Cisco Unified IP Phone 7931G User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)

First Published: 2012-1-1

Last Modified: 2018-04-05

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Introduction

This guide provides an overview of the features available on your phone. You can read it completely for a solid understanding of your phone capabilities or refer to the following table for pointers to commonly used sections.

If you want to...	Then
Explore your phone on your own	Press ⬤ (📠) > ❷ on the phone when you need assistance.
Review important safety information	See Safety and Performance Information, on page xiii.
Connect your phone	See Phone Installation, on page 13.
Use your phone after it is installed	See Features of Your Cisco Unified IP Phone, on page 1.
Learn about buttons and softkeys	See Buttons and Hardware, on page 1.
Make calls	See Basic Call Options, on page 17.
Put calls on hold	See Hold and Resume, on page 24.
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If you want to...	Then
Make conference calls	See Conference Calls, on page 32.
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View your missed calls	See Call Logs, on page 63.
Listen to your voice messages	See Voice Messages, on page 73.

Additional Information

You can access the most current Cisco documentation at this URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

You can access the Cisco website at this URL:

http://www.cisco.com/

You can access the most current licensing information at this URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/all_models/openssl_license/7900_ssllic.html

Cisco Unified IP Phone 7900 Series eLearning Tutorials

(SCCP phones only.)

The Cisco Unified IP Phone 7900 Series eLearning tutorials use audio and animation to demonstrate basic calling features. You can access eLearning tutorials online (for several phone models) from your personal computer. Look for the eLearning tutorial (English only) for your phone model in the documentation list at this URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Note   Although an eLearning tutorial may not be available for your specific Cisco Unified IP Phone, see the Cisco Unified IP Phone 7900 Series eLearning tutorials for an overview of the common Cisco Unified IP Phone features and functionality.

Safety and Performance Information

The following sections provide information about the impact of power outages and external devices on your Cisco Unified IP Phone.

Power Outage

Your access to emergency service through the phone depends on the phone being powered. If there is a power interruption, 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 using the Service or Emergency Calling Service dialing.

External Devices

Cisco recommends 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 phone.

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].

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan

• Attacks that occur on your network, such as a Denial of Service attack

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.

Accessibility Features

The Cisco Unified IP Phone 7900 Series provides accessibility features for the vision impaired, the blind, and the hearing and mobility impaired.

For detailed information about the features on these phones, see Accessibility Features for the Cisco Unified IP Phone 7900 Series.

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

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

Features of Your Cisco Unified IP Phone

Phone Overview

The Cisco Unified IP Phone 7931G is a full-feature telephone that provide voice communication over the same data network that your personal computer uses, which allows you to place and receive phone calls, put calls on hold, transfer calls, and make conference calls.
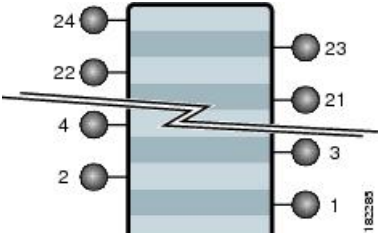
It is designed to meet the communication needs with moderate telephone traffic and specific call requirements. It provides you with dedicated hold, redial, and transfer keys to facilitate call handling and enhanced productivity features that extend your call-handling capabilities:

- Access to network data, XML applications, and web-based services.

- Online customization of phone features and services from your Cisco Unified Communications Manager User Options web pages.

- A comprehensive online help system that displays information on the phone screen.

Buttons and Hardware

Use the following graphic to identify buttons and hardware on your phone.

	Item	Description
1	Programmable buttons	Depending on configuration, programmable buttons (or line keys) provide access to: • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the BLF speed-dial feature) • Web-based services (for example, a Personal Address Book button) • Call features (for example, Privacy and Conference) • Local features (for example, Application menu, Headset, Settings) 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, logged into Hunt Group, headset or other local feature enabled • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use (shared line, BLF status, or active Mobile Connect call) • Red, flashing: Remote call on hold Line keys are numbered 24 to 1 in descending order, alternating from left to right.
2	Paper label	Allows you to identify each button with line or feature information.
3	Softkey buttons	Each activates a softkey option (displayed on your phone screen).

	Item	Description
4	Hold button	Places calls on hold.
5	Transfer button	Connects a call to another number.
6	Redial button	Connects to the last dialed number.
7	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
8	Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
9	Volume button	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).
10	Speaker button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit. Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green. The speakerphone audio path does not change until you select a new default audiopath (for example, by picking up the handset). If external speakers are connected, the Speakerphone button uses these speakers as the default audio path.
11	Handset	Functions like a traditional handset.
12	Handset indicator light	Indicates an incoming call or new voice message. Flashes for an incoming call and remains on when there is a message waiting.
13	Phone screen	Displays information such as line or call status, phone number, and softkey.
14	Cisco Unified IP Phone model	Shows the Cisco Unified IP Phone model number.

	Item	Description
15	4-way navigation pad and Select button (center)	Navigation button • Scroll up and down to see menus and highlight items • Scroll left to open the Details view and see directory numbers and features assigned to each line button (when on call screen) • Scroll right to close the Details view
		Select button—scroll to select a line using the Navigation button, then: • If the button is mapped to a directory number, and: 　° The line is idle, press to initiate a new call. 　° An on-hold call is on the line, press to resume the call. 　° An active call is on the line, the Select button has no effect. • If the button is mapped to a feature, press to access the feature.

Line and Call Definitions

The terms *lines* and *calls* can be easily confused.

Lines

There are 24 programmable buttons. Typically, your system administrator assigns some of these lines (up to 24) to be used as lines for making and receiving calls. Each corresponds to a directory number or intercom number that others can use to call you.

Some of your lines may share the same directory number, and others may have unique directory numbers. To see your phone lines, use the Navigation button to scroll through the list of programmable button display.

Buttons configured as lines display their assigned directory number and associated button number. For example, if you have directory number "3105" assigned to button 1, the line appears as 3105:01 on the phone screen. Each line also has an associated icon to help you identify the purpose.

Calls

Each line can support a single call. If multiple lines share a directory number, each line can still support one call each.

Related Topics

Line and Call Icons

Your phone displays icons to help you determine the line and call state and feature accessibility on each line.

Icon	Line or call state	Description
Call State		
☎	On-hook line	No call activity on this line.
☏	Off-hook line	You are dialing a number or an outgoing call is ringing.
◗	Connected call	You are connected to the other party.
◨➔	Call Forwarding enabled	Call forwarding is enabled on this line.
☏☎☏	Ringing call	A call is ringing on one of your lines, or a BLF- monitored line is ringing (Busy Lamp Field (BLF) Pickup). See Busy Lamp Field Features, on page 45.
▮▮	Call on hold	You have put the call on hold. See Hold and Resume, on page 24.
▮▮	Remote call on hold	Another phone that shares your line has put a call on hold. See Hold and Resume, on page 24.
↻	Remote-in-use	Another phone that shares your line has a connected call. See Shared Lines, on page 43.
▨	Authenticated call	See Secure Calls, on page 46.
🔒	Encrypted call	See Secure Calls, on page 46.
▤	Idle Intercom line	The intercom line is not in use. See Intercom Calls, on page 36.
◩	One-way intercom	The intercom line is sending or receiving one-way audio. See Intercom Calls, on page 36.
◪	Two-way intercom	You press the intercom line to activate two-way audio with the intercom caller. See Intercom Calls, on page 36.
Feature Access		
⊞	Application menu	The Application menu is assigned to this line key. See Application Menu Navigation, on page 8.
⌨	Settings menu	The Settings menu is assigned to this line key. See Phone Customization, on page 59.

Icon	Line or call state	Description
	Directories menu	The Directories menu is assigned to this line key. See Call Logs and Directories, on page 63.
	Messages menu	The Messages menu is assigned to this line key. See Voice Messages, on page 73.
	Services menu	The Services menu is assigned to this line key. See Phone Service Setup on Web, on page 82.
	Headset button	You can use this option to use a headset with your phone. See Handset, Headset, and Speaker, on page 55.
	Conference button	Conference is assigned to this line key. See Conference Calls, on page 32.
	Other Calling feature	A call feature is assigned to this line key. Refer to the text description next to this icon to verify the feature.
	Mobility	Mobility access is assigned to this line key. See Business Calls Using Single Phone Number, on page 51.
	Feature enabled	A call feature assigned to this line key is enabled. Refer to the text description next to this icon to verify the feature.
	Speed-dial or BLF speed-dial button	A speed-dial button is assigned to this line key. See Call PickUp, on page 40, Phone Service Setup on Web, on page 82, and Busy Lamp Field Features, on page 45.

Tip

To help you remember the line key assignments, your system administrator may provide you with a preprinted paper label. If not, remove the blank one and make your own labels.

Phone Screen Features

The following figure shows how your phone screen may look like when idle. This view is called "Overview."

1	Date and time display	Displays the current date and time.
2	Primary phone line	Displays the phone number (directory number) for your primary phone line.
3	Programmable button indicators	Programmable buttons⚪ can serve as phone line buttons, intercom line buttons, speed-dial buttons, phone service buttons, call feature buttons, or local feature buttons.
		Icons and text descriptions indicate how these buttons are configured. For an icon reference, see Line and Call Icons, on page 6.
4	Softkey labels	Each displays a softkey function.
5	Status line	Displays audio mode icons, status information, and prompts.

The following figure is what your phone screen may look like when connected to a call. This view is called "Details."

1	Overview	Displays line number and icon state for all lines.
2	Details View	Displays details about the assigned call and local features for the selected line key; in this example, information about the connected call displays, such as directory number, time connected, and call status display. Use the Navigation button to scroll and view details about other lines.
		Call and local features display label names and icons in their Details view. See Line and Call Icons, on page 6.

Application Menu Navigation

Use the Applications menu to access local phone features.

If you want to...	Then...
Access the Application menu	Press ⚪ > ▦ to display a list of Applications: Messages, Directory, Settings, Services, and Help. Typically, the Application menu is assigned to ⚪ button 24, located at the top of the left column.
Scroll through a list or menu	Use the Navigation button.

If you want to...	Then...
Select a menu item	Use the Navigation button to scroll and highlight a menu item, then press 🕐 or **Select**. You can also press the number on the keypad that corresponds to the number for the menu item.
Go back one level in a menu	Press **Exit**. If you press **Exit** from the top-level of a menu, the menu will close.
Close a menu (and return to the Applications menu)	Press **Exit** one or more times until the menu closes.
Exit the Applications menu	Press ⚪ or **Exit**.

Tip

Some Application menu items (Settings, Directories, Services, Messages) can also be assigned their own button. Use the Navigation button to scroll through the Overview and see to identify these lines.

Phone Help System

Your phone provides a comprehensive online help system.

To view the phone help, press ⚪ > ⊞ > **Help**.

Typically, the Application menu is assigned to ⚪ button 24, located at the top of the left column.

Feature Availability

Depending on your phone system configuration, features included in this Phone Guide may not be available to you or may work differently on your phone. Contact your support desk or system administrator for information about feature operation or availability.

You can access features using softkeys or pressing a line key. You can configure some of these features, but your system administrator controls most of them.

Here are some details about using softkeys and line buttons to access features.

Feature	Softkey	Line Button Label and Icon
CallBack	CallBack	CallBack ▶
Call Forward	CFwdALL	Forward All ▶
Call Park	Park	Park ▶
Call PickUp	PickUp	PickUp ▶

Feature	Softkey	Line Button Label and Icon
Conference	Confrn	Conference ⅲ
Conference List	ConfList	Conference List ►
Do Not Disturb	DND	Do Not Disturb ●
End Call	EndCall	End Call ►
Group PickUp	GPickUp	Group PickUp ►
Hold	Hold	⬭ button
Hunt Group	HLog	Hunt Group ►
Malicious Call Identification	MCID	Malicious Call ID ►
Meet Me Conferencing	MeetMe	MeetMe ►
Mobility	Mobility	Mobility ▯
New Call	New Call	New Call ►
Other PickUp	OPickUp	Other PickUp ►
Redial	Redial	⬤ button
Remove Last Conference Participant	RmLstC	Remove Last Participant ►
Transfer	Transfer	⬤ button
Video Support	VidMode	Video ◧

SIP and SCCP Signaling Protocols

Your system administrator configures your phone with one of two signaling protocols: Session Initiation Protocol (SIP) or Skinny Call Control Protocol (SCCP).

Phone features can vary depending on the protocol. This guide indicates which features are protocol-specific. To learn which protocol your phone is using, contact your system administrator.

Energy Savings

Your phone supports the Cisco EnergyWise program. Your system administrator sets up sleep (power down) and wake (power up) times for your phone to save energy.

Ten minutes before the scheduled sleep time, if audible alert is enabled by your system administrator, you hear your ringtone play. The ringtone plays according to the following schedule:

- At 10 minutes before power down, the ringtone plays four times

- At 7 minutes before power down, the ringtone plays four times

- At 4 minutes before power down, the ringtone plays four times

- At 30 seconds before power down, the ringtone 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 going to power down. To keep the phone active, press any key on the phone. If you do not press 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 informing you of the pending power shutdown. Before the shutdown happens, you see a message to remind you that your phone is going to power down.

At the scheduled time, your phone powers up. To wake up the phone before the schedule time, contact your administrator.

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), see your system administrator to have your phone reconfigured.

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

Phone Installation

Cisco Unified IP Phone 7931G Connections

The following figure and table show how to connect your phone.
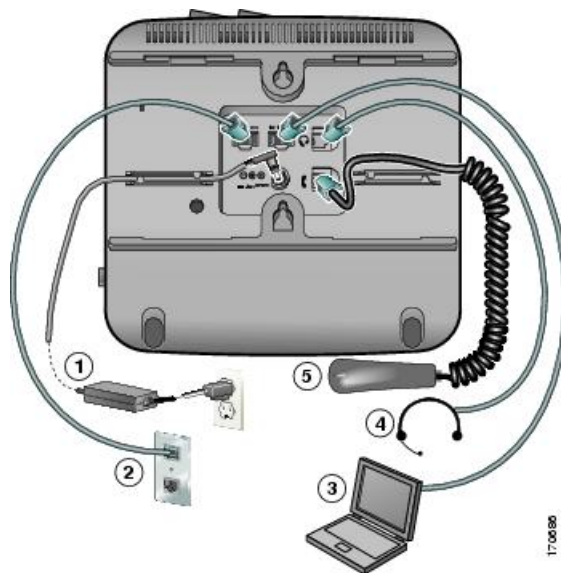
1	DC Adaptor port (DC48V)
2	Network port (10/100 SW)

3	Access port (10/100 PC)
4	Headset port
5	Handset port

Phone Cable Lock

You can secure the Cisco Unified IP Phone to a desktop using a laptop cable lock. The lock connects to the security slot on the back of the phone, and the cable can be secured to a desktop.

The security slot can accommodate a lock up to 20 mm. Compatible laptop cable locks include the Kensington laptop cable lock and laptop cable locks from other manufacturers that can fit into the security slot on the back of the phone. See the following figure.

Figure 1: Connecting a Cable Lock to the Cisco Unified IP Phone
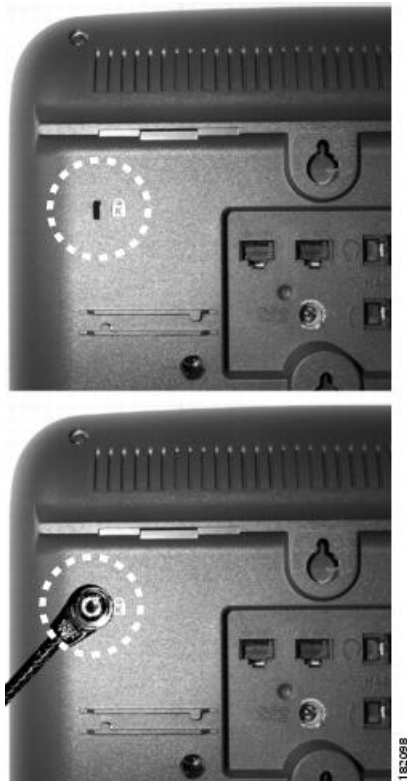
Adjust the Handset Rest

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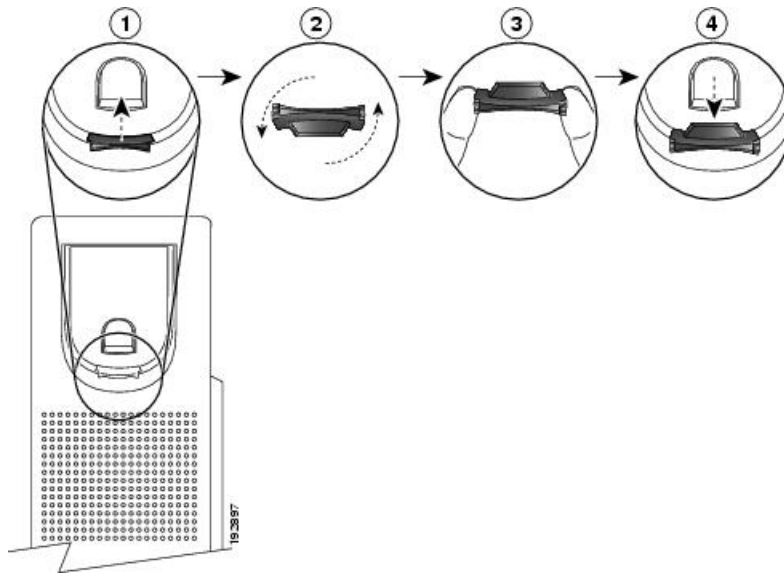
Procedure

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.

TAPS Registration

TAPS might be used either for a new phone or to replace an existing phone. To register with TAPS, pick up the handset, enter the TAPS extension provided by your system administrator, and follow the voice prompts. You might need to enter your entire extension, including the area code. After your phone displays a confirmation message, hang up. The phone restarts.

Headset Support

Although Cisco Systems performs limited internal testing of third-party headsets for use with the Cisco Unified IP Phones, Cisco does not certify or support products from headset (or handset) vendors.

Cisco recommends the use of good quality headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of the headsets and their proximity to other devices such as mobile phones and two-way radios, some audio noise or echo may still occur. An audible hum or buzz may be heard by either the remote party or by both the remote party and the Cisco Unified IP

Phone user. Humming or buzzing sounds can be caused by a range of outside sources: for example, electric lights, electric motors, or large PC monitors.

> ✎
>
> **Note**   In some cases, hum may be reduced or eliminated by using a local power cube or power injector.

These environmental and hardware inconsistencies in the locations where Cisco Unified IP Phones are deployed means that there is not a single headset solution that is optimal for all environments.

Cisco recommends that customers test headsets in their intended environment to determine performance before making a purchasing decision and deploying on a large scale.

Audio Quality

Beyond physical, mechanical, and technical performance, the audio portion of a headset must sound good to the user and to the party on the far end. Sound quality is subjective and Cisco cannot guarantee the performance of any headsets. However, a variety of headsets from leading headset manufacturers are reported to perform well with Cisco Unified IP Phones.

For additional information, see the Headsets for Cisco Unified IP Phones and Desktop Clients page on Cisco.com.

Wireless Headset Information

For information about wireless headsets that work in conjunction with the wireless headset remote hookswitch control feature, go to this URL:

http://www.cisco.com/en/US/partner/prod/voicesw/ucphone_headsets.html

1   From the Enter Solution list box, choose **IP Communications**. The Select a Solution Category list box appears.

2   Choose **IP Phone Headsets** to see a list of Technology Development Program partners.

See the wireless headset documentation for information about connecting the headset and using the features.

Calling Features

Calling Features Overview

You can perform basic call-handling tasks using a range of features and services. Feature availability can vary; contact your system administrator for more information.

Basic Call Options

The following procedures describe some easy ways to place a call on your Cisco Unified IP Phone.

Tips

- You can dial on-hook, without a dial tone (predial). To predial, enter a number, then go off-hook by lifting the handset, pressing **Dial**, or pressing ⬤ (◐) or 🔊.

- When you predial, your phone tries to anticipate the number you are dialing by displaying matching numbers (if available) from your Placed Calls log. This is called Auto Dial. To call a number displayed with Auto Dial, scroll to it and go off-hook or press **Select**.

- If you make a mistake while dialing, press << to erase digits.

- If parties on a call hear a beep tone, the call may be monitored or recorded. For more information, contact your system administrator.

- You can start or stop a recording by pressing **Record** on your phone.

- Your phone may be set up for international call logging, which is indicated by a "+" symbol on the call logs, redial, or call directory entries. For more information, contact your system administrator.

Related Topics

Place Call

Procedure

Pick up the handset and dial the number.

Place Call Using Speakerphone

Procedure

Step 1 Press 🔊

Step 2 Enter a number.

Place Call Using Headset

Procedure

Press ⬤ (◐) and enter a number.
Typically, button 23 is assigned to the headset.

Redial Number

Procedure

Press 🌐 to dial the last number.

Dial from Call Log

Procedure

Step 1 Press ⚫ and select **Directories**.

Step 2 Select one of the following options:

- Missed Calls
- Received Calls
- Placed Calls

Step 3 Scroll to the number and press **Dial**.

Additional Call Options

You can place calls using special features and services that may be available on your phone. Contact your system administrator for more information about these additional options.

Tips

- To place a call using your Extension Mobility profile, log in to the Extension Mobility service on a phone.
- To see if a line associated with a speed-dial is busy before placing a call to that line, look for Busy Line Feature indicators.

Related Topics

Place Call While Another Call is Active (Using Different Line)

Procedure

Step 1   Press ⬤ for a new line. The first call is automatically placed on hold.

Step 2   Enter a number.

Make Speed-Dial Call

Procedure

Do one of the following:

 • Press ⬤ (▦).

 • Use the Abbreviated Dial feature.

 • Use the Fast Dial feature.

Dial From Corporate Directory on Phone

Procedure

Step 1   Press ⬤ (▦) > **Directories** > **Corporate Directory** (name can vary).

Step 2   Enter a name and press **Search**.

Step 3   Highlight a listing and go off-hook.

Notify When Busy or Ringing Extension Available (CallBack)

Note   When a call is being chaperoned, the call chaperone cannot use CallBack.

Procedure

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

Step 2 Hang up. Your phone alerts you when the line is free.

Step 3 Place the call again.

Make Priority (Precedence) Call

Procedure

Step 1 Enter the MLPP access number.

Step 2 Enter a phone number.

Dial From Personal Address Book (PAB) Entry

Procedure

Step 1 Press ⬤ (▤) > **Directories** > **Personal Directory** to log in.

Step 2 Choose **Personal Address Book** and search for a listing.

Place Call Using Billing or Tracking Code

Procedure

Step 1 Dial a number.

Step 2 After the tone, enter a Client Matter Code (CMC) or a Forced Authorization Code (FAC).

Make Call from Mobile Phone Using Mobile Voice Access

Procedure

Step 1 Obtain your Mobile Voice Access number and PIN from your system administrator.

Step 2 Dial your assigned Mobile Voice access number.

Step 3 Enter your mobile phone number (if requested) and PIN.

Step 4 Press **1** to make a call to an enterprise IP Phone.

Step 5 Dial a desktop phone number other than your desktop phone number.

Place Fast Dial Call

Before using this option, your system administrator must configure this feature and assign a service URL to the line button. Contact your system administrator for more information.

Procedure

Step 1 Press the Fast Dial line button.

Step 2 Scroll to or press the index number to find and select an entry.
The system dials the specified number.

Place Call Using PAB

Before using this option, your system administrator must configure this feature and assign a service URL to the line button. For more information, contact your system administrator.

Procedure

Step 1 Press the PAB line button.

Step 2 Access the contact and select the number.
The system dials the specified number.

Call Answer

You can answer a call by lifting the handset, or you can use other options if they are available on your phone.

If you want to...	Then...	For more information, see...
Answer with a headset	Press ⚫ (◐), if unlit. Or, if 🟢 (◐) is lit, press **Answer** or 🟠 (flashing). **Note** The ringing line is selected automatically. Contact your system administrator about options to always select the primary line. If you are using a wireless headset, refer to the wireless headset documentation.	Handset, Headset, and Speaker, on page 55
Answer with the speakerphone	Press 🔊, **Answer**, or 🟠 (flashing). **Note** The ringing line is selected automatically. Contact your system administrator about options to always select the primary line.	Handset, Headset, and Speaker, on page 55
Switch from a connected call to answer a new call	Press **Answer** or, if the call is ringing on a different line, press 🟠 (flashing).	Hold and Resume, on page 24
Answer using call waiting	Press **Answer**.	Hold and Resume, on page 24
Send a call to a voice-message system	Press **iDivert**.	Call Transfer to Voice Message System, on page 28
Auto-connect calls	Use AutoAnswer.	AutoAnswer with Headset or Speakerphone, on page 57
Retrieve a parked call on another phone	Use Call Park, Directed Call Park, or Assisted Directed Call Park.	Call Park, on page 41
Use your phone to answer a call ringing elsewhere	Use Call Pickup.	Call PickUp, on page 40
Answer a priority call	Hang up the current call and press **Answer**.	Priority Calls, on page 48
Answer a call on your mobile phone or other remote destination	Set up Mobile Connect and answer your phone. When you enable Mobile Connect, answer the call on your mobile phone and you have up to four IP Phones or a softphone configured as shared lines, the additional phones stop flashing.	Business Calls Using Single Phone Number, on page 51

Tips

- If parties on a call hear a beep tone, the call may be monitored or recorded. Contact your system administrator for more information.

- If you work in a contact center or similar environment, you can create, update, and delete your own prerecorded greeting that plays automatically if Agent Greeting is configured on your phone. For more information, contact your system administrator.

- A Call Chaperone user cannot answer an incoming call while the calls are being chaperoned.

Call Disconnect

To end a call, simply hang up. Here are some more details.

If you want to...	Then...
Hang up while using the handset	Return the handset to its cradle. Or press **EndCall**.
Hang up while using a headset	Press ● (○). Or, to keep headset mode active, press **EndCall**.
Hang up while using the speakerphone	Press ● or **EndCall**.

Hold and Resume

You can hold and resume calls. When you put a call on hold, the Hold icon ▮▮ appears on the right in the call information area and the corresponding line button flashes green ●. With a shared line, when you place a call on hold, the line button flashes green and the phone displays the local hold icon. When another phone places a call on hold, the line button flashes red ● and the phone displays the remote hold icon ▮▮.

If another user put a shared line on hold, its associated line button displays ● (flashing). You (and anyone else sharing that line) can resume the call.

If the Hold Reversion feature is enabled for your phone, a call that you put on hold reverts back to ringing after a certain period of time. The "reverting" call remains on hold until you resume it or until Hold Reversion times out.

Your phone indicates the presence of a reverting call by:

- Alerting you at intervals with a single ring (or flash or beep, depending on your phone line setting).

- Briefly displaying a Hold Reversion message in the status bar at the bottom of the phone screen.

- Displaying the animated Hold Reversion icon 🔁 next to the caller ID for the held call.

- Displaying a line button ● (flashing, depending on the line state).

Tips

- Engaging the Hold feature typically generates music (if Music on Hold is configured) or a beeping tone.

- If you receive an alert for an incoming call and a reverting call at the same time, by default your phone shifts the focus of the phone screen to display the incoming call. Your system administrator can change this focus priority setting.

- If you use a shared line, Hold Reversion rings only on the phone that put the call on hold, not on the other phones that share the line.

- Your system administrator determines the duration between Hold Reversion alerts.

- When a call is chaperoned, the call chaperone cannot use Hold.

Put Call on Hold

Procedure

Step 1   Make sure that the appropriate call is highlighted.

Step 2   Press .

Remove Call from Hold on Current Line

Procedure

Step 1   For the flashing held call, press one of the following buttons:

-

-

-

Step 2   If there are multiple held calls, highlight the appropriate call and press **Resume** or press .

Multiple Calls

You can switch between multiple calls on multiple lines.

If you want to...	Then...
Switch to a held call on another line	Press (flashing) for the line that you are switching to.
Switch from a connected call to answer a ringing call	Press (flashing). Any active call is placed on hold and the selected call resumes.

In-Progress Call Movement

The following procedures provide details on how to switch in-progress calls between the desktop phone and your mobile phone or other remote destination.

Switch In-Progress Call from Mobile Phone to Desk Phone Sharing Same Line (Session Handoff)

Procedure

Step 1 While on your mobile phone, enter the access code for the Session Handoff feature (for example, *74). Contact your system administrator for a list of access codes.

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

Step 3 Press **Answer** on your desk phone within 10 seconds and start talking on the desk phone. Your system administrator sets the maximum number of seconds you have to answer the call on your desk phone.
The other Cisco Unified devices that share the same line display a `Remote in Use` message.

Switch In-Progress Call from Mobile Phone to Desk Phone

Procedure

Step 1 Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.

Step 2 Press **Answer** softkey on your desk phone within 4 seconds and start talking on the desk phone.

Switch In-progress Call from Mobile Phone to Cisco Unified Devices Sharing Same Line (Session Handoff)

Procedure

Step 1 Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.

Step 2 Press **Answer** on one of your Cisco Unified devices within 10 seconds and start talking on the phone.
The other Cisco Unified devices that share the same line display a `Remote in Use` message. The number of seconds to resume the call depends on the configuration set by the system administrator.

Mute

With Mute enabled, you can hear other parties on a call but they cannot hear you. You can use Mute with the handset, speakerphone, or headset.

Mute or Unmute Call

Procedure

Step 1 To mute a call, press .

Step 2 To unmute a call, press .

Call Transfer

Transfer redirects a connected call. The target is the number that you want to transfer the call to. When you transfer a call, your phone uses a new line to initiate the transfer.

Tips

- If on-hook transfer is enabled on your phone, you can either hang up to complete the call, or press and then hang up.

- If on-hook transfer is not enabled on your phone, hanging up without pressing again places the call on hold.

- You cannot use to redirect a call on hold. Press **Resume** to remove the call from hold before transferring it.

- When a call is chaperoned, the call chaperone cannot use Transfer.

- To redirect a call to a voice-message system, press **iDivert**. For more information, see .

Transfer Call Without Talking to Transfer Recipient

Procedure

Step 1   From an active call, press .

Step 2   Enter the target number.

Step 3   Press again to complete the transfer or press **EndCall** to cancel.
You need to wait until you hear ringing before you complete the transfer.

Step 4   If your phone has on-hook transfer enabled, complete the transfer by hanging up.

Talk to Transfer Recipient Before Call Transfer (Consult Transfer)

Procedure

Step 1   From an active call, press .

Step 2   Enter the target number.

Step 3   Wait for the transfer recipient to answer.

Step 4   Press again to complete the transfer or press **EndCall** to cancel.

Step 5   If your phone has on-hook transfer enabled, complete the transfer by hanging up.

Call Transfer to Voice Message System

You can use **iDivert** to send an active, ringing, or on-hold call to your voice-message system. Depending on the type of call and your phone configuration, you can also use **iDivert** to send the call to the voice message system of another party.

- If the call was originally sent to other phone, **iDivert** allows you to redirect the call either to your own voice message system or to the original called party's voice message system. Your system administrator must make this option available to you.

- If the call was sent to you directly (not transferred or forwarded to you), or if your phone does not support the option described above, using **iDivert** redirects the call to your voice message system.

Tips

- If your phone displays a menu that disappears before you make your selection, you can press **iDivert** again to redisplay the menu. You can also contact your system administrator to configure a longer time-out value.

- When you switch an in-progress call from your mobile phone to Cisco Unified devices that share the same line (Session Handoff), the iDivert feature is disabled on the Cisco Unified devices. The iDivert feature returns when the call ends.

- If the call was sent to you directly (not transferred or forwarded to you), or if your phone does not support the option described above, using iDivert redirects the call to your voice message system.

- When you switch an in-progress call from your mobile phone to Cisco Unified devices that share the same line (Session Handoff), the iDivert feature is disabled on the Cisco Unified devices. The iDivert feature returns when the call ends.

Send Active, Ringing, or On-Hold Call to Voice Message System

Procedure

Step 1 Press **iDivert**.
If you have no redirect options available, the call transfers to your voice message system.

Step 2 If you have redirect options available, your phone displays a new menu. Choose an option to redirect the call.

Call Forward

You can use the call forwarding features to redirect incoming calls from your phone to another number.

Your system administrator may allow you to choose from two types of Call Forwarding features:

- Unconditional call forwarding (Call Forward All): Applies to all calls that you receive.

- Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Coverage): Applies to certain calls that you receive, according to conditions.

You can access Call Forward All on your phone or from your Cisco Unified Communications Manager User Options web pages; conditional call forwarding features are accessible only from your User Options web pages. Your system administrator determines which call forwarding features are available to you.

Tips

- Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.

- You can forward your calls to a traditional analog phone or to another IP Phone, although your system administrator may restrict the call forwarding feature to numbers within your company.

- Call Forwarding is phone line specific. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.

- Your system administrator enables a call forward override feature that allows the person receiving your forwarded calls to reach you. With override enabled, a call placed from the target phone to your phone is not forwarded, but rings through.

- Your phone may reject your attempt to set up Call Forward All directly on the phone if the target number that you enter would create a call forwarding loop or would exceed the maximum number of links permitted in a call forwarding chain.

- When you switch an in-progress call from your mobile phone to Cisco Unified devices that share the same line (Session Handoff), the Call Forward feature is disabled on the Cisco Unified devices. The Call Forward feature returns when the call ends.

- When Call Forward is in effect, look for:

  ◦ The call forward icon next to the primary phone number: ◼◼, which is always on line key 1.

  ◦ The call forward target number in the status line.

Related Topics

Set Up and Cancel Call Forward All from Phone

Procedure

Step 1 To set up Call Forward All, press **CFwdALL** and enter a target phone number.
The phone displays visual indications that the phone is forwarding all calls.

Step 2 To cancel Call Forward All, press **CFwdALL**.
The phone display removes the visual indications that the phone is forwarded.

Set Up or Cancel Call Forwarding

When call forwarding is enabled for any line other than the primary line, your phone does not provide you with confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options web pages.

Procedure

Step 1 Log in to your User Options web pages.

Step 2 Access your call forwarding settings.

Do Not Disturb

Do Not Disturb (DND) turns off all audible and visual notifications of incoming calls. Your system administrator enables DND on your phone.

When DND and Call Forward are enabled on your phone, calls forwards immediately and the caller does not hear a busy tone.

DND interaction with other types of calls includes:

- DND does not affect intercom calls or nonintercom priority calls.

- If both DND and AutoAnswer are enabled, only intercom calls autoanswer.

- When you switch an in-progress call from your mobile phone to Cisco Unified phones that share the same line (Session Handoff), the phone disables the DND feature. The DND feature returns when the call ends.

Turn DND On and Off

Procedure

Step 1 To turn DND on, press **DND**.

`Do Not Disturb` displays on the phone, the DND lights ● (solid), and the ringtone turns off.

Step 2 To turn DND off again, press **DND**.

Set Up DND Settings

If your system administrator configured DND settings to appear on the User Options page, perform these steps:

Procedure

Step 1 Log in to your User Options web pages.

Step 2 From the drop-down menu, choose **User Options** > **Device**.

Step 3 You can set the following options:

- Do Not Disturb: Set to enable/disable DND.

- DND Option: Choose either Call Reject (to turn off all audible and visual notifications) or Ringer Off (to turn off only the ringer).

- DND Incoming Call Alert (applies to either DND option set): Set the alert to beep only, flash only, disable the alert, or choose "None" (to use the "Alert" setting configured by your system administrator).

Conference Calls

Your Cisco Unified IP Phone allows you to join three or more people into one telephone conversation, creating a conference call.

You can create a conference in various ways, depending on your needs and the features that are available on your phone.

- Conference: Allows you to create a standard (ad hoc) conference by calling each participant. Use the Confrn softkey or the Conference button. Conference is available on most phones.

- Join: Allows you to create a standard (ad hoc) conference by combining existing calls. Use the Join softkey.

- Meet Me: Allows you to create or join a conference by calling a conference number. Use the MeetMe softkey or button.

Ad Hoc Conference

Conference allows you to call each participant. Conference is available on most phones.

Tips

- If you frequently join more than two parties into a single conference, you may find it useful to first select the calls that you want to join, then press **Join** to complete the action.

- When Join completes, caller ID changes to `Conference`.

- A Call Chaperone user can conference only the first caller. Subsequent callers can be conferenced by the other participants in the conference.

- For a list of conference participants, see Conference Participants List, on page 35.

Create Conference by Calling Participants

Procedure

Step 1 From a connected call, press **Confrn** or **Conference**. You may need to press the **more** softkey to see **Confrn**.

Step 2 Enter the phone number of the participant.

Step 3 Wait for the call to connect.

Step 4 Press **Confrn** or **Conference** again to add the participant to your call.

Step 5 Repeat to add additional participants.

Add New Participants to Conference

Your system administrator determines whether noninitiators of a conference can add or remove participants.

Procedure

Step 1 From a connected call, press **Confrn** or **Conference**. You may need to press the **more** softkey to see **Confrn**.

Step 2 Enter the phone number of the participant.

Step 3 Wait for the call to connect.

Step 4 Press **Confrn** or **Conference** again to add the participant to your call.

Step 5 Repeat to add additional participants.

Join Conference

Join allows you to combine two or more existing calls to create a conference in which you are a participant.

Tips

- If you frequently join more than two parties into a single conference, you may find it useful to first select the calls that you want to join together, then press **Join** to complete the action.

- When Join completes, caller ID changes to `Conference`.

- For a list of conference participants, see .

Join Together Existing Calls on Single Phone Line

Procedure

Step 1 From an active call, press **Join**. You may need to press **more** to see **Join**.

Step 2 Press the green flashing line button for the calls that you want to include in the conference.
One of the following results occurs:

- The calls are joined.

- A window opens on your phone screen prompting you to select the calls that you want to join. Highlight the calls, press **Select**, and then press **Join** to complete the action.

Join Together Existing Calls on Multiple Phone Lines

Procedure

Step 1 From an active call, press **Join**. You may need to press **more** to see **Join**.

Step 2 Press the green flashing line button 🟢 for the calls that you want to include in the conference.

Note If your phone does not support Join for calls on multiple lines, transfer the calls to a single line before using **Join**.

Step 3 If a window opens on your phone screen prompting you to select the calls that you want to join, highlight the calls, press **Select**, and then press **Join** to complete the action.
The calls are joined.

Meet Me Conference

Meet Me conferencing allows you to start or join a conference by calling the conference number.

Tip

- If you call a secure Meet Me conference number from a nonsecure phone, your phone displays the message `Device Not Authorized`. For more information, see Secure Calls, on page 46.

- A Meet Me conference ends when all participants hang up.

- If the conference initiator disconnects, the conference call continues until all participants hang up.

Start Meet Me Conference

Participants cannot join the conference until the initiator starts the conference.

Procedure

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

Step 2 Distribute the number to participants.

Step 3 When you are ready to start the meeting, go off-hook to get a dial tone, then press **MeetMe**.

Step 4 Dial the Meet Me conference number.
Participants can now join the conference by dialing the Meet Me number.

Join Meet Me Conference

Procedure

Step 1 Dial the Meet Me conference number provided by the conference initiator.

Step 2 If you hear a busy tone, the conference initiator has not joined the conference. Wait a minute and then try your call again.

Conference Participants List

During a standard (ad hoc) conference, you can view a list of participants and remove participants. Participants are listed in the order in which they join the conference with the most recent additions at the top.

Note The conference participants list, ConfList, displays a maximum of 16 participants. Though users can add as many conference participants as the conference bridge supports, ConfList displays 16 participants only. As new participants join the conference, ConfList displays only the last 16 participants who have joined.

To add more participants, see Add New Participants to Conference, on page 33

Control Conference Using Participants List

The conference participants list, ConfList, displays a maximum of 16 participants. Though users can add as many conference participants as the conference bridge supports, ConfList displays 16 participants only. As new participants join the conference, ConfList displays only the last 16 participants who have joined.

Procedure

Step 1 Press **ConfList** or **Conference List**.
Participants are listed in the order in which they join the conference with the most recent additions at the top.

Step 2 To get an updated list of conference participants, press **Update**.

Step 3 To see who initiated the conference, locate the participant listed at the bottom of the list with an asterisk (*) next to the name.

Step 4 To remove any conference participant, highlight the participant's name and press **Remove**.

Step 5 To drop the last participant added to the conference, press **RMLstC**.
You can remove participants only if you initiated the conference call.

Verify Conference Call Security

Procedure

Step 1 To verify conference security, press **ConfList** or **Conference**.

Step 2 To verify that a conference call is secure, look for the ⬚ or 🔒 icon after **Conference** on the phone screen.

Step 3 To verify that a participant is calling from a secure phone, look for the ⬚ or 🔒 icon beside the participant's name on the phone screen.

Intercom Calls

You can place an intercom call to a target phone that autoanswers the call in speakerphone mode with mute activated. The one-way intercom call allows you to deliver a short message to the recipient. The audio plays on the handset or headset, if one of these is in use. Any current call activity that your recipient is engaged in continues simultaneously.

When you receive an intercom-alert tone, you can choose one of these options:

- Listen to the caller with your microphone muted (you can hear the caller, but the caller cannot hear you).
- End the intercom call by pressing **EndCall** with the intercom call in focus. Do this if you do not want to hear the message.
- Talk to the caller by pressing the active intercom button and using either the handset, headset, or speaker. The intercom call becomes a two-way connection so that you can converse with the caller.

When using the intercom feature, be aware of the following:

- From an intercom line, you can only dial other intercom lines.
- You can use only one intercom line at a time.
- When your active call is being monitored or recorded, you can receive or place intercom calls.
- You cannot place an intercom call on hold.

Note If you log into the same phone on a daily basis using your Cisco Extension Mobility profile, ensure that your system administrator assigns the phone button template that contains intercom information to this profile and assign the phone as the default intercom device for the intercom line.

Place Intercom Call to Preconfigured Intercom Number

Procedure

Step 1   Press ⬤ (intercom target line).

Step 2   After you hear the intercom-alert tone, begin speaking.

Place Intercom Call to Any Intercom Number

Procedure

Step 1   Press ⬤ (▤).

Step 2   Enter the intercom target number or press a speed-dial number for your target.

Step 3   After you hear the intercom-alert tone, begin speaking.

Receive Intercom Call

Procedure

When you hear the intercom-alert tone, handle the call in one of these ways:

- Listen to the message in one-way audio.

- Speak to the caller by pressing 🟠 (active intercom line).

- Press **EndCall** with the intercom call in focus.

Advanced Call Handling

Advanced call-handling tasks involve special features that your system administrator may configure for your phone depending on your call-handling needs and work environment.

Speed Dial

Speed Dial allows you to enter an index number, press a button, or select a phone screen item to place a call. Depending on the configuration, your can phone support several speed-dial features:

• Speed-dial buttons

• Abbreviated Dialing

• Fast Dials

To set up Speed-dial buttons and Abbreviated Dialing, you must access your User Options web pages. To set up Fast Dials, you must access the Personal Directory feature. Alternately, your system administrator can configure Speed-dial features for you.

Related Topics

Make Call Using Speed-Dial Buttons

If your phone supports the Busy Lamp Field (BLF) speed-dial feature, you can see if the speed-dial number is busy before dialing.

Procedure

Step 1 Set up speed-dial buttons.

Step 2 To place a call, press ⬤ (▦).

Make Call Using On-Hook Abbreviated Dial

Procedure

Step 1 Set up Abbreviated Dialing codes.

Step 2 To place a call, enter the Abbreviated Dialing code and press **AbbrDial**.

Make Call Using Off-Hook Abbreviated Dial

Procedure

Step 1 Pick up the handset.

Step 2 Press **AbbrDial** and enter the abbreviated dial code using the keypad.

Step 3 Press **AbbrDial** again.

Make Conference Using Off-Hook Abbreviated Dial

Procedure

Step 1   Press the **Confrn** softkey. The user will hear dial tone.

Step 2   Press the **AbbrDial** softkey and enter the abbreviated dial code using the keypad.

Step 3   Press the **AbbrDial** softkey again.

Step 4   Press the **Confrn** softkey again.

Transfer Call Using Off-Hook Abbreviated Dial

Procedure

Step 1   Press the **Transfer** softkey. The user will hear dial tone.

Step 2   Press the **AbbrDial** softkey and enter the abbreviated dial code using the keypad.

Step 3   Press the **AbbrDial** softkey again.

Step 4   Press the **Transfer** softkey again.

Make Call Using Off-Hook Abbreviated Dial with Call on Hold

Procedure

Step 1   Press the **NewCall** softkey.

Step 2   Press the **AbbrDial** softkey and enter the abbreviated dial code using the keypad.

Step 3   Press the **AbbrDial** softkey again.

Make Call Using Fast Dial

Procedure

Step 1   Create a Personal Address Book entry and assign a Fast Dial code.

Step 2   To place a call, access the Fast Dial service on your phone.

Call PickUp

Call PickUp allows you to answer a call ringing on a coworker's phone by redirecting the call to your phone. You might use Call PickUp if you share call-handling tasks with coworkers.

Tips

- If multiple calls are available for pick up, your phone picks up the oldest call first (the call that has been ringing for the longest time).

- If you press **GPickUp** or **Group PickUp** and enter a line number, your phone picks up the ringing call on that particular line (if available).

- If you have multiple lines and want to pick up the call on a nonprimary line, first press ⚪ for the desired line and then press a **Call PickUp** softkey or button.

- Depending on the phone configuration, you may receive an audio or visual alert about a call to your pickup group.

- To use the BLF Pickup feature on your phone, see Busy Lamp Field Features, on page 45.

Answer Call Ringing on Another Extension Within Call Pickup Group

Procedure

Step 1 Press **PickUp**. You might have to go off-hook to display the softkey.
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.

Answer Call Ringing on Another Extension Outside Call Pickup Group

Procedure

Step 1 Press **GPickUp**. You might have to go off-hook to display the softkey.

Step 2 Enter the group pickup number.
If your phone supports autopickup, you are now connected to the call.

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

Answer Call Ringing on Another Extension in Group or in Associated Group

Procedure

Step 1 Press **OPickUp**. You might have to go off-hook to display the softkey.
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.

Answer Call Ringing on Particular Extension (Line Number)

Procedure

Step 1 Press the **GPickUp**softkey. You might have to go off-hook to display the softkey.

Step 2 Enter the line number with the call that you want to pick up. For example, if the call that you want to pick up is ringing on line 12345, enter 12345.
If your phone supports auto-pickup, you are now connected to the call.

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

Call Park

You can park a call when you want to store the call so that the users can retrieve it from another phone in the Cisco Unified Communications Manager system (for example, a phone at a coworker's desk or in a conference room). You can park a call by using these methods:

- Call Park: Use the **Park** softkey to store the call. Your phone displays the call park number where the system stored your call. You must record this number and then use the same number to retrieve the call.

- Directed Call Park: Press the **Transfer** softkey during a call. To store the call, dial the Directed Call Park number and press **Transfer** again.

- Assisted Directed Call Park: Use the **Assisted Directed Call Park** button displaying an idle line status indicator. To retrieve the call from any other Cisco Unified IP Phone in your network, press the flashing Assisted Direct Call Park 🔴 button.

Tips

- You have a limited time to retrieve a parked call before it reverts to ringing at the original number. Contact your system administrator for details.

- Your system administrator can assign Directed Call Park buttons to available line buttons on your phone.

- You can dial directed call park numbers if you do not have Directed Call Park buttons on your phone. However, you will not be able to see the status of the directed call park number.

Store and Retrieve Active Call Using Call Park

Procedure

Step 1 During a call, press **Park**. You may need to press **more** to see **Park**.

Step 2 Record the call park number displayed on your phone screen.

Step 3 Hang up.

Step 4 To pick up the parked call, enter the call park number from any Cisco Unified IP Phone in your network.

Direct and Store Active Call at Directed Call Park Number

Procedure

Step 1 During a call, press .

Step 2 Dial the directed call park number.

Step 3 Press **Transfer** again to finish storing the call.

Retrieve Parked Call from Directed Call Park Number

Procedure

Step 1 From any Cisco Unified IP Phone in your network, enter the park retrieval prefix.

Step 2 Perform one of the following actions:

- Dial the directed call park number.

- Press the (flashing) () to connect to the call.

Direct, Store, and Retrieve Active Call at Assisted Directed Call Park Number

Procedure

Step 1 During a call, press the **Assisted Directed Call Park** button displaying an idle Line Status indicator ⬤.

Step 2 To retrieve the call, press the flashing **Assisted Direct Call Park** ⬤ button.
If your administrator has not configured a reversion directory number, the parked call reverses to the phone that parked the call.

Hunt Groups

If your organization receives a large number of incoming calls, you may be a member of a hunt group, which includes a series of directory numbers that share the incoming call load. 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.

When you are away from your phone, you can prevent hunt group calls from ringing your phone by logging out of hunt groups.

Tip

- Logging out of hunt groups does not prevent nonhunt group calls from ringing your phone.

- When logged in, the **Hunt Group** ⬤ button is lit.

Log In and Out of Hunt Groups

Procedure

Step 1 Press **HLog**. You are now logged into the Hunt Group.

Step 2 Press **HLog**. Your phone screen displays `Logged out of Hunt Group`.

Shared Lines

Your system administrator may ask you to use a shared line if you:

- Have multiple phones and want one phone number

- Share call-handling tasks with coworkers

- Handle calls on behalf of a manager

Remote-in-Use Icon

The remote-in-use icon ⟳ appears when another phone that shares your line has a connected call. You can place 🔴 and receive calls as usual on the shared line, even when the remote-in-use icon appears.

Call Information and Barge

Phones that share a line each display information about calls that are placed and received on the shared line. This information may include caller ID and call duration. See for exceptions.

If you are sharing a line with coworkers using a different model Cisco Unified IP Phone, they might be able to add (or barge) themselves to your active call on the shared line. Your phone does not typically support this feature. If you need it, contact your system administrator for assistance. Otherwise, enable privacy to prevent coworkers from joining your calls.

Privacy

If you do not want coworkers who share your line to see information about your calls, enable the Privacy feature. Doing this also prevents others who share the line from viewing or barging your calls.

Shared Line Information

You can view information about calls on your shared lines, retrieve a call on a shared line placed on hold by a coworker, and prevent others from barging calls.

If you want to...	Then...
See if the shared line is in use	Look for the remote-in-use icon ⟳ next to a red line button 🔴 (steady).
View details about current calls on the shared line	Press the red line button 🔴 (steady) for the remote-in-use line. All nonprivate calls appear in the call activity area of the phone screen.
Retrieve a held call on a shared line	Press the red line button 🔴 (flashing) for the remote-in-use line.

Tips

• If the phone that shares your line has Privacy enabled, you can place and receive calls using the shared line as usual.

• The Privacy feature applies to all shared lines on your phone. Consequently, if you have multiple shared lines and Privacy is enabled, coworkers cannot view or barge calls on any of your shared lines.

Prevent or Allow Others to View or Barge Calls on Shared Line

Procedure

Step 1 To prevent others from viewing or barging calls on a shared line,

a) Press **Private** ⬤ (◉).

b) To verify that Privacy is on, look for the feature-enabled icon ● next to an amber line button 🟠.

Step 2 To allow others to view or barge calls on shared line,

a) Press **Private** 🟠 (●).

b) To verify that Privacy is off, look for the feature-disabled icon ◉ next to an unlit line button ⬤.

Busy Lamp Field Features

Busy Lamp Field (BLF) allows you to view the state of a phone line that is associated with a speed-dial button, call log, or directory listing on your phone. If you use BLF Pickup, you can answer a ringing call for the line that you are monitoring. Your system administrator determines which BLF features are configured for your phone.

If you want to...	Then...
See the state of a line listed in a call log or directory	Look for BLF indicators next to the line number: • 🔴 Line is in-use. • ⚪ Line is idle.
See the state of a speed-dial line	Look for BLF indicators next to the line number: • 🔴: Line is in-use. • ⚪: Line is idle. • 📞📞📞: BLF-monitored line is ringing (BLF Pickup)

Tips

• Your phone may play an audible indicator to alert you when a call is ringing on the monitored line (BLF Pickup only).

• BLF Pickup answers the oldest ringing call first (if the line that you are monitoring has more than one ringing call).

• If you press the BLF Pickup button when the monitored line is not ringing, your phone will speed dial the line number.

Use BLF Pickup to Answer Ringing Call

Procedure

Step 1 If the current line is ringing, press the BLF Pickup button ⬤.
The call redirects to the next available line on your phone.

Step 2 If you want to specify a line, first press a line button and then press the BLF button.
If your phone supports autopickup, the call connects automatically.

Step 3 If the call rings on your phone, answer it.

Secure Calls

Depending on how your system administrator has configured your phone system, your phone might support placing and receiving secure calls. To determine if you can place secure calls, see your administrator.

Your phone can support these types of calls:

- Authenticated call: The identities of the phones participating in the call have been verified.

- Encrypted call: The phone is receives and transmits encrypted audio (your conversation) within the Cisco Unified Communications Manager network. Encrypted calls are authenticated.

- Protected call: The phone is a secure (encrypted and trusted) device on the Cisco Unified Communications Manager server and is configured as a "Protected Device" in Cisco Unified Communications Manager Administration.

  If "Play Secure Indication Tone" is enabled (True) in Cisco Unified Communications Manager Administration, the protected phone plays a secure or nonsecure indication tone at the beginning of the call:

  ◦ When end-to-end secure media is established through the Secure Real-Time Transfer Protocol (SRTP) and the call status is secure, the phone plays the secure indication tone (three long beeps with brief pauses).

  ◦ When end-to-end nonsecure media is established through the Real-Time Protocol (RTP) and the call status is nonsecure, the phone plays the nonsecure indication tone (six short beeps with brief pauses).

    If the Play Secure Indication Tone option is disabled (False), no tone is played.

- Nonprotected call: The phone does not have a "Protected Device" status in Cisco Unified Communications Manager. No secure or nonsecure indication tone is played.

- Nonsecure call: The phone is not protected on the Cisco Unified Communications Manager server and the call status is nonsecure.

For more information, contact your system administrator.

The following table describes ways to check call information.

If you want to...	Then...
Check the level of a call or conference	Look for a security icon in the top right corner of the call activity area, next to the call duration timer: 🛡 Authenticated call or conference 🔒 Encrypted call or conference ⬛ Nonsecure call or conference
Verify that the phone connection (call status) is secure	Listen for a secure indication tone at the beginning of the call: • Secure call status: f the phone is protected, the "Play Secure Indication Tone" is enabled, and the call status is secure, a secure indication tone plays on the protected phone at the beginning of a call (three long beeps with pauses). The lock icon is also present to indicate that the call is secure. • Nonsecure call status: If the phone is protected, the "Play Secure Indication Tone" is enabled, and the call status is nonsecure, a nonsecure indication tone plays on the protected phone at the beginning of a call (six short beeps with brief pauses). The play arrow icon is also present to indicate that the call is not secure. For more information, contact your system administrator.

Note There are interactions, restrictions, and limitations that affect how security features work on your phone. For more information, contact your system administrator.

Note A device engaged in a call is either trusted or untrusted. Lock or shield icons are not displayed on a Cisco Unified IP Phone screen when a call is to or from an untrusted device, even though the call might be secure.

Suspicious Call Trace

If you are receiving suspicious or malicious calls, your system administrator can add the Malicious Call Identification (MCID) feature to your phone. This feature enables you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages

Notify System Administrator About Suspicious or Harassing Call

Procedure

Press **MCID**.
Your phone plays a tone and displays the message `MCID successful`. Your administrator receives notification about the call with supporting information to take appropriate actions.

Priority Calls

In some specialized 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...	Then...
Want to choose a priority (precedence) level for an outgoing call	Contact your system administrator for a list of corresponding precedence numbers for calls.
Want to make a priority (precedence) call	Enter the MLPP access number (provided by your system administrator) followed by the phone number.
Hear a special ring (faster than usual) or special call waiting tone	You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.
Want to view priority level of a call	Look for an MLPP icon on your phone screen: • ▪ Priority call • ▰ Medium priority (immediate) call • ▰▰ High priority (flash) call • ▰▰▰ Highest priority (flash override) or Executive Override call 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 (routine).
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.

Tips

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

- Multilevel Precedence and Preemption (MLPP) overrides the Do Not Disturb (DND) feature.

- If you enter an invalid MLPP access number, a verbal announcement will alert you of 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 PickUp

Cisco Extension Mobility

Cisco Extension Mobility (EM) allows you to configure any Cisco Unified IP Phone as your own temporarily. After you log in to EM, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your system administrator must configure EM for you.

The Extension Mobility Change PIN feature allows you to change your PIN from your Cisco Unified IP Phone.

Tips

- EM automatically logs you out after a certain amount of time. Your system administrator establishes this time limit.

- Changes that you make to your EM profile from your Cisco Unified Communications Manager User Options web pages take effect immediately if you are logged in to EM on the phone; otherwise, changes take effect the next time you log in.

- Changes that you make to the phone from your User Options web pages take effect immediately if you are logged out of EM; otherwise, changes take effect after you log out.

- Local settings controlled by the phone are not maintained in your EM profile.

Log In to EM

Procedure

Step 1 Choose ⬤ (▤) > **Services** > **EM Service** (name can vary).

Step 2 Enter your user ID and PIN (provided by your system administrator).

Step 3 If prompted, select a device profile.

Log Out of EM

Procedure

Step 1   Choose ⬤ (▤) > **Services** > **EM Service** (name can vary).

Step 2   When prompted to log out, press **Yes**.

Change PIN Using Change Credentials Service

Procedure

Step 1   Choose ⬤ (▤) > **Services** > **Change Credentials**.

Step 2   Enter your User ID in the **User ID** field.

Step 3   Enter your PIN in the **Current PIN** field.

Step 4   Enter your new PIN in the **New PIN** field.

Step 5   Enter your new PIN again in the **Confirm PIN** field.

Step 6   Press **Change**.
You will see a PIN Change Successful message.

Step 7   Press **Exit**.

Change PIN Using ChangePIN Softkey

Procedure

Step 1   Choose ⬤ (▤) > **Services** > **EM Service** (name can vary).

Step 2   Press **ChangePIN**.

Step 3   Enter your PIN in the **Current PIN** field.

Step 4   Enter your new PIN in the **New PIN** field.

Step 5   Enter your new PIN again in the **Confirm PIN** field.

Step 6   Press **Change**.
You see the PIN Change Successful message.

Step 7   Press **Exit**.

Business Calls Using Single Phone Number

Intelligent Session Control associates your mobile phone number with your business IP phone number. When you receive a call to your remote destination (mobile phone), your desk phone does not ring; only your remote destination rings. When an incoming call is answered on the mobile phone, the desk phone displays a `Remote in Use` message.

During a call you can also use any of your mobile phone features. For example, if you receive a call on your mobile number, you can answer the call from your desk phone or you can hand off the call from your mobile phone to your desk phone.

The following table describes how to transfer calls.

If you want to...	Then...
Transfer your incoming mobile active call to a desk phone	Use the various features of your mobile phone (for example, *74). Contact your system administrator for a list of access codes.

Mobile Connect and Mobile Voice Access

With Mobile Connect and Mobile Voice Access installed, you can use your mobile phone to handle calls associated with your desktop phone number.

- Your desktop and remote destinations receive calls simultaneously.

- When you answer the call on your desktop 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 stop ringing, are disconnected, and a missed call message is shown on the other remote destinations.

If you want to...	Then...
Configure Mobile Connect	Use the User Options web pages to set up remote destinations and create access lists to allow or block calls from specific phone numbers from being passed to the remote destinations. See Phone and Access List Set Up for Mobile Connect, on page 87.
Answer a call using your mobile phone	See Call Answer, on page 22.
Switch an in-progress call between your desk phone and mobile phone	See In-Progress Call Movement, on page 26.
Make a call from your mobile phone	See Additional Call Options, on page 19.

Tips

- When calling Mobile Voice Access, you must enter the number you are calling and your PIN if any of the following are true:

  ◦ The number you are calling from is not one of your remote destinations.

  ◦ The number is blocked by you or your carrier (shown as `Unknown Number`).

  ◦ The number is not accurately matched in the Cisco Unified Communications Manager database; for example, if your number is 510-666-9999, but it is listed as 666-9999 in the database, or your number is 408-999-6666, but it is entered as 1-408-999-6666 in the database.

- If you incorrectly enter any requested information (such as mobile phone number or PIN) three times in a row, the Mobile Voice Access call disconnects, and denies access for a period of time. For assistance, contact your system administrator.

Related Topics

Put Call Picked Up on Mobile Phone on Hold

Procedure

Step 1 Press **Enterprise Hold** (name may vary).
The other party is placed on hold.

Step 2 On your mobile phone, press **Resume** (name may vary).

Connect to Mobile Voice Access

Procedure

Step 1 From any phone, dial your assigned Mobile Voice Access number.

Step 2 Enter the number you are calling from, if prompted, and your PIN.

Turn On Mobile Connect from Mobile Phone

Procedure

Step 1 Dial your assigned Mobile Voice access number.

Step 2 Enter your mobile phone number (if requested) and PIN.

Step 3 Press **2** to enable Mobile Connect.

Step 4 Choose whether to turn Mobile Connect on for all configured phones or just one:

- All phones: Enter **2**.

- One phone: Enter **1** and enter the number you want to add as a remote destination, followed by **pound (#)**.

Turn Off Mobile Connect from Mobile Phone

Procedure

Step 1 Dial your assigned Mobile Voice access number.

Step 2 Enter your mobile phone number (if requested) and PIN.

Step 3 Press **3** to disable Mobile Connect.

Step 4 Choose whether to turn Mobile Connect off for all configured phones or just one:

- All phones: Enter **2**.

- One phone: Enter **1** and enter the number you want to remove as a remote destination, followed by **pound (#)**.

Turn On or Off Mobile Connect Access to All Remote Destinations from Desk Phone

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**.

CHAPTER **4**

Handset, Headset, and Speaker

Headset, Handset, and Speaker Overview

You can use your phone with these audio devices: a handset, headset, or speakerphone. The phone is off-hook when the handset is lifted or another audio device is in use. The phone is on-hook when the handset is in its cradle and other audio devices are not in use.

Handset

The following table describes how to use the handset.

If you want to...	Then...
Use the handset	Lift it to go off-hook; replace it to go on-hook. The ringing line is automatically selected. Contact your system administrator about options to always select the primary line.
Switch to the speakerphone or a headset during a call	Press 🔊 or ⬜ (◯), then hang up the handset.
Adjust the volume level for a call	Press the Volume button during a call or after invoking a dial tone. Press **Save** to preserve the volume level for future calls.

Headset

Your phone supports four- or six-wire headset jacks for wired headsets. For information about purchasing headsets, see Headset Support, on page 15.

You can use a headset with all of the controls on your phone, including the Volume button and Mute .

If you want to...	Then...
Toggle headset mode on and off	Press (○) to toggle headset mode on and off. Typically, headset is assigned to button 23.
Switch to a handset	Lift the handset (without pushing any buttons).
Adjust the volume level for a call	Press the Volume button during a call or after invoking a dial tone. Press **Save** to preserve the volume level for future calls.

Important Headset Safety Information

High Sound Pressure—Avoid listening to high volume levels for long periods to prevent possible hearing damage.

When you plug in your headset, lower the volume of the headset speaker before you put the headset on. If you remember to lower the volume before you take the headset off, the volume will start lower when you plug in your headset again.

Be aware of your surroundings. When you use your headset, it may block out important external sounds, particularly in emergencies or in noisy environments. Don't use the headset while driving. Don't leave your headset or headset cables in an area where people or pets can trip over them. Always supervise children who are near your headset or headset cables.

Wideband Headset

If you use a headset that supports wideband, you may experience improved audio sensitivity if you enable the wideband setting on your phone (this setting is disabled by default). To access the setting, choose () > **Settings** > **User Preferences** > **Audio Preferences** > **Wideband Headset**.

If the Wideband Headset setting shows as dimmed, then you cannot control this setting.

Check with your system administrator to be sure your phone system is configured to use wideband. If the system is not configured for wideband, you may not detect any additional audio sensitivity even when using a wideband headset. To learn more about your headset, refer to the headset documentation or contact your system administrator for assistance.

Speakerphone

Many of the actions you can take to dial a number or answer a call will trigger speakerphone mode automatically, assuming that the handset is in its cradle and ⬤ (headset) is not lit.

If you want to...	Then...
Toggle speakerphone mode on or off	Press 🔊.
Switch to a handset	Lift the handset (without pushing any buttons).
Adjust the volume level for a call	Press the Volume button during a call or after invoking a dial tone. Press **Save** to preserve the volume level for future calls.

AutoAnswer with Headset or Speakerphone

When AutoAnswer is enabled, your phone answers incoming calls automatically after a few rings. Your system administrator configures AutoAnswer to use either the speakerphone or a headset. You may use AutoAnswer if you receive a high volume of incoming calls.

If you...	Then...
Use AutoAnswer with a headset	Keep headset mode active (in other words, keep ⬤ (🔘) illuminated), even when you are not on a call. To keep headset mode active, do the following: • Press **EndCall** to hang up. • Press **New Call** or **Dial** to place new calls. If your phone is set up to use AutoAnswer in headset mode, calls are automatically answered only if ⬤ (🔘) is illuminated. Otherwise, calls ring normally and you must manually answer them.
Use AutoAnswer with the speakerphone	Keep the handset in the cradle and headset mode inactive (⬤ (🔘) unlit). Otherwise, calls ring normally and you must answer them manually.

Tip

AutoAnswer is disabled when Do Not Disturb is active.

CHAPTER **5**

Phone Customization

- Rings and Message Indicator Customization, page 59
- Phone Screen Customization, page 60

Rings and Message Indicator Customization

You can customize how your phone indicates an incoming call and a new voice mail message. You can also adjust the ringer volume for your phone.

Related Topics

User Options Web Page Actions, on page 76
Line Settings on Web, on page 85

Change Ringtone

Procedure

Step 1 Choose ⬤ (▦) > **Settings** > **User Preferences** > **Rings**.
Step 2 Choose a phone line or the default ring setting.
Step 3 Choose a ringtone to play a sample of it.
Step 4 Press **Select** and **Save** to set the ringtone, or press **Cancel**.

Adjust Phone Ringer Volume Level

Contact your system administrator about minimum ringer-volume settings.

Procedure

Press **Volume** while the handset is in the cradle. The new ringer volume is saved automatically.

Change How Voice Message Light on Handset Works

Procedure

Step 1 Log in to your User Options web pages.

Step 2 Choose **Change the Message Waiting Lamp policy**.

Step 3 Access your message indicator settings. Typically, the default system policy is to indicate a new voice message by displaying a steady light on the handset light strip.

Change Audible Voice-Message Indicator

Procedure

Step 1 Log in to your User Options web pages.

Step 2 Access your message indicator settings.

Phone Screen Customization

You can adjust the characteristics of the phone screen.

Change Phone Screen Brightness

Procedure

Step 1 Choose ⬤ (▤) > **Settings** > **User Preferences** > **Brightness**.

Step 2 To make adjustments, press **Volume**.

Step 3 Press **Save**, or press **Cancel**.

Note   If you change the brightness setting on your phone, do not unplug the phone from its power source for at least one minute, or the brightness setting will not get saved.

Change Phone Screen Language

Procedure

Step 1   Log in to your User Options web pages.

Step 2   Access your user settings.

Step 3   Select a language.

Change Line Text Label

Procedure

Step 1   Log in to your User Options web pages.

Step 2   Access your line text label settings.

Adjust Contrast

Procedure

Step 1   Choose ⬤ (▦) > **Settings** > **User Preferences** > **Contrast**.

Step 2   To make adjustments, press the **Volume** button.

Step 3   Press **Save**, or press **Cancel**.

Backlight Setting

Contact your system administrator about this optional feature availability. This feature allows you to turn off the backlight for a predetermined time (as set by your system administrator).

Call Logs and Directories

Call Logs and Directories Overview

This section describes how you can use call logs and directories. To access both features, use the Directories button ⬤ **(▣)** > **Directories**.

Call Logs

Your phone maintains call logs. Call logs contain records of your missed, placed, and received calls.

Your phone administrator determines whether missed calls are logged in your missed calls directory for a given line appearance on your phone

Tips

- (SCCP and SIP phones) Your phone might be set up for international call logging, which is indicated by a "+" symbol on the call logs, redial, or call directory entries. See your system administrator for more information.

- (SCCP phones only) To view the complete call record of a multiparty a call (for example, of call that has been forwarded or transferred to you), highlight the call record and press **Details**. The Details record shows two entries for each missed or received multiparty call. The entries are listed in reverse chronological order:

  ◦ The first logged entry is the name/number of the last completed call of a multiparty call received on your phone.

  ◦ The second logged entry is the name/number of the first completed call of a multiparty call received on your phone.

View Call Logs

Procedure

Choose ⬤ (🗔) > **Directories**, and select one of the following entries:

- **Missed Calls**

- **Placed Calls**

- **Received Calls**

Each stores up to 100 records.

Display Single Call Record Details

Procedure

Step 1 Choose ⬤ (🗔) > **Directories** > **Missed Calls**, **Placed Calls**, or **Received Calls**.

Step 2 Highlight a call record.

Step 3 Press **Details**. Information, such as called number, calling number, time of day, and call duration (for placed and received calls only), displays.

Erase All Call Records in All Logs

Procedure

Step 1 Choose ⬤ (🗔) > **Directories**.

Step 2 Press **Clear**.

Erase All Call Records in Single Log

Procedure

Step 1   Choose ⬤ (▦) > **Directories** > **Missed Calls**, **Placed Calls**, or **Received Calls**.

Step 2   Highlight a call record.

Step 3   Press **Clear**. You may need to press **more** to display **Clear**.

Erase Single Call Record

Procedure

Step 1   Choose ⬤ (▦) > **Directories** and then select one of the following entries:

  • **Missed Calls**

  • **Placed Calls**

  • **Received Calls**

Step 2   Highlight a call record.

Step 3   Press **Delete**.

Dial from Call Log While Not On Another Call

Procedure

Step 1   Choose ⬤ (▦) > **Directories**, and select one of the following entries:

  • **Missed Calls**

  • **Placed Calls**

  • **Received Calls**

Step 2   Highlight a call record.
         If **Details** appears, the call is the primary entry of a multiparty call.

Step 3 If you need to edit the displayed number, press **EditDial** followed by **<<** or **>>**.

Step 4 To delete the number, press **EditDial** followed by **Delete**. You may need to press **more** to display **Delete**.

Step 5 To place the call, go off hook.

Dial from Call Log While Connected to Another Call

Procedure

Step 1 Choose ⚪ (▤) > **Directories** > **Missed Calls**, **Placed Calls**, or **Received Calls**.

Step 2 Highlight a call record.
Note If **Details** appears, the call is the primary entry of a multiparty call.

Step 3 If you need to edit the displayed number, press **EditDial** followed by **<<** or **>>**.

Step 4 To delete the number, press **EditDial** followed by **Delete**. You may need to press **more** to display **Delete**.

Step 5 Press **Dial**.

Step 6 Choose a menu item to handle the original call:

- **Hold**: Puts the first call on hold and dials the second.

- **Transfer**: Transfers the first party to the second and drops you from the call. Press 🌐 again after dialing to complete the action.

- **Conference**: Creates a conference call with all parties, including you. Press ⚪ (▤) again after dialing to complete the action.

- **EndCall**: Disconnects the first call and dials the second.

Redial International Call from Missed and Received Call Logs

Procedure

Step 1 Choose ⚪ (▤) > **Directories** and select one of the following entries:

- **Missed Calls**

- **Received Calls**

Step 2 Highlight the call record that you want to redial.
If **Details** appears, the call is the primary entry of a multiparty call.

Step 3   Press **EditDial**.

Step 4   Press and hold the "*" key for at least 1 second to add a "+" sign as the first digit in the phone number. You can add the + sign only for the first digit of the number.

Step 5   Press **Dial**.

Directory Features

Depending on configuration, your phone can provide corporate and personal directory features:

Corporate Directory

Corporate contacts that you can access on your phone. Your system administrator sets up and maintains your Corporate Directory.

Personal Directory

If available, personal contacts and associated speed-dial codes that you can configure and access from your phone and Cisco Unified Communications Manager User Options web pages. Personal Directory is comprised of Personal Address Book (PAB) and Fast Dials:

• PAB is a directory of your personal contacts.

• Fast Dials allows you to assign codes to PAB entries for quick dialing.

Corporate Directory

You can use a corporate directory to place calls to coworkers.

Tip

Use the numbers on your keypad to enter characters on your phone screen. Use the **Navigation** button on your phone to move between input fields.

Dial from Corporate Directory While Not On Another Call

Procedure

Step 1   Choose ⬤ (▤) > **Directories** > **Corporate Directory** (exact name can vary).

Step 2   Use your keypad to enter a full or partial name and press **Search**.

Step 3   To dial, press the listing, or scroll to the listing and go off-hook.

Dial from Corporate Directory While On Another Call

Procedure

Step 1 Choose ⬤ (▣) > **Directories** > **Corporate Directory** (exact name can vary).

Step 2 Use your keypad to enter a full or partial name and press **Search**.

Step 3 Scroll to a listing and press **Dial**.

Step 4 Choose a menu item to handle the original call:

- **Hold**: Puts the first call on hold and dials the second.

- **Transfer**: Transfers the first party to the second and drops you from the call. Press 🔄 again after dialing to complete the action.

- **Conference**: Creates a conference call with all parties, including you. Press ⬤ (▣) again after dialing to complete the action.

- **EndCall**: Disconnects the first call and dials the second.

Personal Directory

The Personal Directory set contains your Personal Address Book (PAB) and Fast Dials. This section describes how to set up and use Personal Directory on your phone.

Tips

- Your system administrator can provide you the user ID and PIN that you need to log in to Personal Directory.

- Personal Directory automatically logs you out after a certain amount of time. This time limit can vary. Contact your system administrator for more information.

- Use the numbers on your keypad to enter characters on your phone screen. Use the Navigation button on your phone to move between input fields.

- Your phone might be set up for international call logging, which is indicated by a "+" symbol on the call logs, redial, or call directory entries. Contact your system administrator for more information.

Related Topics

Access Personal Directory for PAB and Fast Dial Codes

Procedure

Step 1 Choose ⬤ (▥) > **Directories** > **Personal Directory** (exact name can vary).

Step 2 Enter your Cisco Unified Communications Manager user ID and PIN and press **Submit**.

Search for PAB Entry

Procedure

Step 1 Access Personal Directory.

Step 2 choose **Personal Address Book**.

Step 3 Enter search criteria and press **Submit**.

Step 4 Move through the listings using **Previous** and **Next**.

Step 5 Highlight the PAB listing that you want and press **Select**.

Dial from PAB Entry

Procedure

Step 1 Search for a listing.

Step 2 Highlight the listing and press **Select**.

Step 3 Press **Dial**. You may need to press the **more** softkey to see **Dial**.

Delete PAB Entry

Procedure

Step 1 Search for a listing.

Step 2 Highlight the listing and press **Delete**.

Step 3 Press **Edit**.

Step 4 Press **Delete**.

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

Edit PAB Entry

Procedure

Step 1 Search for a listing.

Step 2 Highlight the listing and press **Select**.

Step 3 Press **Edit** to modify a name or email address.

Step 4 If necessary, choose **Phones** to modify a phone number.

Step 5 Press **Update**.

Add New PAB Entry

Procedure

Step 1 Access Personal Directory.

Step 2 Choose **Personal Address Book**.

Step 3 Press **Submit** to access the Search page. You do not need to input search information first.

Step 4 Press **New**.

Step 5 Use your phone keypad to enter a name and email information.

Step 6 Choose **Phones** and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as 9 or 1.

Step 7 Choose **Submit** to add the entry to the database.

Add New Fast Dial Code Without Using PAB Entry

Procedure

Step 1 Press ⬤, and choose **Directories** > **Personal Directory** > **Personal Fast Dials**.

Step 2 Highlight a Fast Dial code that is unassigned and press **Assign**.

Step 3 Enter a phone number.

Step 4 Press **Update**.

Search for Fast Dial Codes

Procedure

Step 1 Choose ⬤ (▦) > **Directories** > **Personal Directory** > **Personal Fast Dials**.

Step 2 Choose **Next** to move through listings.

Place Call Using Fast Dial Code

Procedure

Step 1 Search for a Fast Dial code.

Step 2 Press **Dial**.

Delete Fast Dial Code

Procedure

Step 1 Search for a Fast Dial code.

Step 2 Highlight the listing you want and press **Remove**.

Step 3 Press **Remove** again.

Log Out of Personal Directory

Procedure

Step 1 Choose ⬤ (▦) > **Directories** > **Personal Directory** (exact name can vary).

Step 2 Choose **Logout**.

Step 3 Press **OK**.

Voice Messages

Voice Messages Overview

To access voice messages, use the Messages button ⬤ (▤) > **Messages**.

Your company determines the voice message service that your phone system uses. For the most accurate and detailed information, refer to the documentation that came with your voice message service.

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

Voice Message Identification

When you have a voice message, look for:

- A steady red light on your handset. This indicator can vary.
- A message waiting icon ✉ and text message on your phone screen.

  The red light and message waiting icon display only when you have a message on your primary line, even if you receive voice messages on other lines.

When you have a voice message, listen for:

- A stutter tone from your handset, headset, or speakerphone when you place a call.

  The stutter tone is line-specific. You hear it only when using the line with the waiting message.

To send a call directly to voice mail, press **iDivert**.

Set Up Voice Message Service

Procedure

Step 1   Press ⬤ (▦) > **Messages** and follow the voice instructions.

Step 2   If a menu appears on your phone screen, choose an appropriate menu item.

Listen to Voice Messages or Access Voice Message System

When you connect to a voice message service, the line that has a voice message is selected by default. If more than one line has a voice mail, the first available line is selected. Contact your system administrator about options to connect to the voice message service all of the time on the primary line.

Procedure

Step 1   Press ✉.

Depending on your voice message service, doing this action either autodials the message service or provides a menu on your touchscreen.

Step 2   If a menu displays, select the menu item.

User Options Web Pages

User Options Web Pages Overview

Your Cisco Unified IP 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 log in to your Cisco Unified Communications Manager User Options web pages, where you can control features, settings, and services for your Cisco Unified IP Phone. For example, you can set up speed-dial buttons from your User Options web pages.

Sign In and Out of User Options Web Pages

Before you can access any of your user options, such as Speed Dial or Personal Address Book, you must sign in. When you are finished using the User Options web pages, you must sign out.

In some cases, you can access your User Option web pages without having to sign in. For more information, contact your system administrator.

Procedure

Step 1	Obtain the User Options URL, user ID, and default password from your system administrator.
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**. The Cisco Unified CM User Options home page displays. From this page you can select **User Options** to select a device, access User Settings, Directory features, your Personal Address Book, and Fast Dials.
Step 7	To sign out of your User Options web pages, select **Logout**.

Select Device from User Options Web Page

Procedure

Step 1	On your User Options web page, select **User Options** > **Device**. The Device Configuration window displays. Toolbar buttons located at the top of the Device Configuration window are specific to the selected device type.
Step 2	(Optional) If you have multiple devices assigned to you, select the appropriate device (phone model, Extension Mobility profile, or Remote Destination profile) from the Name drop-down menu.

User Options Web Page Actions

This section describes how to log in and select a phone device.

Select Configuration Option

Procedure

Step 1	After you have logged in to your User Options web pages, choose **User Options** to access User Settings, Directory, Personal Address Book, Fast Dials, and Mobility Settings.
Step 2	To return to the Device Configuration page from another page, choose **User Options** > **Device**.

Feature and Service Setup on Web

The topics in this section describe how to configure features and services from your User Options web pages after logging in.

Related Topics

Personal Directory on Web

The Personal Directory on the web consists of:

- A Personal Address Book (PAB)

- Fast Dials

- Cisco Unified Communications Manager Address Book Synchronizer

You can also access the PAB and Fast Dials from your phone.

This section describes how to use your PAB from your User Options web pages.

Related Topics

Add New Personal Address Book Entry

Procedure

Step 1 On your User Options web page, select **User Options** > **Personal Address Book**.
Step 2 Select **Add New**.
Step 3 Enter information for the entry.
Step 4 Select **Save**.

Search for Personal Address Book Entry

Procedure

Step 1 On your User Options web page, select **User Options** > **Personal Address Book**.
Step 2 Specify search information and select **Find**.

Edit Personal Address Book Entry

Procedure

Step 1 Sign in to your User Options web page.

Step 2 Search for a PAB entry.

Step 3 Select a nickname.

Step 4 Edit the entry as needed and select **Save**.

Delete Personal Address Book Entry

Procedure

Step 1 Sign in to your User Options web page.

Step 2 Search for a PAB entry.

Step 3 Select one or more entries.

Step 4 Select **Delete Selected**.

Assign Line Button for PAB

Note Before you can assign a line button for PAB, your system administrator must configure the phone to display services. Contact your system administrator for more information.

Procedure

Step 1 Choose **User Options** > **Device**.

Step 2 Click **Service URL**.

Step 3 Choose the Personal Address Book service from the Button drop-down list box.

Step 4 Enter a phone label for the button.

Step 5 Click **Save**.

Step 6 Click **Reset** and then click **Restart** to refresh the phone configuration.
You can now press the line button to access PAB codes.

Address Book Synchronization Tool

You can use the Address Book Synchronization Tool (TABSynch) to synchronize your existing Microsoft Windows Address Book (if applicable) with your PAB.

From a Microsoft Windows application: Use the TABSynch tool to synchronize your PABs with Microsoft Windows Address Book (WAB). If you want to use the Microsoft Outlook Address Book (OAB), you should begin by importing the data from the OAB into the WAB. TabSynch can then be used to synchronize the WAB with your Personal Address Book.

Your system administrator can give you access to TABSynch and provide detailed instructions.

Fast Dial Setup

You can add, delete, or update fast-dial entries from the User Options web page.

You can create up to 500 fast-dial and PAB entries. You can create a new fast-dial entry without using a PAB entry. These fast-dial entries are labeled "raw" in the User Options web pages and do not display a configurable text label.

Assign Fast-Dial Code to Personal Address Book Entry

Procedure

Step 1 On your User Options web page, select **User Options** > **Fast Dials**.

Step 2 Select **Add New**.

Step 3 Use the Search Options area to find the appropriate Personal Address Book entry.

Step 4 Select a phone number in the Search Results area.

Step 5 (Optional) Change the fast-dial code.

Step 6 Select **Save**.

Assign Fast-Dial Code to Phone Number Without Personal Address Book Entry

Procedure

Step 1 On your User Options web page, select **User Options** > **Fast Dials**.

Step 2 Select **Add New**.

Step 3 (Optional) Change the fast-dial code.

Step 4 Enter a phone number.

Step 5 Select **Save**.

Search for Fast-Dial Entry

Procedure

Step 1   On your User Options web page, select **User Options** > **Fast Dials**.

Step 2   Specify search information and select **Find**.

Edit Fast-Dial Phone Number

Procedure

Step 1   On your User Options web page, select **User Options** > **Fast Dials**.

Step 2   Search for the fast-dial entry that you want to edit.

Step 3   Select a component of the entry.

Step 4   Change the phone number.

Step 5   Select **Save**.

Delete Fast-Dial Personal Address Book Entry

Procedure

Step 1   On your User Options web page, search for a fast-dial entry.

Step 2   Select one or more entries.

Step 3   Select **Delete Selected**.

Assign Feature Button for Fast Dial

Procedure

Step 1 On your User Options web page, select **User Options** > **Device**.

Step 2 Select the service URL provided by your system administrator.

Step 3 Select the **Fast Dial** service from the Button drop-down list.

Step 4 Enter a phone label for the button.

Step 5 Select **Save**.

Step 6 Select **Reset** and then select **Restart** to refresh the phone configuration.

Speed Dial Setup on Web

Depending on configuration, your phone can support several speed-dial features:

- Speed-dial buttons

- Abbreviated Dialing

- Fast Dials

Related Topics

Set Up Speed-Dial Buttons

Procedure

Step 1 On your User Options web page, select **User Options** > **Device**.

Step 2 Select a phone from the Name drop-down menu.

Step 3 Select **Speed Dials**.

Step 4 In the Speed Dial Settings area, enter a number and label for a speed-dial button on your phone.

Step 5 Select **Save**.

Set Up Abbreviated Dialing Codes

Procedure

Step 1   Choose **User Options** > **Device**.

Step 2   Choose a phone from the Name drop-down menu.

Step 3   Click **Speed Dials**.

Step 4   Enter a number and label for an Abbreviated Dialing code.

Step 5   Click **Save**.

Phone Service Setup on Web

Phone services can include special phone features, network data, and web-based information (such as stock quotes and movie listings). You must first subscribe to a phone service before accessing it on your phone.

Use the line key buttons to select the Services, Messages, and Directories menus:

- ⬤ (⊞) > **Services**

- ⬤ (⊞) > **Messages**

- ⬤ (⊞) > **Directories**

If only one service is configured, the service opens by default.

If more than one service is configured, select a menu option on the screen.

Note   The services available for your phone depend on the phone system configuration and the services you subscribed to. For more information, contact your system administrator.

Subscribe to Service

Procedure

Step 1 On your User Options web page, select **User Options** > **Device**.

Step 2 Select a phone from the Name drop-down menu.

Step 3 Select **Phone Services**.

Step 4 Select **Add New**.

Step 5 Select a service from the drop-down list and select **Next**.

Step 6 (Optional) Change the service label or enter additional service information, if available.

Step 7 Select **Save**.

Search for Services

Procedure

Step 1 On your User Options web page, select a device.

Step 2 Select **Phone Services**.

Step 3 Select **Find**.

Change or End Services

Procedure

Step 1 On your User Options web page, search for services.

Step 2 Select one or more entries.

Step 3 Select **Delete Selected**.

Change Service Name

Procedure

Step 1 On your User Options web page, search for services.

Step 2 Select a service name.

Step 3 Change the information and select **Save**.

Add Service to Programmable Feature Button

Procedure

Step 1 On your User Options web page, select **User Options** > **Device**.

Step 2 Select a phone from the Name drop-down menu.

Step 3 Select **Service URL**.
Your system administrator sets up a service URL button for your phone.

Step 4 Select a service from the Button Service drop-down list .

Step 5 (Optional) If you want to rename the service, edit the label fields.
If your phone does not support double-byte character sets, it uses ASCII Label fields.

Step 6 Select **Save**.

Step 7 Select **Reset** to reset your phone to see the new button label on your phone.

User Settings

User settings include your password, PIN, and language (locale) settings.

Tip

Your PIN and password allow you to access different features and services. For example, use your PIN to log in to Cisco Extension Mobility or Personal Directory on your phone. Use your password to log in to your User Options web pages and Cisco WebDialer on your personal computer. For more information, contact your system administrator.

Change Browser Password

Procedure

Step 1 On your User Options web page, select **User Options** > **User Settings**.

Step 2 Enter your current password.

Step 3 Enter your new password.

Step 4 Reenter your new password in the Confirm Password field.

Step 5 Select **Save**.

Change PIN

Procedure

Step 1 On your User Options web page, select **User Options** > **User Settings**.

Step 2 Enter your current PIN.

Step 3 Enter your new PIN.

Step 4 Reenter your new PIN in the Confirm PIN field.

Step 5 Select **Save**.

Change User Options Language

Procedure

Step 1 On your User Options web page, select **User Options** > **User Settings**.

Step 2 In the User Locale area, select an item from the Locale drop-down list.

Step 3 Select **Save**.

Change Phone Display Language

Procedure

Step 1 On your User Options web page, select **User Options** > **Device**.

Step 2 Select an item from the User Locale drop-down list.

Step 3 Select **Save**.

Line Settings on Web

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

You can set up other line settings directly on your phone:

- Set up call forwarding for your primary phone line.

- Change rings, display, and other phone-model specific settings.

Related Topics

Set Up Call Forward Per Line

Procedure

Step 1 On your User Options web page, select **User Options** > **Device**.

Step 2 Select a phone from the Name drop-down menu.

Step 3 Select **Line Settings**.

Step 4 If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.

Step 5 In the Incoming Call Forwarding area, select call forwarding settings for various conditions.

Step 6 Select **Save**.

Change Voice Message Indicator Setting Per Line

Procedure

Step 1 On your User Options web page, select **User Options** > **Device**.

Step 2 Select a phone from the Name drop-down menu.

Step 3 Select **Line Settings**.

Step 4 (Optional) If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.

Step 5 In the Message Waiting Lamp area, choose from various settings.
Typically, the default message waiting setting prompts your phone to display a steady red light from the handset light strip to indicate a new voice message.

Step 6 Select **Save**.

Change Audible Voice Message Indicator Setting Per Line

Procedure

Step 1   On your User Options web page, select **User Options** > **Device**.

Step 2   Select a phone from the Name drop-down menu.

Step 3   Select **Line Settings**.

Step 4   If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.

Step 5   In the Audible Message Waiting Lamp area, choose the desired setting.

Step 6   Select **Save**.

Edit Line Text Label for Phone Display

Procedure

Step 1   On your User Options web page, select **User Options** > **Device**.

Step 2   Select a phone from the Name drop-down menu.

Step 3   Select **Line Settings**.

Step 4   If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.

Step 5   In the Line Text Label area, enter a text label.

Step 6   Select **Save**.

Phone and Access List Set Up for Mobile Connect

You must add your mobile phone (and any other phones you use) to Cisco Mobile Connect, before you can place 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.

Create Access List

Procedure

Step 1 On your User Options web page, select **User Options** > **Mobility Settings** > **Access Lists**.

Step 2 Select **Add New**.

Step 3 (Optional) Enter a name to identify the access list and a description.

Step 4 Select whether the access list will allow or block specified calls.

Step 5 Select **Save**.

Step 6 Select **Add Member** to add phone numbers or filters to the list.

Step 7 Select an option from the Filter Mask drop-down list box.
You can filter a directory number, calls with restricted caller ID (Not Available), or calls with anonymous caller ID (Private).

Step 8 If you select a directory number from the Filter Mask drop-down list, enter a phone number or filter in the DN Mask field.
You can use the following wild cards to define a filter:

  X (upper or lower case)

    Matches a single digit. For example, 408555123X matches any number between 4085551230 and 4085551239.

  !

    Matches any number of digits. For example, 408! matches any number starts with 408.

  #

    Used as a single digit for exact match.

Step 9 To add this member to the access list, select **Save**.

Step 10 To save the access list, select **Save**.

Add New Remote Destination

Procedure

Step 1 On your User Options web page, select **User Options** > **Mobility Settings** > **Remote Destinations**.

Step 2 Select **Add New**.

Step 3 Enter the following information:

  • Name: Enter a name for the mobile (or other) phone.

> • Destination Number: Enter your mobile phone number.

Step 4 Select your remote destination profile from the drop-down list.
Your remote destination profile contains the settings that apply to remote destinations that you create.

Step 5 Check the **Mobile Phone** check box to allow your remote destination to accept a call sent from your desk phone.

Step 6 Check the **Enable Mobile Connect** check box to allow your remote destination to ring simultaneously with your desk phone.

Step 7 Select one of the following options in the Ring Schedule area:

> • **All the time**: Select this option if you do not want to impose day and time restrictions on ringing the remote destination.
>
> • **As specified below**: Select this option and select from the following items to set up a ring schedule based on day and time:
>
> > ◦ Select a check box for each day of the week you want to allow calls to ring the remote destination.
> >
> > ◦ For each day, select **All Day** or select the beginning and ending times from the drop-down lists.
> >
> > ◦ Select the time zone from the drop-down list.

The ring schedule drop-down lists include only the access lists that you have created.

Step 8 Select one of these ringing options:

> • Always ring this destination.
>
> • Ring this destination only if the caller is in the allowed access list that you select.
>
> • Do not ring this destination if the caller is in the blocked access list that you select.

Step 9 Select **Save**.

Cisco WebDialer

Cisco WebDialer allows you to place calls on your Cisco Unified IP Phone to directory contacts by clicking on items in a web browser. Your system administrator configures this feature for you.

Use WebDialer with User Options Directory

Procedure

Step 1   Log in to your User Options web pages.

Step 2   Choose **User Options** > **Directory** and search for a coworker.

Step 3   Click the number that you want to dial.

Step 4   If this is your first time using WebDialer, set up preferences on the Make Call page.

Step 5   Click **Dial**.
The call is now placed on your phone.

Step 6   To end a call, click **Hangup** or hang up from your phone.

Use WebDialer with Another Online Corporate Directory (Not User Options Directory)

Procedure

Step 1   Log in to a WebDialer-enabled corporate directory and search for coworkers.

Step 2   Click the number that you want to dial.

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

Step 4   If this is your first time using WebDialer, set up preferences on the Make Call page.

Step 5   Click **Dial**.
The call is now placed on your phone.

Step 6   To end a call, click **Hangup** or hang up from your phone.

Log Out of WebDialer

Procedure

Click the **Logout** icon in the Make Call or Hang Up page.

Set Up, View, or Change WebDialer Preferences

Procedure

Step 1   Access the Make Call page.

The Make Call page appears the first time that you use WebDialer (after you click the number that you want to dial).

Step 2 (Optional) Make changes to your settings.
The Make Call page contains the following options:

- Preferred language: Determines the language used for WebDialer settings and prompts.

- Use preferred device: Identifies the Cisco Unified IP Phone (Calling device) and directory number (Calling line) that you will use to place WebDialer calls. If you have one phone with a single line, the appropriate phone and line are automatically selected. Otherwise, choose a phone and/or line. If you have more than one phone, it will be specified by device type and MAC address. (To display the MAC address on your phone, choose ⊕ > **Settings** > **Network Configuration** > **MAC address**.)

  Note If you have an Extension Mobility profile, you can select your Extension Mobility logged-in device from the Calling device menu.

- Do not display call confirmation: If selected, prompts WebDialer to suppress the Make Call page. This page appears by default after you click a phone number in a WebDialer-enabled online directory.

- Disable Auto Close: If selected, the call window does not close automatically after fifteen seconds.

CHAPTER **9**

Additional Options

Your system administrator can configure your phone to use specific button and softkey templates along with special services and features. This table provides an overview of configuration options that you may want to discuss with your system administrator based on your calling needs or work environment.

Note You can locate Phone Guides and other documents listed in this table on the web: http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

If you...	Then...	For more information...
Need more than one phone line	Contact your system administrator to configure one or more additional directory numbers for you.	Contact your system administrator or phone support team.
Need more speed-dial buttons	First make sure that you are using all of your currently available speed-dial buttons. If you need additional speed-dial buttons, try using Abbreviated Dialing or subscribing to the Fast Dial service.	See Speed Dial, on page 37.
Want to use one extension for several phones	Request a shared line. For example, this allows you to use one extension for your desk phone and lab phone.	See Shared Lines, on page 43.
Share phones or office space with coworkers	Consider using: • Call Park to store and retrieve calls without using the transfer feature. • Call Pickup to answer calls ringing on another phone. • A shared line to view coworkers' calls. • Cisco Extension Mobility to apply your phone number and user profile to a shared Cisco Unified IP Phone.	Contact your system administrator about these features and see: • Advanced Call Handling, on page 37. • Shared Lines, on page 43. • Cisco Extension Mobility, on page 49.

If you...	Then...	For more information...
Answer calls frequently or handle calls on someone's behalf	Contact your system administrator to set up AutoAnswer on your phone.	See AutoAnswer with Headset or Speakerphone, on page 57.
Need to make video calls	Consider using Cisco Unified Video Advantage, which enables you to make video calls using your Cisco Unified IP Phone, your personal computer, and an external video camera.	Contact your system administrator for additional assistance and see the *Cisco Unified VT Advantage Quick Start Guide and User Guide*.
Determine the state of a phone line associated with a speed-dial button on your phone	Contact your administrator to set up Busy Lamp Field (BLF) on your phone.	See Busy Lamp Field Features, on page 45.
Want to temporarily apply your phone number and settings to a shared Cisco Unified IP Phone	Contact your system administrator about the Cisco Extension Mobility Service.	See Cisco Extension Mobility, on page 49.

Troubleshooting

Problems

This section provides information to help you troubleshoot general problems with your phone. For more information, contact your system administrator.

No Dial Tone or Cannot Complete Call

Problem

You cannot hear a dial tone or complete a call.

Cause

One or more of the following factors might apply:

- You are not connected to Extension Mobility service.
- The system requires a Client Matter Code (CMC) or Forced Authorization Code (FAC) after dialing a number. (SCCP phones only.)
- Your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.

Solution

Try the following:

- Log into the Extension Mobility service.
- Enter a CMC or FAC after dialing a number. (SCCP phones only.)

• Change the time-of-day restrictions that prevent you from using some features during certain hours of the day. For more information, contact your system administrator.

Missing Softkey

Problem

The softkey that you want to use does not appear.

Cause

One or more of the following factors might apply:

• There are additional softkeys to display.

• The state of the line determines the phone softkeys.

• Your phone is not configured to support the feature associated with that softkey.

Solution

Use one of these options:

• Press **More** to reveal additional softkeys.

• Change the line state (for example, go off-hook or have a connected call).

• Contact your system administrator to request access to the feature.

Cannot Use CallBack

Problem

CallBack fails.

Cause

The other party might have Call Forward enabled.

Call Forward All Error Message

Problem

The phone shows an error message when you attempt to set up Call Forward All.

Cause

Your phone may reject your attempt to set up Call Forward All directly on the phone if the target number that you enter would create a Call Forward All loop or would exceed the maximum number of links permitted in a Call Forward All chain (also known as a maximum hop count).

Solution

Contact your system administrator for details.

Unresponsive Phone

Problem

The phone screen appears blank and the Display button is not lit.

Cause

The phone is powered down (sleeping) to save energy.

Solution

The phone will power up (wake) when the system sends the wake up message. You cannot wake the phone before its scheduled power up time.

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.

Cannot Access Settings Menu

Problem

The Setting menu is not available in the Application menu.

Cause

Your system administrator may have disabled Settings on your phone.

Solution

Contact your system administrator.

Phone Troubleshooting Data

Your system administrator may ask you to access administration data on your phone for troubleshooting purposes.

If you are asked to...	Then...
Access network configuration data	Choose ⬤ (▦) > **Settings** > **Network Configuration** and select the network configuration item that you want to view.
Access status data	Choose ⬤ (▦) > **Settings** > **Status** and select the status item that you want to view.
Access phone model information	Choose ⬤ (▦) > **Settings** > **Model Information**.
Access phone call and voice quality information	Choose ⬤ (▦) > **Settings** > **Status** > **Call Statistics**.

Quality Reporting Tool

Your system administrator may temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. Press **QRT** to submit information to your system administrator. Depending on the configuration, use the QRT to:

- Immediately report an audio problem on a current call
- Select a general problem from a list of categories and choose reason codes

Warranty

- Cisco One-Year Limited Hardware Warranty Terms, page 99

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/en/US/docs/general/warranty/English/1Y1DEN__.html

Cisco One-Year Limited Hardware Warranty Terms

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