your phone screen, the other party’s phone must support video and the other party must have a camera installed and enabled on the phone. During conference calls, the conference system used during the call must support video conferencing.

What Happens to Video When I Put a Call On Hold?

Question
What happens to video when I put a call on hold?

Answer
Video transmission is blocked until you resume the call.

Why Does My Video Call Change Resolution?

Question
Why does my video call suddenly change resolution and become more grainy?

Answer
Your network is experiencing congestion and your phone has automatically changed the video resolution to keep the video part of your call working. If this problem persists, notify your system administrator.

Why Does My Video Call Lose Video?

Question
Why does my video call suddenly lose the video part of the call?

Answer
Your network is experiencing congestion and your phone cannot keep the video part of your call working. If this problem persists, notify your system administrator.

How Do I Redisplay the Remote Worker Disclaimer and Accept It?

Question
How can I redisplay the remote worker disclaimer and accept it?
Answer

To redisplay the disclaimer required for remote workers you must:

1. Press the `Applications` button.
2. Use the Navigation pad and Select button to scroll and select `Running Applications`.
   The disclaimer required for remote workers reappears.
How Do I Redisplay the Remote Worker Disclaimer and Accept It?
Troubleshooting

- Missing All Calls Button, page 87
- Cannot Sign In to the Personal Directory, page 87
- Cannot Access the Self Care Portal, page 88
- Documentation, Service Requests, and Additional Information, page 88

Missing All Calls Button

Problem
I would like to use the All Calls button but it is not on my phone.

Possible Cause
It has not been set up by your system administrator.

Solution
Ask your system administrator to enable the All Calls feature for you.

Cannot Sign In to the Personal Directory

Problem
You can't sign in to your personal directory.

Possible Cause
- You are using your password to sign in, not your personal identification number (PIN).
- Your PIN must be reset.
Solution

• Use your PIN, not your password.
• Contact your administrator.

Cannot Access the Self Care Portal

Problem
You can't access your Self Care Portal.

Possible Cause
Your password must be reset or your administrator may have changed your access to the pages.

Solution
Contact your administrator.

Documentation, Service Requests, and Additional Information

For information about how to obtain documentation, submit a service request, and gather additional information, see the monthly publication What’s New in Cisco Product Documentation. This publication also lists all new and revised Cisco technical documentation at https://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html.

Subscribe to the What’s New in Cisco Product Documentation as a Really Simple Syndication (RSS) feed. Use a reader application to set content for direct delivery to your desktop. The RSS feeds are a free service, and Cisco currently supports RSS Version 2.0.
Product Safety and Security

• Safety and Performance Information, page 89
• FCC Compliance Statements, page 90
• Cisco Product Security Overview, page 91
• Important Online Information, page 91

Safety and Performance Information

Power Outage

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

External Devices

We recommend that you use good-quality external devices that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals. External devices include headsets, cables, and connectors. Depending on the quality of these devices and their proximity to other devices, such as mobile phones or two-way radios, some audio noise may still occur. In these cases, we recommend that you take one or more of these actions:

• Move the external device away from the source of the RF or AF signals.
• Route the external device cables away from the source of the RF or AF signals.
• Use shielded cables for the external device, or use cables with a better shield and connector.
• Shorten the length of the external device cable.
• Apply ferrites or other such devices on the cables for the external device.
Cisco cannot guarantee the performance of external devices, cables, and connectors.

Caution

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

Ways to Provide Power to Your Phone

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

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

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

Phone Behavior During Times of Network Congestion

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

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

FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:

FCC Part 15.21 Statement

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

FCC RF Radiation Exposure Statement

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

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

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

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

Cisco Product Security Overview

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

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

Important Online Information

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

Regulatory Compliance and Safety Information
Warranty

- Cisco One-Year Limited Hardware Warranty Terms, page 93

**Cisco One-Year Limited Hardware Warranty Terms**

Special terms apply to your hardware warranty and services that you can use during the warranty period. Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com at this URL: https://www.cisco.com/go/hwwarranty.