# Settings

# Phone Settings Overview

Your administrator can configure the phone to make the setting menus available on the phone screen or on the phone web interface. If you can't find a specific menu, contact your administrator.

# Change the Ringtone

You can set a ringtone for an incoming call.

**Procedure**

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

# Assign a Ring Tone with the Phone Web Page

**Procedure**

| | |
|---|---|
| **Step 1** | On the phone web page, select **User Login** > **Voice** > **Ext(n)**, where **(n)** is the number of an extension. |
| **Step 2** | In **Call Feature Settings** area, choose a ringtone from the **Default Ring** drop-down list. |

If you don't want to specify a ringtone for the phone line, choose **No ring**. Your phone doesn't ring when receiving an incoming call.

**Step 3**     Click **Submit All Changes**.

# Control Ringer Volume

You can control the ringer volume of an incoming call on the phone, or from the phone administration web page.

If your administrator restricts your ability to control the ringer volume, you can't perform this task from either the phone volume key or from the phone administration web page.

**Before you begin**

Your administrator must allow you to control the ringer volume.

**Procedure**

To control the ringer volume do one of the following.

- On the phone, press the **Volume** ➖ ➕ or ➖ button to reduce or to increase the volume.

  **Note**     When your administrator restricts your ability to control the ringer volume, a message appears indicating that you have no permission to change the ringer volume.

- On the phone administration web page, access the **User Login** > **Advanced** and then select **Voice** > **User** > **Audio Volume**. Enter a value for the **Ringer Volume** parameter and click **Submit All Changes**.

  The valid value for the **Ringer Volume** parameter ranges from 0 to 15.

  **Note**     When your administrator restricts your ability to control the ringer volume, the **Ringer Volume** parameter doesn't appear under the **Audio Volume** section.

# Forward Calls from Your Phone

You can set up your phone to forward incoming calls after navigating to the **Call forward settings** screen.

There are two other methods to set up the call forward services. To set up the call forward services by a specific softkey, see Forward Calls. To set up the call forward services from the phone web page, see Forward Calls with the Phone Web Page.

**Before you begin**

Your administrator must enable the call forward services.

Your administrator disables the feature activation code synchronization for call forward. If enabled, the screen **Call forward settings** changes to be ready-only, however you can still change the setting for the Call Forward All service by pressing **Forward** or **Forward all** on the main screen. For more information, see Activate Call Forward All with Feature Activation Code Synchronization.

**Procedure**

**Step 1**  Press **Applications** [⚙].

**Step 2**  Select **User preferences** > **Call preferences** > **Call forwarding** to access the **Call forward settings** screen.

**Step 3**  Select a call forward service.

- **Forward all**—Determines whether to forward all incoming calls to a target phone number.
- **Forward busy**—Determines whether to forward an incoming call to a target phone number when the line is busy.
- **Forward no answer**—Determines whether to forward an incoming call to a target phone number when the call isn't answered.

**Step 4**  Enable the call forward service by pressing **Select** button of the Navigation cluster.

**Step 5**  Assign a target phone number for the call forward service.

- **Forward all number**—Specifies the target phone number to which you want to forward all incoming calls.
- **Forward busy number**—Specifies the target phone number to which you want to forward the incoming call when the line is busy.
- **Fwd no answer number**—Specifies the target phone number to which you want to forward the coming call when the call isn't answered.
- **Fwd no answer delay**—Assigns a response delay time for the no answer scenario.

| **Note** | • If your administrator disables the feature key synchronization (FKS) and XSI sync for call forward on your phone, you can enter the value as number of seconds after which call needs to be forwarded. |
|---|---|
| | • If your administrator enables FKS or XSI sync for call forward on your phone, you can enter the value as number of rings after which call needs to be forwarded. |

The call forward settings on the phone take effect only when FKS and XSI are disabled. For more information, consult your administrator.

**Step 6**  (Optional) Assign a target phone number by using the **Contacts** softkey.

a) In the **Call forward settings** screen, select any of the call forward service.
b) Select **Forward all number**, **Forward busy number**, or **Fwd no answer number** based on the call forward service that you selected, then press the **Contacts** softkey.
c) Search for a contact. For more information, see Search for a Contact in the All Directories Screen.
d) Press **Call** to assign the target phone number.
   You can find that the target phone number displays next to the call forward service.

**Step 7**     Press **Set** to apply the settings.

**Step 8**     Verify if the setting takes effect by looking for the call forward ⤫ icon. The icon displays with a target number on the top left or middle of the phone screen.

After you enable any of the call forward services, the **Forward** or **Forward all** softkey changes to the **Clr fwd** or **Clf fwd all** respectively. You can press the softkey to disable the call forward service or services, while the target phone number still remains.

**Clf fwd all** disables only the Call Forward All service, **Clf fwd** disables all call forward services.

If the call forward settings on the phone don't take effect, consult your administrator.

# Enable Call Forwarding with the Phone Web Page

Perform the following task if you want to enable the call forward settings from the phone web page.

**Procedure**

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

**Step 2**     Under **Call Forward**, choose **Yes** for CFWD Setting.

**Step 3**     Click **Submit All Changes.**

# Turn on Do Not Disturb for a Specific Line

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

**Procedure**

**Step 1**     Select a phone line using the Navigation cluster.

**Step 2**     Press **Applications** ⚙.

**Step 3**     Select **User preferences** > **Call preferences** > **Do not disturb**.

> **Note**          If the **Do not disturb** menu doesn't display on the screen, contact your administrator.

**Step 4**     Select **On** to turn on DND or select **Off** to turn off DND.

**Step 5**     Press **Set** to save the setting.

# Turn on DND from the Phone Web Page

**Procedure**

| | |
|---|---|
| **Step 1** | On the phone web page, select **User Login** > **Voice** > **User**. |
| **Step 2** | Under **Supplementary Services**, set **DND Settings** to **Yes**. |
| | You can turn on DND on for all lines if your administrator hasn't enabled feature key sync (FKS). |
| **Step 3** | Click **Submit All Changes**. |

# Enable Call Waiting

You can enable call waiting for a specific line or all lines. If enabled, you can receive the call notification (a single beep and the line button flashes red) while on an active call.

If your administrator has enabled synchronization of Call Waiting between a line and a BroadSoft XSI service, then your setting only applies to the specific line instead of all lines. Typically, the setting applies to all lines, except for the ones where the synchronization is enabled.

**Procedure**

| | |
|---|---|
| **Step 1** | Press the Navigation cluster up or down to select a phone line. |
| **Step 2** | Press **Applications** ⚙. |
| **Step 3** | Select **User preferences** > **Call preferences** > **Call waiting**. |
| **Step 4** | Select **On** to allow you to answer an incoming call that rings while on another call, or select **Off** to disable the function. |
| **Step 5** | Press **Set** to save the setting. |

# Enable Call Waiting from the Phone Web Page

**Procedure**

| | |
|---|---|
| **Step 1** | On the phone web page, select **User Login** > **Voice** > **User**. |
| **Step 2** | Under **Supplementary Services**, set **CW Setting** to **Yes**. |
| | The setting applies to all lines, except for the ones where your administrator has enabled synchronization of Call Waiting between the lines and the BroadSoft XSI service. |

**Step 3** Click **Submit All Changes**.

# Block an Anonymous Call

You can block an incoming call that does not have caller information for a specific line or all lines.

If your administrator has enabled synchronization of Anonymous Call Rejection between a line and a BroadSoft XSI service, then your setting only applies to the specific line instead of all lines. Typically, the setting applies to all the lines, except for the ones where the synchronization is enabled.

**Procedure**

**Step 1** Press the Navigation cluster up or down to select a phone line.

**Step 2** Press **Applications** ⚙.

**Step 3** Select **User preferences** > **Call preferences** > **Block anonymous call**.

**Step 4** Select **On** if you want to block the call that does not have caller information, or select **Off** to allow the call.

**Step 5** Press **Set** to save the setting.

# Enable Anonymous Call Blocking from the Phone Web Page

**Procedure**

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

**Step 2** Under **Supplementary Services**, set **Block ANC Setting** to **Yes**.

The setting applies to all lines, except for the ones where your administrator has enabled synchronization of Anonymous Call Rejection between the lines and the BroadSoft XSI service.

**Step 3** Click **Submit All Changes**.

# Block Caller ID

You can block your caller identification to prevent your name and phone number from being displayed on the receiver's screen when you make a call. This feature helps you to maintain privacy.

**Before you begin**

Your administrator enables Block CID feature on your phone.

Your administrator enables Block CID feature on the XSI BroadWorks server.

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Applications** ⚙. |
| **Step 2** | Select **User preferences** > **Call preferences**. |
| **Step 3** | Select **Block caller ID**. |
| **Step 4** | Press **Select** to toggle caller ID blocking on or off. |
| | If your administrator enables the block caller ID feature on the XSI BroadWorks server, your phone retrieves the value from the server and you see the value that your administrator sets on the server. You can then modify the value from the **Block caller ID** menu on the phone. |
| **Step 5** | Press **Set** to save the change. |

# Secure a Call

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

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Applications** ⚙. |
| **Step 2** | Select **User preferences** > **Call preferences** > **Secure call**. |
| **Step 3** | Select **On** to enable secure call feature or select **Off** to disable the secure call feature. |
| **Step 4** | Press **Set** to save the setting. |

# Enable Dial Assistance

When you make a new call, the dial assistance window displays the phone numbers that are closely matched to the entries in the Directory and the Call History list.

**Before you begin**

Your administrator enables the feature on your phone.

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Applications**. |
| **Step 2** | Select **User Preferences** > **Call Preferences** > **Dial assistance**. |
| **Step 3** | Press **On** to enable the dial assistance or press **Off** to disable it. |
| **Step 4** | Press **Set** to apply the mode. |

**Step 5**     Press **Back** to return to the Call Preferences screen.

# Add Multiple Locations for a BroadWorks XSI User

You can add multiple locations to your phone extension. This allows an incoming call to seamlessly be moved from your phone to other mobile phones or desk phones that are added to your extension.

**Before you begin**

Your administrator has enabled the Anywhere feature on the extension.

**Procedure**

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

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

**Step 3**     Select **Anywhere**.

**Step 4**     (Optional) Select a line if BroadWorks Anywhere is configured on multiple lines.

**Step 5**     Add contact number and name in the **Locations** screen.

Maximum length of a name that you can enter is 25. You can also keep the **Name** field empty.

Maximum length of a number that you can enter is 20.

**Step 6**     Enable or disable the location.

**Step 7**     Press **Save** to add the locations to the **Locations** list.

# Set Up an Auto Answer Page

**Procedure**

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

**Step 2**     Select **User preferences** > **Call preferences** > **Auto answer page**.

**Step 3**     Select **On** to enable the Auto answer page or select **Off** to disable Auto answer page.

**Step 4**     Press **Set** to save the changes.

# Set Up Voicemail

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Applications** ⚙. |
| **Step 2** | Select **User preferences** > **Call preferences** > **Voice mail**. |
| **Step 3** | Enter a phone number to check voicemail. |
| | If you press the **Messages** 📼 button, it dials the voicemail number and displays the voice message list. |
| **Step 4** | Press **Set** to confirm the assigned number. |
| **Step 5** | Press ↩ to exit. |
| **Step 6** | Press **Back** to exit. |

# HTTP Proxy Settings

You can set up an HTTP proxy on your phone from the **HTTP proxy settings** menu under the **Network configuration** menu. The HTTP proxy settings are also available on the phone web page.

**Related Topics**

# Set Up a Proxy Server with the Auto Proxy Mode

You can choose the auto proxy mode to set up an HTTP proxy server on the phone.

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Applications** ⚙. |
| **Step 2** | Select **Network configuration** > **HTTP proxy settings** > **Proxy mode**. |
| **Step 3** | Press the **Select** button of the navigation cluster to choose **Auto**. |
| **Step 4** | Highlight **Auto discovery (WPAD)**, select **On** to turn on Web Proxy Auto-Discovery (WPAD) that is used to retrieve a PAC file automatically, select **Off** to turn off WPAD. |
| | By default, your phone uses WPAD in the auto proxy mode. |

**Step 5**   (Optional) If you turn off WPAD in the previous step, you need to further enter a valid Proxy Auto-Configuration (PAC) URL in **PAC URL**. For example:

http://proxy.department.branch.example.com/pac

If you don't have the PAC URL, contact your administrator.

**Step 6**   Press **Set** to apply the settings.

## Set Up a Proxy Server with the Manual Proxy Mode

You can choose the manual proxy mode to set up an HTTP proxy server on the phone.

**Before you begin**

Your administrator provides you the server address and port of the proxy server.

**Procedure**

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

**Step 2**   Select **Network configuration** > **HTTP proxy settings** > **Proxy mode**.

**Step 3**   Press the **Select** button of the navigation cluster to choose **Manual**.

**Step 4**   Enter a valid hostname or IP address of a proxy server in **Proxy host**.

> **Note**        Do not provide the scheme (http:// or https://) for the proxy host.

**Step 5**   Enter a valid server port of the specified proxy server in **Proxy port**.

**Step 6**   (Optional) If your proxy server requires authentication, highlight **Proxy authentication** and then select **On**.

**Step 7**   (Optional) Enter your username and password to access the proxy server.

If you don't have the username and password, contact your administrator.

**Step 8**   Press **Set** to apply the settings.

## Set Up a Proxy Server from the Phone Web Page

You can choose the auto or manual proxy mode to set up an HTTP proxy server from the phone web page.

**Procedure**

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

**Step 2**   Under the section **HTTP Proxy Settings**, set the parameters described in the following table:

*Table 1: HTTP Proxy Settings*

| Parameter | Description |
|---|---|
| Proxy Mode | Choose the proxy mode for the HTTP proxy setting. Options are:<br><br>• Auto<br><br>• Manual<br><br>• Off<br><br>Default: Off |
| Use Auto Discovery (WPAD) | Select **Yes** to use the Web Proxy Auto-Discovery (WPAD) mechanism to automatically retrieve a Proxy Auto-Configuration (PAC) file.<br><br>If the parameter is set to **No**, you must configure **PAC URL**.<br><br>This parameter is available when you set **Proxy Mode** to **Auto**.<br><br>Default: Yes |
| PAC URL | URL locating the PAC file.<br><br>This parameter is available when you set **Proxy Mode** to **Auto** and **Use Auto Discovery (WPAD)** to **No**. |
| Proxy Host | Server address (hostname or IP address) of the proxy server.<br><br>Do not provide the scheme (`http://` or `https://`).<br><br>This parameter is available when you set **Proxy Mode** to **Manual**. |
| Proxy Port | Port number of the proxy server.<br><br>This parameter is available when you set **Proxy Mode** to **Manual**. |
| Proxy Server Requires Authentication | If your proxy server requires authentication, select **Yes**. Otherwise, select **No**. The parameter configuration depends on the actual behaviour of the proxy server.<br><br>This parameter is available when you set **Proxy Mode** to **Manual**. |
| Username | Enter a username of a credential user on the proxy server.<br><br>This parameter is available when you set **Proxy Mode** to **Manual** and **Proxy Server Requires Authentication** to **Yes**. |

| Parameter | Description |
|---|---|
| Password | Enter a password of the specified username for the proxy authentication purpose.<br><br>This parameter is available when you set **Proxy Mode** to **Manual** and **Proxy Server Requires Authentication** to **Yes**. |

**Step 3**     Click **Submit All Changes**.

# VPN Connection Settings

You can set up and enable a VPN connection on your phone from the **VPN settings** menu under the **Network configuration** menu. To facilitate the settings, you can also configure the VPN settings related parameters on the phone web page. If you want to enable the VPN connection, you need to reboot the phone.

**Related Topics**

# Set Up a VPN Connection

You can set up a VPN connection on your phone. After you perform the procedure described in this topic, only the VPN settings are finished. You still need to enable the VPN connection by rebooting the phone in a manual or automatic way.

If you want to set up the VPN connection from the phone web page, see Set Up a VPN Connection from the Phone Web Page, on page 15.

**Before you begin**

Your administrator provides the necessary information that is required to establish a VPN connection.

**Procedure**

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

**Step 2**     Select **Network configuration** > **VPN settings**.

**Step 3**     Enter the IP address or FQDN of a VPN server in **VPN server**.

**Step 4**     Enter the user credentials in **Username** and **Password**.

**Step 5**     (Optional) If needed, enter the name of a tunnel group in **Tunnel group**.

If the field is empty, this means no tunnel group is used for this VPN connection.

**Step 6** Highlight **Connect to VPN on bootup**, press the **Select** button of the navigation cluster to select **On**.

**Step 7** Press **Set** to save the settings.

The VPN settings are finished. For information about how to enable the VPN connection, see Enable a VPN Connection, on page 14.

# Enable a VPN Connection

You can enable a configured VPN connection by rebooting your phone automatically. If you want to manually reboot your phone to enable the VPN connection, see Reboot Your Phone, on page 23.

**Before you begin**

The VPN settings are finished. For details, see Set Up a VPN Connection , on page 13 or Set Up a VPN Connection from the Phone Web Page, on page 15.

**Procedure**

**Step 1** Press **Applications** ⚙.

**Step 2** Select **Network configuration** > **VPN settings**.

**Step 3** Highlight **Enable VPN connection**, press the **Select** button of the navigation cluster to select **On** to apply the changes.

**Note** Once you set **Enable VPN connection** to **On**, the phone immediately tries to connect to the VPN server. During the process, the phone reboots automatically.

The VPN connection takes about one minute.

After your phone reboots, the VPN connection icon 🌐 on the upper-right corner of the phone screen indicates that the VPN connection is established successfully.

If the VPN connection fails, the value of **Enable VPN connection** remains **Off**.

**Step 4** (Optional) View the details of the VPN connection. For example, the current VPN connection status and VPN IP address. For details, see View the VPN Status, on page 16.

# Disable a VPN Connection

You can disable a VPN connection by rebooting your phone in an automatic or manual way.

**Before you begin**

A VPN connection is enabled on your phone.

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Applications** ⚙. |
| **Step 2** | Select **Network configuration** > **VPN settings**. |
| **Step 3** | Highlight **Connect to VPN on bootup**, press the **Select** button of the navigation cluster to select **Off**. |
| **Step 4** | Press **Set** to save the setting. |
| **Step 5** | Do one of the following actions: |

- Highlight **Enable VPN connection**, select **Off**.

  **Note**    Once you set **Enable VPN connection** to **Off**, the phone immediately tries to disconnect from the VPN server. During the process, the phone reboots automatically.

- Manually reboot your phone, see Reboot Your Phone, on page 23.

The VPN disconnection takes about one minute.

After the phone reboots, the VPN connection icon 🌐 on the phone screen disappears. This means that the VPN connection is disabled successfully.

| | |
|---|---|
| **Step 6** | (Optional) Check whether the VPN connection is `Disconnected`. For details, see View the VPN Status, on page 16. |

# Set Up a VPN Connection from the Phone Web Page

You can set up a VPN connection from the phone web page.

You can do the same configuration on your phone, see Set Up a VPN Connection , on page 13.

**Procedure**

| | |
|---|---|
| **Step 1** | On the phone web page, select **Voice** > **System**. |
| **Step 2** | Under the section **VPN Settings**, set the parameters described in the following table. |

*Table 2: VPN Settings*

| Parameter | Description |
|---|---|
| VPN Server | IP address or FQDN of the VPN server. |
| | Default: Empty |
| VPN User Name | Enter a username for a credential user on the VPN server. |
| | Default: Empty |

| Parameter | Description |
|---|---|
| VPN Password | Enter a password of the specified username to access the VPN server.<br><br>Default: Empty |
| VPN Tunnel Group | Enter a tunnel group assigned to the VPN user.<br><br>Tunnel group is used to identify the group policy for the VPN connection.<br><br>Default: Empty |
| Connect on Bootup | Choose whether your phone connects to the VPN server automatically after the phone reboots.<br><br>Default: No |

**Step 3**   Click **Submit All Changes** to save the changes.

The VPN settings are finished. For information about how to enable the VPN connection, see .

# View the VPN Status

You can check the details of the VPN connection. For example, the current VPN status and VPN IP address of your phone.

You can also view the status from the phone web page by selecting **Info** > **Status** > **VPN Status**.

**Procedure**

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

**Step 2**   Select **Status** > **VPN status**.

You can view the following information:

- **VPN connection**—Indicates whether the phone connects to the VPN server. The status can be either `Connected` or `Disconnected`.

- **VPN IP address**—VPN IP address assigned from the VPN server.

- **VPN subnet mask**—VPN subnet mask assigned from the VPN server.

- **Sent bytes**—Total bytes the phone sent out to the network through the VPN server.

- **Received bytes**—Total bytes the phone received from the network through the VPN server.

# Change the Time Format

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

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Applications** ⚙. |
| **Step 2** | Select **Device administration** > **Date/Time** > **Time format**. |
| | To set daylight savings, select **Device administration** > **Date/Time** > **Daylight savings**. Select **On** to turn on the daylight savings and select **Off** to turn it off. |
| **Step 3** | (Optional) Select **Device administration** > **Date/Time** > **Time zone**. |
| **Step 4** | Select a time format and press **Set** to apply the changes. |

# Change the Date Format

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

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Applications** ⚙. |
| **Step 2** | Select **Device administration** > **Date/Time** > **Date format**. |
| **Step 3** | Select a date format and press **Set** to apply the changes. |

# Change the Screen Saver

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

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Applications** ⚙. |
| **Step 2** | Select **User preferences** > **Screen preferences** > **Screen saver**. |
| **Step 3** | Select **On** to turn on screen saver and select **Off** to turn it off. |
| **Step 4** | Select **Screen saver settings** to choose the settings: |
| | • **Screen saver type**—Choose one of the following options: |

- **Clock**—Displays a rounded clock with the wallpaper in the background.

- **Download Picture**—Displays a picture pushed from the phone web page.

- **Logo**: Displays a logo as the phone screensaver. This image is added in the Logo URL field of the pone web page.

- **Lock**—Displays a lock icon on the phone screen wallpaper.

- **Trigger interval**—Enter the number of seconds that the phone remains idle before the screen saver turns on.

- **Refresh interval**—Enter the number of seconds before the screen saver should refresh (if, for example, you chose a rotation of pictures).

**Step 5** Press **Set**.

# Change Wallpaper from the Phone Page

Your administrator can allow you to change the default wallpaper on your phone to one of the wallpapers available.

### Procedure

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

**Step 2** In the **Phone Background** field of the **Screen** section, select any of the options as a phone wallpaper.

- **Default**: Phone does not have any wallpaper. If no wallpaper is added to the phone screen, the phone screen displays monochrome wallpaper.

- **Download Picture**: In the phone web page, you can select the **Download Picture** as your phone background option. The picture that you add in the **Picture Download URL** is used as the phone wallpaper.

  Phone supports .jpg, and .png image files and the image size can be a maximum of 625 KB. You can scale-up or scale-down the image so that a picture can fully fit into the screen. If the aspect ratio of the target picture is not 5:3, some parts of the picture are lost.

- **Logo**: In the phone web page you can select **Logo** as your phone background option. The logo that you add in the **Logo URL** is used as the wallpaper.

  **Caution** Do not exceed a maximum length of 255 characters for the **Logo URL** or **Picture Download URL**.

  The logo display area is the center of the phone screen. The logo display area size of the phone is 128x128 pixels. If original logo size does not fit display area, the logo scales to fit the display area.

# Configure the Screen Saver with the Phone Web Interface

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

Any button press returns the phone to normal mode.

**Procedure**

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

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

| Parameter | Description |
|---|---|
| Screen Saver Enable | Select **Yes** to enable a screen saver on the phone. When the phone is idle for a sp<br>Default: No |
| Screen Saver Type | Types of screen saver. Options you can choose:<br>• **Clock**—Displays a digital clock on a plain background.<br>• **Download Picture**—Displays a picture pushed from the phone webpage.<br>• **Logo**: Displays a logo on the phone screen. Add a logo image in the **Logo U**<br>• **Lock** —Enables locking of the screensaver. |
| Screen Saver Wait | Amount of idle time before screen saver displays.<br>Enter the number of seconds of idle time to elapse before the screen saver starts.<br>Default: 300 |
| Picture Download URL | URL locating the (.png) file to display on the phone screen background. If you s<br>a screensaver on the phone screen.<br>When you enter an incorrect URL to download a new wallpaper, the phone fails t<br>downloaded wallpaper. If the phone does not have any wallpaper downloaded ea |
| Logo URL | Enter a URL or path for the location where the logo image is saved. If you select<br>screensaver on the phone screen. |

**Step 3** Click **Submit All Changes**.

# Add a Logo as a Phone Background

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

**Procedure**

| | |
|---|---|
| **Step 1** | On the phone web page, select **User Login** > **Voice** > **User**. |
| **Step 2** | In the **Screen** section, select **Logo** from the **Phone Background** field and in the **Logo URL** field enter a URL or path for the location where the logo image is saved. |
| **Step 3** | Click **Submit All Changes**. |
| | After the logo is added in the phone background, if you select **Default** from the **Phone Background** list and save the changes, the logo icon on the phone screen will disappear. |

# Change Wallpaper from the Phone Page

Your administrator can allow you to change the default wallpaper on your phone to one of the wallpapers available.

**Procedure**

| | |
|---|---|
| **Step 1** | On the phone web page, select **User Login** > **Voice** > **User**. |
| **Step 2** | In the **Phone Background** field of the **Screen** section, select any of the options as a phone wallpaper. |

- **Default**: Phone does not have any wallpaper. If no wallpaper is added to the phone screen, the phone screen displays monochrome wallpaper.

- **Download Picture**: In the phone web page, you can select the **Download Picture** as your phone background option. The picture that you add in the **Picture Download URL** is used as the phone wallpaper.

  Phone supports .jpg, and .png image files and the image size can be a maximum of 625 KB. You can scale-up or scale-down the image so that a picture can fully fit into the screen. If the aspect ratio of the target picture is not 5:3, some parts of the picture are lost.

- **Logo**: In the phone web page you can select **Logo** as your phone background option. The logo that you add in the **Logo URL** is used as the wallpaper.

  | **Caution** | Do not exceed a maximum length of 255 characters for the **Logo URL** or **Picture Download URL**. |
  |---|---|

  The logo display area is the center of the phone screen. The logo display area size of the phone is 128x128 pixels. If original logo size does not fit display area, the logo scales to fit the display area.

# Download Wallpaper

You can download a picture to customize the background on the phone screen.

**Procedure**

| | |
|---|---|
| **Step 1** | On the phone web page, select **User Login** > **Voice** > **User**. |
| **Step 2** | In the **Screen** section, choose **Download Picture** for the **Phone Background** field. |
| **Step 3** | Upload the custom wallpaper to a TFTP,HTTP, or HTTPS server. |

The image is a .jpg file. Preferred dimension is 800x480 pixels. If the image is not the preferred size, user still can upload it but it will resize to fit the screen.

| | |
|---|---|
| **Step 4** | In the **Picture Download URL** field, enter the path where the wallpaper image has been uploaded. |

The URL must include the TFTP,HTTP, or HTTPS server name (or IP address), directory, and filename.

Example:

```
http://10.64.84.147/pictures/image04_800x480x24.jpg
```

When you enter an incorrect URL to download a new wallpaper, the phone fails to upgrade to the newer wallpaper and displays the existing downloaded wallpaper. If the phone does not have any wallpaper downloaded earlier, it displays a gray screen.

| | |
|---|---|
| **Step 5** | Click **Submit All Changes**. |

The phone does not reboot after you change the background image URL.

# Adjust the Phone Screen Brightness

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Applications** ⚙. |
| **Step 2** | Select **User preferences** > **Screen preferences** > **Display brightness**. |
| **Step 3** | Press the Navigation cluster, right or left, to increase or decrease the brightness. |
| **Step 4** | Press **Save**. |

# Adjust the Backlight Duration

You can adjust the backlight to make the phone screen easier to read.

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Applications** ⚙. |
| **Step 2** | Select **User preferences** > **Screen preferences** > **Backlight timer**. |

**Step 3**    Press **Edit** or **Select** button.

**Step 4**    Scroll through the list and select a duration for which the backlight remains on:

- 1 min

- 5 min

- 30 min

- Always On

**Note**    Default value is 5 min.

**Step 5**    Press **Set** to apply the selection.

# Adjust Backlight Timer from the Phone Web Interface

You can save energy by disabling the backlight on each phone at a preset time.

**Procedure**

**Step 1**    Select **Voice** > **User**.

**Step 2**    In the **Screen** section, select a duration for the **Back Light Timer** parameter.

You can also configure this parameter in the configuration file (cfg.xml) by entering a string in this format:

```
<Back_Light_Timer ua="rw">30s</Back_Light_Timer>
```

The allowed values are 1m|5m|30m|Always On. The default value is 5m (5 minutes).

**Step 3**    In the **Display Brightness** field, enter an integer ranging from 4 to 15 for the desired brightness.

You can also configure this parameter in the configuration file (cfg.xml) by entering a string in this format:

```
<Display_Brightness ua="rw">15</Display_Brightness>
```

The allowed value is an integer ranging from 4 through 15. The bigger the value, the brighter the screen display. The default value is 15.

**Step 4**    Click **Submit All Changes**.

# Change the Display Mode

**Procedure**

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

**Step 2**      Select **User preferences** > **Attendant console preferences** > **Display mode**.

The following options are available:

- **Name**

- **Ext**

- **Both**

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

# Specify an Audio Device for a Call

You can connect an analog headset, a Bluetooth headset, and a USB headset simultaneously to your phone. However, you can use only one headset at time.

When you connect multiple headsets to the phone, you can choose the audio device to use for a call. Your choice applies when you place or answer a call with a line key or the corresponding softkey.

**Procedure**

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

**Step 2**      Select **User preferences** > **Audio preferences** > **Preferred audio device**.

**Step 3**      Press **Select** to choose one of the options:

- **None**—Selects the last used audio device.
- **Speaker**—Selects the speakerphone as the audio device.
- **Headset**—Selects a headset as the audio device. A headset priority order is:

  - USB (highest)

  - Bluetooth (medium)

  - analog headset (lowest)

- **Bluetooth**—Selects Bluetooth as the audio device. The priority order is Bluetooth (highest), USB (medium), and analog headset (lowest).

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

# Reboot Your Phone

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

**Procedure**

**Step 1**  Press **Applications** ⚙.

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

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

# Set Language

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

**Procedure**

**Step 1**  Press **Applications** ⚙.

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

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

**Step 4**  Select **Save**.

# Set Password

Reset your phone password regularly and keep your network secure.

**Before you begin**

You must have your password.

**Procedure**

**Step 1**  Press **Applications** ⚙.

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

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

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

**Step 5**  Select **Save**.

**Related Topics**

# Set Password from Phone Web Page

You can update your password from the phone web page.

**Before you begin**

You must have your current password.

**Procedure**

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

**Step 2**   Under the section **System Configuration**, locate the parameter **User Password**, and click **Change Password** next to the parameter.

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

If you don't have a password, keep the field empty.

**Step 4**   Enter your new password in the **New Password** field.

**Step 5**   Click **Submit**.

The message `Password has been changed successfully.` will display in the web page.

# Set up the Profile Account

You need to enter the authentication credentials to resynchronize your phone with the provisioning profile when prompted with the **Profile account setup** screen.

If you missed the **Profile account setup** screen, you can also access it from the phone menu or the **Setup** softkey if available.

If the phone fails to sign in, contact your administrator.

**Before you begin**

Your administrator specifies the profile authentication type on your phone and provides you with the authentication credentials.

**Procedure**

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

**Step 2**   Select **Device administration**  > **Profile account setup**.
Your username and password are automatically filled. These fields are blank if your username and password were not added before.

**Step 3**   Press **Sign in** to save your username and password.

| | | |
|---|---|---|
| **Note** | | If any of the **Username** field or the **Password** field is empty, the phone displays a grey **Sign in** softkey and you can't press the softkey. |

**Step 4**    (Optional) Enter a new username and password if you want to login with another set of credentials.

# Executive Settings

If your administrator has configured you as an executive user with a pool of assistants, you can configure the following settings to share control of your calls with your assistants:

- You can active or deactivate call filtering. If your extension connects to the XSI BroadWorks server, you can also select the call filtering mode and type.

  When call filtering is on, your incoming calls go to your assistants according to the criteria configured by your administrator on the BroadWorks server.

  You also receive your incoming calls that go to your assistants, if your administrator has enabled call screening for you.

- You can check the Opt-in/Opt-out status of your assistants.

  The assistants with the Opt-in status have controls of the executive's calls.

| | |
|---|---|
| **Important** | The menu items that display on the phone screen are different in the following scenarios: <br> - Your administrator enables the feature key synchronization (FKS) on your extension. <br> - Your administrator connects your extension to the XSI BroadWorks server. |

# Activate Call Filtering as an Executive

Perform this task to active call filtering. If your administrator configures your extension to connect to the XSI BroadWorks server, you can also select the call filtering mode and call filtering type.

When call filtering is active, your incoming calls go to your assistants according to the criteria configured by your administrator.

You also receive your incoming calls that go to your assistants, if your administrator has enabled call screening for you. When an assistant answers a call, the call doesn't display on your extension.

| | |
|---|---|
| **Important** | If you activate DND on your phone, your assistants do not receive your incoming calls. |

Dial the service activation code provided by your administrator, or follow the procedure described below to activate call filtering.

**Before you begin**

Your administrator gives you executive user privileges.

Your administrator configures and enables the call filtering criteria on the XSI BroadWorks server.

**Procedure**

**Step 1** Do one of the following actions:

- If your administrator has programmed the **Executive** function on a line key, the phone shows the
  **Executive** together with the call filtering status (**On** or **Off**) on the main screen. Press the line key.
- If you do not have the **Executive** function that is configured on a line key:

  **a.** Press **Applications** .

  **b.** Select **Executive** .

**Step 2** Follow the below procedure according to the actual menus displayed on the phone.

- If your administrator configures your extension to connect to the XSI BroadWorks server:

  **a.** Select **Call filter** > **Call filter**.

  **b.** Press to select **On**.

  **c.** Select the call filter mode and the call filter type.

  - **Call filter mode**—Choose one of the following options:

    - **Simple**—Your incoming calls go to your assistants according to the call filtering criteria configured in the simple mode.

    - **Advanced**—Your incoming calls go to your assistants according to the call filtering criteria configured in the advanced mode.

  - **Call filter type**—Choose one of the following options:

    **Note** This menu item is available when the **Call filter mode** is set to **Simple**.

    - **All Calls**—All your incoming calls go to your assistants.

    - **Internal Calls**—If you and the callers are in the same BroadSoft group, their incoming calls go to your assistants.

    - **External Calls**—If you and the callers are not in the same BroadSoft group, their incoming calls go to your assistants.

  **d.** Press **Set** to apply the changes.

- If your administrator only enables the feature key synchronization (FKS) on your extension:

  **a.** Press the **On** softkey to activate call filtering.

**b.** Press ↰ to exit.

# Deactivate Call Filtering as an Executive

When call filtering is off, none of your incoming calls go to your assistants.

Dial the service activation code provided by your administrator, or follow the procedure described below to deactivate call filtering.

**Before you begin**

Your administrator gives you executive user privileges.

**Procedure**

**Step 1**    Do one of the following actions:

- If your administrator has programmed the **Executive** function on a line key, the phone shows the

  **Executive** 👥 together with the call filtering status (**On** or **Off**) on the main screen. Press the line key.
- If you do not have the **Executive** function that is configured on a line key:

  **a.** Press **Applications** ⚙.

  **b.** Select **Executive** 👥.

**Step 2**    Follow the below procedure according to the actual menus displayed on the phone.

- If your administrator configures your extension to connect to the XSI BroadWorks server:

  **a.** Select **Call filter** > **Call filter**

  **b.** Press ⬤ to select **Off**.

  **c.** Press **Set** to apply the changes.

- If your administrator only enables the feature key synchronization (FKS) on your extension:

  **a.** Press the **Off** softkey to deactivate call filtering.

  **b.** Press ↰ to exit.

# Check Assistant List as an Executive

You can access the **Assistant List** menu on the phone to check the assistants that have been assigned to you. The menu also shows the Opt-in/Opt-out status of the assigned assistants.

### Before you begin

Your administrator has assigned at least one assistant to you.

Your administrator has configured your extension to connect to the XSI BroadWorks server. Otherwise, the menu **Assistant List** doesn't display on the phone.

Your administrator has enabled alphanumeric dialing. Otherwise, you can't make a call to an assistant from the assistant list.

### Procedure

**Step 1** Do one of the following actions:

- If your administrator has programmed the **Executive** function on a line key, the phone shows the **Executive** together with the call filtering status (**On** or **Off**) on the main screen. Press the line key.
- If you do not have the **Executive** function that is configured on a line key:

  a. Press **Applications** ⚙.

  b. Select **Executive** 👥.

**Step 2** Select **Assistant List**.

The **Assistant List** screen displays a maximum of 10 assistants on the phone.

If your administrator configures more than one executive on the phone, then the screen only displays the assistants of the first available executive.

**Step 3** (Optional) If you want to make a call to one of your assistants, then highlight the assistant's phone number, and press **Call**.

# Executive Assistant Settings

If your administrator has configured you as an executive assistant, you can configure the following settings for shared control of the executives' calls:

- You can view the associated executives.

- You can opt in to or out of an executive's pool of assistants if your administrator has enabled this option for the pool.

- If you have opted in to a pool, when you want someone else to answer calls on behalf of executives instead of you, you can activate call diversion to a number of your choice.

You can deactivate call diversion at any time.

• If you have opted in to a pool, you can activate or deactivate call filtering for an executive.

When call filtering is on, you and other assistants associated with the executive receive the executive's incoming calls according to the criteria configured by your administrator.

☞

**Important**     The menu items that display on the phone screen are different in the following scenarios:

• Your administrator enables the feature key synchronization (FKS) on your extension.

• Your administrator connects your extension to the XSI BroadWorks server.

# Opt in to or Out of an Executive's Pool as an Assistant

When you opt in to an executive's pool, you get shared control of the executive's calls.

When you opt out of an executive's pool, you do not have any control of the executive's calls.

If your administrator only enables the feature key synchronization (FSK) on your extension, dial the appropriate service activation code provided by your administrator to opt in to or out of an executive's pool. Skip the below procedure.

If your administrator has configured your extension to connect to the XSI BroadWorks server, you can either dial the appropriate service activation code or follow the procedure described below.

**Before you begin**

Your administrator gives you the assistant user privileges and includes you in the executive's pool of assistants.

Your administrator grants you the permission to opt in to or out of the executive's pool.

**Procedure**

**Step 1**     Do one of the following actions:

• If your administrator has programmed the **Assistant** 👥 function on a line key, press the line key.

• If you do not have the **Assistant** 👥 function on a line key:

    **a.**   Press **Applications** ⚙.

    **b.**   Select **Assistant** 👥.

**Step 2**     Select **Executive List**.

**Step 3**     Select an executive of whose assistant pool that you want to opt in to or out of.

**Step 4**     Press ⬤ to select **Opt-in** to opt in to the executive's pool or select **Opt-out** to opt out of the executive's pool.

**Step 5**    Press **Set** to apply the changes.

# Activate or Deactivate Call Filtering as an Executive Assistant

Access the **Call filter** screen to activate or deactivate call filtering. The screen shows a list of executives associated with all the assistant extensions on the phone together with the call filtering status (**On** or **Off**).

When call filtering is on for an executive, you and other assistants associated with the executive receive the executive's incoming calls according to the criteria configured by your administrator.

When the executive or another assistant answers a call, you no longer see the call on your extension.

☞

**Important**    Activating or deactivating call filtering for an executive activates or deactivates the setting for all the assistants in the executive's pool.

**Before you begin**

You are in an executive's pool of assistants.

You administrator enables the **Call filter** menu item on the phone screen.

**Procedure**

**Step 1**    Do one of the following actions:

- If your administrator has programmed the **Assistant** function on a line key, press the line key.
- If you do not have the **Assistant** function on a line key:

  **a.**    Press **Applications** 🔧.

  **b.**    Select **Assistant** 👥.

**Step 2**    Follow the below procedure according to the actual menus displayed on the phone.

- If your administrator configures your extension to connect to the XSI BroadWorks server:

  **a.**    Select **Call filter**.

  **b.**    Highlight an executive, press ⬤ to toggle call filtering on or off for the highlighted executive.

  **c.**    Press **Set**, and then press **OK** to apply the changes.

- If your administrator only enables the feature key synchronization (FKS) on your extension:

  **a.**    Highlight the executive for whom you want to activate or deactivate call filtering.

  **b.**    Press ⬤ to toggle call filtering on or off for the highlighted executive.

c. Press ↩ to exit.

# Activate Call Diversion as an Executive Assistant

Access the **Divert** screen to activate call diversion when you want someone else to receive executives' incoming calls.

| ☞ | |
|---|---|
| **Important** | If you activate DND on your extension, calls are not diverted. |

You activate call diversion for an assistant extension. When you activate call diversion for an extension, if you handle multiple executives on that extension, all of the executives' incoming calls are diverted from that extension.

Other assistants in the executives' pool continue to receive executives' incoming calls.

Other assistant extensions on your phone also continue to receive executives' incoming calls.

**Before you begin**

You are in an executive's pool of assistants.

**Procedure**

**Step 1** Do one of the following actions:

- If your administrator has programmed the **Assistant** function on a line key, press the line key.
- If you do not have the **Assistant** function on a line key:

  a. Press **Applications** ⚙.

  b. Select **Assistant** 👥.

**Step 2** Follow the below procedure according to the actual menus displayed on the phone.

- If your administrator configures your extension to connect to the XSI BroadWorks server:

  a. Select **Divert** > **Divert**.

  b. Select **On** to activate call diversion.

  c. Highlight **Divert number** and enter the destination number to which you want the calls to be diverted.

  d. Press **Set** to apply the changes.

- If your administrator only enables the feature key synchronization (FKS) on your extension:

    **a.** Typically, the screen shows a list of all the executives associated with all the assistant extensions on the phone. Select an executive associated with the extension for which you want to activate call diversion.

       The extension with which the selected executive is associated appears at the top.

    **b.** Press **Divert**.

    **c.** Enter the destination number to which you want the calls to be diverted.

    **d.** Press **Call** to complete the action.

    **e.** Press � to exit.

If your administrator has programmed the **Assistant** function on a line key, the icon in the line key label changes to ✆ to show that call diversion is on.

If you are the only executive assistant with an extension on the phone, the diversion destination number appears under the **Assistant** line key.

# Deactivate Call Diversion as an Executive Assistant

**Before you begin**

You are in an executive's pool of assistants, and call diversion is on.

**Procedure**

**Step 1** Do one of the following actions:

- If your administrator has programmed the **Assistant** function on a line key, press the line key.
- If you do not have the **Assistant** function on a line key:

    **a.** Press **Applications** ⚙.

    **b.** Select **Assistant** 👥.

**Step 2** Follow the below procedure according to the actual menus displayed on the phone.

- If your administrator configures your extension to connect to the XSI BroadWorks server:

    **a.** Select **Divert** > **Divert**.

    **b.** Select **Off** to deactivate call diversion.

    **c.** Press **Set** to apply the change.

- If your administrator only enables the feature key synchronization (FKS) on your extension:

    **a.** Press **Clr divert**.

      **b.** Press ↰ to exit.

---

If your administrator has programmed the **Assistant** function on a line key, and call diversion is not on for any other assistant extension on the phone, the icon in the **Assistant** line key label changes back from ↖ to 👥.

# Check Executive List as an Assistant

You can access the **Executive List** menu on the phone to check the executives that your administrator has assigned to you. The menu also shows your current Opt-in/Opt-out status for the associated executives together with their phone numbers.

### Before you begin

Your administrator gives you the assistant user privileges, and includes you in the executive's pool of assistants.

Your administrator has configured your extension to connect to the XSI BroadWorks server.

### Procedure

---

**Step 1**      Do one of the following actions:

- If your administrator has programmed the **Assistant** 👥 function on a line key, press the line key.
- If you do not have the **Assistant** 👥 function on a line key:

    **a.** Press **Applications** ⚙.

    **b.** Select **Assistant** 👥.

**Step 2**      Select **Executive List**.

The **Executive List** screen displays a maximum of 10 executives on the phone.

If your administrator configures more than one assistant on the phone, then the screen only displays the executives of the first available assistant.

---

# Troubleshooting Executive Assistant Settings

### Calls Fail Although Call Diversion Is On

Ensure that DND is not activated for your extension.

# Wi-Fi Settings

Wi-Fi settings are available only on Cisco IP phone 8861 and 8865 Multiplatform Phones.

You can customize Wi-Fi settings for your phone from the **Wi-Fi configuration** menu under the **Network configuration** menu on the phone. Some of the Wi-Fi settings are also available on the phone web page.

# Connect the Phone to a Wireless Network at the First Boot

The phone automatically scans for available Wi-Fi networks in any of the following situations:

- when the phone first boots up without a network connection.

- when the phone isn't connected to a network after a factory reset.

A list of available Wi-Fi networks is displayed after the Wi-Fi scan process completes.

**Procedure**

**Step 1**     Select a Wi-Fi network from the list.

You see the following options:

- **Scan**—The phone scans again for available networks.

- **Setup**—Opens the **Setup Wi-Fi** page.

- **Skip**—You see the message `If you skip this step, you will need to configure the network manually`. If you confirm to skip the **Connect to Wi-Fi** page, the **Wi-Fi Scan** softkey displays.

**Step 2**     Press **Setup** and complete the fields.

**Step 3**     Press **Connect**.

# Trigger Wi-Fi Scan with Softkey

You can use the **Wi-Fi Scan** softkey to scan for available wireless networks. The softkey displays on the phone screen in any of the following situations:

- when you skip the Wi-Fi connection at the first boot with no wired network connection

- whenever the phone loses network connection and the phone Wi-Fi is turned on

**Procedure**

**Step 1**     Press the **Wi-Fi Scan** softkey when it displays on the phone screen.

The message `Wireless scan in progress` displays. After the scan completes, a list of networks is displayed. You see the following options:

- **Scan**—Scans again for available networks.

- **Select**—Opens the **Setup Wi-Fi** page.

- **Cancel**—Closes the network list.

**Step 2**  Select a Wi-Fi network from the list.

**Step 3**  Press **Select** and complete the fields.

**Step 4**  (Optional) Press **Save** to save the setups as a Wi-Fi profile. You can connect to this network later with the profile.

**Step 5**  Press **Connect**.

# Turn the Wi-Fi On or Off from the Phone Web Page

You can enable or disable the wireless LAN of your phone from the phone web page. You turn on the Wi-Fi so that the phone connects to a wireless network automatically or manually. By default, the wireless LAN on your phone is enabled.

**Procedure**

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

**Step 2**  Go to the **Wi-Fi Settings** section and set the **Phone-wifi-on** field to **Yes**.

**Step 3**  Click **Submit All Changes**.

# Turn the Wi-Fi On or Off from Your phone

You can enable or disable the wireless LAN of your phone from the **Wi-Fi configuration** menu. By default, the wireless LAN on your phone is enabled.

**Procedure**

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

**Step 2**  Select **Network configuration** > **Wi-Fi configuration** > **Wi-Fi** .

**Step 3**  Press the **Select** button, to turn the Wi-Fi on or off. You can also press the Navigation cluster, left or right, to turn the Wi-Fi on or off.

**Step 4**  Press **Set** to save the changes.

# Connect the Phone to a Wi-Fi Manually

When you set up a Wi-Fi profile, it provides you the options to connect the phone manually to a wireless network. You can establish the connection from the **Wi-Fi profile** screen or from the **Setup Wi-Fi** screen.

The top most Wi-Fi profile in the **Wi-Fi profile** screen gets connected automatically when the phone provisions.

### Before you begin

Turn on the Wi-Fi of your phone.

### Procedure

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

**Step 2**   Select **Network configuration** > **Wi-Fi configuration** > **Wi-Fi profile**.

**Step 3**   In the **Wi-Fi profile** screen, do any of the actions to connect to Wi-Fi.

- Select any of the configured Wi-Fi profile and click **Connect**.
- Press **Scan** and select one wireless in the **Connect to Wi-Fi** screen. In the **Setup Wi-Fi** screen, enter values in the fields and press **Connect**.

See the **Profile Parameter** table in the for the field values.

# Connect to a Wi-Fi Network When Your Phone Displays a Connection Failure Message

If your phone supports Wi-Fi, it provides status information if it doesn't have a network connection when it boots up. You see the message `Verify your internet settings or contact your service provider.`

### Before you begin

The phone must not be connected to an Ethernet cable.

### Procedure

**Step 1**   Press **Wi-Fi Scan**.
A list of Wi-Fi networks displays.

**Step 2**   Press one of these options:

- **Scan**—to scan for networks again.

- **Select**—to configure the highlighted network.

**Step 3**   Highlight a network from the list.

**Step 4**   Press **Select**.

**Step 5**   Select one of the following options:

- **Cancel**—go back to the previous screen.

- **Save**—save the network with the information you input.

- **Connect**—connect to the selected network.

**Step 6**   Press **Connect**.

**Note**   The steps above also apply if your phone loses its network connection any time after it has booted up, and it's not connected to an Ethernet cable.

# Set Up a Wi-Fi Profile from the Phone

You can add maximum of four Wi-Fi profiles. You can use this profile to connect your phone to a Wi-Fi network.

**Procedure**

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

**Step 2**   Select **Network configuration** > **Wi-Fi configuration** > **Wi-Fi profile**.

**Step 3**   In the **Wi-Fi profile** screen, move to a row in the list on which you want to set up the profile.

**Step 4**   Press the **Select** button.

You can also press **Options** and then select **Edit**.

**Step 5**   In the **Edit profile** screen, set the parameters as mentioned in the **Profile Parameters** table.

**Table 3: Profile Parameters**

| Parameter | Description |
|---|---|
| Security mode | Allows you to select the authentication method that is used to secure access to the Wi-Fi network. Depending on the method you choose, a password, passphrase, or key field appears so that you can provide the credentials that are required to join this Wi-Fi network. Options are:<br><br>• Auto<br><br>• EAP-FAST<br><br>• PEAP-GTC<br><br>• PEAP-MSCHAPV2<br><br>• PSK<br><br>• WEP<br><br>• None<br><br>Default: PSK |
| Network name | Allows you to enter a name for the SSIDs. This name displays on the phone. Multiple profiles can have the same network name with different security mode.This name displays on the phone. |
| User ID | Allows you to enter a user ID for the network profile.<br><br>This field is available when you set the security mode to Auto, EAP-FAST, PEAP-GTC, PEAP-MSCHAPV2. This is a mandatory field and it allows maximum length of 32 alphanumeric characters. |
| Password | Allows you to enter password for the network profile that you create.<br><br>This field is available when you set the security mode to Auto, EAP-FAST, PEAP-GTC, PEAP-MSCHAPV2. This is a mandatory field and it allows maximum length of 64 alphanumeric characters. |
| WEP key | Allows you to enter password for the network profile that you create.<br><br>This field is available when you set the security mode to WEP. This is a mandatory field and it allows maximum length of 32 alphanumeric characters. |
| Passphrase | Allows you to enter password for the network profile that you create. You need to enter this value when the security mode is PSK. |

| Parameter | Description |
|---|---|
| Frequency band | Allows you to select the wireless signal frequency band that is used in the WLAN. Options are:<br><br>• Auto<br><br>• 2.4 GHz<br><br>• 5 GHz<br><br>Default: Auto |

**Step 6**  Press **Save**.

# Set Up a Wi-Fi Profile

You can configure a Wi-Fi profile from the phone web page or from remote device profile resync and then associate the profile to the available Wi-Fi networks. You can use this Wi-Fi profile to connect to a Wi-Fi. You can configure maximum of four profiles.

**Procedure**

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

**Step 2**  Set the **Wi-Fi Profile** fields with the information that your administrator provided.

**Step 3**  Click **Submit All Changes**.

If the phone has an active call, you can not save the changes.

# Delete a Wi-Fi Profile

You can remove a Wi-Fi profile from the list when the profile is no more required.

**Procedure**

**Step 1**  Press **Applications** 　.

**Step 2**  Select **Network configuration** > **Wi-Fi configuration** > **Wi-Fi profile**.

**Step 3**  In the **Wi-Fi profile** screen, select the Wi-Fi profile that you want to remove.

**Step 4**  Press **Options**.

**Step 5**  Select **Delete** and then confirm the deletion.

# Change the Order of a Wi-Fi Profile

You can determine the position of a Wi-Fi profile in the list. The Wi-Fi profile at the top of the list has the highest priority. When the Wi-Fi is turned on, the phone uses the Wi-Fi profile on the top of the list to connect automatically to a wirless network while provisioning.

**Procedure**

**Step 1**  If you change the Wi-Fi profile order from the phone, follow these steps:

a) Press **Applications** ⚙ .
b) Select **Network configuration** > **Wi-Fi configuration** > **Wi-Fi profile**.
c) In the **Wi-Fi profile screen**, select a Wi-Fi of which you want to change the order.
d) Press **Options**.
e) Select **Move up** or **Move down** to move the Wi-Fi profile one level up or one level down respectively in the list.

**Step 2**  If you change the Wi-Fi profile order from the phone web page, follow these steps:

a) On the phone web page, select **User Login** > **Advanced** > **Voice** > **System**.
b) In the **Wi-Fi Profile (n)** section, set the **Wi-Fi Profile Order** field to the desired order.
c) Click **Submit All Changes**.

# Scan and Save a Wi-Fi Network

You can scan a Wi-Fi profile to get the list of available wireless networks (SSID). The security mode and the network name have the same value of the scanned SSID. You can then edit the fields of any of the wireless networks. When you save the changes, it saves as a Wi-Fi profile in the phone Wi-Fi profile list. You can then use this new Wi-Fi profile to connect the phone to a wireless network.

✎

**Note**
- When the security mode of a wireless network is None, PSK, and WEP, you can't modify the security mode. On the **Security mode** screen, you only see the security mode that is set for the network. For example, if the security mode of a network is PSK, you see only PSK in the **Security mode** screen.

- When you scan a wireless network (SSID) which is the current connected wireless, you can't edit the **Network name** of this SSID.

**Procedure**

**Step 1**  Press **Applications** ⚙ .
**Step 2**  Select **Network configuration** > **Wi-Fi configuration** > **Wi-Fi profile**.
**Step 3**  In the **Wi-Fi profile** screen, press **Scan** to get all available wireless networks.
**Step 4**  (Optional) In the **Connect to Wi-Fi** screen, press **Scan** again to rescan the list.

**Step 5**    Select a wireless and press **Select** or the **Select** button.

**Step 6**    In the **Setup Wi-Fi** screen, set the parameters as mentioned in the **Profile Parameters** table.

*Table 4: Profile Parameters*

| Parameter | Description |
|---|---|
| Security mode | Allows you to select the authentication method that is used to secure access to the Wi-Fi network. Depending on the method you choose, a password, passphrase, or key field appears so that you can provide the credentials that are required to join this Wi-Fi network. Options are:<br><br>• Auto<br><br>• EAP-FAST<br><br>• PEAP-GTC<br><br>• PEAP-MSCHAPV2<br><br>• PSK<br><br>• WEP<br><br>• None<br><br>Default: PSK |
| Network name | Allows you to enter a name for the SSIDs. This name displays on the phone. Multiple profiles can have the same network name with different security mode.This name displays on the phone. |
| User ID | Allows you to enter a user ID for the network profile.<br><br>This field is available when you set the security mode to Auto, EAP-FAST, PEAP-GTC, PEAP-MSCHAPV2. This is a mandatory field and it allows maximum length of 32 alphanumeric characters. |
| Password | Allows you to enter password for the network profile that you create.<br><br>This field is available when you set the security mode to Auto, EAP-FAST, PEAP-GTC, PEAP-MSCHAPV2. This is a mandatory field and it allows maximum length of 64 alphanumeric characters. |
| WEP key | Allows you to enter password for the network profile that you create.<br><br>This field is available when you set the security mode to WEP. This is a mandatory field and it allows maximum length of 32 alphanumeric characters. |
| Passphrase | Allows you to enter password for the network profile that you create. You need to enter this value when the security mode is PSK. |

| Parameter | Description |
|---|---|
| Frequency band | Allows you to select the wireless signal frequency band that is used in the WLAN. Options are:<br><br>• Auto<br><br>• 2.4 GHz<br><br>• 5 GHz<br><br>Default: Auto |

**Step 7**   Press **Save**.

# View the Wi-Fi Status

You can also view the status from the phone web page by selecting **User Login** > **Advanced** > **Info** > **Status** > **System Information**.

**Procedure**

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

**Step 2**   Select **Network configuration** > **Wi-Fi configuration** > **Wi-Fi status**.

You see the information:

- **Wi-Fi status**: Displays if the Wi-Fi is connected or disconnected.
- **Network name**: Indicates the name of the SSID.
- **Signal strength**: Indicates strength of the network signal.
- **MAC address**: Indicates MAC address of the phone.
- **AP MAC address**: Indicates MAC address of the access point (SSID).
- **Channel**: Indicated the channel on which the Wi-Fi network transmits and receives data.
- **Frequency**: Indicates the wireless signal frequency band that is used in the Wireless LAN.
- **Security mode**: Indicates the security mode that is set for the wireless LAN.

# View Wi-Fi Status Messages on the Phone

You can view messages about the Wi-Fi connection status of your phone. The messages can help you diagnose Wi-Fi connection problems. The messages contain:

- connection time and MAC address of the AP

• disconnection time and diagnostic code

• connection failure time

• time that weak signal of the AP continues over 12 seconds

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Applications** ⚙. |
| **Step 2** | Select **Status** > **Wi-Fi messages**. |
| **Step 3** | Use the outer ring of the navigation cluster to scroll through the messages. |
| **Step 4** | Press **Details** to view more details of the selected message. |
| **Step 5** | (Optional) Press **Clear** to delete all the messages. |

# Accessibility with Voice Feedback

Voice Feedback helps people who have trouble seeing use their Cisco IP phone. When enabled, a voice prompt helps you navigate your phone buttons, and to use and configure phone features. The voice feedback also reads incoming caller IDs, displayed screens and settings, and button functions.

• Voice Feedback is enabled and disabled with the **Select** button that is located in the center of the Navigation cluster. When the phone is idle, quickly tap **Select** three times to turn this feature on or off. A voice prompt alerts you to the feature status.

**Tip**    Push a softkey once, and Voice Feedback reads the feature that is associated with the key. Quickly push the softkey twice to execute the feature.

• Hardkeys such as the Contacts, Applications, and Messages buttons are treated differently. Push a hardkey once, and a voice reads the screen name followed by the application or setting that is displayed on the phone.

You may not hear Voice Feedback if you select the Headset button, but don't have a connected headset. Select **Speakerphone** and you hear Voice Feedback again. When on a call, only you hear Voice Feedback so your privacy is assured.

Voice Feedback is only available for English language users. If this feature is not available to you, then it is disabled on your phone.

# Enable or Disable Voice Feedback

Voice Feedback helps people who have trouble seeing use their Cisco IP phone. You can enable or disable Voice Feedback by pressing the **Select** button three times quickly. You can also access this feature from the **Accessibility** menu under **Applications** on your phone.

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Applications** ⚙. |
| **Step 2** | Select **Accessibility** > **Voice Feedback**. |
| **Step 3** | Select **On** to turn On Voice Feedback. |
| **Step 4** | Press the **Set** softkey twice quickly to save your settings. |
| **Step 5** | (Optional) If you want to disable Voice Feedback, select **Off** to turn off Voice Feedback, then press the **Set** softkey twice to make the change take effect. |
| | When you press the **Set** at the first time, you can hear the feature. After you press the **Set** at the second time, the Voice Feedback is disabled. |

# Adjust Voice Speed

You can customize the speed of Voice Feedback if it reads too quickly or too slowly. Voice Feedback must be enabled before you can select a Voice Speed.

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Applications** ⚙ on your phone, or press **Select** three times quickly to turn on Voice Feedback. |
| **Step 2** | Select **Accessibility**, and navigate up and down using the **Select** button ring. Press **Select** when you hear the option for **Voice Speed**. |
| **Step 3** | Navigate up and down to hear the various speed options. You will hear the number and name of each option. Press **Select** to choose and save a voice speed. |
| | a) 1 Slowest |
| | b) 2 Slower |
| | c) 3 Normal |
| | d) 4 Faster |
| | e) 5 Fastest |

# Adjust Voice Volume

The Voice Feedback feature also allows you to set the voice volume.

**Before you begin**

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Applications** ⚙ on your phone, or press **Select** three times quickly to turn on Voice Feedback. |
| **Step 2** | Select **Accessibility**, and navigate to **Voice Volume** using the **Select** button ring. |
| **Step 3** | Press **Select**, and continue pressing until you hear each of the five available volume settings. |

        a) Highest
        b) High
        c) Normal
        d) Low
        e) Lowest

| | |
|---|---|
| **Step 4** | Press the **Set** softkey twice to save your settings. |

# Enable or Disable Noise Removal from Your Phone

The noise removal feature allows you to filter out the background noises from your environment in a call or meeting.

**Before you begin**

Ensure that your administrator grants you permission to enable or disable the noise removal feature. Otherwise, the menu item **Noise removal** doesn't display on the phone screen.

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Applications** ⚙. |
| **Step 2** | Select **User preferences** > **Audio preferences** > **Noise removal**. |
| **Step 3** | From the Navigation cluster, press the **Select** button to enable or disable the feature. |
| **Step 4** | Press **Set** to save the changes. |

# Enable or Disable Noise Removal with the Phone Web Page

**Before you begin**

Ensure that your administrator grants you permission to enable or disable the noise removal feature. Otherwise, the parameter **Noise Removal** doesn't display on the phone web page.

**Procedure**

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

**Step 2**     In the **Acoustic Setting** section, set **Noise Removal** to **Yes** to enable the feature.

If you don't want your phone to remove the background noises in a call or meeting, set **Noise Removal** to **No**.

**Step 3**     Click **Submit All Changes**.

**Related Topics**
> [Phone Web Page](#)

# Sign In to the Desk (Hot Desking)

If a phone is in a workspace where the scheduling mode is set to **Hot Desking**, you can pair your mobile phone with this phone and sign in as a guest for a certain duration. This is beneficial in a hybrid work environment where remote employees frequently travel to the office and do not have assigned workspaces. In this scenario, employees may only need access to a phone occasionally while in the office. This feature allows hybrid workers quick access to a device with their personal line and settings without the need to have a permanently assigned device thus optimizing office utilization. Your company prefers to enable hot desking in few phones for your use instead of purchasing phones for all employees.

**Before you begin**

- Phone registered to Webex Calling with a workspace account with the scheduling mode set to **Hot Desking**. Phone displays **Desk available** screen with a QR code to be used for pairing with a mobile.

- Webex application is installed and logged in on the mobile device.

**Procedure**

**Step 1**     In your mobile phone, log in to Webex application with your account.

**Step 2**     You see the QR code in the **Desk available** screen of the phone. Use the camera of your mobile and scan the QR code on the phone.

After you scan the QR code, **Signing in** screen appears. You see **Book this desk until** screen which allows you to enter a time in hours until which you can use the desk. After you click **Book**, the **Applying configuration** screen appears for a while. After succesful sign in, the configuration is applied and the phone reboots and returns to the home screen. You notice the following changes in the phone and in the paired mobile.

- Your personal phone number is displayed on the workspace phone.

- If you press **Applications** ⚙️ , you see the **Hot desking settings** menu is added to the **Information and settings** screen.

- Your personal data syncs with the phone and Webex call logs sync with the phone's Recents list from the Webex cloud server. For example, if there is a missed call in your call logs, it will display on the phone screen. Also, you can access the Missed call screen and make a call back to that contact.

- You can search contact by "name" from Webex directory and make a call. If you access the **Recents** list, you see this call is logged.

- While you use the desk, there can be one of your Webex meetings notification pop-up. You can press **Join** to join the meeting. If you access the **Recents** list, you see this meeting is added to the list.

- In the mobile phone, open the Webex application and check the **Connect to a Device** list. You see the booked phone name, duration of the desk booking, and a sign-out button.

# Sign Out from the Desk (Hot Desking)

After using a phone or a desk in hot desking mode, you can sign out using phone menu or from Webex application at any point of time. Also, once the desk duration ended, signing out occurs automatically.

**Procedure**

Sign out using any of the following:

- On the phone, press **Applications** ⚙. Then select **Hot desking settings** menu in the **Information and settings** screen and click **Sign out** in the **Hot desking settings** screen. A window appears with a notification:

```
This will remove your desk booking and personal data from the device
```

  Click **Sign out** to confirm the action.
- On the mobile, open the Webex application and access the **Booked Devices**, click the **Sign out** button next to the booked phone name.

After you sign out, your personal data and synced Webex call logs remove from the phone (desk). The user account and the phone number changes to workspace account.

# Error Scenarios during Hot Desking

You may encounter the following errors before sign-in, after sign-in, and after sign-out from the desk and may need to contact your administrator.

**Before Sign-in**

- Sign in unavailable during call

- Desk unavailable during upgrade

- Desk unavailable during service issue

- Desk unavailable during service failure

### After Sign-in Errors

- Failed to connect to Webex calling. You will be unable to make or receive calls with your personal number.

- Error code contains the message: Personal Account data already populated

- Error code contains the messages:

  Couldn't resolve host name

  Couldn't connect to server

  Timeout was reached

  Operation timed out

  System time adjustment failed

- Error code contains messages:

  Peer certificate cannot be authenticated with given CA certificates

  Missing 'serviceDomain' (unknown CI location)

  SRP group must be 3072 bits or higher

  Unsupported CI SRP handshake protocol

  Failed to register on spark with given activation code

  No access token

  Incomplete account data

  GDS refused to process our activation id

### Sign-out Errors

- WxC sign-out error

- Network is down

- Call is on or Meeting is on

- Factory reset is not allowed during hotdesking sign-in

# Reboot Your Phone

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

**Procedure**

| | |
|---|---|
| **Step 1** | Press **Applications** ⚙. |
| **Step 2** | Select **Device administration** > **Restart**. |

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