Cisco IP Phone 7821, 7841, and 7861 User Guide for Cisco Unified Communications Manager 10.0 (SIP)

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CHAPTER 1

Getting Started

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Accessibility Features

The Cisco IP Phones 7821, 7841, and 7861 provide accessibility features for the vision impaired, the blind, and the hearing and mobility impaired.

For detailed information about the accessibility features on these phones, see: http://www.cisco.com/en/US/products/ps13220/products_feature_guides_list.html

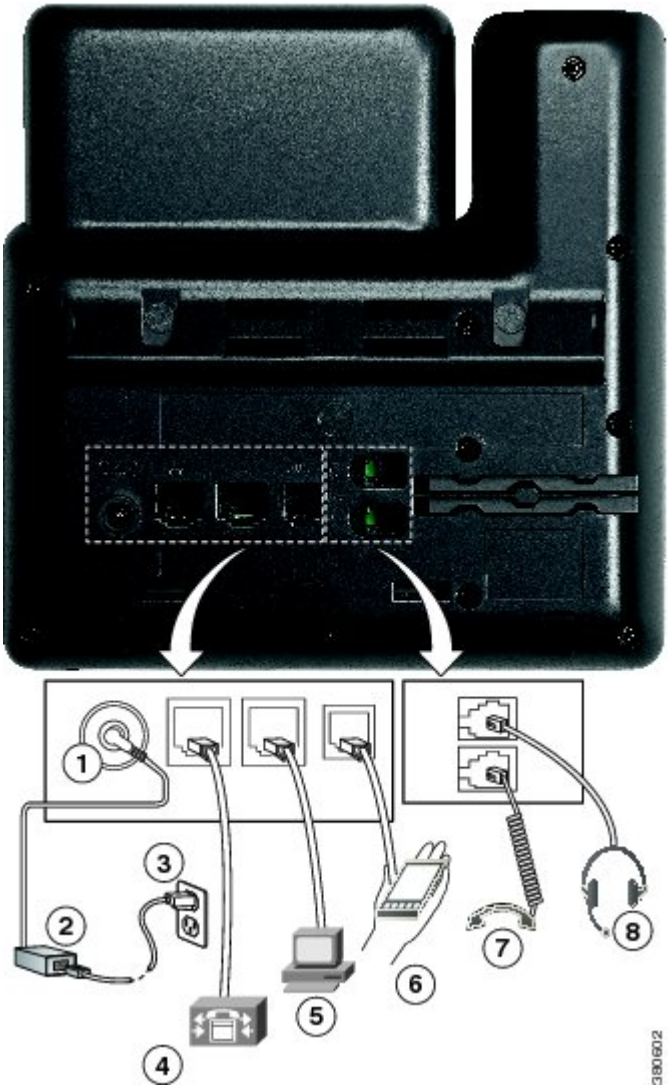
You can also find more information about accessibility at this Cisco website:

http://www.cisco.com/web/about/responsibility/accessibility/index.html

Cisco IP Phone 7821

Phone Connections

For your phone to work, it must be connected to the corporate IP telephony network.



1	DC adaptor port (DC48V) (optional).	5	Access port (10/100 PC) connection.
2	AC-to-DC power supply (optional).	6	Auxiliary port (optional).
3	AC power wall plug (optional).	7	Handset connection.
4	Network port (10/100 SW) connection. IEEE 802.3af power enabled.	8	Analog headset connection (optional).

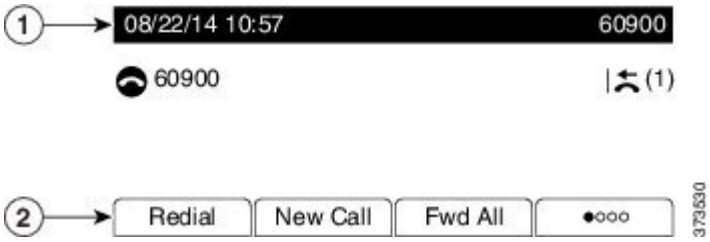
Buttons and Hardware

1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).

2	Programmable feature buttons	Depending on how your system administrator sets up the phone, programmable feature buttons (on each side of the phone screen) provide access to: • Phone lines and intercom lines • Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features) • Web-based services (for example, a Personal Address Book button) • Call features (for example, a Privacy button) Buttons illuminate to indicate status: • Green, steady: Active call or two-way intercom call • Green, flashing: Held call • Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use (shared line or Line Status) • Red, flashing: Remote line on hold
3	Phone screen	Shows information about your phone, such as directory number, active call and line status, call duration, softkey options, speed dials, placed calls, and phone menu listings.
4	Softkey buttons	Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
5	Navigation and Select button	The Navigation and Select button allows you to scroll through menus, highlight items and select the highlighted item.
6	Hold/Resume button	Places an active call on hold and resumes the held call.
7	Conference button	Creates a conference call.
8	Transfer button	Transfers a call.

9	Speakerphone button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
10	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
11	Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).
13	Volume button	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).
14	Contacts button	Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.
15	Applications button	Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, accessories, subscribed phone services, and phone model information.
16	Messages button	Autodials your voice messaging system (varies by system).
17	Handset	Phone handset.

Phone Screen

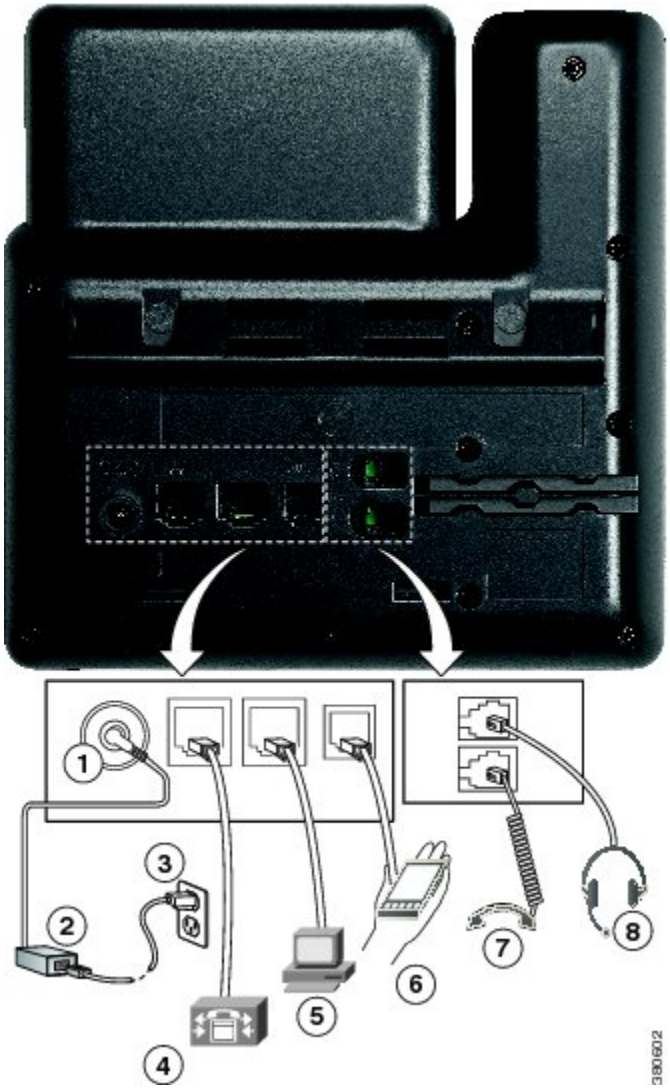


1	Header	Displays date, time, and directory number.
2	Softkey labels	Display softkeys for available features or actions.

Cisco IP Phone 7841

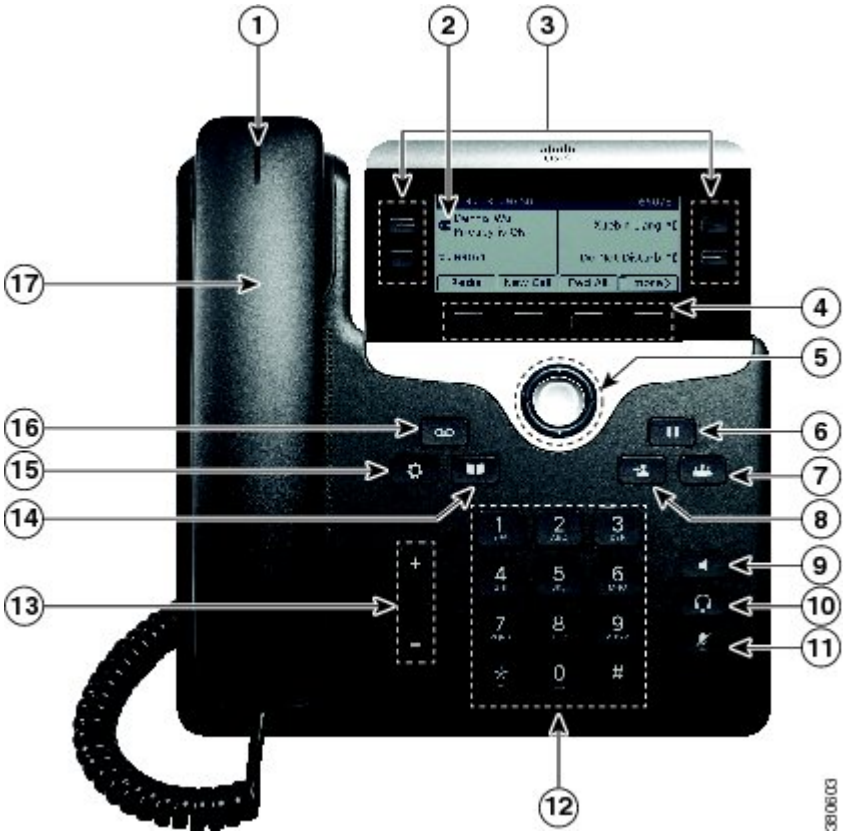
Phone Connections

For your phone to work, it must be connected to the corporate IP telephony network.



1	DC adaptor port (DC48V) (optional).	5	Access port (10/100/1000 PC) connection.
2	AC-to-DC power supply (optional).	6	Auxiliary port (optional).
3	AC power wall plug (optional).	7	Handset connection.
4	Network port (10/100/1000 SW) connection. IEEE 802.3af power enabled.	8	Analog headset connection (optional).

Buttons and Hardware

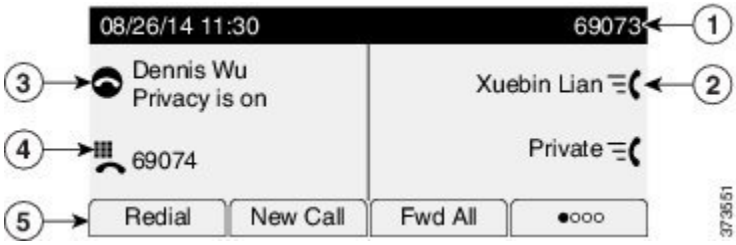


1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).

2	Programmable feature buttons	Depending on how your system administrator sets up the phone, programmable feature buttons (on each side of the phone screen) provide access to: • Phone lines and intercom lines • Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features) • Web-based services (for example, a Personal Address Book button) • Call features (for example, a Privacy button) Buttons illuminate to indicate status: • Green, steady: Active call or two-way intercom call • Green, flashing: Held call • Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use (shared line or Line Status) • Red, flashing: Remote line on hold
3	Phone screen	Shows information about your phone, such as directory number, active call and line status, call duration, softkey options, speed dials, placed calls, and phone menu listings.
4	Softkey buttons	Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
5	Navigation and Select button	The Navigation and Select button allows you to scroll through menus, highlight items and select the highlighted item.
6	Hold/Resume button	Places an active call on hold and resumes the held call.
7	Conference button	Creates a conference call.
8	Transfer button	Transfers a call.

9	Speakerphone button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
10	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
11	Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).
13	Volume button	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).
14	Contacts button	Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.
15	Applications button	Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information.
16	Messages button	Autodials your voice messaging system (varies by system).
17	Handset	Phone handset.

Phone Screen

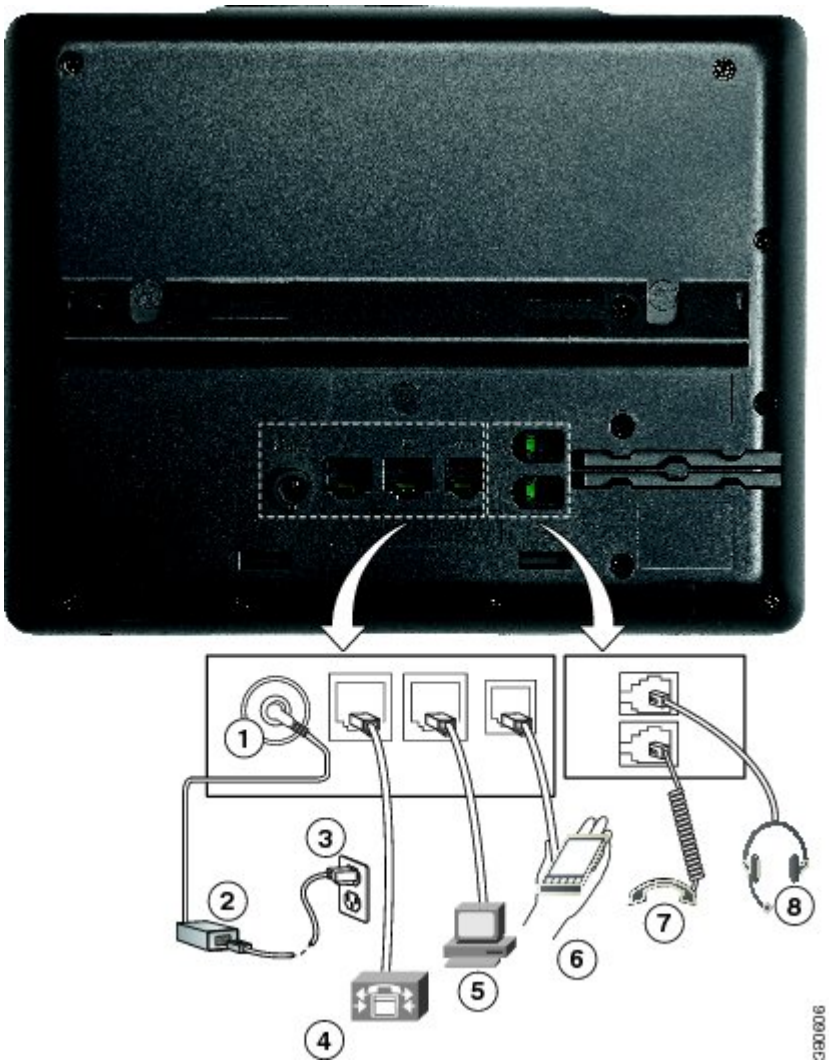


1	Header	Displays date, time, and directory number.
2	Line text label with icon	Displays text label and icon for phone or intercom line, speed-dial numbers, or services, depending on your configuration.
3	Primary line details and other phone information	Displays line label and call details for the primary line, and other phone information such as placed calls, speed dials, and phone menu listings.
4	Secondary line details and other phone information	Displays line label and call details for the secondary line, and other phone information such as placed calls, speed dials, and phone menu listings.
5	Softkey labels	Display softkeys for available features or actions.

Cisco IP Phone 7861

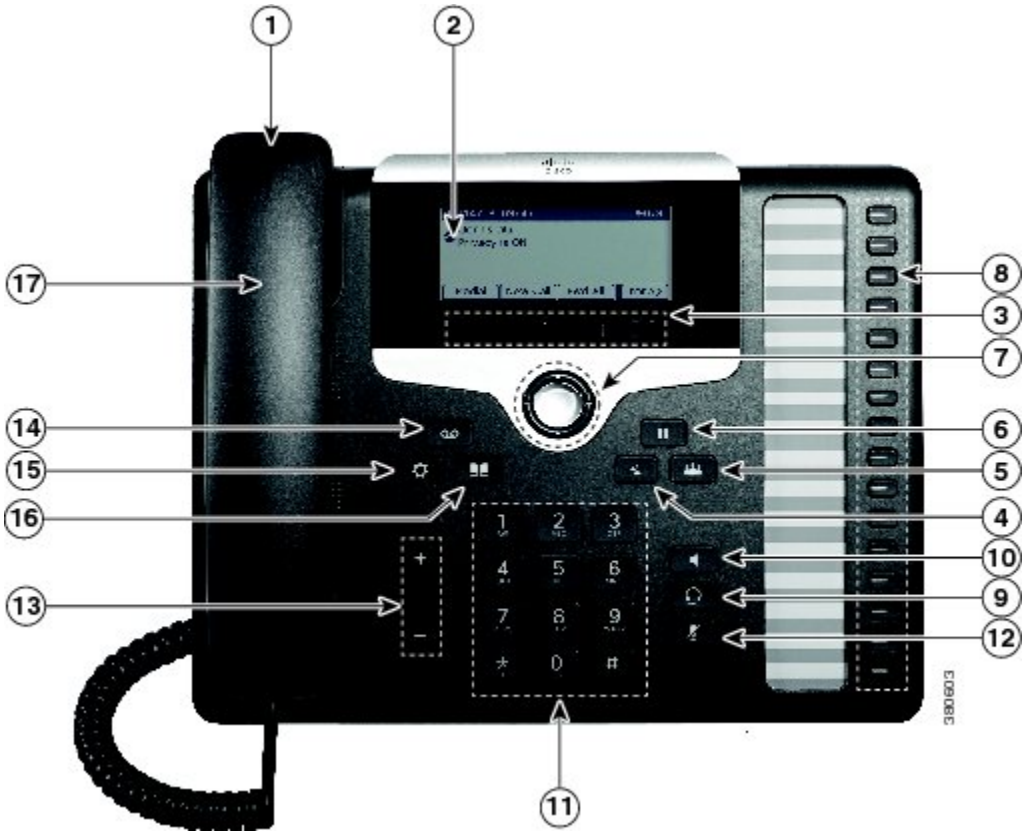
Phone Connections

For your phone to work, it must be connected to the corporate IP telephony network.



1	DC adaptor port (DC48V).	5	Access port (10/100 PC) connection.
2	AC-to-DC power supply (optional).	6	Auxiliary port.
3	AC power wall plug (optional).	7	Handset connection.
4	Network port (10/100 SW) connection. IEEE 802.3af power enabled.	8	Analog headset connection (optional).

Buttons and Hardware



1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Phone screen	Shows information about your phone, such as directory number, active call and line status, call duration, softkey options, speed dials, placed calls, and phone menu listings.
3	Softkey buttons	Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
4	Transfer button	Transfers a call.

5	Conference button	Creates a conference call.
6	Hold/Resume button	Places an active call on hold and resumes the held call.
7	Navigation and Select button	The Navigation and Select button allows you to scroll through menus, highlight items and select the highlighted item.
8	Programmable feature buttons	Depending on how your system administrator sets up the phone, programmable feature buttons provide access to: • Phone lines and intercom lines • Speed-dial numbers (speed-dial buttons, including the Line Status speed-dial features) • Web-based services (for example, a Personal Address Book button) • Call features (for example, a Privacy button) Buttons illuminate to indicate status: • Green, steady: Active call or two-way intercom call • Green, flashing: Held call • Amber, steady: Privacy in use, one-way intercom call, DND active, or logged into Hunt Group • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use (shared line or Line Status) • Red, flashing: Remote line on hold
9	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
10	Speakerphone button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).

12	Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
13	Volume button	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).
14	Messages button	Autodials your voice messaging system (varies by system).
15	Applications button	Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, accessories, subscribed phone services, and phone model information.
16	Contacts button	Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.
17	Handset	Phone handset.

Phone Screen

1	Header	Displays date, time, and directory number.
2	Line details and other phone information	During a call, displays details for the active line. If not on a call, displays line text label and other information such as placed calls, speed dials, and phone menu listings.
3	Softkey labels	Display softkeys for available features or actions.

Power Requirements

The following Cisco-approved power adaptors must be used with the Cisco IP Phones 7821, 7841, and 7861:

- Phihong Adaptor (PSC18U-480); Rating: 48 VDC 0.38A
- Delta Adaptor (EADP-18VB B); Rating: 48 VDC 0.375A

Power Save and Power Save Plus

There are two levels of energy-saving modes that your system administrator can set up:

- Power Save: The phone display goes blank when not in use for a period of time, reducing the power requirements.
- Power Save Plus: The phone display goes blank, turning the phone off and on at predetermined times. The power to the phone is significantly reduced.

Power Save

Depending on how your system administrator set up your phone, the phone display may go into a power-save mode (the phone screen appears blank).

To turn on the phone display, press any button, touch the blank phone screen, or pick up the handset.

Power Save Plus

Your phone supports the Cisco EnergyWise (EW) program, also known as Power Save Plus. Your system administrator sets up sleep (power down) and wake (power up) times for your phone to save energy. If your phone goes into the Power Save Plus mode, the Select button is lit white.

Ten minutes before the scheduled sleep time, the Select button lights up and you receive a message that your phone will power off at a specific time. If enabled by your system administrator, you also hear your ringtone play. The ringtone plays according to the following schedule:

- At 10 minutes before power off, the ringtone plays four times
- At 7 minutes before power off, the ringtone plays four times
- At 4 minutes before power off, the ringtone plays four times
- At 30 seconds before power off, the ring tone plays 15 times or until the phone powers off

If your phone is inactive (idle) at the sleep time, you see a message to remind you that your phone is about to power down. To keep the phone active, you need to press OK in the message or any key on the phone. If you do not press the button or any key, your phone powers down.

If your phone is active (for example, on a call), your phone waits until it has been inactive for a period of time before telling you of the pending power shutdown. Before the shutdown happens, you see a message to remind you that your phone is about to power off.

After your phone goes to sleep, press Select to wake up your phone. After the phone is inactive for a period of time, a message displays to alert you that the phone is about to power down. At the configured wake time, your phone powers up.

Wake and sleep times are also linked to the configured days that you normally work. If your requirements change (for example, your work hours or work days change), contact your system administrator to have your phone reconfigured.

For more information about EnergyWise and your phone, contact your system administrator.

Additional Information

- You can access the Cisco website at this URL:

  http://www.cisco.com/

- Cisco IP Phone 7821, 7841, and 7861 user documentation:

  http://www.cisco.com/en/US/products/ps13220/tsd_products_support_series_home.html

- Licensing information:

  http://www.cisco.com/en/US/products/ps13220/products_licensing_information_listing.html

- Cisco international web sites:

  Allows access to international Cisco web sites from www.cisco.com by clicking the Worldwide [change] link at the top of the web page.

- Connect your Cisco IP phone to your LAN using an Ethernet cable to enable full functionality of your Cisco IP phone. If your Ethernet port is equipped with Power over Ethernet (PoE), your Cisco IP phone can be powered through the LAN port. Do not extend the LAN Ethernet cable outside the building.

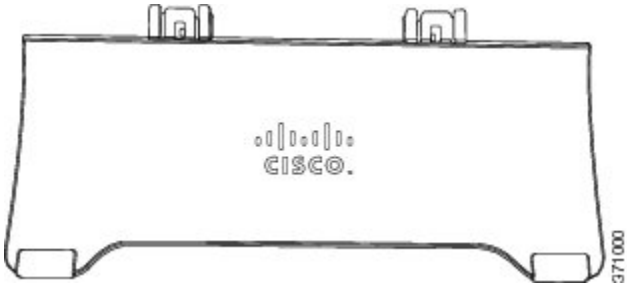
CHAPTER 2

Phone Setup

- Connect Footstand, page 19
- Adjust the Handset Rest, page 19

Connect Footstand

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



Procedure

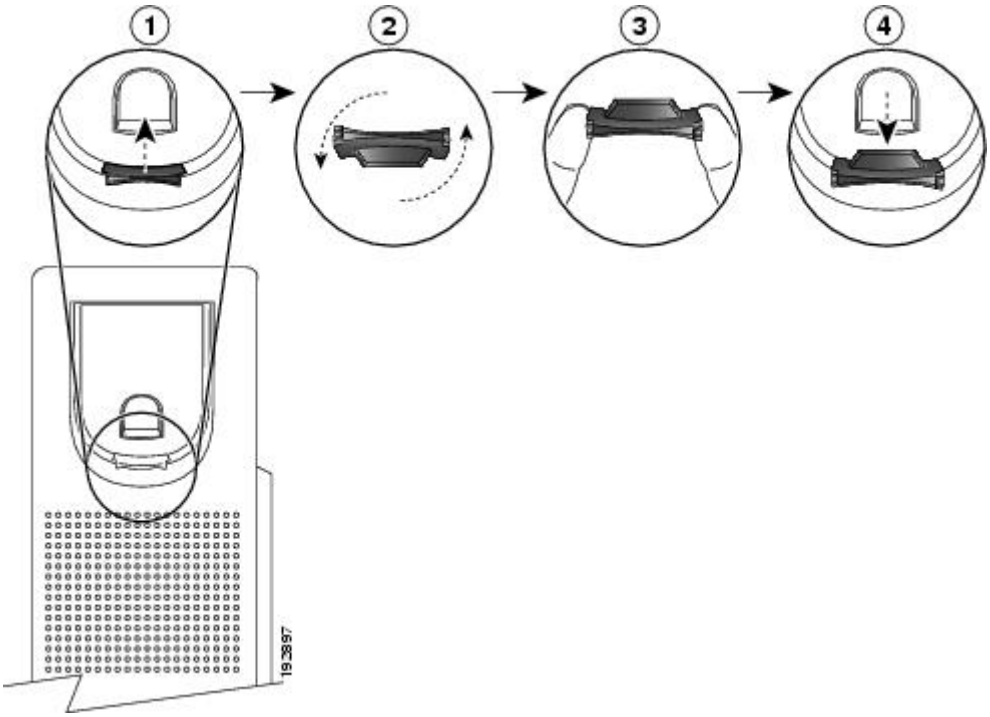
Step 1 Insert the curved connectors into the lower slots.

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

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

Adjust the Handset Rest

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



Procedure

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

Step 2 Rotate the tab 180 degrees.

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

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

Step 5 Return the handset to the handset rest.

CHAPTER 3

Basic Operations

- Clean the Phone Display, page 21
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- Sign In To the Cisco Unified Communications Self Care Portal, page 34

Clean the Phone Display

Phone displays that are not touchscreens can be easily cleaned.

Procedure

Wipe the screen with a soft, dry cloth.

Caution Use only a soft, dry cloth to wipe the phone display. Do not use any liquids or powders on the phone because they can contaminate phone components and cause failures.

Make Calls

Predial a Number

You can dial a number while your phone is on-hook (without hearing dial tone); this dialing action is called predial.

Procedure

Step 1 Enter a number using the keypad.

Step 2 Go off-hook using one of the following actions:

- Lift the handset.
- Press **Call**.
- Press **Handset** .
- Press **Speakerphone** .

Place a Call Using the Speakerphone

Your administrator can configure your phone so that the speakerphone is disabled. If the speakerphone is disabled, the softkeys are dimmed or blank.

Procedure

Step 1 Press **Speakerphone** .

Step 2 Enter a number.

Place a Call Using a Headset

Procedure

Step 1 Press **New Call**.

Step 2 Ensure the headset button is lit. If the headset button is not lit, press **Headset** .

Step 3 Enter a number.

Release a Call and Start Another Call

When you are on an active call or dialing, and want to release the call, the following actions occur:

- The active call ends.
- The phone provides dial tone.
- You can dial the new call.

Procedure

Step 1 When you are on an active call, press **End Call**, or while dialing, press **Cancel**.

Step 2 Enter the required number and press **Call**.

Dial an International Number

Plus Dialing allows you to press and hold the star (*) key for at least 1 second to insert a plus (+) sign as the first digit in a phone number for international dialing. The plus sign applies only for on-hook or off-hook calling.

When you see phone numbers with the + sign in them, you can select and dial the entry without having to add digits for international calls.

Procedure

Step 1 Press and hold star (*) for at least 1 second.
The plus (+) sign displays as the first digit in the phone number. The corresponding tone stops to indicate that the * has changed to a + sign.

Step 2 Dial the number.

Redial a Number

Redial allows you to call the most recently dialed phone number.

Procedure

Step 1 To place a call from any phone line, press **Redial**.

Step 2 To place the call on a specific phone line, select the line to obtain dial tone and press **Redial**.

Answer Calls

Your system administrator sets up the Answer button depending on your call-handling needs and work environment. Typically, the Answer is set up if you have multiple lines.

If you are on a call and you receive a second call, you see a notification window on the phone screen. This notification window is called a call toast. The call toast remains visible for a preset amount of time. If an incoming call has been call forwarded from another phone, you may see additional information in the call toast to identify that the call has been forwarded.

For more information, contact your system administrator.

Answer Call Using PickUp

Procedure

Step 1 Perform one of the following actions:

- Press **PickUp** to transfer a ringing call within your pickup group to your phone.
- If you have multiple lines and want to pick up the call on a nonprimary line, first press the desired line button, then press **PickUp**.

Step 2 If the call rings, press **Answer** to connect to the call.

Answer Call Using Group PickUp and Group PickUp Number

Procedure

Step 1 Perform one of the following actions:

- Press **Group PickUp** to answer a call on a phone outside your pickup group.
- If you have multiple lines and want to pick up the call on another line, first press the desired line button, then press **Group PickUp**.

Step 2 Enter the group pickup number.

Step 3 If the call rings, press **Answer** to connect to the call.

Answer Call Using Group PickUp and Phone Number

Procedure

Step 1 Perform one of the following actions:

- Press **Group PickUp** to answer a call on a phone outside your pickup group.
- If you have multiple lines and want to pick up the call on another line, first press the desired line button, then press **Group PickUp**.

Step 2 Enter the number of the phone line with the required call.

Step 3 If the call rings, press **Answer** to connect to the call.

Answer a Call Using Other PickUp

Procedure

Step 1 Press **OPickUp** to answer a call in your pickup group or in an associated group to your phone.
If your phone supports autopickup, you are now connected to the call.

Step 2 If the call rings, press **Answer** to connect to the call.

Automatically Answer Calls

Incoming calls can be answered automatically by your phone after one ring. Your administrator sets up the Auto Answer feature to work with either your speakerphone or headset. For more information, contact your administrator.

Incoming calls are autoanswered with the headset when the following conditions apply:

- Auto Answer with Headset is enabled by your system administrator.

- The headset is connected to the phone and the headset icon appears on the phone screen.

Otherwise, calls ring normally and you manually answer them.

If the headset icon appears on the phone screen, you can use the **Headset** button to place and end calls. Your administrator sets the headset as the default audio path for Auto Answer.

To have incoming calls autoanswered with the speakerphone, keep the handset in the cradle and unplug the headset from the phone. Otherwise, calls ring normally and you must manually answer them.

Procedure

Step 1 When your phone is set up to autoanswer calls using your headset,

a) To answer calls automatically with a headset, prepare your phone in the following way:

- Ensure that your headset is connected to the phone.
- Ensure that the headset icon is present in the left hand side of the screen.

When you get a call, the call answers automatically and you interact with the caller using the headset.

b) To end or make calls, use the Headset button

c) If you do not want calls to automatically answer on your headset, press the speakerphone button twice to turn off the headset and use the speakerphone to make and answer calls.

Step 2 When your phone is set up to autoanswer calls using the speakerphone,

a) To answer calls automatically on the speakerphone, prepare your phone in the following way:

- Ensure that there is no headset icon present in the left hand side of the screen.
- Leave the handset in the cradle.

When you get a call, the call answers automatically and you interact with the caller using the speakerphone.

b) If you do not want calls to answer automatically on your speakerphone, contact your system administrator.

Respond to Call Waiting Notification

This feature is applicable only if your phone supports multiple lines. For more information, contact your system administrator.

Procedure

Step 1 Perform one of the following actions to answer a waiting call:

- Press the line button to answer an incoming call (in case of one incoming call) or to list all incoming calls (in case of more than one incoming call).

- Scroll to display the sessions if the call is on the same line but not visible.
- Press the feature button (if available).

Step 2 Press the flashing amber line button.
Your phone puts the original call on hold automatically and connects the ringing call.

Manage Calls

Divert a Call

Divert allows you to send an active or ringing call to your voicemail system or to a predetermined phone number. For more information, contact your system administrator.

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

Procedure

Step 1 To redirect an incoming (ringing) call while on another call, highlight the incoming call, then press **Divert**. Otherwise, press **Divert** to redirect the current, active call.

Step 2 To redirect an incoming call while not on a call, press **Divert**.

Step 3 To redirect a held call, first resume the call and then press **Divert**.

Forward All Calls

Procedure

Step 1 Press **Fwd All** on a primary line from which you want to forward your calls.

Step 2 Enter a phone number or select an entry from the Call History list.

Step 3 Press **Messages** to forward all calls to voicemail.

Note If call forward is active, a Forward All icon is displayed in the line label or the forwarding information is present in the line directory number (DN).

Step 4 Press **Fwd Off** to cancel call forwarding.

Note You can set up conditional call forwarding in the Self Care Portal.

Related Topics

Sign In To the Cisco Unified Communications Self Care Portal, on page 34

Transfer a Call to Another Number

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

- You can redirect a single call to another number that you specify.
- You can connect two calls to each other without remaining on the line yourself.

Procedure

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

Step 2 Press **Transfer** .

Step 3 Enter the transfer recipient's phone number or press a speed-dial button.

Step 4 Wait for the recipient to answer or skip to Step 5 while the call is ringing.

Step 5 Press **Transfer** again.

Swap Between Calls

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

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

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

Procedure

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

Step 2 To return to the original call, press **Swap**.
You can consult privately with each person before you complete the transfer.

Mute Phone

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

Procedure

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

Step 2 Press **Mute** again to turn Mute off.

Monitor and Record Calls

To configure your phone to monitor and record calls, contact your system administrator.

Hold Calls

Hold allows you to put an active call into a held state. Your phone allows one active call at a time; other calls are put on hold. Hold works with your phone handset as well as with USB headsets.

Procedure

While on an active call, press **Hold**.

Swap Between Active and Held Calls

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

Procedure

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

Put a Call on Hold by Answering a New Call

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

Procedure

Step 1 Press the flashing amber **Line** button.

Step 2 Navigate to the new call using the Navigation cluster and Select button and either press **Answer** or **Select**.

Respond to a Hold Reversion Notification

Hold Reversion notifies you when a call is left on hold.

A Hold Reversion notification is similar to a new call notification and includes these cues:

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

Procedure

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

Determine If A Shared Line Is On Hold

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

Remote Hold

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

Setup Call Back Notification

Procedure

Step 1 Press **Callback** while listening to the busy tone or ring sound.

Step 2 Press **Cancel** to deactivate the call back.

Step 3 Press **Exit** to activate the call back.

Call Park

Call Park allows you to use your phone to park (temporarily store) a call, which you can then retrieve from another phone (such as a phone at a coworker's desk or in a conference room).

There are two ways you can park a call:

- Park: Allows you to park an active call that you answered on your phone, and retrieve it from another phone in the Cisco Unified Communications Manager system.
- Directed Call Park: Allows you to park and retrieve an active call in two different ways:
  - Assisted Directed Call Park: Allows you to park an active call using a feature button.
  - Manual Directed Call Park: Allows you to park an active call by transferring it to a Directed Call number.

For more information, contact your system administrator.

Park a Call Using Assisted Directed Call Park

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

Procedure

Step 1 During a call, press **Directed Call Park** on a line that displays an idle Line Status indicator.

Step 2 Retrieve the call from any other Cisco IP Phone in your network as follows:

a) Enter the park retrieval prefix.

b) Dial the Directed Call number.

Step 3 If you do not retrieve the call within the time that your system administrator has set, you receive an alert tone. At that time, you can:

- Press **Resume** to resume the call on your phone.
- Retrieve the call from another phone.

Park a Call Using Manual Directed Call Park

Procedure

Step 1 During a call, press **Transfer** .

Step 2 Enter the Directed Call number where you will park the call.

Step 3 Press **Transfer** again to finish parking the call and then hang up.

Step 4 Retrieve the call from any other Cisco IP Phone in your network as follows:

a) Enter the park retrieval prefix.

b) Dial the Directed Call number.

Step 5 If you do not retrieve the call within the time that your system administrator has set, you receive an alert tone. At that time, you can:

- Press **Resume** to resume the call on your phone.
- Retrieve the call from another phone.

Manage Intercom Calls

Intercom allows you to place and receive one-way calls using a dedicated or dialable intercom line.

When you place an intercom call, the recipient's phone autoanswers with mute activated (whisper mode) and broadcasts your message through the recipient's speakerphone or headset if one of these devices is active.

After receiving the intercom call, the recipient can initiate two-way audio (connected mode), by pressing the line button, to allow for further conversation.

Place a Dedicated Intercom Call

Intercom allows you to place and receive one-way calls using a dedicated or dialable intercom line.

When you place an intercom call, the recipient phone autoanswers with mute activated (whisper mode) and broadcasts your message through the recipient's speakerphone, headset, or handset, if one of these devices is active.

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

Procedure

Step 1 Press **Intercom**.

Note Your phone enters whisper mode until the recipient accepts the intercom call. If you are on an active call, that call is placed on hold.

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

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

Place a Dialable Intercom Call

Intercom allows you to place and receive one-way calls using a dedicated or dialable intercom line.

When you place an intercom call, the recipient's phone autoanswers with mute activated (whisper mode) and broadcasts your message through the recipient's speakerphone, headset, or handset, if one of these devices is active.

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

Procedure

Step 1 Press **Intercom**.

Step 2 Enter the intercom code.

Note Your phone enters whisper mode until the recipient accepts the intercom call. If you are on an active call, that call is placed on hold.

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

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

Receive Intercom Call

When you receive an intercom call, you hear an intercom-alert tone and your phone autoanswers the call. Any current call activity that you are engaged in continues simultaneously, but the intercom caller cannot hear you.

To speak to the intercom caller, press the active Intercom button.

View Phone Information

Phone Information allows you to view the following model information for your phone:

- Model Number
- MAC Address
- Active Load ID
- IP Address
- Active Server
- Stand-by-Server

- Unified Video Advantage
- Last Upgrade
- Backlight On Times
- Backlight On Duration
- Backlight Idle Time
- Days Backlight Not Active

Procedure

Step 1 Press **Applications** .

Step 2 Select **Phone Information**.

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

Sign In To the Cisco Unified Communications Self Care Portal

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

Before you can access any of your options, such as Speed Dial or Personal Address Book, you must sign in. When you are finished using portal, you must sign out.

In some cases, you can access the Cisco Unified Communications Self Care Portal without having to sign in. For more information, contact your system administrator.

For assistance in using the portal, see the *Cisco Unified Communications Self Care Portal User Guide*, located at http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_list.html.

Procedure

Step 1 Obtain the portal URL, user ID, and default password from your system administrator.
Typically, the portal URL is http://<ip_address or hostname>/ucmuser.

Step 2 Open a web browser on your computer and enter the URL.

Step 3 If prompted to accept security settings, select **Yes** or **Install Certificate**.

Step 4 Enter your user ID in the Username field.

Step 5 Enter your password in the Password field.

Step 6 Select **Login**.

Step 7 To sign out, select **Logout**.

CHAPTER 4

Contacts

- Corporate Directory, page 35
- Personal Directory, page 36
- Fast-Dial Codes with Personal Directory, page 39
- Cisco WebDialer, page 40

Corporate Directory

The Corporate Directory menu contains corporate contacts that you can access on your phone. Your system administrator sets up and maintains the directory.

Dial Contact from Search

Procedure

Step 1 Press **Contacts** .

Step 2 Select **Corporate Directory**.

Step 3 Select one of the following options:

- First Name
- Last Name
- Number

Step 4 Enter the search criteria information, press **Submit**, and select a contact.

Step 5 Perform one of the following actions:

- Press **Dial**.
- Press **Details** to check the user details.

- Press the contact label number.
- Press a line button.
- Press **Speakerphone** .
- Press **Headset** .
- Pick up the handset.

Search and Dial While on Call

Procedure

Step 1 Press **Contacts** .

Step 2 Select **Corporate Directory**.

Step 3 Select one of the following options:

- First Name
- Last Name
- Number

Step 4 Enter the search criteria information, press **Submit**, and select a contact.

Step 5 Perform one of the following actions:

- Press **Dial**.
- Press **Details** to check the user details.
- Press the number that is displayed in the upper right corner of the contact label.

Note If you are on a call, and you press **Speakerphone** or **Headset** you end the current call.

Personal Directory

The personal directory contains a list of your personal contacts. You can assign fast-dial codes to your personal directory entries for fast-dialing.

You can set up your personal directory from your phone or from the Cisco Unified Communications Self Care Portal. Use your phone to assign fast-dial codes to the directory entries. For more information, see the

Cisco Unified Communications Self Care Portal User Guide, located at http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_list.html.

Add Personal Directory Entry

Procedure

Step 1 Press **Contacts** .
Step 2 Sign in to Personal Directory.
Step 3 Select **Personal Address Book**.
Step 4 Press **Submit**.
Step 5 Press **New** and enter a name or nick name.
Step 6 Press **Phones** and enter the phone number along with require access codes.
Step 7 Press **Submit**.

Edit Personal Directory Entry

Procedure

Step 1 Sign in to Personal Directory and search for an entry.
Step 2 Select the entry.
Step 3 Press **Edit** to modify the name or email address.
Step 4 Modify the name or email address.
Step 5 Press **Phones** to modify a phone number.
Step 6 Press **Update**.

Delete Personal Directory Entry

Procedure

Step 1 Sign in to Personal Directory and search for an entry.
Step 2 Select the entry.
Step 3 Press **Edit**.
Step 4 Press **Delete**.

You may need to select **More** first.

Step 5 Press **OK** to confirm the deletion.

Sign In and Out of Personal Directory

Procedure

Step 1 Press **Contacts**.

Step 2 Select **Personal Directory**.

Step 3 Enter the user ID and PIN, and press **Submit**.

Step 4 Select **Log Out**, press **Select**, and then press **OK**.

Dial Number from Personal Directory

Procedure

Step 1 Press **Contacts**.

Step 2 Sign in to Personal Directory.

Step 3 Select **Personal Directory** and search for an entry.

Step 4 Select the personal address book entry that you want to dial.

Step 5 Press **Dial**.

Search for Entry in Personal Directory

Procedure

Step 1 Press **Contacts**.

Step 2 Sign in to Personal Directory.

Step 3 Select **Personal Address Book**.

Step 4 Select one or all of the following:

- Last Name
- First Name

- Nickname

Step 5 Enter the search criteria information and press **Submit**.

Fast-Dial Codes with Personal Directory

You manage the fast-dial codes with Personal Directory using the Contacts menu on your phone.

Assign Fast-Dial Code to Personal Directory Entry

Procedure

Step 1 Press **Contacts** .

Step 2 Select **Personal Directory**.

Step 3 Select **Personal Address Book**.

Step 4 Enter the name and press **Submit**.

Step 5 Press **Select** and then press **FastDial**.

Step 6 Select a number and press **Select**.

Step 7 Scroll to an unassigned fast-dial index and press **Submit**.

Place Call Using Fast-Dial Code

Procedure

Step 1 Press **Contacts** .

Step 2 Sign in to Personal Directory.

Step 3 Select **Personal Fast Dials** and scroll to a fast-dial code.

Note To get more fast-dial codes, press **Next**.

Step 4 Select the required fast-dial code and press **Dial**.

Delete Fast-Dial Code

Procedure

Step 1 Press **Contacts** .

Step 2 Sign in to the Personal Directory.

Step 3 Select **Personal Fast Dials** and search for a fast-dial code.

Step 4 Select the required code and press **Remove**.

Step 5 Select the index and press **Remove**.

Cisco WebDialer

Cisco WebDialer allows you to make calls on your Cisco IP Phone to directory contacts by selecting items in a web browser.

For more information, contact your system administrator.

Use Cisco WebDialer with Another Online Corporate Directory

Procedure

Step 1 Sign in to a Cisco WebDialer-enabled corporate directory.

Step 2 Search for the required name and select the required number.

Step 3 When prompted, enter your user ID and password.

Note If you are using Cisco WebDialer for the first time, review preferences on the Make Call window.

Step 4 Select **Call**.

Step 5 Select **Hang up** or hang up the handset after your call completes.

Change Cisco WebDialer Preferences

Procedure

Step 1 Initiate a call using Cisco WebDialer to access the Make Call window.

Step 2 Select one of the following options from the Make Call window:

- Preferred language

- Preferred device

Step 3 Choose a line or a phone.

Note If you have one phone with a single line, the appropriate phone and line are automatically selected.

If you have more than one phone of the same type, the list identifies the phone by device type and MAC address. To display the MAC address on your phone, select **Applications** > **Phone Information**.

Step 4 If you have an Extension Mobility profile, select **Extension Mobility** from the Calling Device drop-down menu.

Step 5 Ensure that you do not select **Do not display call information** nor **Disable Auto Close**.

Note If you select **Do not display call information**, the Make Call Window is not displayed when you next use the phone. If you select **Disable auto close**, the call window does not automatically close after 15 seconds.

Sign Out of Cisco WebDialer

Procedure

Step 1 Access the Make Call or Hang Up window.

Step 2 Select **Sign Out**.

CHAPTER 5

Call History

- Call History Overview, page 43
- View Call History, page 44
- View Call Record Details, page 44
- Filter Call History , page 44
- Dial From Call History, page 45
- Edit Phone Number, page 45
- Clear Call History , page 46
- Delete Call Record , page 46

Call History Overview

Call History allows you to view information about the most recent 150 calls on your phone. A call icon is displayed to indicate the type of call:

- Missed: lists the last 50 missed calls
- Received: lists the last 50 received calls
- Placed: lists the last 50 placed calls
- All: lists the last 150 calls, including Missed, Received, and Placed

A call icon is displayed to indicate the type of call. The caller ID displays with the call icon. If the caller ID is unavailable, then the phone number displays. If the phone number is unavailable, `Unknown` is displayed. All Call History items display in order by time (latest to oldest).

You can also dial a number directly from the Call History list.

View Call History

Procedure

Step 1 Press **Applications**.

Step 2 Select **Call History**.

Step 3 Scroll and select a call record or call group if available.

Step 4 Press **Exit** to return to the Applications screen.

View Call Record Details

Procedure

Step 1 If you are on a connected call, press Show Details to show the Call Details screen. This screen displays call information for a single call, including call duration, and updates every second.

Step 2 If you are not on a connected call, follow the steps below.

a) Press **Applications** and select **Call History**.

b) Select a call record or group and press **Details**.

Note When you are on a call record, you can keep the Navigation pad highlighted to display the call details and call duration.

c) Press **Return** to return to the Call History screen.

d) Press **Exit** to return to the Applications screen.

Filter Call History

Procedure

Step 1 Press **Applications** and select **Call History**.

Step 2 Select the required phone line and view the individual calls for that line and press **Missed Calls**.

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

Dial From Call History

If the phone is in idle state, press down on the Navigation cluster and Select button to display the On-Hook Dialing screen.

If the phone is not in idle state, perform the following steps.

Procedure

Step 1 Press **Applications** and select **Call History**.

Step 2 Select the call record that you want to dial and perform one of the following:

- Press **Call**.
- Pick up the handset.
- Press **Details**.
- Press **Speakerphone** or **Headset**.
- Press **Select**.
- Press the index number of the highlighted record.

Step 3 When phone is in idle, you can press down on the Navigation cluster and Select button to display the On-Hook Dialing screen.

Edit Phone Number

Procedure

Step 1 Press **Applications** and select **Call History**.

Step 2 Press **All Lines** or the required line.

Step 3 Select the call you want to edit and press **EditDial**.

Note Press >> to move the cursor to the right and press << to move the cursor to the left.

Step 4 Press **Edit** to edit the number.

Step 5 Press **Return** to return to the Call History list.

Clear Call History

Procedure

Step 1 Press **Applications** and select **Call History**.

Step 2 Select **All Lines** or the required line.

Step 3 Press **Clear** and then press **Delete** to delete the call history list.

Step 4 Press **Cancel** to go back to the Call History screen.

Delete Call Record

Procedure

Step 1 Press **Applications** and select **Call History**.

Step 2 Highlight the individual call record or call group that you want to delete.

Step 3 Press **Delete** to delete an individual call record or all calls in a group.

Step 4 Press **Delete** to delete the record.

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

CHAPTER 6

Voicemail

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- Check for Voice Messages, page 47
- Access Voicemail, page 48
- Listen to Voice Messages, page 48

Voicemail Overview

Voice messages are stored on your voicemail system. Your company determines the voicemail system your phone uses.

For information about the commands that your voicemail service supports, see the voicemail service user documentation.

Check for Voice Messages

Procedure

Step 1 Look for the following visual indications:

- A solid red light on your handset. Set up the visual message waiting lamp using the Self Care Portal.
- Message icon on a line. If you have more than 99 new voice messages, a 99+ sign replaces the message count.

Step 2 Listen for the stutter tone (if available) from your handset, headset, or speakerphone when you place a call. The stutter tone is line-specific and you hear it only when using the line that has new voice messages. You can set up audible message waiting tones using the Self Care Portal.

Related Topics

Sign In To the Cisco Unified Communications Self Care Portal, on page 34

Access Voicemail

Procedure

Step 1 Press **Messages** .

Step 2 Follow the voice prompts.

Listen to Voice Messages

Procedure

Step 1 To listen to voice messages, do one of the following:

- Press **Messages** .
- Press the line button and then, **Voicemail** .

Step 2 Follow the prompts to listen to your voice message.

CHAPTER 7

Calling Features

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- Meet Me Conference, page 51
- Speed Dial, page 52
- Multilevel Precedence and Preemption, page 54
- Do Not Disturb, page 56
- Line Status, page 56
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Conference

Conference allows you to talk simultaneously with multiple parties.

When you are on a call, you can use Conference to dial another party and add the party to the call. Alternately, if you have multiple phone lines, you can use Conference to combine calls across two lines.

Before you complete a conference procedure, you can press the Cancel softkey to cancel the procedure. You can also press the Swap softkey to toggle between calls and allowing you to speak privately with each party.

As the conference host, you can remove individual participants from the conference.

Add Third Party to Conference

Procedure

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

Step 2 Press **Conference**.

Step 3 Enter the phone number for the party that you want to add or press a speed dial button.

Step 4 Wait for the party to answer, or skip to step 5 while the call is ringing.

Step 5 Press **Conference** again.
The conference begins.

Step 6 (Optional) Repeat these steps to add more parties, if desired.

Combine Calls to Create Conference

Before You Begin

You require multiple phone lines to perform this task.

Procedure

Step 1 Verify that you have two connected calls and that one of the calls is active (not on hold).

Step 2 Press **Conference**.

Step 3 Press the line button for the other (held) call. If there are more than one held call, a list of calls displays.
The conference begins. The conference is established on the line with the active call.

Swap Between Calls Before Completing a Conference

You can consult privately with the conference and another person, before adding the person into the conference.

Procedure

Step 1 Call a new conference participant, but do not add the participant to the conference.

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

View Conference Participants

You can view the details of the last 16 participants who joined the conference.

Procedure

While in a conference, press **Details** to view a list of participants.

Note When you place a call to another party and the person that you called creates a conference with a third phone, the **Details** softkey displays only for the person who created the conference.

Remove Conference Participant

Procedure

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

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

Meet Me Conference

Meet Me allows you to call a predetermined number at a scheduled time to host or join a Meet Me conference.

The Meet Me conference begins when the host connects. Participants who call the conference before the host has joined hear a busy tone and must dial again.

The conference ends when all participants hang up; the conference does not automatically end when the host disconnects.

Host a Meet Me Conference

Procedure

Step 1 Obtain a Meet Me phone number from your system administrator.

Step 2 Distribute the Meet Me phone number to participants.

Step 3 When you are ready to start the meeting, lift the handset to get a dial tone and press **Meet Me**.

Step 4 Dial the Meet Me phone number.

Join a Meet Me Conference

Procedure

Step 1 Dial the Meet Me phone number that the conference host provided.

Step 2 If you hear a busy tone, the host has not yet joined the conference. In this case, hang up and try your call again.

Speed Dial

Speed Dial allows you to press a button and enter a preset code to place a call. Before you can use Speed Dial features on your phone, you must set up speed-dial on your Self Care Portal.

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

- Speed-dial buttons: Allow you to quickly dial a phone number from one or more line buttons that are set up for speed dialing.
- If your system administrator has set up the Line Status feature, you can monitor the status of a speed-dial line by using the line status indicators.

Related Topics

Sign In To the Cisco Unified Communications Self Care Portal, on page 34

Pause in Speed Dial

You can use Speed Dial to reach destinations that require a Forced Authorization Code (FAC), Client MatterCode (CMC), dialing pauses, or additional digits (such as a user extension, a meeting access code, or a voice mail password). When you press the configured Speed Dial, the phone establishes the call to the destination number and sends the specified FAC, CMC, and additional digits with dialing pauses inserted.

To include dialing pauses in the speed dial, include a comma (,) as part of the speed-dial string. This comma specifies a pause of 2 seconds. It also allows you to separate FAC and CMC from the other digits in the speed-dial string.

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

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

Each comma you include represents an additional pause of 2 seconds. For example, two commas (,,) represent a pause of 4 seconds.

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

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

Example 1

Consider the following requirements to access voicemail:

- Called number to access voicemail: 8000
- PIN: 123456# after announcement of 2 seconds
- Voicemail response: Enter option 3 to read latest message after a pause of 6 seconds (while the automated announcement lists the available options)

To set up the speed-dial to access this voice mailbox, specify the following speed-dial string:

8000,123456#,,,3

Example 2

Consider the following call requirements

- Called number: 95556543
- FAC: 1234
- CMC: 9876
- Automated phone system response, required 4 seconds after the call is connected: 56789#

To access this destination, specify the following speed-dial string:

95556543,1234,9876,,56789#

Place Call Using Speed-Dial Codes

Before you can use speed-dial codes on your phone, you must set up the codes on the Self Care Portal.

Procedure

Step 1 To place a call using speed-dial code while on-hook, enter the speed-dial code and press **Speed Dial**.

Step 2 To place a call using speed-dial while off-hook, perform these steps:

a) Lift the handset and press **Speed Dial**.
b) Enter the speed-dial code and press **Speed Dial** again to complete the call.

Multilevel Precedence and Preemption

In some environments, such as military or government offices, you may need to make and receive urgent or critical calls. If you have the need for this specialized call handling, your system administrator can add Multilevel Precedence and Preemption (MLPP) to your phone.

Keep these terms in mind:

- *Precedence* indicates the priority associated with a call.
- *Preemption* is the process of ending an existing, lower priority call while accepting a higher priority call that is sent to your phone.

If you want to choose a priority level for an outgoing call, contact your system administrator for a list of corresponding precedence numbers for calls.

If you want to make a priority call, enter the MLPP credentials provided by your system administrator, followed by the phone number.

If you hear a special ring that's faster than usual or special call waiting tone, you are receiving a priority call.

Table 1: Multilevel Precedence and Preemption Priority Levels

MLPP	Priority Level
Level 1	Priority call
Level 2	Medium priority (Immediate) call
Level 3	High priority (Flash) call
Level 4	Highest priority (Flash Override) call
Level 5	Executive Override

Note MLPP icons with white/black background color indicate that the call is selected or not.

Note Higher-priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal.

If you want to accept a higher priority call, answer the call as usual. If necessary, end an active call first.

If you hear a continuous tone interrupting your call, you or the other party are receiving a call that must preempt the current call. Hang up immediately to allow the higher priority call to ring through to the intended party.

When you make or receive an MLPP-enabled call, you hear special ringtones and call waiting tones that differ from the standard tones.

If you enter an invalid MLPP access number, a verbal announcement alerts you to the error.

An MLPP-enabled call retains its priority and preemptive status when you:

- Put the call on Hold
- Transfer the call
- Add the call to a three-way conference
- Answer the call using Pick-Up

Make Priority Call with Login Required

Procedure

Step 1 Retrieve the handset from the cradle

Step 2 Press the **PrecLevel** softkey.

Step 3 Select a priority level for the call.

Step 4 Enter your credentials on the authorization screen. You have three opportunities to enter your login information correctly.

Step 5 Enter the destination number.
You hear the precedence ring back tone and the precedence level icon displays on the screen.

Make Priority Call Without Login

To place a priority call without logging in, follow these steps:

Procedure

Step 1 Retrieve the handset from the cradle.

Step 2 Press **PrecLevel**.

Step 3 Selects the desired priority level for the call.

Step 4 Enter the destination number.
You hear the precedence ringback tone and the precedence level icon displays on the screen.

Do Not Disturb

Do Not Disturb (DND) allows you to turn off one of the following incoming call indicators:

- The ringer on your phone
- The ringer and any visual notification that you have an incoming call

When DND is enabled, your incoming calls forward to another number, such as your voicemail, if it is set up and the call is not saved or listed in your Call History.

The DND feature affects all lines on a phone. The feature does not affect intercom or 911 calls.

You can change your DND options from the Self Care Portal. For information on customizing your Do Not Disturb options, see the *Cisco Unified Communications Self Care Portal User Guide*, located at http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_list.html.

Turn DND On and Off

Procedure

Step 1 Press **DND** to turn on DND.
Visual confirmation displays briefly.

Step 2 Press **DND** again to turn off DND.
Visual confirmation displays briefly.

Line Status

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

Line status indicators show the state of a line.

Icon	Indicator
	Line is in use.
	Line is idle.
	Line is ringing. (Only for Call Pickup.)

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

Speed Dial

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

Directed Call Park

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

Call Pickup

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

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

Malicious Call Identification

Malicious Call Identification (MCID) allows you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.

Trace Suspicious Call

Procedure

Press **MCID** to send a silent notification message to your system administrator.
When the silent notification message is sent, your phone provides both a visual and audible confirmation.

Cisco Extension Mobility

Cisco Extension Mobility allows you to temporarily configure a Cisco IP Phone as your own. After you sign in to Cisco Extension Mobility, the phone displays the message `Resetting` and then `Registering.` The reset enables the phone to adopt your user profile, including your phone lines, features, established services, and web-based settings. For more information, contact your system administrator.

Enable Extension Mobility

Procedure

Step 1 Press **Applications**.

Step 2 Select **Extension Mobility** (name can vary, including EM Service).

Step 3 Enter your user ID and PIN (provided by your system administrator).

Step 4 Select a device profile if prompted.

Step 5 Press **Applications** to sign out.

Step 6 Select **Services**.

Step 7 Select **Extension Mobility**.

Step 8 Press **Yes** when prompted to sign out.

Mobile Connect

Mobile Connect allows you to use your mobile phone to handle calls that are associated with your desk phone number.

When using Cisco Mobile Connect, you must add your mobile and other phones that you want to use to make and receive calls using the same directory numbers as your desk phone. These phones are called remote destinations. You can also define access lists to restrict or allow calls from certain numbers to be sent to your mobile phone.

When you enable Mobile Connect:

- Your desk phone and remote destinations (your mobile phones) receive calls simultaneously.
- When you answer the call on your desk phone, the remote destinations stop ringing, are disconnected, and display a missed call message.
- When you answer the call on one remote destination, the other remote destinations and desk phone stop ringing and are disconnected, and a missed call message is shown on the other remote destinations.
- When you answer the call on one remote destination and then switch the call to a Cisco Unified device that shares lines, the Cisco Unified devices that share the same line display a `Remote In Use` message.

Enable Mobile Connect

Procedure

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

Step 2 Press **Select** to change the status.

Step 3 Press **Exit**.

Turn Mobile Connect On or Off for All Remote Destinations from a Desk Phone

Procedure

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

Step 2 Press **Select** to change the status.

Step 3 Press **Exit**.

Switch a Desk Phone Call to a Mobile Phone

Procedure

Step 1 Press **Mobility**.

Step 2 Select **To mobile**.

Step 3 Answer the in-progress call on your mobile phone.

Note You cannot use the same phone line for any other calls, but if your desk phone supports multiple lines, you can use another line to make or receive calls.

Switch a Mobile Call to the Desk Phone

Procedure

Step 1 Select a line on your desk phone.

Step 2 Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.

Step 3 Press **Resume** on your desk phone within five to 10 seconds and start talking on the desk phone.

Hand Off a Call from a Mobile Phone to the Desk Phone

Procedure

Step 1 While on your mobile phone, enter the access code for the hand off feature.
For more information, contact your system administrator.

Step 2 Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.

Step 3 Press the **Answer** softkey on your desk phone within 10 seconds and start talking on the desk phone.
For more information, contact your system administrator. The Cisco Unified devices that share the same line display a `Remote In Use` message.

Hunt Groups

Hunt Groups are used to share the call load in organizations that receive a large number of incoming calls.

Your system administrator sets up a hunt group with a series of directory numbers. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group and directs the call to that phone.

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

Sign In and Out of a Hunt Group

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

Procedure

Step 1 Press **Hunt Group** to sign in.
Visual confirmation displays briefly.

Step 2 Press **Hunt Group** again to sign out.

Display Queue Statistics

Use the queue statistics to check the status of the hunt group queue.

Procedure

Step 1 Press **QueueStatus**.
The Queue status window appears.

Step 2 To refresh the statistics, press **Refresh**.

Step 3 To exit, press **Exit**.

cBarge

The cBarge feature allows you to create a standard (ad hoc) conference by adding yourself to a call on a shared line.

Join Conference on Shared Line

Procedure

Press the line button of the shared line that is in use. If Privacy is enabled, you cannot add yourself to the shared line.

Extension Mobility

Cisco Extension Mobility (EM) allows you to temporarily configure a Cisco IP Phone as your own. After you sign in to EM, the phone displays the message `Resetting please wait` and then `Registering`. The reset enables the phone to adopt your user profile, including your phone lines, features, established services, and web-based settings. Your system administrator sets up EM for you.

Enable Extension Mobility

Procedure

Step 1 Press **Applications** .

Step 2 Select **EM Service** (name can vary).

Step 3 Enter your user ID and PIN (provided by your system administrator).

Step 4 If prompted, select a device profile.

Step 5 To sign out, press **Applications** .

Step 6 Select **Services**.

Step 7 Select **EM Service** (name can vary).

Step 8 When prompted to sign out, press **Yes**.

CHAPTER 8

Advanced Operations

- Call Functions, page 63
- Feature Buttons and Softkeys, page 65
- Survivable Remote Site Telephony Overview, page 67

Call Functions

This section provides information about some of the advanced call functions that are available on Cisco IP Phones.

Agent Greeting

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

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

For more information, contact your system administrator.

Answer

Pressing **Answer** allows you to answer the call if there is only one incoming call. But if there are several incoming calls, pressing **Answer** will give you a list of the callers, and you can determine which one to answer. Incoming calls are given priority over Held or Park Reversion calls. The Answer button setup depends on your call-handling needs and work environment .This feature is set up for users who have multiple lines. For more information, contact your system administrator.

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

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

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

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

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

Client Matter Code

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

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

Related Topics

Forced Authorization Code, on page 64

Forced Authorization Code

Your administrator may require that you enter a Forced Authorization (FACC) after you dial a phone number. The FAC controls access to phone numbers. For more information, contact your system administrator.

When you need to enter an FAC, the phone displays `Enter Authorization Code`, the dialed number changes to "********", and you hear a special tone. Enter the FAC for the call using the keypad. For security reasons, the phone displays a "*" instead of the number entered.

Related Topics

Client Matter Code, on page 64

Secure and Nonsecure Indication Tones

When a phone is configured as secure (encrypted and trusted), it can be given a "protected" status. After a phone is protected, it can be configured to play an indication tone at the beginning of a call.

You will hear these secure or nonsecure indication tones only on protected phones. If the overall call status changes during the call, the protected phone plays the appropriate tone.

When the Play Secure Indication Tone option is enabled (True), the following circumstances determine the type of tone the protected phone plays:

- If end-to-end secure media is established and the call status is secure, the phone plays the secure indication tone (three long beeps with pauses)
- If end-to-end nonsecure media is established and the call status is not secure, the phone plays the nonsecure indication tone (six short beeps with brief pauses)
- When the Play Secure Indication Tone option is disabled, no tone plays.

For more information, contact your system administrator.

Shared Lines

Shared lines allow you to use one phone number for multiple phones.

You might have a shared line if you have multiple phones and want one phone number, if you share call-handling tasks with coworkers, or if you handle calls on behalf of a manager.

For example, if you share a line with a coworker:

- When a call comes in on the shared line:
  - Your phone rings and the line button flashes amber.
  - Your coworker's phone rings and the line button flashes amber.
- If you answer the call:
  - Your line button turns green.
  - Your coworker's line button turns red.

    When the line button is red, that line cannot be used to barge in on the call or used to make another call.
- If you put the call on hold:
  - Your line button flashes green.
  - Your coworker's line button flashes red.

    When the line button flashes red, your coworker can pick up the call.

Your call history shows the status for all calls for shared lines. For example, if a call rings on a shared line and you answer the call, your coworkers who share the line will see that the call was answered remotely. Your call history identifies calls that were Placed, Received, Remote Placed, Remote Received, or Missed.

Feature Buttons and Softkeys

This table provides information about some of the features that are available on dedicated feature buttons, and some of the features that your system administrator sets up either on programmable feature buttons or softkeys.

For more information, contact your system administrator.

Table 2: Feature Access

Feature name	Dedicated feature button	Programmable feature button	Softkey
cBarge			X
Call Back		X	X
Call Forward All		X	X
Call Park		X	X
Call Park Line Status		X	
Call Pickup		X	X
Call Pickup Line Status		X	
Conference	X		X
Directed Call Park		X	
Divert			X
Do Not Disturb (DND)		X	X
Group Pickup		X	X
Hold	X		
Hunt Groups		X	X
Intercom		X	
Malicious Call Identification (MCID)		X	X
Meet Me		X	X
Mobile Connect		X	X
Mute	X		
Other Pickup		X	X
Privacy		X	

Feature name	Dedicated feature button	Programmable feature button	Softkey
Quality Reporting Tool (QRT)		X	X
Redial		X	X
Monitoring and recording			X
Speed Dial		X	X
Speed Dial Line Status		X	
Transfer	X		X

Survivable Remote Site Telephony Overview

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

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

When your phone loses connectivity, your phone may display a message like this:

```
Service interruption.
```

Table 3: Feature Support During Failover

Feature	Supported	Notes
New Call	Yes	
End Call	Yes	
Redial	Yes	
Answer	Yes	
Hold	Yes	
Resume	Yes	
Conference	Yes	
Conference to Active Calls (Join)	No	The Active Calls softkey is not displayed.

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

Feature	Supported	Notes
Directed Call Park	No	The softkey is not displayed.
Line Status	Partial	Line Status feature key works like Speed Dial keys.
Hold Reversion	No	Calls remain on hold indefinitely.
Remote Hold	No	Calls appear as Local Hold calls.
Meet Me	No	The Meet Me softkey is not displayed.
PickUp	No	The softkey causes no action.
Group PickUp	No	The softkey causes no action.
Other PickUp	No	The softkey causes no action.
Malicious Call ID	No	The softkey causes no action.
QRT	No	The softkey causes no action.
Hunt Group	No	The softkey causes no action.
Intercom	No	The softkey causes no action.
Mobility	No	The softkey causes no action.
Privacy	No	The softkey causes no action.
Call Back	No	The Call Back softkey is not displayed.

CHAPTER 9

Preferences

- Adjust Brightness, page 71
- Adjust Headset Sidetone, page 71
- Change Ringtone, page 72
- Line Settings, page 72
- Phone Services , page 73

Adjust Brightness

Procedure

Step 1 Press **Applications** .

Step 2 Select **Preferences**.

Step 3 Select **Brightness**.

Step 4 Use the left and right arrows on the Navigation pad to adjust the brightness.

Step 5 Press **Save** to set the brightness, or press **Cancel** to exit.

Adjust Headset Sidetone

If your system administrator has set the Headset Sidetone Controls feature for your phone, you can specify the volume of your headset from your phone.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Preferences**.

Step 3 Select **Headset Sidetone**.

Step 4 Select one of the following sidetone levels:

- High
- Normal
- Low
- Off

Step 5 Press **Return** to return to the Preferences screen.

Change Ringtone

You can customize how your phone indicates an incoming call. You can also adjust the ringer volume for your phone.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Preferences**.

Step 3 Select **Ringtone**.

Step 4 Select the required ringtone.

Step 5 Press **Play** to play the ringtone.

Step 6 Press **Set** to select the ringtone.

Step 7 Press **Apply** to confirm your selection, or press **Cancel** to go back to the Ringtone screen.

Step 8 Press **Return** to the Preferences screen.

Line Settings

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

You can change your line settings using the Cisco Unified Communications Self Care Portal. For information, see the *Cisco Unified Communications Self Care Portal User Guide*, located at http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_list.html.

Phone Services

Phone services can include special phone features, network data, and web-based information (such as stock quotes and movie listings). You must subscribe to a phone service using the Self Care Portal before you access it on your phone.

For more information, contact your system administrator.

If only one service is set up, the service opens by default. If more than one service is set up, select an option from the menu.

Select a service by using one of these feature buttons:

- (Feature button that your system administrator sets up)
- Messages
- Applications
- Contacts

For information on Cisco Unified Communications Self Care Portal, see the *Cisco Unified Communications Self Care Portal User Guide*, located at http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_list.html.

CHAPTER 10

Frequently Asked Questions

- Frequently Asked Questions, page 75

Frequently Asked Questions

The following section describes the FAQs.

Why don't I see the icons shown in the documentation on my phone screen?

Many of the phone screen icons are applicable only to the Cisco IP Phone 7841.

Can I use the second line on my Cisco IP Phone 7821 as a feature button?

Yes. If you do not require two phone lines, your system administrator can set up a feature on your second line.

How do I resume a call that is on hold?

To resume a call, press the Hold button, Resume softkey or Line button.

Why does my phone not wake up?

If your system administrator has set up your phone for EnergyWise, the phone may be sleeping (powered down). Your system administrator sets your phone to sleep at a certain time and wake (power up) at a certain time. Your phone will wake up at the time set by your system administrator. You can press the Select button to wake your phone up. See your system administrator to have the sleep and wake up times changed.

What do four rings in succession mean?

The phone is notifying you that your phone will power down (sleep) soon to conserve energy (the EnergyWise feature). Your system administrator sets your phone to sleep at a certain time and wake (power up) at a certain time. Your phone will wake up at the time set by your system administrator. See your system administrator to have the sleep and wake up times changed.

What do I do if my phone displays the message Security Error?

Your phone firmware has identified an internal error. Try unplugging the phone from the power source, wait one minute, and then plug the phone back in. If the message persists, contact your system administrator.

Frequently Asked Questions

CHAPTER 11

Troubleshooting

- Conference Button and Softkey Unresponsive, page 77
- Meet Me Conference Busy Tone, page 77
- Cannot Sign In to Personal Directory, page 78
- No Caller ID on Remote Hold, page 78
- Cannot Access Self Care Portal, page 78
- Security Error Message, page 79

Conference Button and Softkey Unresponsive

Problem

You have set up a conference call, but the Conf softkey is not available and the Conference button is unresponsive.

Possible Cause

You have reached the maximum number of conference participants.

Solution

Ask one of the participants to drop, or drop a conference participant.

Meet Me Conference Busy Tone

Problem

You hear a busy tone after you dial into a Meet Me conference.

Possible Cause

The conference host has not yet joined the conference.

Solution

Try calling back again.

Cannot Sign In to Personal Directory

Problem

You are unable to sign in to your personal directory.

Possible Cause

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

Solution

- Use your PIN, not your password.
- Contact your system administrator.

No Caller ID on Remote Hold

Problem

You have a shared line on your Cisco IP Phone 7821 and cannot see the caller ID when the remote line is on hold.

Note This is applicable to the Cisco IP Phone 7821 only.

Possible Cause

This works as designed.

Solution

None.

Cannot Access Self Care Portal

Problem

You are unable to access your Self Care Portal.

Possible Cause

Your password needs to be reset or your administrator may have changed your access to the pages.

Solution

Contact your system administrator.

Security Error Message

Problem

Your phone displays `Security Error`.

Cause

Your phone firmware has identified an internal error.

Solution

If the message persists, contact your system administrator.

CHAPTER 12

Product Safety and Security

- Safety and Performance Information, page 81
- FCC Compliance Statements, page 82
- Cisco Product Security Overview, page 83

Safety and Performance Information

Power Outage

Power outages and other devices can affect your Cisco IP Phone.

Your access to emergency service through the phone requires that the phone receive power. If a power interruption occurs, Service and Emergency Calling Service dialing will not function until power is restored. In case of a power failure or disruption, you may need to reset or reconfigure the equipment before you can use the Service or Emergency Calling Service dialing.

External Devices

We recommend using good-quality external devices, such as headsets, cables, and connectors, that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

Note Not all Cisco IP Telephony products support external devices, cords or cables. For more information, consult the documentation for your endpoint.

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, Cisco recommends 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].

Bluetooth Wireless Headset Performance

The Cisco IP Phones support Bluetooth Class 2 technology when the headsets support Bluetooth. Bluetooth enables low-bandwidth wireless connections within a range of 30 feet (10 meters). The best performance is in the 3- to 6-foot (1- to 2-meter) range. You can connect up to five headsets, but only the last one connected is used as the default.

Because there can be potential interference issues, Cisco recommends that you move 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects away from the wireless headset.

For a Bluetooth wireless headset to work, it does not need to be within direct line-of-sight of the phone, but some barriers, such as walls or doors, and interference from other electronic devices, can affect the connection.

Power Information

Connect your Cisco IP phone to your LAN using a CAT 5e Ethernet cable to enable full functionality of your Cisco IP phone. If your Ethernet port is equipped with Power over Ethernet (PoE), your Cisco IP phone can be powered through the LAN port. Do not extend the LAN Ethernet cable outside the building.

FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:

FCC Part 15.21 Statement

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

FCC RF Radiation Exposure Statement

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

FCC Receivers and Class B Digital Statement

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

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

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

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing 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 may be found at http://www.bis.doc.gov/index.php/regulations/export-administration-regulations-ear.

CHAPTER 13

Warranty

- Cisco One-Year Limited Hardware Warranty Terms, page 85

Cisco One-Year Limited Hardware Warranty Terms

Special terms apply to your hardware warranty and services that you can use during the warranty period.

Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com at the following URL: http://www.cisco.com/go/hwwarranty.