



## **Cisco Unified IP Phone 8941 and 8945 User Guide for Cisco Unified Communications Manager 10.0 (SCCP and SIP)**

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# Getting Started

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## 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

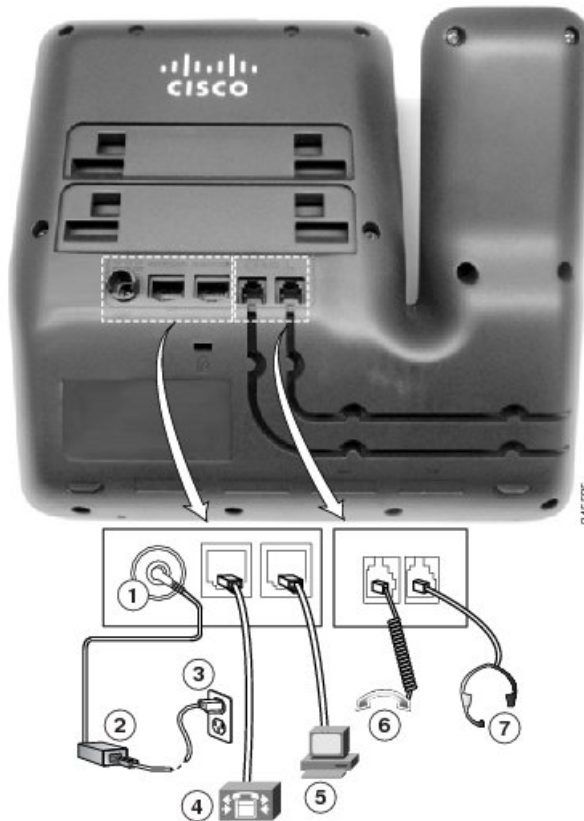
The Cisco Unified IP Phone 8941 provides these features:

- 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.



1	DC adapter port (DC48V)	5	Computer port (10/100 PC) connection
2	AC-to-DC power supply (optional)	6	Handset connection
3	AC power wall plug (optional)	7	Analog headset connection (headset optional)
4	Network port (10/100 SW) with IEEE 802.3af and 802.3at power enabled		

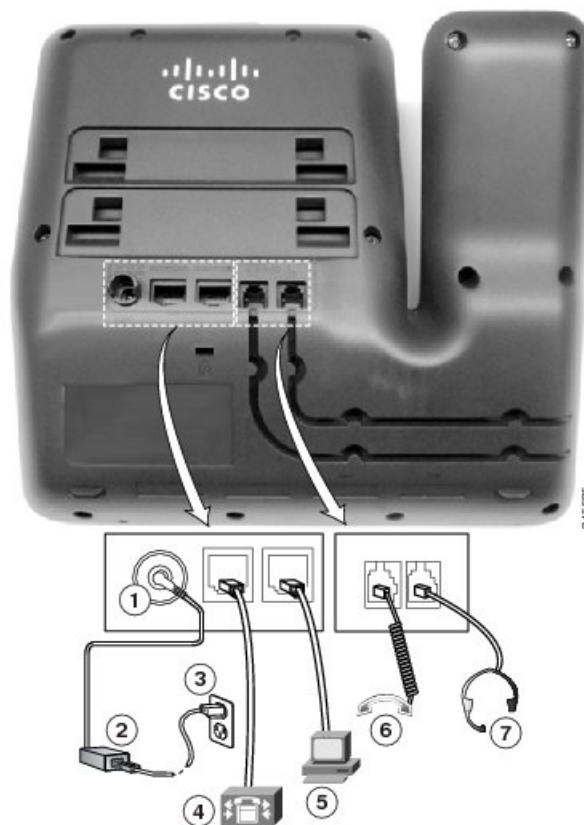
## Cisco Unified IP Phone 8945

The Cisco Unified IP Phone 8945 provides these features:

- Phone connections
- Bluetooth
- 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.



1	DC adapter port (DC48V)	5	Computer port (10/100/1000 PC) connection
2	AC-to-DC power supply (optional)	6	Handset connection
3	AC power wall plug (optional)	7	Analog headset connection (headset optional)

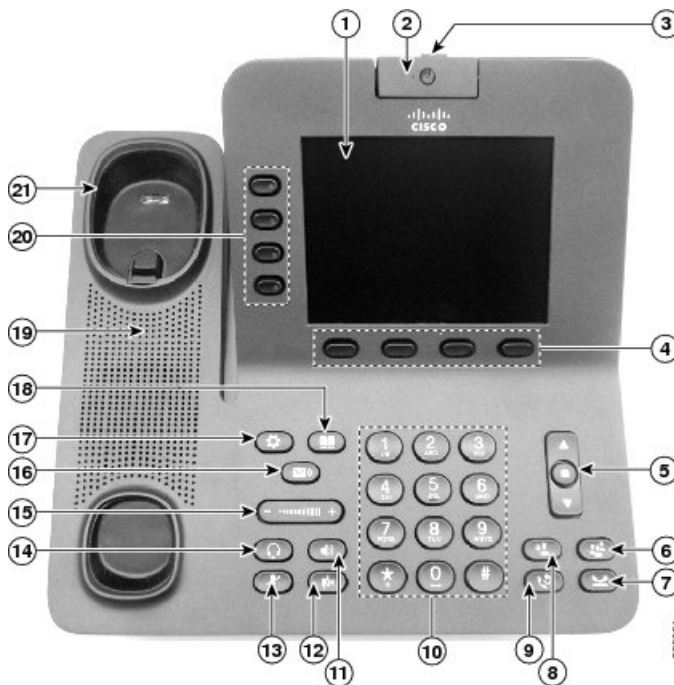
4	Network port (10/100/1000 SW) with IEEE 802.3af and 802.3at power enabled	
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## Bluetooth








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.







1	Phone screen	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.
2	Video Camera 	Connects to your Cisco Unified IP Phone and allows you to make a point-to-point video call with another Cisco Unified IP Phone.

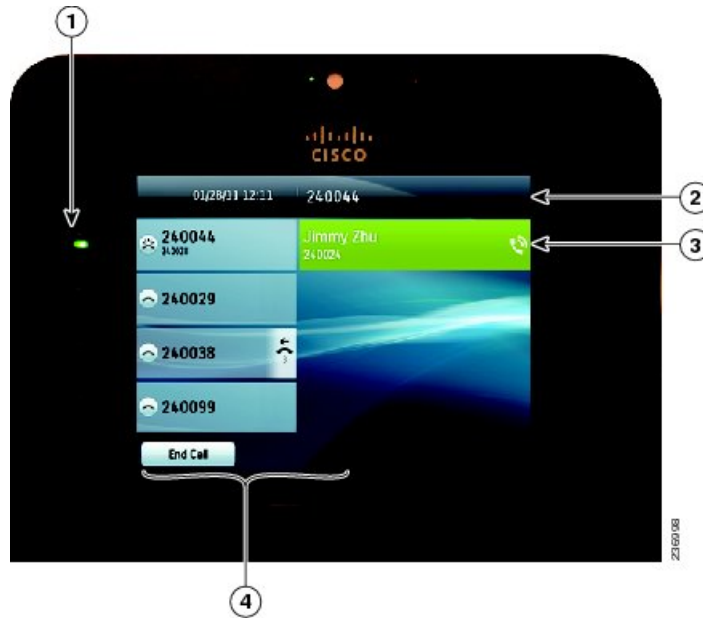
3	Lens Cover button	Integrated lens cover protects the camera lens.
4	Softkey buttons 	Allows you to access the softkey options (for the selected call or menu item) that displays on your phone screen.
5	Navigation pad and Select button 	<p>The two-way Navigation pad allows you to scroll through menus, highlight items, and move within a text input field.</p> <p>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.</p> <p>The Select button is lit (white) when the phone is in power-save mode.</p>
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 	<p>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.</p> <p>The speakerphone audio path does not change until a new default audio path is selected (for example, by picking up the handset).</p> <p>If external speakers are connected, the Speakerphone button selects them as the default audio path.</p>

12	<p>Video Mute button</p> 	Mutes the video from the phone screen during a video call. When Video Mute is on, the Video Mute button is lit red.
13	<p>Mute button</p> 	Toggles the microphone on or off during a call. When the microphone is muted, the button is lit red.
14	<p>Headset button</p> 	<p>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.</p> <p>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).</p>
15	<p>Volume button</p> 	<p>Controls the handset, headset, and speakerphone volume (off hook) and controls the ringer volume (on hook).</p> <p>Silences the ringer on the phone if an incoming call is ringing.</p> <p>Your administrator sets a minimum ringer volume level ranging from 0 to 14. The default level is 0 (silent).</p> <p>You can only adjust the ringer volume to a level greater than the configured minimum ring volume value.</p>
16	<p>Messages button</p> 	Autodials voicemail system (varies by system).
17	<p>Applications button</p> 	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.
18	<p>Contacts button</p> 	<p>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.</p> <p>Use this button to exit from a feature and return to your home screen.</p>
19	<p>Phone Speaker</p>	Speaker for the phone.



<p>20</p>	<p>Programmable feature buttons (also called Line buttons)</p> 	<p>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.</p> <p>Color LEDs indicate the line state:</p> <ul style="list-style-type: none"> <li>• Amber  Ringing call on this line</li> <li>• Green  Active or held call on this line</li> <li>• Red  Shared line in-use remotely</li> </ul> <p>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.</p>
<p>21</p>	<p>Handset rest</p>	<p>Provides a rest for the phone handset.</p> <p>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.</p>

## Phone with Single Line



<p>1</p>	<p>Line label</p>	<p>Displays the line phone information.</p>
<p>2</p>	<p>Header</p>	<p>Displays the date, time, and information (such as phone number) about the selected line.</p>

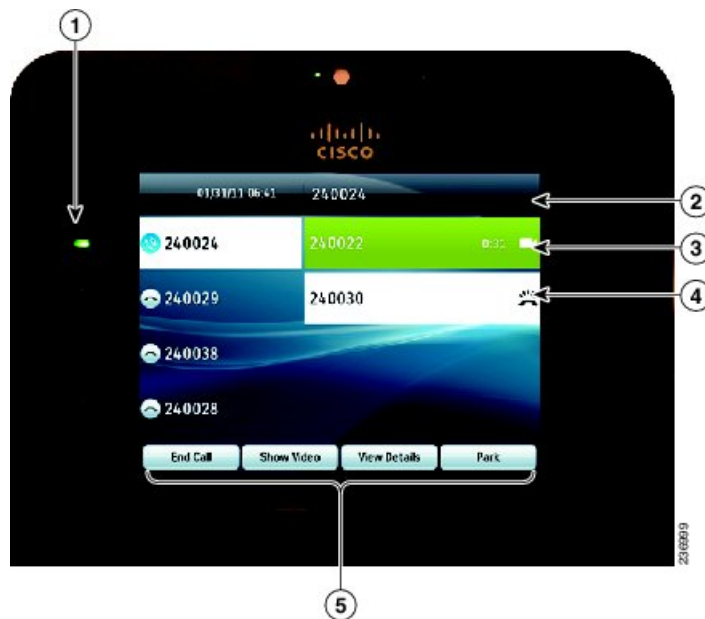
3	Primary line details and other phone information	Displays information (such as phone number and duration) about a connected call on the line.  The timer counts the call duration in minutes and seconds (MM:SS) until the call exceeds 60 minutes. The timer then counts hours and minutes (HH:MM).
4	Softkeys	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.



1	Primary line label	Displays information about the primary phone line.  Look for the blue icon on the line label to see which line is selected. In this case, the primary line is selected, and the displayed information is for the primary line only.
2	Header	Displays the date, time, and information (such as phone number) about the selected line.

3	Primary line details and other phone information	Displays information (such as call status and duration) about a connected call associated with the selected line.
4	Secondary line details and other phone information.	Displays information (such as call status and duration) about a connected call associated with the selected line.
5	Softkeys	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.

## 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:  
<http://www.cisco.com/>
- Cisco Unified IP Phone 8941 and 8945 quick start guides and end-user guides:  
[http://www.cisco.com/en/US/products/ps10451/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps10451/products_user_guide_list.html)
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- Cisco international websites:  
Allows access to international Cisco websites from [www.cisco.com](http://www.cisco.com) by clicking the Worldwide [change] link at the top of the web page.



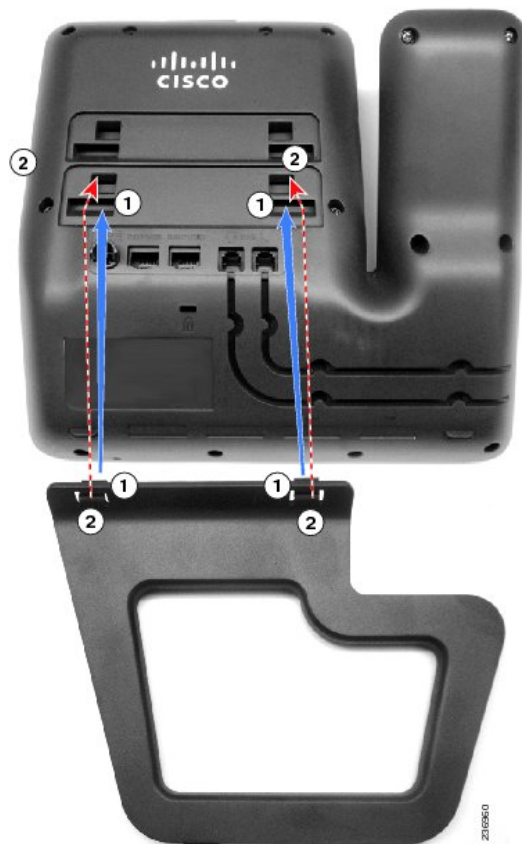


## Phone Setup

- [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

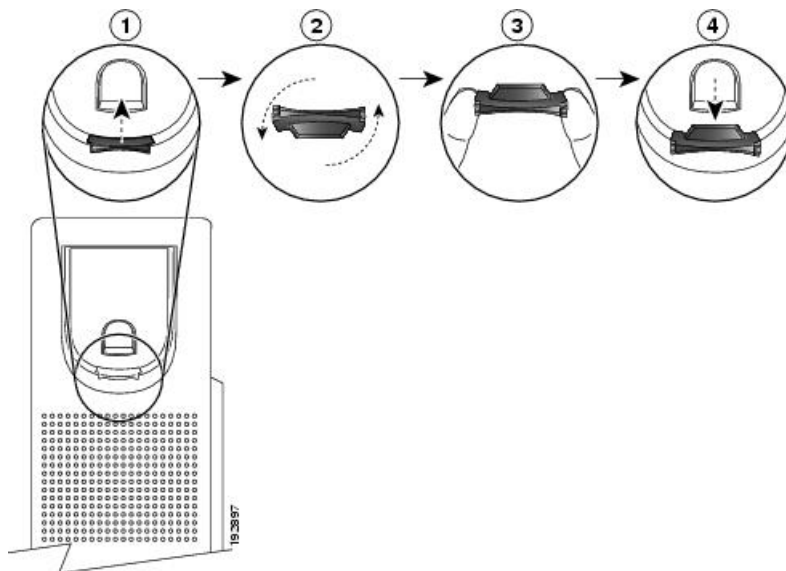
**Step 1** Insert the curved connectors into the lower slots.

**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.



### Procedure

**Step 1** Remove the handset from the cradle and pull the plastic tab from the handset rest.

**Step 2** Rotate the tab 180 degrees.

**Step 3** Hold the tab between two fingers, with the corner notches facing you.

**Step 4** Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.

**Step 5** Return the handset to the handset rest.



## Basic Operations

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## Clean the Phone Screen



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**Caution**

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



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**Procedure**

Wipe the screen with a soft, dry cloth.

# 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. The tone changes to indicate that the \* has changed to a + sign. You hear the tone if you are off-hook.
- 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

---

- Step 1** (Optional) Select a line.
- Step 2** 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 automatically answer calls, then you don't need to do anything special when your phone rings. After one ring, you're automatically connected to the call using the speakerphone.

However, if you would rather use your headset to answer the call, you need to set it up first.

#### Procedure

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- Step 1** Connect your headset to your phone.
  - Step 2** Make sure that the **Headset** button  lights up.
  - Step 3** When your phone automatically answers the incoming call, just 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.
- 

### Answer a Call Within Your Group (Pickup)

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

#### Procedure

---

- Step 1** (Optional) Press the line button.
  - Step 2** Press **PickUp** to transfer an incoming call within your pickup group to your phone.
  - Step 3** Press **Answer** to connect to the call when the call rings.
-

## 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 **Trnsfer**.

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

---

- Step 1** Press **Show Details** or **Select** to show the Call Details screen.
- Step 2** Press **Call Statistics** to view the Call Statistics (audio) screen.
- a) Press **Video** to view the Call Statistics (video) screen.
  - b) Press **Audio** to return to the Call Statistics (audio) screen.
- Step 3** Press **Show Details** again to return to the Call Details screen.
- 

## 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

---

- Step 1** Press **Forward all** on any idle line from which you want to forward all calls.
- Step 2** Enter the call forward target number exactly as you would dial it from your phone, or select an entry from your list of recent calls.
-



# 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

You can be notified when a call is left on hold. The notification is similar to an incoming call notification and includes these cues:


- Single ring, repeating at intervals
- Flashing amber line button
- Flashing message indicator on the handset
- Visual notification on the phone screen

### Procedure


Press the flashing amber line button or **Answer** to resume the held call.

## 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

- 
- Step 1** Press **Callback** while listening to the busy tone or ring sound.  
A confirmation screen displays on the phone.
  - Step 2** Press **Exit** to exit the confirmation screen.  
Your phone alerts you when the line is free.
  - Step 3** Press **Dial** to place the call again.
-

# 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:
- Enter the park retrieval prefix.
  - 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:
- Enter the park retrieval prefix.
  - 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 place and receive one-way calls using an intercom line.

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.

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](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_list.html).

## Procedure

---

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



## CHAPTER 4

# Contacts

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- [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 and special speed dial codes to 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


---

- Step 1** Press **Contacts** .
- Step 2** Select **Personal directory**.
- Step 3** Enter your user ID and PIN, and press **Submit**.
- Step 4** To sign out, select **Log out**, press **Select**, and then press **OK**.
- 

## Add Personal Directory Entry from Phone

### Procedure


---


- Step 1** Press **Contacts** .
- Step 2** Sign in to Personal Directory.
- Step 3** Select **Personal Address Book**.  
The Search for an entry screen displays.
- Step 4** Press **Submit**.
- Step 5** Press **New**. You may need to press **More** first.
- Step 6** Enter the nickname information.  
You can also enter a name.
- Step 7** Press **Phones** and enter the phone numbers.  
Make sure you include any required access codes, such as 9 or 1.
- Step 8** Press **Submit** to add the entry to your personal directory.
- 

## Dial a Number from Your Personal Directory

### Procedure

---


- Step 1** Press **Contacts** .
- Step 2** Sign in to your personal directory.
- Step 3** Select your **Personal Directory**.
- Step 4** Press **Submit** to search for an entry.
- Step 5** Select the entry that you want to dial.
- Step 6** Perform one of the following actions:
- Press **Dial**.

- 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.

For more information, see the “Cisco Web Dialer” document in <http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-user-guide-list.html>

## 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:
- Press **Applications**
  - Select **Phone Information**
  - 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


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

- 
- Step 1** Press **Applications** .
- Step 2** Use the Navigation pad and Select button to scroll and select **Call History**.
- 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 4** Press **EditDial**. You may need to press **More** first.
- 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

---

- Step 1** Press **Applications** .
  - Step 2** Use the Navigation pad and Select button to scroll and select **Call History**.
  - Step 3** Highlight the individual call record or call group that you want to delete.
  - Step 4** To delete an individual call record, press **Delete**. You may need to press **More** first.
  - Step 5** 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.
  - Step 6** Press **Delete** to delete the record, or press **Cancel** if desired.
  - Step 7** Press **Exit** to return to the Applications screen.
-

**Delete Call Record from Call History**



## Voicemail

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- [Your Voicemail Account, page 41](#)
- [Check for Voice Messages, page 41](#)
- [Listen to Voice Messages, page 42](#)
- [Visual Voicemail, page 42](#)

### Your Voicemail Account

You can access your voice messages directly from your phone. But your administrator must set up your voicemail account and phone.


Because each voicemail system is different, we don't have the details about how to use your voicemail once you access it from the phone. For information about the commands that your voicemail system supports, see the voicemail system user documentation.


### 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

---

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

For more information, see *Quick Start Guide for Visual Voicemail for Unity Connection* at <http://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-user-guide-list.html>.



## Advanced Calling Features

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- [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 50
- [Cisco Extension Mobility](#) , page 50
- [Phone Calls with Mobile Connect](#), page 50
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- [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.

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 created a conference, you can view the details of the last 16 participants who joined 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 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.

### Procedure

---

- Step 1** Lift the handset to get a dial tone and press **Meet Me**.
- Step 2** Dial the meet me phone number.
- 

## 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.

## 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


You can see only as many speed-dial numbers as you have speed-dial buttons. For example, you add 15 speed-dial numbers in the Self Care portal but your phone has five speed-dial buttons. You can see only the first five speed-dial numbers from the list of speed-dial numbers in your Self Care portal.

You can see all the speed-dial numbers that you add in the Self Care portal. Use the up and down buttons in the navigation cluster to scroll through your speed-dial numbers, then select a speed-dial number.

### 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 on the Self Care portal.

### Procedure

Enter the speed-dial code and press **Speed Dial**.

## 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.

You can change your DND options from the Self Care Portal. For information on customizing your DND options, 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](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_list.html).

## Turn On Do Not Disturb

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

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

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





## Procedure

- 
- Step 1** Press **Do not disturb** to turn on DND.
- Step 2** Press **Do not disturb** again to turn off DND.
- 

# 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.

Icon	Indicator
	Line is in use.
	Line is idle.
	Line is ringing. (Only for Call Pickup.)
	Line is in a Do Not Disturb (DND) state.

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 into Your Extension from Another Phone

You can sign into a different phone in your network and have it act the same as your phone with Cisco Extension Mobility. After you sign in, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings.

#### 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

---

- Step 1** Press **Mobility** to display the current remote destination status (Enabled or Disabled).
- Step 2** Press **Select** to change the status.
- 

## Turn On Mobile Connect from a Desk Phone

### Procedure

---

- Step 1** Press **Mobility** or select **To Mobile** to display the current remote destination status (Enabled or Disabled).
- Step 2** Press **Select** to change the status.
- 

## 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

---

- Step 1** Press **Mobility**.
  - Step 2** Press **Select** to send a call to your mobile phone.
  - Step 3** Answer the active call on your mobile phone.
- 

## 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.

Icon	Indicator
	Line is in use.
	Line is idle.
	Line is ringing. Only for Call Pickup.
	Line is in a Do Not Disturb (DND) state.

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

Signing out of a hunt group does not prevent direct calls from ringing your phone.

### Procedure

---

- Step 1** Press **Hunt Group** to sign in.
- Step 2** Press **Hunt Group** again to sign out.
- 

## 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:

- Hunt group queue pattern
- 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 displays on your phone screen for as long as the feature is enabled.

### Procedure

- 
- Step 1** Press **Privacy** to enable the feature.
  - Step 2** Press **Privacy** again to turn off the feature.
-





## Advanced Operations

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- [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.

**Related Topics**

[Client Matter Code](#), on page 60

## Secure Calls

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

Feature name	Dedicated feature button	Programmable feature button	Softkey
Answer		X	
Barge and cBarge		X	X

Feature name	Dedicated feature button	Programmable feature button	Softkey
Call Back		X	X
Call Forward All		X	X
Call Park		X	X
Call Park Line Status		X	
Call Pickup		X	
Call Pickup Line Status		X	
Conference	X		X (available while on a conference only)
Divert		X	X
Do Not Disturb		X	X
Group Pickup		X	
Hold	X		
Hunt Groups		X	
Intercom		X	
Malicious Call Identification (MCID)		X	X
Meet Me		X	
Mobile Connect		X	X
Monitoring and Recording			X
Mute (Audio)	X		
Mute (Video)	X		
Other Pickup		X	
Privacy		X	
Quality Reporting Tool (QRT)		X	X



Feature name	Dedicated feature button	Programmable feature button	Softkey
Queue Status		X	
Redial	X		
Speed Dial		X	X
Speed Dial Line Status		X	
Transfer	X		X (available during a transfer only)

## 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**

Feature	Supported	Notes
New Call	Yes	
End Call	Yes	
Redial	Yes	
Answer	Yes	
Hold	Yes	
Resume	Yes	
Conference	Yes	
Conference to Active Calls (Join)	No	The Active Calls softkey does not display.
Conference List	No	
Transfer	Yes	

Feature	Supported	Notes
Transfer to Active Calls (Direct Transfer)	No	
Auto Answer	Yes	
Call Waiting	Yes	
Caller ID	Yes	
Audible Message Waiting Indicator	Yes	
All Calls Programmable Line Key	Yes	
Answer Programmable Line Key	Yes	
Unified Session Presentation	Yes	Conference is the only feature supported.
Voicemail	Yes	Your voicemail will not be synchronized with other users in the Cisco Unified Communications Manager cluster.
Speed Dial	Yes	
Service IRL Programmable Line Key	Yes	
To Voicemail (iDivert)	No	The iDivert softkey does not display.
Line Filters	Partial	Lines are supported but cannot be shared.
Park Monitoring	No	The Park softkey does not display.
Barge	No	You see the message "That feature is not currently available."
Enhanced Message Waiting Indication	No	Message count badges do not appear on the phone screen. Only the Message Waiting icon displays.
Directed Call Park	No	The softkey does not display.
BLF	Partial	BLF feature key works like Speed Dial keys.

Feature	Supported	Notes
Hold Reversion	No	Calls remain on hold indefinitely.
Remote Hold	No	Calls appear as Local Hold calls.
Meet Me	No	The Meet Me softkey does not display.
PickUp	No	The softkey causes no action.
Group PickUp	No	The softkey causes no action.
Other PickUp	No	The softkey causes no action.
Malicious Call ID	No	The softkey causes no action.
QRT	No	The softkey causes no action.
Hunt Group	No	The softkey causes no action.
Intercom	No	The softkey causes no action.
Mobility	No	The softkey causes no action.
Privacy	No	The softkey causes no action.
Call Back	No	The Call Back softkey does not display.

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.





## CHAPTER 9

# User Preferences

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- [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**.
-



## Video Camera

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- [Camera Settings, page 73](#)
- [Video Settings, page 74](#)
- [Enable Video on PC, page 77](#)

## Camera Settings

Use the Camera Settings menu to change the phone camera settings by selecting the available options: Auto Transmit Video, Brightness, and Enable Video.


The Video menu displays on the phone with SIP firmware. This menu replaces the Camera Settings menu (available on the phone with SCCP firmware) for Firmware Release 9.3(4) and later.

## Enable Video Capability

If your system administrator enables video on the Cisco Unified Communications Manager, you can enable your phone to send video.

### Procedure

---



- Step 1** Press **Applications** .
  - Step 2** Use the Navigation pad and Select button to select **Preferences**.
  - Step 3** Select **Camera**.
  - Step 4** Select **Video** and press **Edit**.
  - Step 5** Select **On** or **Off**.
-

## Enable Auto Transmit Video

You can transmit video automatically whenever a call is initiated or accepted. If a video transmission is in progress, the camera LED turns green; when on video mute, the LED turns red. The LED is turned off when the camera is not in use.

### Procedure

---


- Step 1** Press **Applications** .
- Step 2** Use the **Navigation** pad and **Select** button to scroll and select **Preferences**.
- Step 3** Select **Camera Settings** > **Auto Transmit Video**.
- Step 4** Select **Yes** to enable automatic video transmission or **No** to disable the feature.
- Step 5** Press **Apply** to apply the feature, or press **Return**  to return to the Setup screen.
- 

## Adjust Camera Brightness

You can set the brightness of the camera.

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Use the **Navigation** pad and **Select** button to scroll and select **Preferences**.
- Step 3** Select **Camera Settings** > **Brightness**.
- Step 4** Select **Brightness**.
- To increase brightness, press the up arrow on the **Navigation** pad.
  - To decrease brightness, press the down arrow on the **Navigation** pad.
- Step 5** Press **Save** to set the brightness, or press **Exit** to return to the Setup screen.
- 

## Video Settings

Use the Video menu to change video settings for calls.

The Video menu displays on the phone with SIP firmware. This menu replaces the Camera Settings menu (available on the phone with SCCP firmware) for Firmware Release 9.3(4) and later.

Available menu options include:

### Video calls

Enables or disables video calls for the phone.

### Always send my video (Default)

Enables or disables automatic sending of video for the phone.

If you select Always send my video for your phone, initiated calls connect as video calls when the following conditions are met:

- both phones on the call have video calls enabled
- your administrator enabled Video Support for phones on the call
- both phones on the call include a video camera

If you select Always send my video, the video quality is the maximum the phone supports.

### Brightness

Adjusts video brightness.



---

**Note**

When you place a video call, the video displays only if both parties have phones that support the video feature. If you receive the message `Not a video enabled device` when you place the call, the called phone does not support video.

---

## Enable Video Transmit

If your system administrator enables video on the Cisco Unified Communications Manager, you can enable your phone to send video.



---

**Note**



You can stop transmitting video for the call by disabling video transmit.

If you disabled video transmission at any time during the call, you can re-enable video for the call by pressing the Video Mute button. When video transmission resumes, the phone displays the video user interface, and the Video Mute button is unlit.

---

### Procedure

---

- Step 1** Press **Applications** .
  - Step 2** Use the Navigation pad and Select button to scroll and select **Preferences**.
  - Step 3** Select **Video**.
  - Step 4** Select **Video calls**.
  - Step 5** Select **On** to enable video calls or **Off** to disable video calls.
  - Step 6** Press  to return to the previous screen.
- 

## Enable Automatic Video Transmit

If your system administrator enables video on the Cisco Unified Communications Manager and you enable your phone to always send video, you can transmit video automatically whenever a call is initiated or accepted.





**Note** When you disable automatic video transmit, video transmission is stopped for the call, and the Video Mute button is lit. The phone continues to receive video.

You can restart video transmission at any time during the call. To restart video transmission, you must press the Video Mute button. When video transmission resumes, the phone displays the video user interface, and the Video Mute button is unlit.

---

### Procedure


---

- Step 1** Press **Applications** .
  - Step 2** Use the Navigation pad and Select button to scroll and select **Preferences**.
  - Step 3** Select **Video**.
  - Step 4** Select **Always send my video**.
    - Note** If video capability is disabled, you cannot select the Always send my video menu item.
  - Step 5** Select **Yes** to enable automatic video transmission or **No** to disable automatic video transmission.
  - Step 6** Press  to return to the previous screen.
-

## Adjust Video Brightness

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Use the Navigation pad and Select button to scroll and select **Preferences**.
- Step 3** Select **Video**.
- Step 4** Select **Brightness**.
- To increase brightness, press the up arrow on the Navigation pad.
  - To decrease brightness, press the down arrow on the Navigation pad.
- Step 5** Press **Save** to set the brightness, or press **Exit** to return to the previous screen.
- 

## Enable Video on PC

When you connect a PC to the PC port of your phone and login to a CAST client (for example, Cisco Jabber), you can send and receive video on the PC while the audio remains on the phone.


The phone must be physically connected to the first network interface card (NIC1) in the PC.



- Note** If you connect a computer to the phone during an on-going video call, the video automatically moves to the PC. To move the video back to the phone for the current session, press Show Video.
- 

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Use the Navigation pad and Select button to select **Preferences**.
- Step 3** Select **Video > Video through computer**.
- Step 4** Select **Yes**.
-







# CHAPTER 11

## Accessories

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- [View Accessories List, page 79](#)
- [View Accessory Details, page 79](#)
- [Set Up Wideband for Analog Headset, page 80](#)
- [Wireless Headset Using Analog Headset Port, page 80](#)
- [Bluetooth, page 81](#)

## 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

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- [How Do I Redirect an Incoming Call?, page 83](#)
- [How Do I Silence a Ringing Call If I'm On a Call?, page 84](#)
- [How Can I Resume a Call that Is On Hold?, page 84](#)
- [Why Do Softkeys Keep Changing?, page 84](#)
- [What Is the Best Way to Look at Calls When I Have a Shared Line or Multiple Lines?, page 85](#)
- [Why Does My Call Disappear After I Accidentally Press a Button?, page 85](#)
- [How Do I Check Missed Calls on My Phone?, page 85](#)
- [How Do I Exit from a Running Application?, page 86](#)
- [How Do I Connect Two Calls and then Drop from the Line Myself?, page 86](#)
- [What Does the Swap Softkey Do?, page 87](#)
- [How Do I Cancel a Conference or Transfer After I Start It?, page 87](#)
- [How Can I Combine Two Calls Into a Single Conference Call?, page 87](#)
- [Why can I not see video on a call?, page 87](#)
- [What Happens to Video When I Put a Call On Hold?, page 88](#)
- [Why Does My Video Call Change Resolution?, page 88](#)
- [Why Does My Video Call Lose Video?, page 88](#)
- [How Do I Redisplay the Remote Worker Disclaimer and Accept It?, page 88](#)

## 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 accidentally 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.





## Troubleshooting

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- [Missing All Calls Button, page 91](#)
- [Cannot Sign In to the Personal Directory, page 91](#)
- [Cannot Access the Self Care Portal, page 92](#)
- [Documentation, Service Requests, and Additional Information, page 92](#)

### 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 <http://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

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- [Safety and Performance Information, page 93](#)
- [FCC Compliance Statements, page 94](#)
- [Cisco Product Security Overview, page 95](#)
- [Important Online Information, page 95](#)

### 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**


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

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## 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 <http://www.bis.doc.gov/policiesandregulations/ear/index.htm>.

## Important Online Information

### End User License Agreement

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

### Regulatory Compliance and Safety Information

Regulatory Compliance and Safety Information (RCSI) is located here: [http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cuiphp/all\\_models/regulatory\\_compliance/english/install/guide/iphrcsi3.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuiphp/all_models/regulatory_compliance/english/install/guide/iphrcsi3.html)





## Warranty

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- [Cisco One-Year Limited Hardware Warranty Terms, page 97](#)

### **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 the following URL: <http://www.cisco.com/go/hwwarranty>.

