Configure Missed Call Indicator on a Cisco IP Phone 7800 or 8800 Series Multiplatform Phone

Objective

The Cisco IP Phone 7800 and 8800 Series Multiplatform Phones comprise a set of fullfeatured Voice-over-Internet Protocol (VoIP) phones that provide voice communication over an IP network. The phones provide all the features of traditional business phones, such as call forwarding, redialing, speed dialing, transferring calls, and conference calling. The Cisco IP Phone 8800 Series Multiplatform Phones are targeted for solutions that are centered on third-party Session Initiation Protocol (SIP)-based IP Private Branch Exchange (PBX).

The Cisco IP Phone 7800 and 8800 Series Multiplatform Phones allow you to configure the handset LED indicator if you miss a call. If your phone is neither on hold or in a call, and a call is missed, a Missed Call icon would appear on the Graphical User Interface (GUI) of your phone and the handset LED indicator will turn on. You have to interact with the phone through pressing the button or lifting the handset to turn the handset LED off.

This article provides instructions on how to configure the missed call indicator through the web-based utility of your Cisco IP Phone 7800 and 8800 Series Multiplatform Phone.

Applicable Devices

- 7800 Series
- 8800 Series

Software Version

• 11.0.1

Configure Missed Call Indicator

Voicemail and Missed Call Indicator Behavior

By default, the Handset LED indicator is configured to turn on once the IP Phone receives a voicemail. You can configure your phone to perform the same behavior on a missed call.

Note: The IP Phones may vary according to the exact model of your device. In this example, Cisco 8861 IP Phone is displayed.



If Voicemail and Missed Call is configured, the IP Phone WILL:

- Turn on its Handset LED when a missed call comes in.
- Turn off its Handset LED when configuration is changed to Voicemail.
- Turn off its Handset LED if the extension is not registered, or no longer on the phone.
- Retain its LED status over reboots.

If Voicemail and Missed Call is configured, the IP Phone will NOT:

- Turn off its Handset LED if there is a pending voicemail.
- Turn off its Handset LED if there is a pending missing call.
- Turn off its Handset LED if someone answers a voicemail from another device while there is still a pending missed call.
- Turn off its Handset LED when someone interacts with another phone on a shared line while there is a missed call indication.
- Turn on Handset LED if a phone is set to not log missed calls. The LED will remain on until next interaction.

Voicemail Behavior Chart

No Voicemail No Missed	Call is missed and not in call or on hold	LED Off	-

Call			
No Voicemail No Missed Call	Voicemail comes in	LED On	Answer Voicemail
Voicemail	Call is missed and not in call or on hold	LED On	Answer Voicemail
Missed Call	Voicemail comes in	LED On	Answer Voicemail
No Voicemail No Missed Call	No event	LED Off	-

Missed Call and Voicemail Behavior Chart

No Voicem ail No Missed Call	Call is missed and not in call or on hold	LED On	Interact with device manually
No Voicem ail No Missed Call	Voicemail comes in	LED On	Answer Voicemail
Voicem ail	Call is missed and not in call or on hold	LED On	Interact with Phone and Answer Voicemail
Missed Call	Voicemail comes in	LED On	Interact with Phone and Answer Voicemail
No Voicem ail No Missed Call	No event	LED Off	-

Configure Missed Call Indicator

Step 1. Log in to the web-based utility of your IP Phone.

Note: To learn how to configure the password on your 7800 or 8800 Series Multiplatform Phone, click <u>here</u>.



Step 2. Click Voice.

Note: Available options may vary according to the exact model of your device. In this example, Cisco 8861 IP Phone is used.

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Info	V	pice	Call	History	Perso	onal Directory	/	
< Syst	em	SI	P	Provisio	oning	Regional	Phone	Ext 1

Step 3. Click User.

ity	Admin Login	basic advanced Logout
Ext 10	User	
		1

Step 4. In the Supplementary Services area, choose **Voicemail, Missed Call** from the Handset LED Alert drop-down list. This option is disabled by default.

Supplementary Service	ces	
	CW Setting:	Yes 👻
	Block ANC Setting:	No 👻
	Handset LED Alert:	Voicemail 🔽
		Voicemail
Screen		Voicemail, Missed Call

Step 5. Click Submit All Changes.

Supplementary Services	
CW Setting:	Yes 👻
Block ANC Setting:	No
Handset LED Alert:	Voicemail, Missed Call
Screen	
Screen Saver Enable:	Yes 👻
Screen Saver Wait:	60 Screen
Back Light Timer:	5m 👻
Phone Background:	Default
Picture Download URL:	tftp://192.168.100.114/TFTP/imageccisco-wallpaper-800x480.png
Logo URL:	tftp://192.168.100.114/TFTP/image/cisco-logo-800x480.png
	Undo All Changes Submit All Changes

Step 6. (Optional) To verify the configured missed call indicator, dial the number of your IP Phone using another IP Phone and do not answer the call. The handset LED should turn on.

Note: In this example, the Cisco 8861 IP Phone with extension number 704 has three missed calls.



You should now have successfully configured the missed call indicator on your Cisco IP Phone 8800 Series Multiplatform Phone through the web-based utility.