Cisco IP Conference Phone 8832 Multiplatform Phone User Guide

First Published: 2019-01-30

Last Modified: 2023-08-18

CONTENTS

CHAPTER 2

Calls **33**

CHAPTER 4

CHAPTER 5

Your Phone

Your Cisco IP Conference Phone 8832

The Cisco IP Conference Phone 8832 Multiplatform Phones provide high-definition (HD) audio performance and 360-degree coverage for medium to large conference rooms and executive offices. The conference phone has sensitive microphones that let you speak in a normal voice and be clearly heard from up to 10 feet (2.1 m) away.

Figure 1: Cisco IP Conference Phone 8832 with Multiplatform Firmware

You can connect two wired expansion microphones or two wireless expansion microphones to the phone to increase coverage in larger conference rooms. The maximum number of microphones is two. Wired and wireless microphones cannot be mixed.

The phone can be used for a 20 x 20 foot (6.1 x 6.1 m) room and up to 10 people. When you add the wired expansion microphones, coverage extends to a 20 x 34 foot (6.1 x 10 m) room and up to 22 people. When you add the wireless expansion microphones, coverage extends to a 20 x 40 foot (6.1 x 12.2m) room and up to 26 people.

Feature Support

This document describes all the features that the device supports. However, not all features may be supported with your current configuration. For information on supported features, contact your service provider or administrator.

Phones Supported in this Document

This document supports these phones:

- Cisco IP Conference Phone 8832 Multiplatform Phones

In this document, the term *phone* or *Cisco IP Phone* refers to the above phones.

New and Changed Features

New and Changed for Firmware Release 12.0(4)

Revision	New and Changed Sections
Updated the topics to support one call per line	Transfer Calls, on page 41 Consult Before You Complete a Transfer, on page 41

New and Changed for Firmware Release 12.0(3)

Revision	New and Changed Sections
Added a new topic to mention the support password setup after factory reset.	Create User Password on Phone, on page 11
Added new topics to support invoking XML applications from multicast paging	View XML Application Details, on page 46 XML Application and Multicast Paging, on page 46
Added a new topic to support factory reset from a server	Factory Reset from Server, on page 29

New and Changed for Firmware Release 12.0(2)

Revisions	New and Changed Sections
A new topic added for the task to manage participant list in Ad Hoc conference as a host	View the Participants List as a Host in Ad Hoc Conference, on page 43
A new topic added for the task to manage participant list in Ad Hoc conference as a participant	View the Participants List as a Participant, on page 43
A new topic added for the task to remove participant list in Ad Hoc conference as a host	Remove a Participant as a Host in Ad Hoc Conference, on page 42

New and Changed for Firmware Release 12.0(1)

Revision	New and Changed Sections
Added a new topic for Site Survivability Gateway (SGW)	Service Interruption Message on Home Screen, on page 17
Added a new task to view Webex call log duration	View Webex Call Logs Duration, on page 73

New and Changed for Firmware Release 11.3(7)

Revision	New and Changed Sections
Added the topic to support spam indication for Webex calls	Spam Indication for Webex Calls, on page 74
Updated the topic for Webex calls	View your Recent Calls, on page 71
Added the task on how to view call statistics on the phone	View Call Records in Call Statistics, on page 27
Updated the topic to mention how to set password in phone web page	Set Password, on page 96
Added the task on how to set password from phone web page	Set Password from Phone Web Page, on page 96
Updated the topic to add `HTTP proxy`	Phone Web Page, on page 17
Added the topics for the feature `HTTP proxy`	HTTP Proxy Settings, on page 91 Set Up a Proxy Server with the Auto Proxy Mode, on page 91 Set Up a Proxy Server with the Manual Proxy Mode, on page 91 Set Up a Proxy Server from the Phone Web Page, on page 92

New and Changed for Firmware Release 11.3(6)

Revision	New and Changed Sections
Updated the topics for the new feature `Permission Only for the Call Forward All Service Setup`	Forward Calls, on page 39
	Forward Calls with the Phone Web Page, on page 39
	Activate Call Forward All with Feature Activation Code Synchronization, on page 40
	Forward Calls from Your Phone, on page 84
Updated several steps for the feature `Enhancements of Displaying Contact Numbers from the LDAP Directory`	Search for a Contact in the All Directories Screen, on page 54
Updated the topic to add related topic links	Search for a Contact in Your LDAP Directory, on page 66
Added the new task for the feature `Enhancements of Displaying Contact Numbers from the LDAP Directory`	Call a Contact in Your LDAP Directory, on page 67

Revision	New and Changed Sections
Added the new task for the feature `Enhancements of Displaying Contact Numbers from the LDAP Directory`	Edit a Contact Number in Your LDAP Directory, on page 67
Added the new topics for the feature `Enhancements of Displaying Contact Numbers from the XML Directory`	XML Directory, on page 68
	Call a Contact in Your XML Directory, on page 68
	Edit a Contact Number in Your XML Directory, on page 69
Added the new topics for Webex directory support	Webex Directory, on page 56
	Search for a Contact in Your Webex Directory , on page 57
	Search for a Webex Contact in All Directory, on page 58
	Edit the Webex Directory Name , on page 56
Updated topics for Webex call log support	View your Recent Calls, on page 71
	View Calls Logs from Server , on page 74

New and Changed for Firmware Release 11.3(5)

Revision	New and Changed Sections
Added the task about how to check the MIC Cert Status	Find Information about MIC Cert Refresh Status, on page 31
Updated the topic to support STIR/SHAKEN	Recent calls list, on page 71
Updated the topic to introduce the new icons to support STIR/SHAKEN	View your Recent Calls, on page 71
Added the task to find license type used for single step migration of MPP phones to enterprise phone	Find the Transition License Type , on page 31

New and Changed for Firmware Release 11.3(4)

This release has no impact on this guide.

New and Changed for Firmware Release 11.3(3)

Revision	New and Changed Sections
Updated the step on how to add contacts in the topic	Search for a Contact in the All Directories Screen, on page 54
Added one prerequisite for the topic and another method to add contacts in the personal address book	Add a New Contact to Your Personal Address Book, on page 51
Added the topic about how to add, edit, and delete the contacts in the BroadSoft Personal directory	Manage Your Contacts in the BroadSoft Personal Directory, on page 61
Updated the topic with the new steps to add a contact	Create a Contact from a Recents Record, on page 76
Updated the topic to block an anonymous call on the phone	Block an Anonymous Call, on page 88
Added the topic to enable anonymous call blocking from the phone web page	Enable Anonymous Call Blocking from the Phone Web Page, on page 88
Added the topic to enable call waiting on the phone	Enable Call Waiting, on page 89
Added the topic to enable call waiting from the phone web page	Enable Call Waiting from the Phone Web Page, on page 88
Updated the topic to mention the new menu text box **Unavailability**	Change Your Status as a Call Center Agent, on page 48
Updated the topic for the new softkeys of the calls history list	View your Recent Calls, on page 71
Updated to topic to add the new menu item	Find Information About Your Phone, on page 24

New and Changed for Firmware Release 11.3(2)

Revision	New and Changed Sections
Added the topic for user authentication control on phone menus	User Authentication Control, on page 15
Added the topic for Activation Code Sync	Activate Call Forward All with Feature Activation Code Synchronization, on page 40
Updated the existing task to include information on reverse name lookup with local directory	View Calls Logs from Server , on page 74
Added the overview description for phone settings	Phone Settings Overview, on page 83

Revision	New and Changed Sections
Updated the directory-related tasks	Search for a Contact in the All Directories Screen, on page 54
	Add a New Contact to Your Personal Address Book, on page 51
	Add a New Contact to Your Personal Address Book with Phone Web Page, on page 52
	Call a Contact in Your Personal Address Book, on page 53
	Edit a Contact in Your Personal Address Book, on page 53
	Remove a Contact from Your Personal Address Book, on page 54

Revision	New and Changed Sections
Updated the tasks for the directory enhancement feature	Search for a Contact in the All Directories Screen, on page 54
	Search for a Contact in Your BroadSoft Directory, on page 59
	Edit Your Contact Type in Your BroadSoft Directory, on page 60
	Edit Your BroadSoft Directory Name, on page 62
	Edit the Server Name of Your BroadSoft Directory, on page 63
	Edit Credentials of Your BroadSoft Directory, on page 64
	Search for a Contact in Your LDAP Directory, on page 66
	Make a Call to an IM and Presence Contact, on page 45
	Change Your Presence State, on page 45
	Add a New Contact to Your Personal Address Book, on page 51
	Add a New Contact to Your Personal Address Book with Phone Web Page, on page 52
	Search for a Contact in Your Personal Address Book, on page 52
	Call a Contact in Your Personal Address Book, on page 53
	Edit a Contact in Your Personal Address Book, on page 53
	Remove a Contact from Your Personal Address Book, on page 54
Updated the task on how to forward a call from a phone	Forward Calls from Your Phone, on page 84
Add the task on how to forward a call with the phone web page	Forward Calls with the Phone Web Page, on page 39
Add the topic to edit user credentials to access the LDAP directory	Edit Credentials of Your LDAP Directory, on page 65
Updated the task to include user credentials	Search for a Contact in Your LDAP Directory, on page 66

Revision	New and Changed Sections
Update the topics to introduce or mention the LDAP cache mechanism	LDAP Directory, on page 65 Search for a Contact in Your LDAP Directory, on page 66
Updated one step in the topic to show the different user credentials	Edit Credentials of Your LDAP Directory, on page 65
Updated the existing topic to include ACD status synchronization	Call Center Features, on page 47
Updated the topic to check the status of call center agent.	Sign In as a Call Center Agent, on page 47

New and Changed for Firmware Release 11.3(1)

Revision	New and Changed Sections
Added new task to support Auto Provisioning with Short Activation Code.	Auto Provision Your Phone with Short Activation Code, on page 11
Updated an existing task to support display UDI feature on phone screen	Find Information About Your Phone, on page 24
Added a task to support Serviceability Enhancement Messages for Provisioning Failure	Get More Information When Your Phone Displays a Provisioning Failure Message, on page 30

New and Changed for Firmware Release 11.2(3)SR1

Revisions	New or Changed Sections
Added a new task about getting your phone onboard with the activation code	Onboard Your Phone with Activation Code, on page 10

Phone Setup

Your administrator sets up your phone and connects it to the network. If your phone is not set up and connected, contact your administrator for instructions.

Connect to the Network

You need to connect the phone to the network.

- Wired network connection—All wired network connections use one of the following:

  - **PoE deployment**: Connect the phone to the **Cisco IP Conference Phone 8832 PoE Injector** (CP-8832-POE) and connect the injector to the network with an Ethernet cable.

• **Non-PoE deployment**: Connect the phone to the **Cisco IP Conference Phone 8832 Non-PoE Ethernet Injector** (CP-8832-ETH or CP-8832-ETH-WW). Then, connect the injector to the network with an Ethernet cable and plug the injector into the electric outlet.

Note CP-8832-ETH and CP-8832-PWR are for North America. CP-8832-ETH-WW and CP-8832-PWR-WW are for other locations.

Figure 2: PoE Deployment
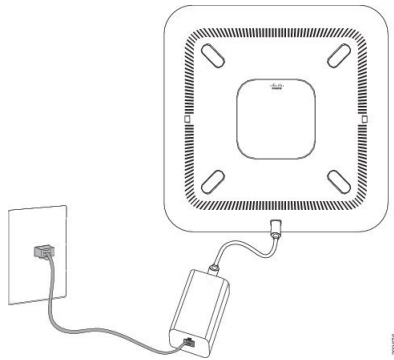
Figure 3: Non-PoE Deployment
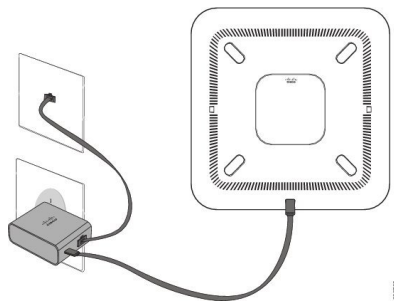
Onboard Your Phone with Activation Code

After your phone boots up, you will see a welcome screen where you can enter the activation code. If you don't have an activation code, contact your administrator.

Before you begin

Your administrator provides you with a 16-digit activation code in the form xxxx-xxxx-xxxx-xxxx.

Procedure

Step 1 Enter your activation code in the field that is provided on the Welcome screen. You don't need to input the hyphen (-) character when entering the code.

Step 2 Press **Continue**.

The phone completes the onboarding process automatically.

Step 3   If an error message displays, enter the code again or contact your administrator for a new code.

Create User Password on Phone

Your administrator enables your phone to prompt for **Set password** notification screen when your phone reboots after every factory reset. This feature enhances the security of your phone.

Procedure

Step 1   Perform one of the following:

- After factory reset, your phone reboots and you see the **Set password** prompt on the phone.
- Press

     a.   Select **Status** > **Issues**. If the phone has no user password that is created, you see a message **No user password provided** and you see the **Select** softkey which lets you access the **No user password provided** screen.

       If the phone has user password, the value of the **Issues** menu is displayed as **None**.

     b.   Press **Create**.

Step 2   In the **Set password** screen, set the new password in the **New password** box.

After you create a new password, an unlock icon appears on the phone screen.

Auto Provision Your Phone with Short Activation Code

After your phone boots up, you see a welcome screen where you can enter the activation code. If you don't have the activation code, contact your administrator.

Before you begin

Your administrator provides your activation code:

Procedure

Step 1   Press pound (#), and enter your activation code in the field that is provided on the Welcome screen.

Step 2   Press **Continue**.
The phone completes the provisioning process automatically.

Step 3   If an error message displays, enter the code again or contact your administrator.

Install the Wired Expansion Microphones

The phone supports an optional kit with two wired expansion microphones. You can extend the microphones up to 7 feet (2.13m) from the phone. For best results, place the microphones between 3 feet (0.91 m) and 7 feet (2.1 m) away from the phone.

Procedure

Step 1 Plug the end of the microphone cable into the port on the side of the phone.

Step 2 Extend the microphone cable to the desired position.

The following figure shows installation of a wired expansion microphone.

Figure 4: Wired Expansion Microphone Installation
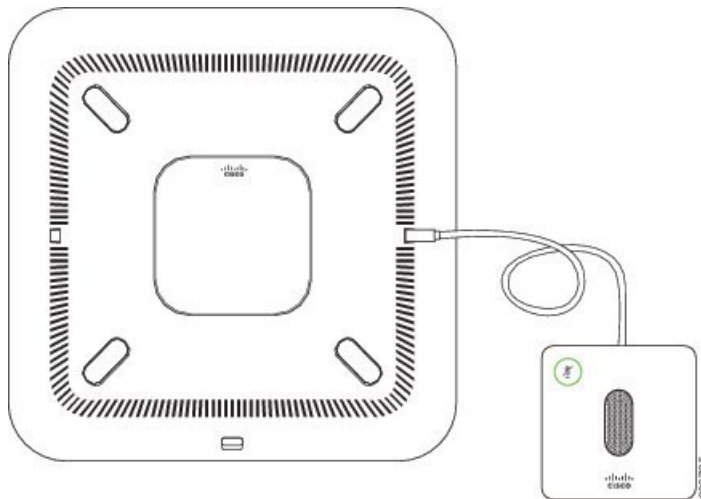
Related Topics

Install the Wireless Expansion Microphones

The conference phone provides the option of connecting two wireless expansion microphones.

Note You must use either two wired microphones or two wireless microphones with the phone, but not a mixed combination.

When the phone is in a call, the LED on the expansion microphone is lit green. To mute the expansion microphone, press the **Mute** key. When the microphone is muted, the LED is lit red. When the battery in the microphone is low, the battery indication LED blinks rapidly.

Before you begin

Disconnect the wired expansion microphones before you install wireless expansion microphones. You cannot use both wired and wireless expansion microphones at the same time.

Procedure

Step 1 Position the table mount plate on the table surface location where you want to place the microphone.

Step 2 Remove the adhesive for the double-stick tape on the bottom of the table mount plate. Place the table mount plate to adhere to the table surface.

Step 3 Attach the microphone to the table mount plate. Magnets are embedded in the microphone to snap the unit into place.

You can move the microphone and attached table mount to a different location on the table surface as needed. Use care when moving to protect the unit.

Related Topics

Wireless Expansion Microphone (8832 Only), on page 22

Install the Wireless Expansion Microphones, on page 12

Pair a Wireless Microphone

Before you begin

Unplug any wired microphones.

Procedure

Step 1 Press **Settings**.

Step 2 Select **Device administration** > **Microphones** > **Wireless microphones**.

Step 3 Select either **Microphone 1** or **Microphone 2** and press **Pair**.

If a microphone is already linked to a particular channel, the phone screen shows that the microphone is paired.

Step 4 Press **Mute** 🔇 on the wireless microphone until the microphone LED blinks white.

If the pairing succeeds, the phone screen displays a success message.

Step 5 (Optional) Press **Cancel** to revert to the **Wireless microphones** menu.

Related Topics

Wireless Expansion Microphone (8832 Only), on page 22

Unpair a Wireless Microphone

Procedure

Step 1   Press **Settings**.

Step 2   Select **Device administration** > **Microphones** > **Wireless microphones**.

Step 3   Select either **Microphone 1** or **Microphone 2**.

   If the selected channel is paired, the **Unpair** softkey displays on the phone screen.

Step 4   Press **Unpair**.

Related Topics

Install the Wireless Microphone Charging Cradle

You use the charging cradle to charge the wireless microphone battery.

Procedure

Step 1   Plug the charging cradle power adapter into an electrical outlet.

Step 2   Plug one end of the USB-C cable to the charging cradle and the other end into the power adapter.

   The following figure shows installation of a wireless microphone charging cradle.

Figure 5: Wireless Microphone Charging Cradle Installation
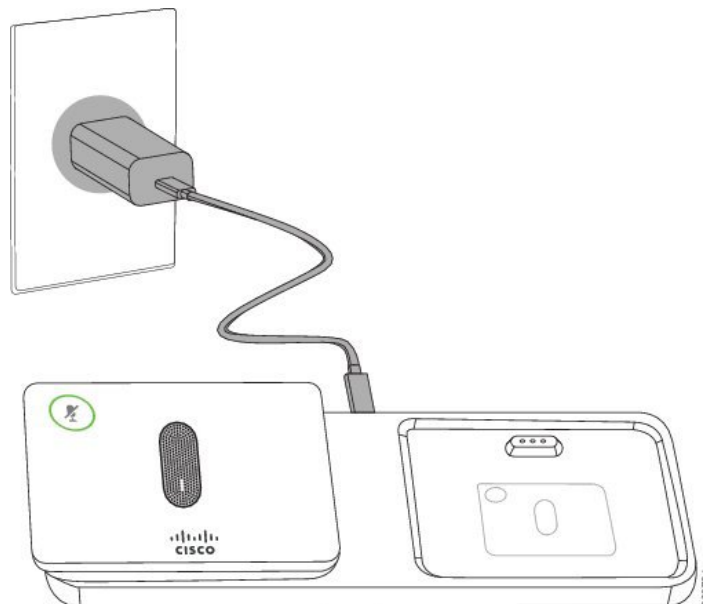
Related Topics

Wireless Expansion Microphone (8832 Only), on page 22

Charge a Wireless Microphone

Before you begin

Install the wireless microphone charging cradle. For more information, see Install the Wireless Microphone Charging Cradle, on page 14.

Procedure

Step 1 Place the microphone in the charging cradle.

Step 2 If the LED on the cradle is not white, remove the microphone and replace it in the cradle.

Related Topics

Wireless Expansion Microphone (8832 Only), on page 22

User Authentication Control

Your administrator can configure if you require authentication to access phone menus. Your administrator can also customize and turn off the authentication to allow access to all phone menus.

With this feature, whether any phone menu needs authentication is controlled by your administrator. If your administrator configures authentication to access the menu, you need to provide the password and sign in to access the menu.

Sign into Your Extension from Another Phone (Extension Mobility)

If extension mobility is configured, you can sign into a different phone in your network and have it act the same as your phone. After you sign in, the phone adopts your personal directory number.

Before you begin

Your administrator configures provisioning authority.

Procedure

Step 1	Press **Sign in**.
Step 2	Enter your username and password, then press **Sign in**.
	The password field allows two input methods: alphanumeric and numeric. While you type in the password, you see the **Options** softkey on the phone. Use this softkey to change the current password input type. Select **Input all** for alphanumeric input and select **Input num** for numeric entry. Your administrator configures the password input method on the phone web page.
Step 3	Press **Sign out** to sign out of your extension.

Sign in to a Phone as a Guest

Your phone has a guest account when your administrator enables hoteling on your phone. You can then sign in to a different phone in your network as a guest.

Procedure

Step 1	Press **Sign in**.
Step 2	Enter your user ID and password.
	The password field uses two types of input methods; alphanumeric and numeric. While you type in the password, you see **Options** softkey on the phone. You can use this softkey to change the current password input type. Select **Input all** for alphanumeric input and select **Input num** for numeric entry.
Step 3	Press **Save**.

Note　An administrator can set up a phone to make emergency calls. Whenever you sign in as a guest to a registered phone, the phone transfers a request to obtain the location of the phone. The location is sent to the emergency services when you make an emergency call.

Sign Out of a Phone as a Guest

Procedure

Step 1　Press **Guest Out**.

Step 2　Press **Sign Out**.

Set the Profile Rule on the Phone

Procedure

Step 1　Press **Settings**.

Step 2　Select **Device administration** > **Profile rule**.

Step 3　Enter the profile rule using the phone keypad.

Step 4　Press **Resync**.

Service Interruption Message on Home Screen

When Webex cloud server is not available, you will see **Service interruption** notification on the phone home screen and the line status shows the survivability icon. During this situation, phone gets connected to the Site Survivability Gateway (SGW) so that you can use at least basic calling features. SGW services are deployed within your local network, hence, the phone supports only basic calling features. If you check the line status, it shows **Interrupted**. To view the line status, see .

When you experience this issue, your administrator can help troubleshoot.

Phone Web Page

You can customize some phone settings with the phone web page, which you access from your computer. Your administrator gives you the page URL, your user ID, and password.

In the phone web page, you can control features, line settings, and phone services for your phone.

- Phone features include speed dial, do not disturb, and your personal address book.

- Line settings affect a specific phone line (directory number) on your phone. Line settings can include call forward, visual and audio message indicators, ring patterns, and other line-specific settings.

The following table describes some specific features that you configure using the phone web page.

Features	Description
Call forward	You specify the number that will receive calls when call forward is enabled on the phone. Use the phone web page to set up more complicated call forward functions, for example, when your line is busy.
Speed dial	You assign phone numbers to speed-dial numbers so that you can quickly call that person.
Ringtone	You assign a ringtone to a specific line.
Personal directory contact	You add a contact to your personal directory with phone web page.
HTTP proxy	You set up an HTTP proxy for the phone to connect to the internet.

Speed dial numbers

When you dial a number on your phone, you enter a series of digits. When you set up a speed dial number, the speed dial number must contain all the digits you need to make the call. For example, if you need to dial 9 to get an outside line, you enter the number 9 and then the number you want to dial.

You can also add other dialed digits to the number. Examples of additional digits include a meeting access code, an extension, a voicemail password, an authorization code, and a billing code.

The dial string can contain the following characters:

- 0 to 9

- Pound (#)

- Asterisk (*)

- Comma (,)—This is the pause character, and gives a 2 second delay in the dialing. You can have several commas in a row. For example, two commas (,,) represent a pause of 4 seconds.

The rules for dial strings are:

- Use the comma to separate the parts of the dial string.

- An authorization code must always precede a billing code in the speed dial string.

- A single comma is required between the authorization code and the billing code in the string.

- A speed dial label is required for speed dials with authorization codes and additional digits.

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

Your phone does not save the authorization code, billing code, or extra digits from the speed dial in the call history. If you press **Redial** after you connect to a speed dial destination, the phone prompts you to enter any required authorization code, billing code, or additional digits manually.

Example

To set up a speed dial number to call a person at a specific extension, and if you need an authorization code and billing code, consider the following requirements:

- You need to dial **9** for an outside line.

- You want to call **5556543**.

- You need to input the authorization code **1234**.

- You need to input the billing code **9876**.

- You must wait for 4 seconds.

- After the call connects, you must dial the extension **56789#**.

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

Cisco IP Conference Phone 8832 Buttons and Hardware

The following figure shows the Cisco IP Conference Phone 8832.

Figure 6: Cisco IP Conference Phone 8832 Buttons and Features

1	**Mute** bar	![mute icon] Toggle the microphone on or off. When the microphone is muted, the LED bar is lit red.
2	LED bar	Indicates call states: • Green, solid—Active call • Green, flashing—Incoming call • Green, pulsing—Held call • Red, solid—Muted call
3	Softkey buttons	![softkey] Access functions and services.
4	Navigation bar and **Select** button	![navigation] Scroll through menus, highlight items, and select the highlighted item. When the phone is idle, press **Up** to access the recent calls list and press **Down** to access the favorites list.
5	**Volume** button	![volume] Adjust the speakerphone volume (off hook) and the ringer volume (on hook). When you change the volume, the LED bar lights white to show the volume change.

Note   Cisco 8832 Conference Phones running multiplatform firmware doesn't support Wifi. Use these phones with a physical ethernet connection.

Conference phone navigation

Use the Navigation bar to scroll through menus. Use the inner **Select** button of the Navigation bar to select menu items.
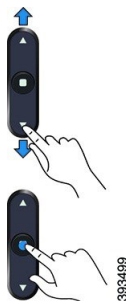
If a menu item has an index number, you can enter the index number with the keypad to select the item.

Conference phone softkeys

You can interact with the features on your phone with the softkeys. Softkeys, located below the screen, give you access to the function displayed on the screen above the softkey. The softkeys change depending on what you are doing at the time.

The ●● and ●● softkeys indicate●● softkey indicates more softkey functions are available.

Conference Phone Screen

The phone screen shows information about your phone such as directory number, active call status, and softkeys. The screen is made up of three sections: the header row, the middle section, and the footer row.

1	At the top of the screen is the header row. The header row displays the current date and time, and the phone number.
2	The middle of the phone screen displays the information associated with the calls or line.
3	The bottom row of the screen contains the softkey labels. Each label indicates the action for the softkey button below the screen.

Clean your phone screen

Procedure

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

Caution   Don't use any liquids or powders on the phone because they can contaminate the phone components and cause failures.

Wired Expansion Microphone (8832 Only)

The Cisco IP Conference Phone 8832 supports two wired expansion microphones, available in an optional kit. Use the expansion microphones in larger rooms or in a crowded room. For best results, we recommend that you place the microphones between 3 feet (0.91 m) and 7 feet (2.1 m) away from the phone.

Figure 7: Wired Expansion Microphone
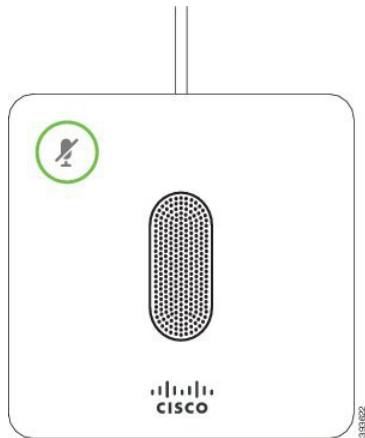
When you're in a call, the expansion microphone LED around the **Mute** button is green.

When you mute the microphone, the LED is red. When you press the **Mute** button, the phone and the expansion microphones are muted.

Related Topics

Install the Wired Expansion Microphones, on page 12

Wireless Expansion Microphone (8832 Only)

The Cisco IP Conference Phone 8832 supports two expansion wireless microphones, available with a charging cradle in an optional kit. When the wireless microphone is placed on the charging cradle for charging, the LED on the cradle is lit white.

Figure 8: Wireless Microphone
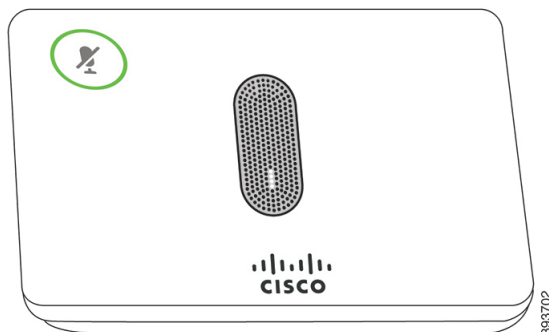
Figure 9: Wireless Microphone Mounted on the Charging Cradle
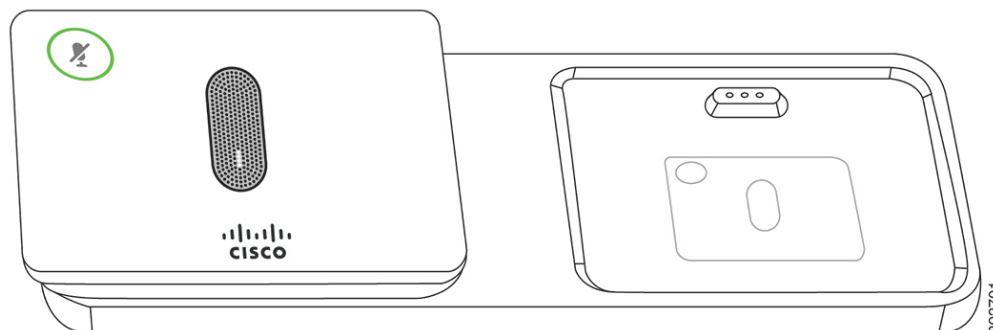
When the conference phone is in a call, the expansion microphone LED around the **Mute** button is lit green.

When the microphone is muted, the LED is lit red. When you press the **Mute** button, the phone and the expansion microphones are muted.

If the phone is paired with a wireless microphone (for example, Wireless microphone 1) and you connect the wireless microphone to a charger, pressing the **Show detail** softkey indicates the charge level for that microphone.

When the phone is paired with a wireless microphone and you connect a wired microphone, the wireless microphone gets unpaired and the phone is paired with the wired microphone. A notification appears on the phone screen indicating that the wired microphone is connected.

Related Topics

Install the Wireless Expansion Microphones, on page 12
Pair a Wireless Microphone, on page 13
Unpair a Wireless Microphone, on page 14
Install the Wireless Microphone Charging Cradle, on page 14
Charge a Wireless Microphone, on page 15

Energy Savings

Your administrator can reduce the amount of power that the phone screen uses when you're not using your phone. Level of energy-saving that your administrator can set up:

• Power Save—The backlight or screen turns off when the phone has been inactive for a period of time.

Turn On Your Phone

When your phone turns off to save energy, the phone screen is blank and the **Select** button lights up.

Procedure

Press **Select** to turn your phone back on.

Additional Help and Information

If you have questions about the functions available on your phone, contact your administrator.

The Cisco website (https://www.cisco.com) contains more information about the phones and call control systems.

- For quick start guides and end-user guides in English, follow this link:

  https://www.cisco.com/c/en/us/support/collaboration-endpoints/
  ip-phone-8800-series-multiplatform-firmware/products-user-guide-list.html

- For guides in languages other than English, follow this link:

  https://www.cisco.com/c/en/us/support/collaboration-endpoints/
  ip-phone-8800-series-multiplatform-firmware/tsd-products-support-translated-end-user-guides-list.html

- For licensing information, follow this link:

  https://www.cisco.com/c/en/us/support/collaboration-endpoints/
  ip-phone-8800-series-multiplatform-firmware/products-licensing-information-listing.html

Troubleshooting

You may experience issues related to the following scenarios:

- Your phone cannot communicate with the call control system.

- The call control system has communication or internal problems.

- Your phone has internal problems.

If you experience problems, your administrator can help troubleshoot the root cause of the problem.

Find Information About Your Phone

Your administrator may ask for information about your phone. This information uniquely identifies the phone for troubleshooting purposes.

The phone contains all unique device identifier (UDI) information. The UDI is composed of three data elements associated with the phone. The data elements are:

- Product Identifier (PID)

- Version Identifier (VID)

- Serial Number (SN)

You can also find the information about your phone by going to **Info** > **Status** > **Product Information** on the phone web interface.

Procedure

Step 1   Press **Settings**.

Step 2   Select **Status** > **Product Information**.

You can view the following information:

Product name— Name that represents the Cisco IP Phone.

Serial number— Serial number of the Cisco IP Phone.

MAC address—Hardware address of the Cisco IP Phone.

Software version—Version number of the Cisco IP Phone firmware.

Configuration version—Version number of the Cisco IP Phone configuration. This information shows when your administrator has enabled it.

Hardware version—Version number of the Cisco IP Phone hardware.

VID—Version ID of the Cisco IP Phone.

Certificate—Status of the client certificate, which authenticates the Cisco IP Phone for use in the ITSP network. This field indicates if the client certificate is properly installed in the phone.

Customization—For an RC unit, this field indicates whether the unit has been customized or not. Pending indicates a new RC unit that is ready for provisioning. If the unit has already retrieved its customized profile, this field displays the Customization state as Acquired.

Step 3   Press **Back** to return to the Applications screen.

View the Customization State on the Phone

After the RC download from the EDOS server completes, you can view the customization state of a phone on the screen.

Here are the descriptions of the remote customization states:

- Open—The phone has booted for the first time and is not configured.

- Aborted—Remote Customization is aborted due to other provisioning, for example, DHCP options.

- Pending—The phone can not download the profile from the EDOS server.

- Custom-Pending—The phone has downloaded a redirect URL from the EDOS server.

- Acquired—In the profile downloaded from the EDOS server, there is a redirect URL for provision configuration. If the redirect URL download from the provisioning server is successful, this state is displayed.

- Unavailable—Remote customization has stopped because the EDOS server responded with an empty provisioning file and the HTTP response was `200 OK`.

Procedure

Step 1   Press **Settings**.

Step 2   Select **Status** > **Product information** > **Customization**.

Step 3   Press **Back**.

View the Network Status

Procedure

Step 1   Press **Settings** .

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

You can view the following information:

- **Network type**—Indicates the type of Local Area Network (LAN) connection that the phone uses.

- **Network status**—Indicates if the phone is connected to a network.

- **IPv4 status**—IP address of the phone. You can see information on IP address, Addressing type, IP status, Subnet mask, Default router, Domain Name Server (DNS) 1, DNS 2 of the phone.

- **IPv6 status** —IP address of the phone. You can see information on IP address, Addressing type, IP status, Subnet mask, Default router, Domain Name Server (DNS) 1, DNS 2 of the phone.

- **VLAN ID**—VLAN ID of the phone.

- **MAC address**—Unique Media Access Control (MAC) address of the phone.

- **Host name**—Displays the current host name assigned to the phone.

- **Domain**—Displays the network domain name of the phone. Default: cisco.com

- **Switch port link**—Status of the switch port.

- **Switch port config**—Indicates speed and duplex of the network port.

View the Phone Status

Procedure

Step 1   Press **Settings** .

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

You can view the following information:

- **Elapsed time**—Total time elapsed since the last reboot of the system

- **Tx (Packets)**—Transmitted packets from the phone.

- **Rx (Packets)**—Received packets from the phone.

View the Status Messages on the Phone

Procedure

Step 1 Press **Settings** .

Step 2 Select **Status** > **Status messages**.

You can view a log of the various phone statuses since provisioning was last done.

Note Status messages reflect UTC time and are not affected by the timezone settings on the phone.

Step 3 Press **Back**.

View the Line Status

Procedure

Step 1 Press **Settings**.

Step 2 Select **Status** > **Phone status** > **Line status**.

You can view the status of each line on the phone.

View Call Records in Call Statistics

Each call record contains additional information that you might want to check, follow the procedure provided in this topic to view the detailed information of your recent call records.

Before you begin

Sign in to the phone so you can access to access the **Call statistics** menu.

If a lock icon displays in the upper-right corner of the main screen, this means that you don't sign in to the phone yet.

Procedure

Step 1 Press **Settings**.

Step 2 Select **Status** > **Phone status** > **Call statistics**.

Step 3 (Optional) If prompted, enter your password and press **Sign in**.

If you cannot sign in to the phone, contact your administrator.

Step 4 Highlight a call statistics entry from the list, and press **Select**.

You can also press the **Select** button of the Navigation cluster to shows details of the highlighted entry.

You can view the following information:

- **Call type**—An outbound or inbound call.

- **Peer name**—The name of the person who made or answered the call.

- **Peer phone**—The phone number of the person who made or answered the call.

- **Encode codec**—The method used to compress the outgoing audio.

- **Decode codec**—The method used to decompress the incoming audio.

- **Call time**—The time a call was made or answered.

- **Call ID**—An identifier of the caller.

The call statistics may contain additional information such as counter, statistics, and voice-quality metrics. Use this information for troubleshooting.

Related Topics

View 802.1X Transaction Status

Procedure

Step 1 Press **Settings**.

Step 2 Select **Network configuration** > **Ethernet configuration** > **802.1X authentication** > **Transaction status**.

You can view the following information:

- **Transaction status**

- **Protocol**

View the Reboot History

Procedure

Step 1	Press **Settings**.
Step 2	Select **Status** > **Reboot history**.
	You can view the details of the date and time whenever the phone has rebooted, no matter why the phone rebooted.

Report all phone issues for your Cisco MPP device

You can use the Problem Reporting Tool (PRT) to collect and send phone logs, and to report problems to your administrator.

Before you begin

Your administrator enables web server for the phone.

Procedure

Step 1	Press **Settings**.
Step 2	Select **Status** > **Report problem**.
Step 3	Enter the date that you experienced the problem in the **Date of problem** field. The current date appears in this field by default.
Step 4	Enter the time that you experienced the problem in the **Time of problem** field. The current time appears in this field by default.
Step 5	Select **Problem description**.
Step 6	Select a description from the displayed list.
Step 7	Press **Submit**.
	Note If your administrator disables web server for the phone, the phone fails to upload the problem report to the server. In addition, the phone screen shows `Error: 109` or `Report Problem` together with an unavailable download link. Contact your administrator to help you resolve the issue.

Factory Reset from Server

You can restore your phone to its original manufacturer settings when your administrator factory reset it from the server. After you reset the phone, you can reconfigure it.

When your administrator factory reset your phone, you will observe the following notifications on the phone screen.

- If the phone is idle and has no active call or the phone is not upgrading, it shows a message, **Factory resetting as per request from administrator**, then the phone reboots to complete the factory reset.

- If the phone is busy with an active call or the phone is upgrading, it shows a message, **Phone will factory reset when idle as per request from administrator**. After the phone becomes idle, it shows **Factory resetting as per request from administrator**, then the phone reboots to complete the factory reset.

Identify Phone Issues with a URL in the Phone Web Page

When the phone doesn't work or doesn't register, a network error or any misconfiguration might be the cause. To identify the cause, add a specific IP address or a domain name to the phone admin page. Then, try to access so that the phone can ping the destination and display the cause.

Procedure

In a supported web browser, enter a URL that consists of your phone IP address and the destination IP that you want to ping. Enter the URL using the format:

`http:/<Phone IP>/admin/ping?<ping destination>`, where:

<Phone IP> = actual IP address of your phone.

/admin = path to the access admin page of your phone.

<ping destination> = any IP address or domain name that you want to ping.

The ping destination allows only alphanumeric characters, '-', and "_" (underscores). Otherwise the phone shows an error on the web page. If the *<ping destination>* includes spaces, the phone uses only the first part of the address as the pinging destination.

For example, to ping the 192.168.1.1 address:

`http://<Phone IP>/admin/ping?192.168.1.1`

Lost Phone Connectivity

Sometimes your phone loses its connection to the phone network. When this connection is lost, your phone displays a message.

If you are on an active call when the connection is lost, the call continues. But, you don't have access to all normal phone features because some functions require information from the call control system. For example, your softkeys might not work as you expect.

When the phone reconnects to the call control system, you'll be able to use your phone normally again.

For more information on phone registration, please visit Manual phone registration.

Get More Information When Your Phone Displays a Provisioning Failure Message

If your phone displays the message `Verify your provisioning settings or contact your service provider.`, you have a configuration problem. This message will display only immediately after the phone boots up. You will not see this message after the phone is registered to a call server.

This message applies to all MPP Phones.

Procedure

Step 1 Press one of these options:

- **Details**—display a list of status messages.

- **Cancel**—return to the main phone screen.

Note If you cancel a provisioning alert, the phone doesn't show another provisioning alert until the phone has rebooted.

Step 2 Highlight the relevant status message from the list, and press one of these options:

- **Details**—display the entire status message.

- **Clear**—delete the complete message list.

Step 3 Contact your administrator to help you resolve the issue. If your administrator has given you access, you can also view the messages on the phone web page.

On the phone web page, go to **Info** > **Download Status** > **Provisioning Status**

Find the Transition License Type

Your administrator may ask for information about the type of license used to migrate to multiplatform firmware.

Procedure

Step 1 Press **Settings**.

Step 2 Select **Status** > **Product Information**.

Step 3 In the **Transition Authorization Type** field, view the license type used.

Find Information about MIC Cert Refresh Status

You can view the renewal status and related information on the phone web page to check if the Manufacture Installed Certificate (MIC) renewal is completed. Your administrator might ask you about this information during the phone troubleshooting.

Before you begin

- Your administrator has given you the access to the phone web page.

- Your administrator activates the Manufacture Installed Certificate (MIC) renewal on your phone.

Procedure

Step 1 On the phone web page, click **Info** > **Download Status**.

Step 2 Find the information from the **MIC Cert Refresh Status** section.

- **MIC Cert Provisioning Status**: This field includes the date and time of the performed certificate renewal, the HTTP request URL, and result messages.

- **MIC Cert Info**: This field shows the overall status of the certificate renewal procedure. Typically, it shows whether the MIC certificate of your phone is renewed successfully.

For more information, contact your administrator.

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 at: Product Warranties.

Calls

Make calls

Your phone works just like a regular phone. But we make it easier for you to make calls.

Make a Call

Use your phone just like any other phone to make a call.

Procedure

Enter a number and press **Call**.

Make an Emergency Call

Use your phone to make an emergency call, similar to any other call. When you dial the emergency number, your emergency services get your phone number and location so that they can assist you.

✎

| Note | If your call disconnects, the emergency services can call you back. |

Before you begin

Your phone must be set up to obtain your physical location. Emergency services personnel need your location to find you when you make an emergency call.

Procedure

Enter the emergency number and press **Call**.

Redial a number

You can call the most recently dialed phone number.

Procedure

Step 1 Press **Redial**.

| Note | For Webex Calling, workspaces support Redial when **Local Call** history is set to the workspace devices or by using FAC *66. |

By default, the **Redial** softkey doesn't display on the phone screen. Contact your administrator to configure it.

Step 2 Select the call record from the **Placed calls** list and press **Call**.

You can also access the **Placed calls** list from **Information and settings** > **Recents** > **Placed calls**.

Speed Dial

Speed Dial allows you to press a button, enter a preset code, or select a phone screen item to place a call. You can configure the speed dial from the phone screen and also from the phone web page.

You can edit, delete, and validate a speed-dial code.

Assign a speed-dial code from the phone screen

You can configure a speed-dial index from your phone screen. You can also assign a speed-dial code from the phone web page.

Procedure

Step 1	Press **Settings**.
Step 2	Select **Speed dials**.
Step 3	Scroll to an unassigned speed-dial index.
Step 4	Press **Edit** and do one of the following:

- Enter the name and number.
- Select **Option** > **Add from contacts** to select a contact from the address book.

Step 5	Press **Save**.

Make a call with a speed-dial code

Before you begin

Set up speed-dial codes on the phone web page or from your phone screen.

Procedure

Enter the speed-dial code and press **Call**.

Dial an International Number

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

Procedure

Step 1	Press and hold **star (*)** for at least 1 second.
	The plus (+) sign is displayed as the first digit in the phone number.
Step 2	Enter the phone number.
Step 3	Press **Call** or wait 10 seconds after the last key press to automatically place the call.

Secure Calls

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

Answer Calls

Your Cisco phone works just like a regular phone. But we make it easier for you to answer calls.

Answer a Call

Procedure

Press **Answer**.

Answer Call Waiting on Your Conference Phone

When you're on an active call, you know that a call is waiting when you hear a single beep and see a message on the conference phone screen.

Procedure

Press **Answer**.

Decline a Call

You can send a ringing call to your voicemail system (if configured) or to a preset phone number. If not set up, the call is rejected and the caller hears a busy tone.

Silence an Incoming Call

You can silence an incoming call when you are busy and don't want to be disturbed. The phone stops ringing, but you get a visual alert, and, can answer the phone call.

Before you begin

Your administrator configures the **Ignore** softkey on your phone.

Procedure

Silence the incoming call by any of the methods:

- Press the **Ignore** softkey. When you press this softkey, the softkey disappears from the phone screen, and is restored again during the next incoming call.

• Press the Volume button down. If you press this button again, the ringer volume decreases.

The ringer volume is restored during the next incoming call.

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. However, you will always receive paging and emergency calls, even when DND is turned on.

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

When DND is turned on, **Do not disturb** is displayed in the top bar of the phone screen.

When a line key has both feature key sync and DND enabled, the DND icon ⊘ is displayed next to the line key label.

Before you begin

Your administrator enables the **DND**/**Clr DND** softkey on your phone.

Procedure

Step 1   Press **DND** to turn on DND.

If the **DND** softkey is grayed on the phone screen, contact your administrator.

Step 2   Press **Clr DND** to turn off DND.

Turn On or Turn Off DND Using a Star Code

You can turn on or turn off the do not disturb feature by dialing the respective star codes that are configured for your phone. The administrator enters the star codes in the **DND Act Code** and **DND Deact Code** fields respectively on the phone web page.

Procedure

Step 1   To turn on DND, dial the star code provided by your administrator.

Step 2   To turn off DND, dial the star code provided by your administrator.

Mute Your Call

While you are on a call, you can mute the audio so that you can hear the other person, but they cannot hear you.

Procedure

Step 1	Press **Mute** ![mute button] on the phone or **Mute** ![mute icon] on an expansion microphone.
Step 2	Press **Mute** again to turn mute off.

Hold Calls

Put a Call on Hold

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

Procedure

Step 1	Press **Hold**.
Step 2	To resume a call from hold, press **Resume**.

Answer a Call Left on Hold for Too Long

Your phone is configured to provide cues that let you know when you have left a call on hold for too long:

- Flashing LED bar

- Visual notification on the phone screen

- Ringing notification on the phone if a hold reminder is configured with phone web page

Procedure

Press **Answer** to resume the held call.

Forward Calls

If a line is enabled with feature key sync and call forward on it, the call forward ⤫ icon is displayed next to the line key label.

There are three Call Forward services:

- Call Forward All—Forward all incoming calls to a target phone number.

- Call Forward Busy—Forward an incoming call to a target phone number when the line is busy.

- Call Forward No Answer—Forward an incoming call to a target phone number when the call isn't answered.

You can set up the call forward service or services by a specific softkey.

Procedure

Step 1   Press **Forward** or **Forward all**.

If **Forward all** displays, you can only set up the Call Forward All service (not including Call Forward Busy and Call Forward No Answer services). After you press the softkey, the menu for only setting up the Call Forward All service displays, skip to the Step 3.

If you want to set up the Call Forward Busy and Call Forward No Answer services, see Forward Calls from Your Phone, on page 84 or Forward Calls with the Phone Web Page, on page 39.

When your administrator enables the synchronization for call forward, the **Call forward all** screen displays instead of the **Call forward settings** screen. In this scenario, see Activate Call Forward All with Feature Activation Code Synchronization, on page 40.

Step 2   Select one of the following call forward services:

- **Forward all**

- **Forward busy**

- **Forward no answer**

Step 3   Do any of the following:

- Enter the target number, to which you want to forward incoming calls from this phone line.
- Press the **Contacts** softkey and select a contact from your contact directories.

Step 4   Press **Set** to apply the settings.

Step 5   Verify that your calls are forwarded by looking for the call forward ⤫ icon next to the line or at the top of the phone screen.

Forward Calls with the Phone Web Page

Use the phone web page to set up your phone to forward calls.

You can also set up call forward on your phone screen. For more information, see Forward Calls, on page 39 or Forward Calls from Your Phone, on page 84.

Before you begin

Your administrator must enable the call forward services. Otherwise, the configuration on the phone web page doesn't take effect.

Procedure

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

Step 2 In the **Call Forward** section, set the **Cfwd All**, **Cfwd Busy**, **Cfwd No Answer**, or combination of them to **Yes**, and enter a phone number for each of the call forward services that you want to enable:

- **Cfwd All**/**Cfwd All Dest**—Forwards all calls.

- **Cfwd Busy**/**Cfwd Busy Dest**—Forwards calls only if the line is busy.

- **Cfwd No Answer**/**Cfwd No Ans Dest**—Forwards calls only if the line is not answered.

- **Cfwd No Answer**/**Cfwd No Ans Delay**—Assigns a response delay time in seconds.

     If your administrator disables the feature key synchronization (FKS) and XSI sync for call forward on your phone, you can enter the value as number of seconds after which a call is forwarded.

     If your administrator enables feature key synchronization (FKS) or XSI sync for call forward on your phone, you can enter the value as number of rings after which a call is forwarded.

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

Step 3 Click **Submit All Changes**.

Activate Call Forward All with Feature Activation Code Synchronization

When you press the **Forward** or **Forward all** softkey, the **Call forward all** screen displays and it allows you to set up your phone to forward all calls.

Before you begin

Your administrator enables a feature activation code that synchronizes the phone with a server to forward all calls.

Note The Feature Activation Code Synchronization feature only supports the Call Forward All service. The Call Forward Busy and the Call Forward No Answer services are not supported.

When your administrator enables the feature activation code for the synchronization, the screen **Call forward settings** is ready-only.

Procedure

Step 1   Press **Forward** or **Forward all**

Step 2   Do any of the following:

- Enter the target number, to which you want to forward incoming calls from this phone line.
- Press **Contacts** and select a contact from your contact directories.
- Press **Recents** and select an entry from the call history.

Step 3   Press **Call** to forward all calls to the specified number.

You can clear the call forward settings by pressing **Clr fwd** or **Clf fwd all**.

Step 4   Verify that your calls are forwarded by looking for the call forward ⤬ icon next to the line or at the top of the phone screen.

Transfer Calls

You can transfer an active call to another person.

When your administrator configures support for only one call per line appearance, you will not see the option to transfer the active call.

Transfer a Call to Another Person

When you transfer a call, you can stay on the original call until the other person answers. This gives you an opportunity to talk privately with the other person before you remove yourself from the call. If you don't want to talk, transfer the call before the other person answers.

You can also swap between both callers to consult with them individually before you remove yourself from the call.

Procedure

Step 1   From a call that is not on hold, press **Transfer**.

Step 2   Enter the other person's phone number and press **Call**.

Step 3   (Optional) Wait until you hear the line ring or until the other person answers the call.

Step 4   Press **Transfer** again.

Consult Before You Complete a Transfer

Before you transfer a call, you can talk to the person that you're transferring the call to.

If your administrator configures to support only one call per line appearance and only one extension is configured, then you cannot:

- place a new call if there is an active call.
- transfer if there is an active call.
- conference an active call.

Before you begin

You have an active call that needs to be transferred.

Procedure

Step 1 Press **Transfer** .

Step 2 When the other person answers, you can talk to them.

Step 3 Press **Transfer** again.

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. The conference ends when all participants hang up.

Add Another Person to a Call

Procedure

Step 1 From an active call, press **Conference**.

Step 2 Enter the phone number for the party you want to add and press **Call**.

Step 3 Press **Conference** again.

Remove a Participant as a Host in Ad Hoc Conference

As a host, you can remove a participant from the participant list. However, host and participants can invite multiple participants to join the conference, but any of the participants can only be removed by the person from whom the invite has come. For example, user A is the host of the Ad Hoc conference and calls user B and conferences user C and user D. In such situation, user A will be able to remove user B, user C, and user D. Now, if user C invites user E into the conference call, user C can remove user E but user A cannot remove user E.

Before you begin

You are host of an Ad Hoc conference.

Procedure

Step 1   When in an Ad Hoc conference, press **Participants** to display the pariticipants name.

Step 2   Select any of the participants who you have invited to the conference call and press **Remove**.

Step 3   Confirm the removal message on the phone.

View the Participants List as a Host in Ad Hoc Conference

You can show the list of participants when you are hosting an Ad Hoc conference.

Before you begin

Participants softkey is available.

Procedure

Step 1   Make a call (for example, user A) from a line and wait for an answer.

Step 2   Press **Conference** to invite another person (for example, user B) into the meeting.

Step 3   When user B answers the call, press **Conference** again to merge user B into the meeting.

You can add more participants into the meeting in the same way.

Step 4   Press **Participants** softkey. Name of all the participants who has joined the meeting will show up in the **Participants** screen.

Step 5   (Optional) Press **Exit** to exit from the **Participants** screen.

View the Participants List as a Participant

You can show list of participants of an Ad Hoc conference.

Before you begin

Participants softkey is available.

Procedure

Step 1   Answer the call from a host.

Participants softkey displays after your host merge you into the meeting.

Step 2   Press **Participants** softkey to display the list of participants.

Step 3   (Optional) Press **Exit** to exit from the **Participants** screen.

Record a Call

When you're on an active call, you can record it. You might hear a notification tone as you record the call.

During a recording, you see different recording icons on the Calls screen. The icon depends on the recording state:

Table 1: Recording Icons

Icon	Meaning
⊙	Recording in progress
◉	Recording paused

Before you begin

Your administrator enables your phone with call recording.

Procedure

Step 1	Press **Record** while on an active call.
Step 2	(Optional) While recording is in progress, you can press **PauseRec** to pause the recording.
Step 3	(Optional) Press **ResumeRec** to resume the recording.
Step 4	(Optional) Press **StopRec** to stop the recording.
Step 5	Press **End Call** to end the call.

Instant Message and Presence Contacts

Instant message and presence (IM&P) contacts display their presence information. You can see if the person is available, busy, or unavailable, or if the person does not want to be disturbed.

You use the UC-One Communicator to manage your lists of contacts. Your phone gets your lists of contacts from the UC-One Communicator server.

When you use the phone, the phone sends status information to the UC-One Communicator.

Presence

Your company may use the "UC-One Communicator" service and integrate it with the phone. You can use this service to display the status of your contacts.

On the phone, your status is displayed on the status line of the phone. You see one of the following:

- Available

- Away

• Do Not Disturb

• Offline

For more information on the "UC-One Communicator" service, see the Broadsoft documentation.

Make a Call to an IM and Presence Contact

When you call someone on your IM&P contacts, their presence state is displayed in your call history.

Before you begin

You administrator enables the IM&P directory in the phone.

Procedure

Step 1   Press **Contacts**.

Step 2   Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3   Select **IM&P contacts**.

Step 4   Select a directory.

Step 5   Select an entry.

The entry shows the status of your contact.

Step 6   (Optional) Press **Detail** to view the contact details and press **Back** to return to the contacts list.

Step 7   Press **Call**.

Change Your Presence State

Because the phone is always available, you need to set your presence manually on the phone.

Before you begin

You administrator enables the IM&P directory in the phone.

Procedure

Step 1   Press **Contacts**.

Step 2   Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3   Select **IM&P contacts**.

Step 4   Highlight a directory. For example, **Favorite**, **Non-Group**, **All contacts**, and so on.

Step 5   Press **Presence**.

Step 6   Select your presence from the list.

• Available—You can take a call.

• Away—You have stepped away from the phone for a short time.
• Do not disturb—You don't want to take a call.
• Offline—You are not available to take calls. Typically, you use this presence when you leave the phone for long periods of time.

Page a Group of Phones (Multicast Paging)

Your administrator can configure your phone as a part of a paging group. In a paging group, your phone can automatically answer pages from other Multiplatform phones in the phone system. Each paging group has a unique number associated with it. Your administrator gives you the configured paging group numbers. When your phone is paged, you hear three short beeps. The phone establishes one-way audio between you and the phone that called you. You do not have to accept the page.

Procedure

Dial the number of the paging group.

XML Application and Multicast Paging

If your phone is part of a paging group XML application enabled, your phone displays images or messages when you receive multicast pages from server. During a unicast and multicast paging or broadcast, phones in the paging group shows the following behavior:

• Phone (sender) that initiates the page, does not display any XML application message.

• Phones (receiver) that receive page displays a XML application message (incoming page) on their screen when the paging starts if your administrator configures the service.

• If the XML application closes due to timeout (sets by your administrator) or by administrator, the receiver shows the incoming page. However, if there is no timeout configured, XML application closes when paging call ends.

Your administrator can invoke XML service from multicast paging.

View XML Application Details

You can view list of Cisco XML objects that your phone supports.

Before you begin

• Your administrator has configured XML applications.

Procedure

Step 1 Press **Applications** ⚙️.

Step 2 Press **Settings**.

Step 3 In **Information and settings** screen, select **XML applications**.
The list of supported Cisco XML objects is displayed, such as **CiscoIPPhoneMenu**, **CiscoIPPhoneDirectory**.

> **Note** **XML applications** menu is not available on your phone when your administrator disables it.

Call Center Features

Your administrator configures your phone as a call center phone.

Your administrator can enable your phone with Automatic Call Distribution (ACD) features. This phone acts as a call center agent's phone and can be used to trace a customer call, to escalate any customer call to a supervisor in emergency, to categorize contact numbers using disposition codes, and to view customer call details.

Your phone can have ACD status as:

- Sign in

- Sign out

- Available

- Unavailable

- Wrap-up

The initial ACD status is controlled by your administrator in two ways:

- The last local status can be restored as the ACD initial status when the phone boots up, status is changed to "Registered" from "Unregistered" or "Registration failed", or registration destination ip address is changed due to failover, fallback or DNS response is changed.

- The ACD initial status can be obtained from the server.

Sign In as a Call Center Agent

When you're ready to start your work as a call center agent, you sign into the phone and set your status.

Your administrator can set up your phone so that when you sign into the phone, your status is set to Available automatically. In this case, you don't need to manually set the status.

Procedure

Step 1 Press **AgtSgnIn**.

Step 2	Check your status as a call center agent.

If the status is Available, the icon ✓ displays beside your phone number. Otherwise, proceed with the next steps to manually set the status.

Step 3	Press **Agt status**.
Step 4	Highlight the **Available** status.
Step 5	Press **Select**.

Sign Out as a Call Center Agent

When you're ready to end your work as a call center agent, change your status and sign out of the phone. After you sign out, you won't receive more call center calls.

If you're on a call and know that you will sign off as soon as the call completes, change your status to **Wrap-up**.

Procedure

Press **AgtSgnOut**.

Change Your Status as a Call Center Agent

From time to time, you may need to take a brief break. To do that, change your status so that calls will not ring on your phone.

Procedure

Step 1	Press **Agt status**.
Step 2	Highlight the **Unavailable** status.

The **Unavailable** menu text box allows you to add the reason of your unavailability.

If you need, your administrator can hide the text box on the phone from the phone web interface.

Step 3	Press **Select**.
Step 4	Press **Agt status**.
Step 5	Highlight the **Available** status.
Step 6	Press **Select**.
Step 7	Highlight the **Wrap-up** status.
Step 8	Press **Select**.

Accept a Call Center Call

When you sign into the phone as a call center agent and your phone status is set to available, your phone are ready to accept call center calls. Before you answer a call, you see information about the call.

Procedure

Step 1 When you receive a call, you will see the call information page, press **Back** to exit and then press **Answer** to accept it.

Step 2 Press **Call Info** to see the call details.

Step 3 At the end of the call, press **End call**.

Hold an Agent Call

When you are on a call center call, you can put the caller on hold and return to the call. While the call is held for a long time, you will hear a reminder tone and a ring splash on the phone screen.

Procedure

Step 1 Press **Hold**.

Step 2 When you are ready to return, select the held call and press **Resume**.

Set a Disposition Code While on a Call Center Call

You can assign a disposition code to an active customer call or after you set your status to Wrap-up after a call. Disposition codes are quick labels that you apply to call records to describe a call. It is an easy way to label calls and keep track of customer contact history so that no details about the call are missed.

Before you begin

Your administrator enables your phone to add a disposition code.

Procedure

Step 1 Press **Disp code**.

Step 2 Press **Ok**.

Trace a Call

You can trace an active call and the last incoming call in any agent status.

Before you begin

Your administrator enables your phone to trace a call.

Procedure

From an active call or after a call, press **Trace**.

Escalate a Call to a Supervisor

When you need to escalate a call, you can add your supervisor to a conference call with you and your caller.

Before you begin

Your administrator enables emergency escalation on your phone.

Procedure

Step 1   From an active call, press **Emergency**.

Step 2   In the **Emergency Escalation** window, click **OK**.

You can enter preferred emergency escalation number, or you can leave it empty if you do not have any supervisor preference. You will not see any emergency escalation number.

Contacts

Personal Address Book

Add a New Contact to Your Personal Address Book

Before you begin

Your administrator must enable the personal address book on the phone. Otherwise, the menu item **Personal address book** doesn't display.

You administrator has set the personal address book as the target directory that stores the new contacts.

Procedure

Step 1   Press **Contacts**.

Step 2   Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3   To add a contact in your personal address book.

   a)   Select **Personal address book**.
   b)   Press **Add**.
   c)   Enter a name and at least one phone number.
   d)   (Optional) Select a custom ringtone for the contact.
   e)   Press **Save** to add the contact.

Step 4   To add a contact from other directories to your personal address book.

   a)   Select the All directories, the BroadSoft directory, or the LDAP directory.
   b)   Search for a contact that you want to add.
   c)   Highlight the contact.
   d)   Press **Option**, and then select **Add contact**.

e) Enter a name and at least one phone number.

f) (Optional) Select a custom ringtone for the contact.

g) Press **Save** to add the contact.

Related Topics

Add a New Contact to Your Personal Address Book with Phone Web Page

Before you begin

Your administrator must enable the personal address book on the phone. Otherwise, the **Personal address book** menu doesn't display.

Procedure

Step 1	On the phone web page, select **User Login** > **Personal Directory**.
Step 2	Click **Add to Personal Directory**.
Step 3	Add name and related number or numbers. The number contains work number, mobile number, and home number.
Step 4	Click **Submit All Changes**.

Search for a Contact in Your Personal Address Book

Before you begin

You administrator must enable the personal directory feature on the phone. Otherwise, the **Personal address book** menu doesn't display.

Procedure

Step 1	Press **Contacts**.
Step 2	Press **Category**, if it displays. Otherwise, skip the step.
Step 3	Select **Personal address book**.
Step 4	Select **Option** > **Search**.
Step 5	Enter the address entry to search for. The matched contacts will display on the phone.
	You can only search by name (case insensitive). Search by number is not supported.

Call a Contact in Your Personal Address Book

Before you begin

Your administrator must enable the personal directory feature on the phone. Otherwise, the **Personal address book** menu doesn't display.

Procedure

Step 1	Press **Contacts**.
Step 2	Press **Category**, if it displays. Otherwise, skip the step.
Step 3	Select **Personal address book** and search for an entry.
Step 4	Highlight the personal address book entry that you want to dial.
Step 5	Press **Call**.

Related Topics

Edit a Contact in Your Personal Address Book

Before you begin

Your administrator must enable the personal directory feature on the phone. Otherwise, the **Personal address book** menu doesn't display.

Procedure

Step 1	Press **Contacts**.
Step 2	Press **Category**, if it displays on the phone. Otherwise, skip the step.
Step 3	Select **Personal address book** and search for an entry.
Step 4	Highlight the entry you want to change.
Step 5	Press **Edit**.
Step 6	Modify the entry information.
Step 7	Press **Save**.

Related Topics

Remove a Contact from Your Personal Address Book

Before you begin

Your administrator must enable the personal directory feature on the phone. Otherwise, the **Personal address book** menu doesn't display.

Procedure

Step 1	Press **Contacts**.
Step 2	Press **Category**, if it displays. Otherwise, skip the step.
Step 3	Select **Personal address book**.
Step 4	Search for the contact that you want to remove.
Step 5	Highlight the address entry of the contact and press **Option** > **Delete** to delete the entry.

Related Topics

Search for a Contact in the All Directories Screen

The **All directories** is the landing page of your contacts. Typically, it automatically retrieves the contacts from your personal address book and Bluetooth-paired phone.

If your target contact is not in the displayed directories, you can perform a manual search in the screen. The search scope covers the following directories (if enabled):

- Personal address book

- BroadSoft directory, including the following subdirectories:

    - Enterprise

    - Group

    - Personal

    - Enterprise Common

    - Group Common

- LDAP directory

The manual search operation tries to retrieve the contacts from the directories in the following order:

- Personal address book

- BroadSoft directory

- LDAP directory

Note   Your administrator controls the directories that you can access. If the contact is in a disabled directory, the entry doesn't display in the search results.

From the search results, you can view the contact details, call the contact, or edit the number before making the call. If your administrator enables the personal directory on the phone, you can also add the contact to your personal directory.

Before you begin

Your administrator must enable the all directory search. Otherwise, the **All directories** screen doesn't display.

Procedure

Step 1   Press **Contacts**.

Step 2   Select the contact already displayed in the screen by using the Navigation cluster.

If you can't find the contact in the screen, proceed with the next step.

Step 3   Enter the name of the contact that you want to find.

The phone searches for first or last names that include your search string anywhere in the name.

If you search contacts without any keywords, the phone retrieves all contacts.

Step 4   Press **Search**.

The search results show both full and partial name matches.

By default, up to 50 records of the contacts display in the phone. Your administrator can set up the maximum number of the contacts.

Step 5   (Optional) To view a contact's details, highlight the contact in the search results, and press **Details**.

Step 6   (Optional) To add a contact to the target directory on the phone, follow these steps:

a)   While viewing the contact details, press **Option**.

b)   Select **Add contact**.

The menu label shows the target directory to which you want to add the contact:

- If the menu **Add personal address entry** displays, you add the contact to the local personal address book.

- If the menu **Add BroadSoft personal contact** displays, you add the contact to the BroadSoft Personal directory.

Your administrator can change the target directory.

If you don't see the **Add contact** option, contact your administrator.

c)   Enter the contact details and press **Save**.

Step 7   To call a contact, follow these steps:

a)   Highlight a contact in the search results.

b)   Press **Details**.

c) Highlight the work number that you want to dial.

d) Press **Call**.

Step 8   (Optional) To change the number to be dialed and then make a call to a contact, follow these steps:

a) Highlight a contact in the search results.

b) Press **Details**.

c) Highlight the work number that you want to change.

d) Press **Edit call**.

e) Edit the number as necessary.

f) Press **Call**.

Related Topics

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.

Your phone supports three types of corporate directories—Lightweight Directory Access Protocol (LDAP) Directory, Broadsoft Directory, and a Cisco XML Directory.

Webex Directory

Webex directory helps you to look up for Webex contacts. Your administrator configures the Webex directory on your phone. You can search and view the Webex contacts, which makes it easier to give them a call. You can edit the display name of the Webex contact. When your administrator configures Webex contacts on a line key or as a programmable softkey, you see the directory name on the line key or as softkey on phone home screen, which makes it easier to access the directory search screen directly.

Edit the Webex Directory Name

You can modify the display name of the Webex directory.

Before you begin

Your administrator configures support for Webex contacts.

Procedure

Step 1   Press **Contacts**.

Step 2   Highlight the **Webex directory**.

Step 3   Click **Option**.

Step 4   Select **Edit settings**.

Step 5   In the **Webex directory settings** screen, edit the name in the **Directory name** box. The name you enter displays as the Webex directory name under **Directory** list.

Step 6   Click **Save**.

Search for a Contact in Your Webex Directory

You can search contacts in the Webex directory by email or name.

Before you begin

Your administrator enables the Webex directory.

Procedure

Step 1   Press **Contacts**.

Step 2   In the **Directory** screen, select the Webex directory.

By default, the directory name is **Webex directory**.

Step 3   In the **Search Webex directory** screen, enter the search criteria which is either a name or an email.

Step 4   Click **Search**.

> **Note**   You can also search a Webex contact from the **All directory** search screen by entering name or email. For more information, see .

- The search operation sometime retrieves contacts with same name, work phone number, and mobile number. In such cases, Webex directory displays only one contact and considers the remaining contacts as duplicate.

    For example:

    - If a search retrieves A (Name: "abc", Work phone: "123456") and B (Name: "abc", Work phone is "123456"): Directory displays A only.

    - If a search retrieves A (Name: "abc", Work phone: "123456", and Mobile phone: "8888"), B (Name: "abc", Work phone: "123456", and Mobile phone: "8888"): Directory displays A only.

- If the search retrieves A (Name: "abc", Work phone: "123456", and Mobile phone: "8888"), B (Name: "abc", Work phone: "123456", and Mobile phone: "2222"): Directory display both A and B.

Step 5   (Optional) Select a contact from the searched list and press **Details**. You see the details, such as name, work phone number, mobile phone number, email, and department.

Step 6   (Optional) Select a contact and make a call.

- If a contact has both work phone number and mobile phone number, the directory displays the work phone number as the call number. Work phone number has higher priority than the mobile phone number. From the details screen, if you select the name or the work phone number and make a call, the phone dials the work phone number. But, if you select the mobile number and make a call, the phone dials the mobile phone number.

- If a contact has only mobile number, the directory displays the mobile phone number as the call number.

      • If a contact has no work phone number and mobile phone number, the directory displays only the name without a call number. You can't make a call from this contact.

Step 7   (Optional) Select a contact and press **Edit call** to access the **New call** screen. In this screen, you can modify the contact number to either work phone number or to mobile phone number, and then make a new call. If contact doesn't have a call number, **Edit call** doesn't work.

Note   While the phone searches for the contact, you can press **Cancel** and cancel the search operation before the phone fetches final result.

Webex directory search has the following conditions and error scenarios:

      • You must enter minimum three characters in the **Name/Email** box. When you enter fewer than three characters, you see a message `Invalid input. Enter at least 3 characters`

      • When you enter correct search criteria but the phone returns no value, you see a message: `No match found`

      • If your administrator configures max display value more than 100, the query result displays only hundred contacts for a search in Webex directory. or All directory. When search result has count more than the allowed display record value, you see a message: `Too many matches found.Refine your search`

      • During the search, if there's network issue or Domain Name Server (DNS) response failed and you see a message: `Directory access failed. Check the configuration and network settings`, you must contact your administrator.

Search for a Webex Contact in All Directory

You can search Webex contacts from the **All directory** screen.

Note   Even if your administrator configures max display value more than 100, the query result displays only hundred contacts for a search in All directory. When search result has count more than the allowed display record value, you see a message: `Too many matches found.Refine your search`

Before you begin

      • Your administrator enables the Webex directory.

      • Your administrator enables All directory search.

Procedure

Step 1   Press **Contacts**.

Step 2   In the **Directory** screen, select **All directories**.

Step 3 In the **Search all directories** screen, enter the search criteria for Webex contact. You can enter a name or an email address.

All directory search supports one character as the search input and you can enter only name of the contact. But to search Webex contacts, you must enter minimum three characters and you can search by entering name or an email. Hence, when you enter fewer than three characters in this search, phone doesn't retrieve Webex contacts.

Step 4 Click **Search**.

The search operation sometime retrieves contacts with same name and work phone number. In such cases, **All directory** list shows only one contact with the highest priority and ignores the remaining contacts as duplicate. Search operation tries to retrieve the contacts from the directories in the following order and Personal address book has the highest priority.

- Personal address book (PAB)

- Webex directory

- BroadSoft directory

- LDAP directory

Step 5 (Optional) Select a contact from the searched list and press **Details**. You see the details, such as name, work phone number, mobile phone number, email, and department in the **Search result details** screen.

In the **Search result details** screen, you can add the Webex contact to the Personal address book. To add, select the name and select **Option** > **Add contact** > **Select** and save the details in the **Add Personal address entry** screen. You can access the **Personal address book** screen and search for the added Webex contact, the result shows that the contact is added to PAB. If you search the added contact in the BroadSoft directory, the search retrieves the added Webex contact.

We recommend to choose either **Webex** or **XSI Server** to search contacts, as you can't search Webex contacts and XSI server contatcs at the same time.

Broadsoft Directory

You can search and view your personal, group, and enterprise contacts in your Broadsoft Directory, which makes it easier to give them a call. Your administrator configures the Broadsoft Directory in your phone. This application feature uses BroadSoft's Extended Services Interface (XSI).

Search for a Contact in Your BroadSoft Directory

Before you begin

- Your administrator enables the BroadSoft XSI services.

- Your administrator enables the BroadSoft directories and sets up the directories properly.

- Your administrator enables the Browse Mode for the directories.

  When this mode is enabled, a preload operation will start automatically to retrieve all the contacts from the directory.

Procedure

Step 1   Press **Contacts**.

Step 2   Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3   Select a BroadSoft directory. The default names are:

- Enterprise

- Group

- Personal

- Enterprise Common

- Group Common

Note   When your administrator disables the directory individual mode, the phone only displays **BroadSoft directory**.

After you enter the directory, wait until the preload operation is complete. You can press **Cancel** to stop the preload operation.

Step 4   Press **Option**, then select **Search**.

If your administrator disables the directory browse mode, you can find the **Search** softkey displayed on the phone instead.

Step 5   Select a search criteria.

- In BroadSoft Enterprise or Group directory, search a contact by Last Name, First Name, User ID, Number, Extension, Mobile phone, Department, or Email address.

- In BroadSoft Enterprise Common, Group Common, or Personal directory, search a contact by Name or Number.

Step 6   Enter your search criteria, and press **Search**.

Edit Your Contact Type in Your BroadSoft Directory

Before you begin

Your administrator disables the directory individual mode for the BroadSoft XSI service.

Procedure

Step 1   Press **Contacts**.

Step 2   Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3   Highlight the **BroadSoft directory**.

Step 4   Press **Option**.

Step 5   Select **Edit settings**.

Step 6   Select the **Type** field.
You can select Enterprise, Group, Personal, Enterprise Common, or Group Common as your BroadSoft Directory contact type.

Step 7   Press **Save** to apply the change.

Manage Your Contacts in the BroadSoft Personal Directory

You can add, edit, or delete contacts in the BroadSoft Personal directory.

Before you begin

- Your phone connects to the BroadSoft XSI service.

- Your administrator enables the BroadSoft Personal directory.

- Your administrator sets the BroadSoft Personal directory as the target directory to store new contacts.

- Your administrator enables the directory browse mode.

    When this mode is enabled, a preload operation will start automatically to retrieve all the contacts from the directory.

Procedure

Step 1   Press **Contacts**.

Step 2   Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3   To add a contact in the BroadSoft Personal directory, do the following:

a) Select the BroadSoft Personal directory. The default name is **Personal**.

Note	If your administrator disables the directory individual mode, the phone displays the menu item **BroadSoft directory** instead, select it.

b) Wait for the preload operation to be completed or press **Cancel** to stop the preload operation.

    If your administrator disables the directory browse mode, the menu **Search personal directory** displays instead. Enter your search criteria, and press **Search**.

c) Press **Option**, and then select **Add**.

d) Enter details of the contact.

e) Press **Save**.

Step 4   To add a contact from other directories (if enabled) to the BroadSoft Personal directory:

a) Select the All directories, the BroadSoft directory, the LDAP directory, or the personal address book.

b) Search for a contact that you want to add.

c) Highlight the contact.

d) Press **Option**, and then select **Add contact**.

e) Enter details of the contact.

f) Press **Save** .

Step 5   To edit a contact in the BroadSoft Personal directory, do the following:

a)   Select the BroadSoft Personal directory. The default name is **Personal**.

Note	If your administrator disables the directory individual mode, the phone displays the menu item **BroadSoft directory** instead, select it.

b)   Wait for the preload operation to be completed or press **Cancel** to stop the preload operation.

If your administrator disables the directory browse mode, the menu **Search personal directory** displays instead. Enter your search criteria, and press **Search**.

c)   Highlight the contact that you want to edit.

d)   Press **Option**, and then select **Edit**.

e)   Edit details of the contact.

f)   Press **Save**.

Step 6   To delete a contact from the BroadSoft Personal directory, do the following:

a)   Select the BroadSoft Personal directory. The default name is **Personal**.

Note	If your administrator disables the directory individual mode, the phone displays the menu item **BroadSoft directory** instead, select it.

b)   Wait for the preload operation to be completed or press **Cancel** to stop the preload operation.

If your administrator disables the directory browse mode, the menu **Search personal directory** displays instead. Enter your search criteria, and press **Search**.

c)   Highlight the contact that you want to delete.

d)   Press **Option**, and then select **Delete**.

Edit Your BroadSoft Directory Name

When your administrator disables the directory individual mode, the phone only displays **BroadSoft directory**.

When your administrator enables the directory individual mode, the phone displays all enabled directories with default or customized names. The default names are:

- Enterprise

- Group

- Personal

- Enterprise Common

- Group Common

Note	Only the directory that is enabled by your administrator can display in the **Directories** screen.

Procedure

Step 1   Press **Contacts**.

Step 2   Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3   Do one of the following actions:

- Highlight the **BroadSoft directory**.

- Highlight one of the configured directories.

Step 4   Press **Option**.

Step 5   Select **Edit Settings**.

Step 6   Edit the **Directory Name** field.

Step 7   Press **Save** to apply the change.

Edit the Server Name of Your BroadSoft Directory

When your administrator disables the directory individual mode, the phone only displays **BroadSoft directory**.

When your administrator enables the directory individual mode, the phone displays all enabled directories with default or customized names. The default names are:

- Enterprise

- Group

- Personal

- Enterprise Common

- Group Common

Note   Only the directory that is enabled by your administrator can display in the **Directories** screen.

Procedure

Step 1   Press **Contacts**.

Step 2   Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3   Do one of the following actions:

- Highlight the **BroadSoft directory**.

- Highlight one of the configured directories.

Step 4   Press **Option**.

Step 5   Select **Edit Settings**.

Step 6   Edit the **Host Server** field.

Step 7   Press **Save** to apply the change.

Edit Credentials of Your BroadSoft Directory

When your administrator disables the directory individual mode, the phone only displays **BroadSoft directory**.

When your administrator enables the directory individual mode, the phone displays all enabled directories with default or customized names. The default names are:

- Enterprise

- Group

- Personal

- Enterprise Common

- Group Common

Note   Only the directory that is enabled by your administrator can display in the **Directories** screen.

Procedure

Step 1   Press **Contacts**.

Step 2   Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3   Do one of the following actions:

- Highlight the **BroadSoft directory**.

- Highlight one of the configured directories.

Step 4   Press **Option**.

Step 5   Select **Edit Settings**.

Step 6   (Optional) Set the **Authentication type** to **Login credentials** or **SIP credentials**.

Step 7   Enter the user credentials based on the authentication type.

- Login credentials: edit the **User ID** and **Password** fields.
- SIP credentials: edit the **SIP auth ID** and **SIP password** fields.

Step 8   Press **Save** to apply the change.

Edit Your BroadSoft Directory Password

Procedure

Step 1	Press **Contacts**.
Step 2	Select the **Broadsoft directory**.
Step 3	Press **Option**.
Step 4	Select **Edit Settings**.
Step 5	Select **Password**.
Step 6	Press **Edit** and modify the entry.
Step 7	Press **Apply** to save the change.
Step 8	Edit the **Password** field.
Step 9	Press **Save** to apply the change.

LDAP Directory

The Cisco IP Phone supports Lightweight Directory Access Protocol (LDAP) v3. You can search for a specified LDAP directory for a name, phone number, or both. LDAP-based directories, such as Microsoft Active Directory 2003 and OpenLDAP-based databases, are supported.

To access the LDAP directory on the phone, enter your user credentials at least once. Your administrator can set up your user credentials on the phone administration web page. Once you successfully access the LDAP directory, the phone saves the user credentials. Next time, you can skip the user login procedure. The phone can save the user credentials for the host users or guest users. These users normally sign in to the phone through the Flexible Seating or the Extension Mobility feature.

Edit Credentials of Your LDAP Directory

When you access the LDAP directory on the phone, you might be prompted to enter your user credentials. You can edit the credentials in advance to bypass the sign-in procedure. You can also change the LDAP account by editing the user credentials.

The phone saves the credentials for different types of users. For example, the users who sign into the phone with the Flexible Seating or Extension Mobility feature. After you switch a user on the phone, the phone retains the user's credentials. Therefore, you can still access the LDAP directory without the need to sign in.

Before you begin

Your administrator enables the LDAP directory.

Procedure

Step 1	Press **Contacts**.
Step 2	(Optional) Press **Category**.

If your administrator disables the directory browse mode, the softkey doesn't display on the phone.

Step 3   Highlight the LDAP directory.

By default, the directory name is "Corporate directory (LDAP)".

Step 4   Press **Option**, then select **Edit settings**.

Step 5   Enter the user credentials.

The displayed fields are different according to the authentication method selected by your administrator:

- If the authentication method is "Simple", the phone prompts the **Client DN** and **Password** credentials.

- If the authentication method is "DIGEST-MD5", the phone prompts **Username** and **Password** credentials.

Step 6   Press **Save** to save the credentials.

Search for a Contact in Your LDAP Directory

Before you begin

Your administrator enables the LDAP directory.

Procedure

Step 1   Press **Contacts**.

Step 2   Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3   Select the LDAP directory.

By default, the directory name is "Corporate directory (LDAP)".

Step 4   (Optional) If prompted, sign in with your user credentials.

The phone prompts one of the following credentials to access the LDAP directory:

- **Client DN** and **Password**

- **Username** and **Password**

For more information, contact your administrator.

If the local cache on the phone contains the user credentials, you skip the user sign-in procedure automatically.

When you enter the directory, the phone might start to retrieve all the contacts from the directory.

Step 5   (Optional) Press **Cancel** to stop the auto loading.

Step 6   Press **Option**, and then select one of the following methods:

- **Simple search**: You can search by last name and first name of a contact.

- **Advanced search**: You can search by last name, first name, and telephone number of a contact.

Step 7   Enter your search criteria, and then press **Search**.

Related Topics

Call a Contact in Your LDAP Directory

Before you begin

Your administrator enables the LDAP directory.

Procedure

Step 1 Search for a contact in the LDAP directory, see .

After the search is completed, the matched contacts display in the form of entries in the search result list.

Step 2 In the **Company directory (LDAP) result list** screen, use the outer ring of the navigation cluster to highlight an entry.

Typically, the phone displays an entry together with a contact number. However, if an entry doesn't have any contact number, the contact number field is empty.

Step 3 Press **Call**.

Note Your phone selects the first available contact number of the entry to dial out. If an entry contains multiple contact numbers and you want to call the other contact numbers, proceed with the next steps. Otherwise, skip the remaining steps.

Step 4 Press **Details** to view more information of the highlighted entry.

Step 5 In the **Company directory (LDAP) address entry** screen, use the outer ring of the navigation cluster to scroll through the details.

You can find that certain attributes display multiple times in the entry details, and each attribute contains a contact number.

Step 6 Highlight a contact number that is available to dial out, and press **Call**.

The **Call** softkey displays only for the contact numbers that are available to dial out.

Edit a Contact Number in Your LDAP Directory

Before you make a call, you can edit the contact number based on an existing number that you select.

Before you begin

Your administrator enables the LDAP directory.

Procedure

Step 1   Search for a contact in the LDAP directory, see Search for a Contact in Your LDAP Directory, on page 66.

After the search is completed, the matched contacts display in the form of entries in the search result list.

Step 2   In the **Company directory (LDAP) result list** screen, use the outer ring of the navigation cluster to highlight an entry.

Typically, the phone displays an entry together with a contact number. However, if an entry doesn't have any contact number, the contact number field is empty. In this scenario, you can't edit the contact number of the entry.

Step 3   Press **Edit call**.

Note	If an entry contains multiple contact numbers (separated by comma) and you want to edit one of the contact numbers, perform Step 4 to Step 6. Otherwise, skip the steps.

Step 4   Press **Details** to view more information of the highlighted entry.

Step 5   In the **Company directory (LDAP) address entry** screen, use the outer ring of the navigation cluster to scroll through the details.

You can find that certain attributes display multiple times in the entry details, and each attribute contains a contact number.

Step 6   Highlight a contact number, and press **Edit call**.

The **Edit call** softkey displays only for the contact numbers that are available to edit.

Step 7   Edit the number as necessary.

Step 8   Press **Call**.

XML Directory

Your phone can retrieve the contacts from the XML directory service or application after your administrator configures the XML directory in your phone. In this way, you can view and call the contacts in your XML directory. Typically, your phone can display up to 200 contacts (or entries) in your XML directory.

Call a Contact in Your XML Directory

Before you begin

Your administrator has configured the XML directory.

Procedure

Step 1   Press **Contacts**.

Step 2   Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3 Select the XML directory.

By default, the directory name is "Corporate directory (XML)".

Step 4 In the **Directories** screen, use the outer ring of the navigation cluster to highlight an entry.

The phone displays an entry together with one or more contact numbers.

Step 5 Press **Call**.

Note For the entry that contains multiple contact numbers, your phone always selects the first contact number to dial out. If you want to call the other contact numbers of the entry, proceed with the next steps. Otherwise, skip the remaining steps.

Step 6 Press the **Select** button of the Navigation Cluster to view details of the highlighted entry.

Step 7 In the **Corporate directory (XML) address entry** screen, use the outer ring of the navigation cluster to scroll through the details.

An entry can contain up to 5 contact numbers.

Step 8 Highlight a contact number, and press **Call**.

Edit a Contact Number in Your XML Directory

Before you make a call, you can edit the contact number based on an existing number that you select.

Before you begin

Your administrator has configured the XML directory.

Procedure

Step 1 Press **Contacts**.

Step 2 Press **Category**, if it displays on the phone. Otherwise, skip the step.

Step 3 Select the XML directory.

By default, the directory name is "Corporate directory (XML)".

Step 4 In the **Directories** screen, use the outer ring of the navigation cluster to highlight an entry.

The phone displays an entry together with one or more contact numbers.

Step 5 Do one of the following actions:

- If the entry contains only one contact number:

  a. Press **Edit call**.

  b. Edit the number as necessary.

  c. Press **Call**.

- If the entry contains multiple contact numbers (separated by comma) and you want to edit one of the contact numbers:

a. Press the **Select** button of the Navigation Cluster to view details of the highlighted entry.

b. In the **Corporate directory (XML) address entry** screen, use the outer ring of the navigation cluster to highlight a contact number.

   An entry can contain up to 5 contact numbers.

c. Press **Edit call**.

d. Edit the number as necessary.

e. Press **Call**.

Reverse Name Lookup for Incoming and Outgoing Calls

Reverse name lookup searches for the name of a number in an incoming, outgoing, conference, or transferred call. The reverse name lookup acts when the phone cannot find a name using the service provider directory, Call History, or your contacts. Reverse name lookup needs a valid LDAP Directory or XML Directory configuration.

The reverse name lookup searches the phone's external directories. When a search succeeds, the name is placed in the call session and in the call history. For simultaneous, multiple phone calls, reverse name lookup searches for a name to match the first call number. When the second call connects or is placed on hold, reverse name lookup searches for a name to match the second call.

Reverse name lookup is enabled by default.

Reverse name lookup searches the directories in the following order:

1. Phone contacts

2. Call History

3. LDAP Directory

4. XML Directory

Recent Calls

Recent calls list

Use the Recents list to see the 180 most recent individual calls and call groups.

If your Recents list reaches the maximum size, the next new entry overwrites the oldest entry in the list.

When STIR/SHAKEN support is implemented on the server, the phone displays an extra icon next to the caller ID based on the caller's STIR/SHAKEN verification result. Based on the verification result, the phone displays three types of icons. For more information on the icons, see View your Recent Calls, on page 71.

View your Recent Calls

Check to see who's called you recently.

Note   Each line has missed call badging. You can view the number of missed calls per line on the phone screen. The maximum missed call badge is 99. When you view either the All calls or Missed calls list on the phone screen for a particular line, the missed call badge for the selected line gets cleared.

The missed call badge and the actual number of missed calls may be different due to a display limit of 180 calls for the Recents list. This limit consists of outgoing calls, missed calls, and incoming calls. Also, there can be some old missed calls that get added to the count for the missed call badge. This can get overwritten in the Recents list.

Procedure

Step 1   Press.**Settings**.

Step 2   Do one of these actions:

- Desk phones: Select a line to view and press **Applications** ⚙ .
- Conference phones: Press **Settings**.

Step 3   Select **Recents** to access the **Recents** screen.

You can also press **Recents** softkey on the phone home screen. You only see this softkey when your administrator configures it on the phone web interface.

When you press the **Recents** softkey, it directly goes to the **All calls** screen automatically.

Step 4   In the **Recents** screen, choose to view all recent calls, or to view a certain kind of recent calls from the following calls list.

- All calls
- Missed calls
- Received calls
- Placed calls
- Display recents from

To know more on how to view call logs using the **Display recents from** option, see .

Your administrator configures the **Option**, **Call**, **Edit call**, **Filter**, and **Back** softkeys in this screen for All, Placed, Received, and Missed calls list. When configured, you can see those softkeys when you access any of the menus in the above calls list. The softkeys can also appear as one of the **Option** menus of calls list based on the configuration.

Your administrator enables support to log Webex calls. In the **All calls** screen, if the call is represented by a phone number, you can see **Call** and **Edit call** softkeys. If the call is not represented by a phone number, the phone doesn't show both the softkeys.

Each menu in the above calls list contains **Option** softkey with the following menus.

- Filter ‑ Allows to access **Recents** screen, when pressed.

  Availability of this menu depends on your adminsitrator's softkey configuration on the phone web interface.

- Edit call ‑ Enables to edit any call entry details, when pressed.

  Availability of this menu depends on your adminsitrator's softkey configuration on the phone web interface.

- Delete entry ‑ Deletes any selected entry, when pressed.

- Delete list ‑ Deletes all the entries in the selected menu, when pressed.

- Sort by name ‑ Sort according to caller names when selected.

- Add contact ‑ Adds a new contact to the directory.

When your administrator enables support to log Webex calls, and in the **All calls** screen, if the call is represented by a phone number, you can see **Add contact** option. If the call is not represented by a phone number, the option menu doesn't contain the **Add contact** option.

Note

- An extra icon ⊘ next to the caller id is displayed on the phone indicating a validated call.

  When you go to the call details of any call, you can view if the call is a missed call or an answered call.

- An extra icon next to the caller id is displayed on the phone indicating an illegitimate caller.

- An extra icon ? next to the caller id is displayed on the phone indicating an unverified call.

View Webex Call Logs Duration

You can view duration of a received and placed Webex call.

Before you begin

- The phone is onboarded to the Webex cloud server.

- Your administrator adds the **Display recents from** menu on your phone.

- When your administrator enables support to show logs from Webex calls, the **Webex** option is available in the Display recents from menu.

Procedure

Step 1   Select **Recents** to access the **Recents** screen.

You can also press **Recents** softkey on the phone home screen. You only see this softkey when your administrator configures it on the phone web interface.

When you press the **Recents** softkey, it directly goes to the **All calls** screen automatically.

Step 2   In the **All calls** screen, select a call log.

When you select a placed call or a received call, you can see the call duration in the **Duration** field. For a missed call, the call duration information is not available.

Spam Indication for Webex Calls

If your phone is registered to Webex server, the phone displays the following icons as verification in call sessions, local call logs, and Webex call logs.

- An extra icon ⊘ next to the caller id is displayed on the phone indicating a validated call.

> **Note** Cisco IP Conference Phone 8832 doesn't support red color icon.

When you go to the call details of any call, you can view if the call is a missed call or an answered call.

- An extra icon next to the caller id is displayed on the phone indicating an illegitimate caller.

- An extra icon next to the caller id is displayed on the phone indicating an unverified call.

View Calls Logs from Server

You can view a separate list for the BroadWorks XSI server call logs, for the local call logs, and for the logs from Webex cloud server depending on your selection.

The phone does a reverse name lookup against local personal directory when the user navigates the BroadWorks call log on the phone.

Before you begin

Your administrator adds the **Display recents from** menu on your phone.

When your administrator enables support to show logs from Webex calls, the **Webex** option is available in the **Display recents from** menu.

Procedure

Step 1	Press **Settings**
Step 2	Select **Recents**.
Step 3	Select **Display recents from** and choose one of the options.
	• **XSI Server**: Displays call logs stored on and transferred from the server.
	• **Phone**: Displays call logs stored on the phone.
	• **Webex**: Displays call logs stored in the Webex cloud server.
Step 4	Click **Set**.

You can view all calls, missed calls, received calls, and placed calls list.

Return a recent call

Procedure

Step 1   Do one of the following actions:

  • Desk phones—Press **Applications** ⬚.
  • Conference phones—Press **Settings**.

Step 2   Press **Recents**.

If your administrator configured the **Missed** softkey, and there is a missed call, you can use the **Missed** softkey on the phone's home screen to access the **Missed calls** list.

Step 3   Select the call record that you want to dial.

Step 4   (Optional) Press **Edit call** to edit the call record.

Step 5   Press **Call**.

Clear the recent calls list

Procedure

Step 1   Press **Settings**.

Step 2   Do one of the following actions:

  • Desk phones—Press **Applications** ⬚.
  • Conference phones—Press **Settings**.

Step 3   Select **Recents**.

Step 4   Select a list that you want to delete.

  • All Calls
  • Missed Calls
  • Received Calls
  • Placed Calls
  • Display recents from

Step 5   Press **Option** and select **Delete all**.

Step 6   Press **OK**.

Create a Contact from a Recents Record

Procedure

Step 1   Press **Settings**.

Step 2   Select **Recents**.

Step 3   Select a list item.

- All Calls
- Missed Calls
- Received Calls
- Placed Calls
- Display recents from

    To view calls in the **Display recents from** option, see .

Step 4   Highlight the individual record that you want to add.

Step 5   Press **Option**.

Step 6   Press **Add contact**.

The menu label shows the target directory to which you want to add the contact:

- If the menu **Add personal address entry** displays, you add the contact to the local personal address book.

- If the menu **Add BroadSoft personal contact** displays, you add the contact to the BroadSoft Personal directory.

Your administrator can change the target directory.

Step 7   Press **Save** to add the contact.

Delete a call record

Procedure

Step 1   Press **Settings**.

Step 2   Do one of the following actions:

- Desk phones—Press **Applications** ⚙.
- Conference phones—Press **Settings**.

Step 3 Select **Recents**.

Step 4 Choose to view all recent calls, or to view a certain kind of recent call.

- All Calls
- Missed Calls
- Received Calls
- Placed Calls
- Display recents from

Step 5 Highlight the individual record or call group that you want to delete.

Step 6 Press **Option**.

Step 7 Select **Delete entry**.

Step 8 Press **OK**.

Note For more information, refer to 6800, 7800, 8800, 7832, and 8832 Multiplatform Phones User Guides.

Delete All Call Records

You can delete all call history records on your phone.

Procedure

Step 1 Press **Settings**.

Step 2 Select **Recents**.

Step 3 Select **All calls**.

Step 4 Press **Option** and select **Delete all**.

Step 5 Press **OK**.

Delete All Call Records

Voicemail

Your Voicemail Account

You can access your personal voice messages directly from your phone. But your administrator must set up your voicemail account, and may also set up your phone to access the voicemail system.

If your administrator has enabled the **Messages** softkey on your phone, you can use the softkey to access the voicemail system.

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

Because each voicemail system is different, we can't tell you how to use your voicemail system. For information about your voicemail commands, see the voicemail system user documentation or contact your administrator.

Set up Voicemail on Your Phone

If your administrator has not set up your personal voicemail phone number on your phone, you can set it up yourself.

Procedure

Step 1   Press **Settings**.

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

Step 3   Enter your personal voicemail phone number in **Voice mail**.

Step 4   Press **Set**.

Find out if you have new voicemail messages

To find out if you have new voicemail messages, look for one of these signs:

- The light strip on your handset is solid red.

- The number of missed calls and voicemail messages is displayed on your screen. If you have more than 99 new messages, a plus (+) sign is displayed.

- An exclamation mark (!) indicates urgent voicemail messages.

Cisco IP Phone 6800 Series, 7800 Series, and 8800 Series: You will also hear a stutter tone played from your handset, headset, or speakerphone when you use a phone line. This stutter tone is line-specific. You only hear it when you use a line that has voice messages.

Cisco IP Conference Phone 7832 and 8832: You will hear a stutter tone played from the speakerphone when you use the phone line. You only hear it when the line has a voice message.

Access your voicemail

Before you begin

Your administrator must enable the **Messages** softkey on your phone.

Procedure

Step 1	Press **Messages**.
Step 2	Do one of the following actions:

- 6800: Press **Messages** ▢ or **Messages**.
- 7800 and 8800: Press **Messages** ▢.
- 7832 and 8832: Press **Messages**.

Step 3	Follow the voice prompts.

Note   For details on voicemail features and PIN rules, see Set up and manage your voicemail.

Access Audio Voicemail

Depending upon how your administrator has set up your phone, you can retrieve your personal voicemail without viewing a list of messages. This option is useful if you prefer a list of voicemail messages, but you occasionally access your messages without the visual prompts.

Procedure

Step 1	In the screen, press the **Audio** softkey.
Step 2	When prompted, enter your voicemail credentials.

Settings

Phone Settings Overview

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

Change the Ringtone

You can set a ringtone for an incoming call.

Procedure

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

Turn on Do Not Disturb from the Phone Screen

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

Procedure

Step 1	Press **Settings**.
Step 2	Select **User preferences** > **Call preferences** > **Do not disturb**.
	Note If the **Do not disturb** menu doesn't display on the screen, contact your administrator.
Step 3	Select **On** to turn on DND or select **Off** to turn off DND.
Step 4	Press **Set** to save the setting.

Forward Calls from Your Phone

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

There are two other methods to set up the call forward services. To set up the call forward services by a specific softkey, see Forward Calls, on page 39. To set up the call forward services from the phone web page, see Forward Calls with the Phone Web Page, on page 39.

Before you begin

Your administrator must enable the call forward services.

Your administrator disables the feature activation code synchronization for call forward. If enabled, the screen **Call forward settings** changes to be ready-only, however you can still change the setting for the Call Forward

All service by pressing **Forward** or **Forward all** on the main screen. For more information, see Activate Call Forward All with Feature Activation Code Synchronization, on page 40.

Procedure

Step 1   Press **Settings**.

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

Step 3   Select a call forward service.

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

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

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

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

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

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

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

a)   In the **Call forward settings** screen, select any of the call forward service.

b)   Select **Forward all number**, **Forward busy number**, or **Fwd no answer number** based on the call forward service that you selected, then press the **Contacts** softkey.

c)   Search for a contact. For more information, see Search for a Contact in the All Directories Screen, on page 54.

d)   Press **Call** to assign the target phone number.
You can find that the target phone number displays next to the call forward service.

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

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

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

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

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

Assign a Ring Tone with the Phone Web Page

Procedure

Step 1	On the phone web page, select **User Login** > **Voice** > **Ext(n)**, where **(n)** is the number of an extension.
Step 2	In **Call Feature Settings** area, choose a ringtone from the **Default Ring** drop-down list.
	If you don't want to specify a ringtone for the phone line, choose **No ring**. Your phone doesn't ring when receiving an incoming call.
Step 3	Click **Submit All Changes**.

Turn on DND from the Phone Web Page

Procedure

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

Configure the Screen Saver with the Phone Web Interface

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

Any button press returns the phone to normal mode.

Procedure

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

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

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

Step 3 Click **Submit All Changes**.

Adjust the Backlight Timer from Phone Web Page

You can save energy by disabling the backlight on the phone at a preset time. The phone's desktop remains visible, even with the backlight off.

Procedure

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

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

Enable Anonymous Call Blocking from the Phone Web Page

Procedure

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

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

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

Step 3 Click **Submit All Changes**.

Enable Call Waiting from the Phone Web Page

Procedure

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

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

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

Step 3 Click **Submit All Changes**.

Block an Anonymous Call

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

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

Procedure

Step 1 Press **Settings**.

Step 2 Select **User preferences** > **Call preferences** > **Block anonymous call**.

Step 3 Select **On** if you want to block the call that does not have caller information, or select **Off** to allow the call.

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

Block Caller ID

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

Before you begin

Your administrator enables Block CID feature on your phone.

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

Procedure

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

Enable Call Waiting

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

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

Procedure

Step 1	Press **Settings**.
Step 2	Select **User preferences** > **Call preferences** > **Call waiting**.
Step 3	Select **On** to allow you to answer an incoming call that rings while on another call, or select **Off** to disable the function.
Step 4	Press **Set** to save the setting.

Secure a Call

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

Procedure

Step 1   Press **Settings**.

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

Step 3   Select **On** to enable secure call feature or select **Off** to disable the secure call feature.

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

Set Up an Auto Answer Page

Procedure

Step 1   Press **Settings**.

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

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

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

Set Up Voicemail

Procedure

Step 1   Press **Settings**.

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

Step 3   Enter a phone number to check voicemail.

Step 4   Press **Set** to confirm the assigned number.

Step 5   Press **Back** to exit.

HTTP Proxy Settings

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

Related Topics

Set Up a Proxy Server with the Auto Proxy Mode

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

Procedure

Step 1	Press **Settings**.
Step 2	Select **Network configuration** > **HTTP proxy settings** > **Proxy mode**.
Step 3	Press the **Select** button of the navigation cluster to choose **Auto**.
Step 4	Highlight **Auto discovery (WPAD)**, select **On** to turn on Web Proxy Auto-Discovery (WPAD) that is used to retrieve a PAC file automatically, select **Off** to turn off WPAD. By default, your phone uses WPAD in the auto proxy mode.
Step 5	(Optional) If you turn off WPAD in the previous step, you need to further enter a valid Proxy Auto-Configuration (PAC) URL in **PAC URL**. For example: `http://proxy.department.branch.example.com/pac` If you don't have the PAC URL, contact your administrator.
Step 6	Press **Set** to apply the settings.

Set Up a Proxy Server with the Manual Proxy Mode

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

Before you begin

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

Procedure

Step 1	Press **Settings**.
Step 2	Select **Network configuration** > **HTTP proxy settings** > **Proxy mode**.

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

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

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

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

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

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

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

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

Set Up a Proxy Server from the Phone Web Page

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

Procedure

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

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

Table 2: HTTP Proxy Settings

Parameter	Description
Proxy Mode	Choose the proxy mode for the HTTP proxy setting. Options are: • Auto • Manual • Off Default: Off
Use Auto Discovery (WPAD)	Select **Yes** to use the Web Proxy Auto-Discovery (WPAD) mechanism to automatically retrieve a Proxy Auto-Configuration (PAC) file. If the parameter is set to **No**, you must configure **PAC URL**. This parameter is available when you set **Proxy Mode** to **Auto**. Default: Yes

Parameter	Description
PAC URL	URL locating the PAC file. This parameter is available when you set **Proxy Mode** to **Auto** and **Use Auto Discovery (WPAD)** to **No**.
Proxy Host	Server address (hostname or IP address) of the proxy server. Do not provide the scheme (`http://` or `https://`). This parameter is available when you set **Proxy Mode** to **Manual**.
Proxy Port	Port number of the proxy server. This parameter is available when you set **Proxy Mode** to **Manual**.
Proxy Server Requires Authentication	If your proxy server requires authentication, select **Yes**. Otherwise, select **No**. The parameter configuration depends on the actual behaviour of the proxy server. This parameter is available when you set **Proxy Mode** to **Manual**.
Username	Enter a username of a credential user on the proxy server. This parameter is available when you set **Proxy Mode** to **Manual** and **Proxy Server Requires Authentication** to **Yes**.
Password	Enter a password of the specified username for the proxy authentication purpose. This parameter is available when you set **Proxy Mode** to **Manual** and **Proxy Server Requires Authentication** to **Yes**.

Step 3   Click **Submit All Changes**.

Change the Time Format

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

Procedure

Step 1   Press **Settings**.

Step 2   Select **Device administration** > **Date/Time** > **Time format**.

To set daylight savings, select **Device administration** > **Date/Time** > **Daylight savings**. Select **On** to turn on the daylight savings and select **Off** to turn it off.

Step 3   (Optional) Select **Device administration** > **Date/Time** > **Time zone**.

Step 4   Select a time format and press **Set** to apply the changes.

Change the Date Format

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

Procedure

Step 1   Press **Settings**.

Step 2   Select **Device administration** > **Date/Time** > **Date format**.

Step 3   Select a date format and press **Set** to apply the changes.

Change the Screen Saver

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

Procedure

Step 1   Press **Settings**.

Step 2   Select **User preferences** > **Screen preferences** > **Screen saver**.

Step 3   Select **On** to turn on screen saver and select **Off** to turn it off.

Step 4   Select **Screen saver settings** to choose the settings:

- **Screen saver type**—Choose one of the following options:

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

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

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

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

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

Step 5   Press **Set**.

Add a Logo as a Phone Background

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

Procedure

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

Step 2   In the **Screen** section, select **Logo** from the **Phone Background** field and in the **Logo URL** field enter a URL or path for the location where the logo image is saved.

Step 3   Click **Submit All Changes**.

After the logo is added in the phone background, if you select **Default** from the **Phone Background** list and save the changes, the logo icon on the phone screen will disappear.

Change Wallpaper from the Phone Page

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

Procedure

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

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

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

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

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

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

Step 3   Click **Submit All Changes**.

Set Language

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

Procedure

Step 1   Press **Settings**.

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

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

Step 4   Select **Save**.

Set Password

Reset your phone password regularly and keep your network secure.

Before you begin

You must have your password.

Procedure

Step 1   Press **Settings**.

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

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

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

Step 5   Select **Save**.

Related Topics

Set Password from Phone Web Page

You can update your password from the phone web page.

Before you begin

You must have your current password.

Procedure

Step 1	On the phone web page, select **Voice** > **System**.
Step 2	Under the section **System Configuration**, locate the parameter **User Password**, and click **Change Password** next to the parameter.
Step 3	Enter your current password in the **Old Password** field.
	If you don't have a password, keep the field empty.
Step 4	Enter your new password in the **New Password** field.
Step 5	Click **Submit**.
	The message `Password has been changed successfully.` will display in the web page.

Set up the Profile Account

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

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

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

Before you begin

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

Procedure

Step 1	Press **Settings**.
Step 2	Select **Device administration** > **Profile account setup**.
	Your username and password are automatically filled. These fields are blank if your username and password were not added before.
Step 3	Press **Sign in** to save your username and password.
	Note If any of the **Username** field or the **Password** field is empty, the phone displays a grey **Sign in** softkey and you can't press the softkey.
Step 4	(Optional) Enter a new username and password if you want to login with another set of credentials.

Add Multiple Locations for a BroadWorks XSI User

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

Before you begin

Your administrator has enabled the Anywhere feature on the extension.

Procedure

Step 1	Press **Settings**.
Step 2	Select **User preferences** > **Call preferences**.
Step 3	Select **Anywhere**.
Step 4	(Optional) Select a line if BroadWorks Anywhere is configured on multiple lines.
Step 5	Add contact number and name in the **Locations** screen.
	Maximum length of a name that you can enter is 25. You can also keep the **Name** field empty.
	Maximum length of a number that you can enter is 20.
Step 6	Enable or disable the location.
Step 7	Press **Save** to add the locations to the **Locations** list.

Product Safety and Security

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.

Regulatory Domains

The radio frequency (RF) for this phone is configured for a specific regulatory domain. If you use this phone outside of the specific regulatory domain, the phone will not function properly, and you might violate local regulations.

Health-Care Environments

This product is not a medical device and uses an unlicensed frequency band that is susceptible to interference from other devices or equipment.

External Devices

We recommend that you use good-quality external devices that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals. External devices include headsets, cables, and connectors.

Depending on the quality of these devices and their proximity to other devices, such as mobile phones or two-way radios, some audio noise may still occur. In these cases, we recommend that you take one or more of these actions:

> • Move the external device away from the source of the RF or AF signals.
>
> • Route the external device cables away from the source of the RF or AF signals.
>
> • Use shielded cables for the external device, or use cables with a better shield and connector.
>
> • Shorten the length of the external device cable.
>
> • Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of external devices, cables, and connectors.

⚠️

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

Ways to Provide Power to Your Phone

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

• Use the power adapter that comes with your phone.

• If your network supports Power over Ethernet (PoE), you can plug your conference phone 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 phone audio 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.

UL Warning

The LAN/Ethernet cable or other cables attached to the device should not be extended outside of the building.

Product Label

The product label is located on the bottom of the device.

Compliance Statements

Compliance Statements for the European Union

CE Marking

The following CE mark is affixed to the equipment and packaging.

RF Exposure Statement for the European Union

This device has been evaluated and found compliant in accordance with EU EMF Directive 2014/53/EU.

Compliance Statements for the USA

Part 15 Radio Device

Caution The Part 15 radio device operates on a non-interference basis with other devices operating at this frequency. Any changes or modification to said product not expressly approved by Cisco, including the use of non-Cisco antennas, could void the user's authority to operate this device.

Compliance Statements for Canada

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. Privacy of communications may not be ensured when using this phone.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Avis de Conformité Canadien

Cet appareil est conforme aux normes RSS exemptes de licence RSS d'Industry Canada. Le fonctionnement de cet appareil est soumis à deux conditions : (1) ce périphérique ne doit pas causer d'interférence et (2) ce périphérique doit supporter les interférences, y compris celles susceptibles d'entraîner un fonctionnement non souhaitable de l'appareil. La protection des communications ne peut pas être assurée lors de l'utilisation de ce téléphone.

Le présent produit est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada.

The device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance. Le dispositif rencontre l'exemption des limites courantes d'évaluation dans la section 2.5 de RSS 102 et la conformité à l'exposition de RSS-102 rf, utilisateurs peut obtenir l'information canadienne sur l'exposition et la conformité de rf.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

Cet émetteur ne doit pas être Co-placé ou ne fonctionnant en même temps qu'aucune autre antenne ou émetteur. Cet équipement devrait être installé et actionné avec une distance minimum de 20 centimètres entre le radiateur et votre corps.

the device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

for devices with detachable antenna(s), the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall be such that the equipment still complies with the e.i.r.p. limit;

for devices with detachable antenna(s), the maximum antenna gain permitted for devices in the band 5725-5850 MHz shall be such that the equipment still complies with the e.i.r.p. limits specified for point-to-point and non-point-to-point operation as appropriate.

les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;

le gain maximal d'antenne permis pour les dispositifs utilisant les bandes 5250-5350 MHz et 5470-5725 MHz doit se conformer à la limite de p.i.r.e.;

le gain maximal d'antenne permis (pour les dispositifs utilisant la bande 5725-5850 MHz) doit se conformer à la limite de p.i.r.e. spécifiée pour l'exploitation point à point et non point à point, selon le cas.

Canadian RF Exposure Statement

THIS DEVICE MEETS THE LIMITS AS REFERENCED BY ISED RSS-102 R5 FOR EXPOSURE TO RADIO WAVES

Your device includes a radio transmitter and receiver. It is designed not to exceed the General populace (uncontrolled) limits for exposure to radio waves (radio frequency electromagnetic fields) as referenced in RSS-102 which references Health Canada Safety Code 6 and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

As such the systems are designed to be operated as to avoid contact with the antennas by the end user. It is recommended to set the system in a location where the antennas can remain at least a minimum distance as specified from the user in accordance to the regulatory guidelines which are designed to reduce the overall exposure of the user or operator.

The device has been tested and found compliant with the applicable regulations as part of the radio certification process.

Déclaration d'Exposition aux RF Canadienne

CE PÉRIPHÉRIQUE RESPECTE LES LIMITES DÉCRITES PAR LA NORME RSS-102 R5 D'EXPOSITION À DES ONDES RADIO

Votre appareil comprend un émetteur et un récepteur radio. Il est conçu pour ne pas dépasser les limites applicables à la population générale (ne faisant pas l'objet de contrôles périodiques) d'exposition à des ondes radio (champs électromagnétiques de fréquences radio) comme indiqué dans la norme RSS-102 qui sert de référence au règlement de sécurité n°6 sur l'état de santé du Canada et inclut une marge de sécurité importantes conçue pour garantir la sécurité de toutes les personnes, quels que soient leur âge et état de santé.

En tant que tels, les systèmes sont conçus pour être utilisés en évitant le contact avec les antennes par l'utilisateur final. Il est recommandé de positionner le système à un endroit où les antennes peuvent demeurer à au moins une distance minimum préconisée de l'utilisateur, conformément aux instructions des réglementations qui sont conçues pour réduire l'exposition globale de l'utilisateur ou de l'opérateur.

Le périphérique a été testé et déclaré conforme aux réglementations applicables dans le cadre du processus de certification radio.

Canadian High-Power Radars Statement

Users should also be advised that high-power radars are allocated as primary users (that is, priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Devraient également être informés des utilisateurs que les radars à haute puissance sont désignés comme utilisateurs principaux (à savoir des utilisateurs prioritaires) des bandes 5250-5350 MHz et 5650 à 5.850 MHz et que ces radars pourraient provoquer des interférences et / ou endommager les périphériques LE-LAN.

Compliance Statements for New Zealand

Permit to Connect (PTC) General Warning

The grant of a Telepermit for any item of terminal equipment indicates only that Spark NZ has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Spark NZ, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Spark NZ network services.

Compliance Statements for Taiwan

DGT Warning Statement

避免電波干擾，本器材禁止於室外使用5.25-5.35 秭赫頻帶

低功率電波輻射性電機管理辦法

第十二條　　經型式認證合格之低功率射頻電機，非經許可，公司、
　　　　　　商號或使用者均不得擅自變更頻率、加大功率或變更原
　　　　　　設計之特性及功能。

第十四條　　低功率射頻電機之使用不得影響飛航安全及干擾合法通信；
　　　　　　經發現有干擾現象時，應立即停用，並改善至無干擾時方得
　　　　　　繼續使用。

　　　　　　前項合法通信，指依電信法規定作業之無線電信。

　　　　　　低功率射頻電機須忍受合法通信或工業、科學及醫療用電波
　　　　　　輻射性電機設備之干擾。

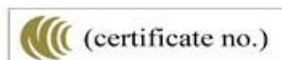**低功率射頻電機技術規範**

4.7　　　無線資訊傳輸設備

4.7.5　　在5.25-5.35秭赫頻帶內操作之無線資訊傳輸設備，限於室內使用。

4.7.6　　無線資訊傳輸設備須忍受合法通信之干擾且不得干擾合法通信；如
　　　　造成干擾，應立即停用，俟無干擾之虞，始得繼續使用。

4.7.7　　無線資訊傳輸設備的製造廠商應確保頻率穩定性，如依製造廠商使
　　　　用手冊上所述正常操作，發射的信號應維持於操作頻帶中。

197048

本器材須經專業工程人員安裝及設定，始得設置使用，且口得直接販售給一般消費者

(certificate no.)

Low Power and Visual Warning Notices

視力保護警語：使用過度恐傷害視力
低功率射頻電機警語：
　　經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性之功能。
　　低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

4.7.9.1　應避免影響附近雷達系統之操作。

4.7.9.2　高增益指向性天線只得應用於固定式點對點系統。

Compliance Statement for Argentina

Advertencia

No utilizar una fuente de alimentación con caracteristícas distintas a las expresadas ya que podría ser peligroso.

CP-8832-MIC-WLS CNC ID:22259

CP-8832 CNC ID: 21503

Compliance Information for Brazil

Art. 5º - 680

This equipment is not entitled to protection against harmful interference and can't cause interference in proper authorized systems.

For more information, go to this URL: http://www.anatel.gov.br

Model	Certificate Number
8832	ANATEL 01661-18-01086

Compliance Statement for Singapore

Complies with
IMDA Standards
DB101992

Compliance Information for China

Class A Warning Statement

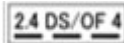This statement applies to the Cisco IP Conference Phone 8832NR.

声明：此为A级UC系统产品附件（中国大陆），在生活环境中，该产品可能会造成无线电干扰，在这种情况下，可能需要用户对其干扰采取切实可行的措施。

Compliance Information for Japan

VCCI Compliance for Class B Equipment

Japan Radio Compliance CP-8832 2.4 DS/OF 4

"5.2/5.3GHz is limited to indoor use only in Japan"

Compliance Information for Korea

R-CMM-TNY-CP-8832 for CP-8832-MIC-WIRED and CP-8832-POE

R-R-TNY-CP-8832-NR for CP-8832-NR

Compliance Information for Mexico

IFETEL: RCPCICP18-0445

Approval: NYCE/CT/0125/18/TS

Compliance Information for Russia

Eurasia Customs Union Mark (Russia, Belarus, Kazakhstan)

FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following statements.

FCC Part 15.19 Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this phone.

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.

The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

FCC Receivers and Class B Digital Statement

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

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

- • Reorient or relocate the receiving antenna

- • Increase the separation between the equipment or devices

- • Connect the equipment to an outlet other than the receiver's

- • Consult a dealer or an experienced radio/TV technician for assistance

Cisco Product Security Overview

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

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

Important Online Information

End User License Agreement

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

Regulatory Compliance and Safety Information

Regulatory Compliance and Safety Information (RCSI) is located here:

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/8832/regulatory_compliance/RCSI-0314-book.pdf