



Cisco IP Conference Phone 7832 Multiplatform Phone User Guide

First Published: 2017-08-14

Last Modified: 2019-11-19

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CHAPTER 1

Your Phone

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The Cisco IP Conference Phone 7832



The phone has sensitive microphones with 360-degree coverage. This coverage lets users speak in a normal voice and be heard clearly from up to 7 feet (2.1 m) away. The phone also features technology that resists interference from mobile phones and other wireless devices, assuring delivery of clear communications without distractions.

Like other devices, a Cisco IP Phone must be configured and managed. These phones encode and decode the following codecs:

- G.711 a-law
- G.711 mu-law
- G.722
- G722.2 AMR-WB
- G.729a/G.729ab
- G.726
- iLBC
- Opus
- iSAC

**Caution**

Using a cell, mobile, or GSM phone, or two-way radio in close proximity to a Cisco IP Phone might cause interference. For more information, see the manufacturer's documentation of the interfering device.

Cisco IP Phones provide traditional telephony functionality, such as call forwarding and transferring, redialing, speed dialing, conference calling, and voice messaging system access. Cisco IP Phones also provide a variety of other features.

Finally, because the Cisco IP Phone is a network device, you can obtain detailed status information from it directly. This information can assist you with troubleshooting any problems users might encounter when using their IP phones. You can also obtain statistics about an active call or firmware versions on the phone.

Feature Support

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

Phones Supported in this Document

This document supports these phones:

- Cisco IP Conference Phone 7832 Multiplatform Phones

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

New and Changed Features

New and Changed for Firmware Release 11.3(1)

Revision	New and Changed Sections
Added new task to support Auto Provisioning with Short Activation Code.	Auto Provision Your Phone with Short Activation Code, on page 5
Updated an existing task to support display UDI feature on phone screen	Find Information About Your Phone, on page 17
Added a task to support Serviceability Enhancement Messages for Provisioning Failure	Get More Information When Your Phone Displays a Provisioning Failure Message, on page 21

New and Changed for Firmware Release 11.2(3)SR1

Revisions	New or Changed Sections
Added a new task about getting your phone onboard with the activation code	Onboard Your Phone with Activation Code, on page 5
Added a new topic to support Phone Keypad Characters.	Phone Keypad Characters, on page 10

New and Changed for Firmware Release 11.2(3)

Revisions	New and Changed Sections
Added a new task on contact search in multiple directories.	Search for a Contact in Multiple Directories, on page 37
Updated the topic on profile account setup to support resync profile with the SIP credentials or the login credentials.	Set up the Profile Account, on page 61

New and Changed for Firmware Release 11.2(1)

Revisions	New or Changed Sections
Added a new topic to support multiple locations (anywhere) for a BroadWorks XSI user	Add Multiple Locations for a BroadWorks XSI User, on page 62
Updated the topic with the new Display recents from option to support XSI call logs improvement	View Your Recent Calls, on page 45

Revisions	New or Changed Sections
Added a new topic to support XSI call logs improvement	View Calls Logs from BroadWorks XSI Server, on page 46
Updated the topic with the new Missed softkey to support XSI call logs improvement.	Return a Recent Call, on page 46
Added a new topic to support DND and call forward indication for a non-selected line	Silence an Incoming Call, on page 26
Updated the topic with icons for call forwarding and DND to support DND and call forward indication for a non-selected line	Forward Calls, on page 29 Turn On Do Not Disturb, on page 27
Updated the topic to support XSI caller ID blocking	Block Caller ID , on page 56
Added a new topic to support username and password collection on HTTP authentication challenge	Set up the Profile Account, on page 61
Updated the menu navigation for ringtone setting to support audio equalizers to customize audio for handset and headset (acoustic audio)	Change the Ringtone, on page 53
Updated the topic to support screen saver type lock removal	Change the Screen Saver, on page 59

New and Changed for Firmware Release 11.1(2)

Feature	New or Changed Sections
Emergency Call Support	Make an Emergency Call, on page 23
Reverse Name Lookup Administrators enable and disable this feature	Reverse Name Lookup for Incoming and Outgoing Calls, on page 43.

Phone Setup

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

Ways to Provide Power to Your Conference Phone

Your conference phone needs power from one of these sources:

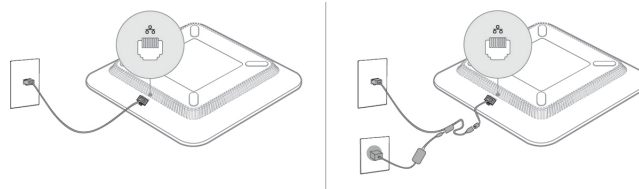
- Power over Ethernet (PoE), which your network supplies.
- Cisco IP Phone Power Injector.
- A PoE Power Cable and Power Cube 3.



Note The PoE power cable is not currently available.

The following figure shows the PoE and PoE power cable power options.

Figure 1: Conference Phone Power Options



Connect to the Network

You need to connect the phone to the telephone network.

- Wired connection—The phone is plugged into the network using an Ethernet cable.

Onboard Your Phone with Activation Code

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

Before you begin

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

Procedure

-
- Step 1** Enter your activation code in the field that is provided on the Welcome screen. You don't need to input the hyphen (-) character when entering the code.
 - Step 2** Press **Continue**.
The phone completes the onboarding process automatically.
 - Step 3** If an error message displays, enter the code again or contact your administrator for a new code.
-

Auto Provision Your Phone with Short Activation Code

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

Before you begin

Your administrator provides your activation code:

Procedure

- Step 1** Press pound (#), and enter your activation code in the field that is provided on the Welcome screen.
 - Step 2** Press **Continue**.
The phone completes the provisioning process automatically.
 - Step 3** If an error message displays, enter the code again or contact your administrator.
-

Sign into Your Extension from Another Phone (Extension Mobility)

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

Before you begin

Your administrator configures provisioning authority.

Procedure

- Step 1** Press **Sign in**.
 - Step 2** Enter your username and password, then press **Sign in**.

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

Sign in to a Phone as a Guest

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

Procedure

- Step 1** Press **Sign in**.
- Step 2** Enter your user ID and password.

The password field uses two types of input methods; alphanumeric and numeric. While you type in the password, you see **Options** softkey on the phone. You can use this softkey to change the current password input type. Select **Input all** for alphanumeric input and select **Input num** for numeric entry.

Step 3 Press **Save**.



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

Sign Out of a Phone as a Guest

Procedure

Step 1 Press **Guest Out**.

Step 2 Press **Sign Out**.

Set the Profile Rule on the Phone

Procedure

Step 1 Press **Settings**.

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

Step 3 Enter the profile rule using the phone keypad.

Step 4 Press **Resync**.

Phone Web Page

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

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

- Phone features include speed dial, do not disturb, and your personal address book.
- Line settings affect a specific phone line (directory number) on your phone. Line settings can include call forwarding, visual and audio message indicators, ring patterns, and other line-specific settings.

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

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

Speed-Dial Numbers

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

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

The dial string can contain the following characters:

- 0 to 9
- Pound (#)
- Asterisk (*)
- Comma (,)—This is the pause character, and gives a 2 second delay in the dialing. You can have several commas in a row. For example, two commas (,,) represent a pause of 4 seconds.

The rules for dial strings are:

- Use the comma to separate the parts of the dial string.
- An authorization code must always precede a billing code in the speed-dial string.
- A single comma is required between the authorization code and the billing code in the string.
- A speed-dial label is required for speed dials with authorization codes and additional digits.

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

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

Example

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

- You need to dial **9** for an outside line.
- You want to call **5556543**.
- You need to input the authorization code **1234**.
- You need to input the billing code **9876**.
- You must wait for 4 seconds.
- After the call connects, you must dial the extension **56789#**.

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

Related Topics

[Phone Keypad Characters](#), on page 10


Cisco IP Phone 7832 Buttons and Hardware




The following figure shows the Cisco IP Conference Phone 7832.

Figure 2: Cisco IP Conference Phone 7832 Buttons and Features



The following table describes the buttons on the Cisco IP Conference Phone 7832.

1	Mute bar	 Toggle the microphone on or off. When the microphone is muted, the LED bar is lit red.
---	-----------------	--

2	LED bar	<p>Indicates call states:</p> <ul style="list-style-type: none"> • Green, solid—Active call • Green, flashing—Incoming call • Green, pulsing—Held call • Red, solid—Muted call
3	Softkey buttons	 Access functions and services.
4	Navigation bar and Select button	 <p>Scroll through menus, highlight items, and select the highlighted item.</p> <p>When the phone is idle, press Up to access the recent calls list and press Down to access the favorites list.</p>
5	Volume button	 <p>Adjust the speakerphone volume (off hook) and the ringer volume (on hook).</p> <p>When you change the volume, the LED bar lights white to show the volume change.</p>

Phone Keypad Characters

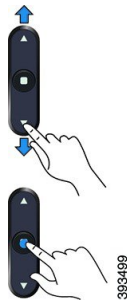
The phone keypad allows you to enter letters, numbers, and special characters. You press the **2** to **9** keys to get the letters and numbers. You use the **One (1)**, **Zero (0)**, **Asterisk (*)**, and **Pound (#)** keys for special characters. The following table lists the special characters for each key.

Table 1: Special Characters on the Keypad

Keypad Key	Special Characters
One (1)	/ . @ : ; = ? - _ & %
Zero (0)	(space) , ! ^ ' "
Asterisk (*)	+ * ~ ` < >
Pound (#)	# \$ £ □ \ () { } []

Conference Phone Navigation

Use the Navigation bar to scroll through menus. Use the inner **Select** button of the Navigation bar to select menu items.



If a menu item has an index number, you can enter the index number with the keypad to select the item.

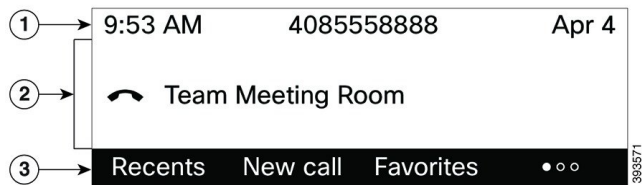
Conference Phone Softkeys

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

The ●● softkey indicates more softkey functions are available.

Conference Phone Screen

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



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

Clean the Phone Screen

Procedure

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

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

Energy Savings

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

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

Turn On Your Phone

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

Procedure

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

Additional Help and Information

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

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

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

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/products-user-guide-list.html>

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

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/tsd-products-support-translated-end-user-guides-list.html>

- For licensing information, follow this link:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/products-licensing-information-listing.html>

Accessibility Features

The Cisco IP Conference Phone 7832 provides accessibility features for the blind, and the visually, hearing, and mobility impaired. Because many of these features are standard, users with disabilities can access them without any special configuration.

In this document, the term *phone support pages* refers to the web pages that users can access to set up certain features. For Cisco Unified Communications Manager (Release 10.0 and later), these pages are the Self Care Portal. For Cisco Unified Communications Manager (Release 9.1 and earlier), these pages are the User Options web pages.

For additional information, see the phone User Guide, located here: <http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/products-user-guide-list.html>

Cisco is committed to designing and delivering accessible products and technologies to meet the needs of your organization. You can find more information about Cisco and its commitment to accessibility at this URL: <http://www.cisco.com/go/accessibility>

Hearing-Impaired Accessibility Features

Your conference phone comes with standard accessibility features that require little or no setup.

Figure 3: Hearing-Impaired Accessibility Features



The following table describes the hearing-impaired accessibility features on the Cisco IP Conference Phone 7832.

Table 2: Hearing-Impaired Accessibility Features

Item	Accessibility Feature	Description
1	LED bar	<p>The phone screen displays the current state and the LED bar displays:</p> <ul style="list-style-type: none"> • Green, solid—Active call • Green, flashing—Incoming call • Green, pulsing—Held call • Red, solid—Muted call

Item	Accessibility Feature	Description
2	Visual notification of the phone state and message-waiting indicator	<p>The phone screen displays the current state.</p> <p>When you have a message, a message is displayed on the phone screen. Your phone also provides an audible message-waiting indicator.</p> <p>To change the audible voice-message indicator, sign in to the Self Care portal and access the message-indicator settings. You can change each setting to on or off.</p> <p>Your administrator can also change your settings.</p>
3	Adjustable ringtone, pitch, and volume	<ul style="list-style-type: none"> • Select Settings > Preferences to change the ringtone. • Adjust the volume level for the phone ring. When not in a call, press Volume to raise or lower the volume. <p>When you adjust the volume, the LED bar lights white to show the volume increase or decrease.</p> <p>Your administrator can also change your settings.</p>

Vision-Impaired and Blind Accessibility Features

Your phone comes with standard accessibility features that require little or no setup.

Figure 4: Vision-Impaired and Blind Accessibility Features



The following table describes the vision-impaired and blind accessibility features on the Cisco IP Conference Phone 7832.

Table 3: Vision-Impaired and Blind Accessibility Features

Item	Accessibility Feature	Description
1	<p>Mute button</p> <ul style="list-style-type: none"> This button is located above the LED bar and the screen. 	Use the Mute button to toggle the microphone on or off. When the microphone is muted, the LED bar lights red. When you turn on Mute, your phone beeps once; when you turn off Mute, your phone beeps twice.
2	<p>High-contrast visual and audible alert of an incoming call with the LED bar</p> <ul style="list-style-type: none"> The LED bar is located between the Mute button and the screen. 	<p>Alerts you to an incoming call. The LED flashes during incoming calls.</p> <p>Colors indicate your phone's status:</p> <ul style="list-style-type: none"> Green, solid—Active call Green, flashing—Incoming call Green, pulsing—Held call Red, solid—Muted call
3	Back-lit grayscale LCD screen with adjustable contrast on the Cisco IP Phone	Allows you to adjust your phone screen contrast.
4	<p>Softkeys</p> <ul style="list-style-type: none"> These are buttons just below the LCD. 	Provide access to special functions. The LCD displays the functions.
5	<p>Navigation cluster (includes the Navigation bar and the Select button)</p> <ul style="list-style-type: none"> The Navigation cluster is located to the right of the keypad. 	Use the Navigation bar to move up and down in the phone LCD. The Select button is in the center of the Navigation bar.
6	Standard 12-key layout	Allows you to use existing or familiar key positions. Key 5 has a nib.
7	<p>Volume key</p> <ul style="list-style-type: none"> This key is located to the left of the keypad. 	<p>Allows you to increase or decrease the ring volume or the sound.</p> <p>Press up on the rocker key to increase the volume. Press down on the rocker key to decrease the volume.</p> <p>When you adjust the volume, the LED bar lights white to show the volume increase or decrease.</p>

Mobility-Impaired Accessibility Features

Your conference phone comes with standard accessibility features that require little or no setup.

Figure 5: Mobility-Impaired Accessibility Features



The following table describes the mobility-impaired accessibility features on the Cisco IP Conference Phone 7832.

Table 4: Mobility-Impaired Accessibility Features

Item	Accessibility Feature	Description
1	LED bar	Indicates your phone's status: <ul style="list-style-type: none"> • Green, solid—Active call • Green, flashing—Incoming call • Green, pulsing—Held call • Red, solid—Muted call
2	Tactile-discernible buttons and functions, including a nib on Key 5	Allow you to easily locate your phone's keys. For example, Key 5 has a nib, which you can use to locate other key positions.

Third-Party Accessibility Applications

Cisco works closely with partners to provide solutions that complement the accessibility and usability of Cisco products and solutions. There are third-party applications such as real-time captioning on Cisco IP Phones, Text Telephones for the Deaf (TDD/TTY), Real Time Text (RTT), hearing/voice carry over (HCO/VCO), audible caller ID, inline amplifiers for handsets for louder call sound, “busy lights”, audio/visual emergency notifications through Cisco IP Phones (supporting users with disabilities), etc.

For more information about third-party applications, contact your administrator.

Troubleshooting

You may experience issues related to the following scenarios:

- Your phone cannot communicate with the call control system.

- The call control system has communication or internal problems.
- Your phone has internal problems.

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

Find Information About Your Phone

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

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

- Product Identifier (PID)
- Version Identifier (VID)
- Serial Number (SN)

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

Procedure

Step 1 Press **Settings**.

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

You can view the following information:

Product name— Name that represents the Cisco IP Phone.

Serial number— Serial number of the Cisco IP Phone.

MAC address—Hardware address of the Cisco IP Phone.

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

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

VID—Version ID of the Cisco IP Phone.

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

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

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

View the Customization State on the Phone

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

Here are the descriptions of the remote customization states:

- **Open**—The phone has booted for the first time and is not configured.
- **Aborted**—Remote Customization is aborted due to other provisioning, for example, DHCP options.
- **Pending**—The phone can not download the profile from the EDOS server.
- **Custom-Pending**—The phone has downloaded a redirect URL from the EDOS server.
- **Acquired**—In the profile downloaded from the EDOS server, there is a redirect URL for provision configuration. If the redirect URL download from the provisioning server is successful, this state is displayed.
- **Unavailable**—Remote customization has stopped because the EDOS server responded with an empty provisioning file and the HTTP response was 200 OK.

Procedure

- Step 1** Press **Settings**.
 - Step 2** Select **Status > Product information > Customization**.
 - Step 3** Press **Back**.
-

View the Network Status

Procedure

- Step 1** Press **Settings**.
- Step 2** Select **Status > Network Status**.

You can view the following information:

- **Network type**—Indicates the type of Local Area Network (LAN) connection that the phone uses.
- **Network status**—Indicates if the phone is connected to a network.
- **IPv4 status**—IP address of the phone. You can see information on IP address, Addressing type, IP status, Subnet mask, Default router, Domain Name Server (DNS) 1, DNS 2 of the phone.
- **IPv6 status**—IP address of the phone. You can see information on IP address, Addressing type, IP status, Subnet mask, Default router, Domain Name Server (DNS) 1, DNS 2 of the phone.
- **VLAN ID**—VLAN ID of the phone.
- **MAC address**—Unique Media Access Control (MAC) address of the phone.
- **Host name**—Displays the current host name assigned to the phone.
- **Domain**—Displays the network domain name of the phone. Default: cisco.com
- **Switch port link**—Status of the switch port.

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

View the Phone Status

Procedure

- Step 1** Press **Settings** .
- Step 2** Select **Status > Phone Status > Phone Status**.

You can view the following information:

- **Elapsed time**—Total time elapsed since the last reboot of the system
 - **Tx (Packets)**—Transmitted packets from the phone.
 - **Rx (Packets)**—Received packets from the phone.
-

View the Status Messages on the Phone

Procedure

- Step 1** Press **Settings** .
- Step 2** Select **Status > Status messages**.

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

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

- Step 3** Press **Back**.
-

View the Line Status

Procedure

- Step 1** Press **Settings**.
- Step 2** Select **Status > Phone status > Line status**.

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

View 802.1X Transaction Status

Procedure

Step 1 Press **Settings**.

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

You can view the following information:

- **Transaction status**
 - **Protocol**
-

View the Reboot History

Procedure

Step 1 Press **Settings**.

Step 2 Select **Status > Reboot history**.

You can view the details of the date and time whenever the phone has rebooted, no matter why the phone rebooted.

Report All Phone Issues

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

Procedure

Step 1 Press **Settings**.

Step 2 Select **Status > Report problem**.

Step 3 Enter the date that you experienced the problem in the **Date of problem** field. The current date appears in this field by default.

Step 4 Enter the time that you experienced the problem in the **Time of problem** field. The current time appears in this field by default.

Step 5 Select **Problem description**.

Step 6 Select a description from the displayed list.

Step 7 Press **Submit**.

Identify Phone Issues with a URL in the Phone Web Page

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

Procedure

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

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

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

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

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

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

For example, to ping the 192.168.1.1 address:

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

Lost Phone Connectivity

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

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

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

Get More Information When Your Phone Displays a Provisioning Failure Message

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

This message applies to all MPP Phones.

Procedure

Step 1 Press one of these options:

- **Details**—display a list of status messages.
- **Cancel**—return to the main phone screen.

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

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

- **Details**—display the entire status message.
- **Clear**—delete the complete message list.

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

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

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 this URL: <https://www.cisco.com/go/hwwarranty>.



CHAPTER 2

Calls

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Make Calls

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

Make a Call

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

Procedure

Enter a number and press **Call**.

Make an Emergency Call

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



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

Before you begin

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

Procedure

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

Redial a Number

You can call the most recently dialed phone number.

Procedure

- Step 1** Press **Redial**.
- By default, the **Redial** softkey doesn't display on the phone screen. Contact your administrator to configure it.
- Step 2** Select the call record from the **Placed calls** list and press **Call**.
- You can also access the **Placed calls** list from **Information and settings** > **Recents** > **Placed calls**.
-

Speed Dial

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

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

Assign a Speed-Dial Code from the Phone Screen

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

Procedure

- Step 1** Press **Settings**.
- Step 2** Select **Speed dials**.

- Step 3** Scroll to an unassigned speed-dial index.
- Step 4** Press **Edit** and do one of the following:
- Enter the name and number.
 - Select **Option > Add from contacts** to select a contact from the address book.
- Step 5** Press **Save**.
-

Make a Call with a Speed-Dial Code

Before you begin

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

Procedure

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

Dial an International Number

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

Procedure

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

Secure Calls

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

Answer Calls

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

Answer a Call

Procedure

Press **Answer**.

Answer Call Waiting on Your Conference Phone

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

Procedure

Press **Answer**.

Decline a Call

You can send an active or ringing call to your voicemail system or to a preset phone number.

Procedure

Decline a call by performing one of the following actions:

- Press **Decline**.
 - If you have multiple incoming calls, highlight the incoming call and press **Decline**.
-

Silence an Incoming Call

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

Before you begin


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

Procedure


Silence the incoming call by any of the methods:

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



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



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


The ringer volume is restored during the next incoming call.

Turn On Do Not Disturb

Use Do Not Disturb (DND) to silence your phone and ignore incoming call notifications when you need to avoid distractions. However, you will always receive paging and emergency calls, even when DND is turned on.

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

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

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

Before you begin

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

Procedure

- Step 1** Press **DND** to turn on DND.
- If the **DND** softkey is grayed on the phone screen, contact your administrator.
- Step 2** Press **Clr DND** to turn off DND.
-

Turn On or Turn Off DND Using a Star Code

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

Procedure

- Step 1** To turn on DND, dial the star code provided by your administrator.
Step 2 To turn off DND, dial the star code provided by your administrator.
-

Mute Your Call

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

Procedure

- Step 1** Press **Mute** .
Step 2 Press **Mute** again to turn mute off.
-

Hold Calls

Put a Call on Hold

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

Procedure

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

Answer a Call Left on Hold for Too Long

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

- Flashing LED bar
- Visual notification on the phone screen
- Ringing notification on the phone if a hold reminder is configured with phone web page

Procedure

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


Swap Between Active and Held Calls

You can easily switch between active and held calls.

Procedure


Press **Swap** to switch to the held call.

Forward Calls

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

There are two ways of forwarding your calls:

- Forward all calls
- Forward calls in special situations, such as when the phone is busy or there is no answer.

Verify that your calls are forwarded by looking for the call forwarding  icon in the line label or on the middle top of the phone screen.

Before you begin

Your administrator enables the **Forward all** or **Clr fwd all** softkey on your phone.

Procedure

- Step 1** Press **Forward**.
- Step 2** Do any of the following: Enter the target number exactly as you would dial it from your phone, or select an entry from your list of recent calls or contacts.
- Enter the target number, to which you want to forward incoming calls from this phone line.
 - Press the **Contacts** softkey and select a contact from your contact directories.
 - Press **Recents** and select an entry from the call history.
- Step 3** Press **Call** to forward all calls to the specified number.
-

Transfer Calls

You can transfer an active call to another person.

Transfer a Call to Another Person

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

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

Procedure

- Step 1** From a call that is not on hold, press **Transfer**.
 - Step 2** Enter the other person's phone number and press **Call**.
 - Step 3** (Optional) Wait until you hear the line ring or until the other person answers the call.
 - Step 4** Press **Transfer** again.
-

Consult Before You Complete a Transfer

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

Before you begin

You have an active call that needs to be transferred.

Procedure

- Step 1** Press **Transfer**.
 - Step 2** When the other person answers, you can talk to them.
 - Step 3** Press **Transfer** again.
-

Conference Calls and Meetings

You can talk with several people in a single call. You can dial another person and add them to the call. The conference ends when all participants hang up.

Add Another Person to a Call

Procedure



-
- Step 1** From an active call, press **Conference**.
 - Step 2** Enter the phone number for the party you want to add and press **Call**.
 - Step 3** Press **Conference** again.
-

Record a Call

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

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

Table 5: Recording Icons

Icon	Meaning
	Recording in progress
	Recording paused

Before you begin

Your administrator enables your phone with call recording.

Procedure

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

Instant Message and Presence Contacts

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

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

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

Presence

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

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

- Available
- Away
- Do Not Disturb
- Offline

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

Make a Call to an IM and Presence Contact

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

Procedure

- Step 1** Press **Contacts**.
 - Step 2** Select **IM&P**.
 - Step 3** Select a directory.
 - Step 4** Select an entry.
The entry shows the status of your contact.
 - Step 5** (Optional) Press **Detail** to view the contact details and press **Back** to return to the contacts list.
 - Step 6** Press **Call**.
-

Change Your Presence State

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

Procedure

- Step 1** Press **Contacts**.
- Step 2** Press **Presence**.
- Step 3** Select your presence from the list.
 - Available—You can take a call.
 - Away—You have stepped away from the phone for a short time.

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

Page a Group of Phones (Multicast Paging)

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

Procedure

Dial the number of the paging group.

Call Center Features

Your administrator configures your phone as a call center phone.

Sign In as a Call Center Agent

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

Procedure

- | | |
|---------------|--|
| Step 1 | Press AgtSgnIn . |
| Step 2 | Press Agt status . |
| Step 3 | Highlight the Available status. |
| Step 4 | Press Select . |
-

Sign Out as a Call Center Agent

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

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

Procedure

Press **AgtSgnOut**.

Change Your Status as a Call Center Agent

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

Procedure

- Step 1** Press **Agt status**.
 - Step 2** Highlight the **Unavailable** status.
 - Step 3** Press **Select**.
 - Step 4** Press **Agt status**.
 - Step 5** Highlight the **Available** status.
 - Step 6** Press **Select**.
 - Step 7** Highlight the **Wrap-up** status.
 - Step 8** Press **Select**.
-

Accept a Call Center Call

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

Procedure

- Step 1** When you receive a call, you will see the call information page, press **Back** to exit and then press **Answer** to accept it.
 - Step 2** Press **Call Info** to see the call details.
 - Step 3** At the end of the call, press **End call**.
-

Hold an Agent Call

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

Procedure

- Step 1** Press **Hold**.
- Step 2** When you are ready to return, select the held call and press **Resume**.
-

Set a Disposition Code While on a Call Center Call

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

Before you begin

Your administrator enables your phone to add a disposition code.

Procedure

- Step 1** Press **Disp code**.
- Step 2** Press **Ok**.
-

Trace a Call

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

Before you begin

Your administrator enables your phone to trace a call.

Procedure

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

Escalate a Call to a Supervisor

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

Before you begin

Your administrator enables emergency escalation on your phone.

Procedure

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

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

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



CHAPTER 3

Contacts

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- [Corporate Directory, on page 38](#)
- [Personal Address Book, on page 41](#)
- [Reverse Name Lookup for Incoming and Outgoing Calls, on page 43](#)

Search for a Contact in Multiple Directories

You can search for a contact in multiple directories simultaneously. The phone searches for the contact in the following locations if Broadsoft directories are configured:

- All Broadsoft directories
 - Enterprise directory
 - Group directory (included in the Enterprise directory)
 - Enterprise Common directory
 - Group Common directory
 - Personal directory
- The LDAP directory, if it is configured
- Your personal address book

From the search results, you can view the contact's details, add the contact to your personal address book, and call the contact. You can also edit the number before making the call.

Procedure

- Step 1** Press **Contacts**.
- Step 2** Select **All**.
- Step 3** Enter the name of the contact that you want to find.
The phone searches for first or last names that include your search string anywhere in the name.
- Step 4** Press **Search**.

The search results show both full and partial name matches.

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

Step 6 (Optional) To add a contact to the personal address book on the phone, follow these steps:

- a) While viewing the contact details, press **Option**.
- b) Select **Add Contact**.
- c) Enter the contact details and press **Save**.

Step 7 (Optional) To call a contact, highlight the contact in the search results, and press **Call**.

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

- a) Highlight the contact in the search results, and press **Edit call**.
 - b) Edit the number as necessary.
 - c) Press **Call**.
-

Corporate Directory

You can look up a coworker's number from your phone, which makes it easier to give them a call. Your administrator sets up and maintains the directory.

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

Dial a Contact in the Corporate Directory

Procedure

- Step 1** Press **Contacts**.
 - Step 2** Select the directory name that you have defined.
 - Step 3** Select a search criteria.
 - Step 4** Enter your search criteria and press **Submit**.
 - Step 5** Select the contact and press **Call**.
-

Broadsoft Directory

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

Search for a Contact in Your BroadSoft Directory

Before you begin

Your administrator set the **Directory Type** as Enterprise, Group, or Personal on the phone administration web page.

Procedure

- Step 1** Press **Contacts**.
- Step 2** Select **BroadSoft directory**.
- Step 3** Select a search criteria.
- In BroadSoft Enterprise or Group directory, you can search a contact by Last Name, First Name, User ID, Number, Extension, Department, or Email address.
 - In BroadSoft Personal directory, you can search a contact by Name or Number.
- Step 4** Enter your search criteria, and press **Submit**.
-

Edit Your Contact Type in Your Broadsoft Directory

Procedure

- Step 1** Press **Contacts**.
- Step 2** Select the **Broadsoft directory**.
- Step 3** Press **Option**.
- Step 4** Select **Edit settings**.
- Step 5** Select the **Type** field.
You can select Enterprise, Group, or Personal as your Broadsoft Directory contact type.
- Step 6** Press **Save** to apply the change.
-

Edit Your BroadSoft Directory Name

Procedure

- Step 1** Press **Contacts**.
- Step 2** Select the **Broadsoft directory**.
- Step 3** Press **Option**.
- Step 4** Select **Edit Settings**.
- Step 5** Edit the **Directory Name** field.

- Step 6** Press **Save** to apply the change.
-

Edit the Server Name of Your BroadSoft Directory

Procedure

- Step 1** Press **Contacts**.
Step 2 Select the **Broadsoft** directory.
Step 3 Press **Option**.
Step 4 Select **Edit Settings**.
Step 5 Select **Host Server**.
Step 6 Press **Edit** and modify the server entry.
Step 7 Edit the **Host Server** field.
Step 8 Press **Save** to apply the change.
-

Edit User ID of Your BroadSoft Directory

Procedure

- Step 1** Press **Contacts**.
Step 2 Select the **Broadsoft** directory.
Step 3 Press **Option**.
Step 4 Select **Edit Settings**.
Step 5 Select **UserID**.
Step 6 Press **Edit** and modify the user id of your Broadsoft Directory.
Step 7 Press **Apply** to save the change.
Step 8 Edit the **User ID** field.
Step 9 Press **Save** to apply the change.
-

Edit Your BroadSoft Directory Password

Procedure

- Step 1** Press **Contacts**.
Step 2 Select the **Broadsoft** directory.
Step 3 Press **Option**.
Step 4 Select **Edit Settings**.

- Step 5** Select **Password**.
 - Step 6** Press **Edit** and modify the entry.
 - Step 7** Press **Apply** to save the change.
 - Step 8** Edit the **Password** field.
 - Step 9** Press **Save** to apply the change.
-

LDAP Directory

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

Search for a Contact in Your LDAP Directory

Procedure

- Step 1** Press **Contacts**.
 - Step 2** Select **LDAP directory**.
 - Step 3** Enter your search criteria.
You can search by first name and last name of a contact.
 - Step 4** Press **Submit**.
-

Personal Address Book

Add a New Contact to Your Personal Address Book

Procedure

- Step 1** Press **Contacts**.
 - Step 2** Select **Personal address book**.
 - Step 3** Press **Add**.
 - Step 4** Enter first name, last name, and number.
 - Step 5** Enter a name and at least one phone number.
 - Step 6** Select a custom ringtone for the contact.
 - Step 7** Press **Save** to add the entry to your personal directory.
-

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

Procedure

- Step 1** On the phone web page, select **User Login > Personal Directory**.
 - Step 2** Click **Add to Personal Directory**.
 - Step 3** Add last name, first name, and number.
 - Step 4** Click **Submit All Changes**.
-

Search for a Contact in Your Personal Address Book

Procedure

- Step 1** Press **Contacts**.
 - Step 2** Select **Personal address book**.
 - Step 3** Select **Option > Search**.
 - Step 4** Enter the address entry to search for, and press **Submit**.
- You can only search by name (case insensitive). Search by number is not supported.
-

Call a Contact in Your Personal Address Book

Procedure

- Step 1** Press **Contacts**.
 - Step 2** Select **Personal address book** and search for an entry.
 - Step 3** Select the personal address book entry that you want to dial.
 - Step 4** Press **Call**.
-

Edit a Contact in Your Personal Address Book

Procedure

- Step 1** Press **Contacts**.
- Step 2** Select **Personal address book** and search for an entry.

- Step 3** Select the entry you want to change.
 - Step 4** Press **Edit**.
 - Step 5** Modify the entry information.
 - Step 6** Press **Save** to modify a phone number.
-

Remove a Contact from Your Personal Address Book

Procedure

- Step 1** Press **Contacts**.
 - Step 2** Select **Personal address book**.
 - Step 3** Select the address entry and press **Option > Delete** to delete the entry.
-

Reverse Name Lookup for Incoming and Outgoing Calls

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

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

Reverse name lookup is enabled by default.

Reverse name lookup searches the directories in the following order:

1. Phone contacts
2. Call History
3. LDAP Directory
4. XML Directory



CHAPTER 4

Recent Calls

- [Recent Calls List, on page 45](#)
- [View Your Recent Calls, on page 45](#)
- [View Calls Logs from BroadWorks XSI Server, on page 46](#)
- [Return a Recent Call, on page 46](#)
- [Clear the Recent Calls List, on page 47](#)
- [Create a Contact from a Recents Record, on page 47](#)
- [Delete a Call Record, on page 47](#)
- [Delete All Call Records, on page 48](#)

Recent Calls List

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

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

View Your Recent Calls

Check to see who's called you recently.



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

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

Procedure

Step 1 Press **Settings**.

Step 2 Select **Recents**.

Step 3 Choose to view all recent calls, or to view a certain kind of recent call.

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

To view calls in the **Display recents from** option, see [View Calls Logs from BroadWorks XSI Server, on page 46](#).

View Calls Logs from BroadWorks XSI Server

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

Before you begin

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

Procedure

Step 1 Press **Settings**

Step 2 Select **Recents**.

Step 3 Select **Display recents from** and choose one of the options.

- **Server**: Displays call logs stored on and transferred from the server.
- **Phone**: Displays call logs stored on the phone.

Step 4 Click **Set**.

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

Return a Recent Call

Procedure

Step 1 Press **Recents**.

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

- Step 2** Select the call record that you want to dial.
- Step 3** (Optional) Press **Edit call** to edit the call record.
- Step 4** Press **Call**.
-

Clear the Recent Calls List

Procedure

- Step 1** Press **Settings**.
- Step 2** Select **Recents**.
- Step 3** Select a list that you want to delete.
- All Calls
 - Missed Calls
 - Received Calls
 - Placed Calls
 - Display recents from
- Step 4** Press **Option** and select **Delete all**.
- Step 5** Press **OK**.
-

Create a Contact from a Recents Record

Procedure

- Step 1** Display a Recents record.
- Step 2** Press **Option**.
- Step 3** Press **Add contact**.
-

Delete a Call Record

Procedure

- Step 1** Press **Settings**.
- Step 2** Select **Recents**.

Step 3 Choose to view all recent calls, or to view a certain kind of recent call.

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

Step 4 Highlight the individual record or call group that you want to delete.

Step 5 Press **Option**.

Step 6 Select **Delete** entry.

Step 7 Press **OK**.

Delete All Call Records

You can delete all call history records on your phone.

Procedure

Step 1 Press **Settings**.

Step 2 Select **Recents**.

Step 3 Select **All calls**.

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

Step 5 Press **OK**.



CHAPTER 5

Voicemail

- [Your Voicemail Account, on page 49](#)
- [Check for New Voice Messages, on page 50](#)
- [Access Voicemail, on page 50](#)
- [Access Audio Voicemail, on page 50](#)
- [Phone Behavior with Voicemail Setting, on page 50](#)
- [Phone Behavior with Voicemail and Missed Call Configuration Setting, on page 51](#)

Your Voicemail Account

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

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

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

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

Set up Voicemail on Your Phone

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

Procedure

- Step 1** Press **Settings**.
 - Step 2** Select **User preferences > Call preferences**.
 - Step 3** Enter your voicemail phone number in **Voice mail**.
 - Step 4** Press **Set**.
-

Check for New Voice Messages

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

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

You will hear a stutter tone played from the speakerphone when you use the phone line. You only hear it when the line has a voice message.

Access Voicemail

Before you begin

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

Procedure

- Step 1** Press **Messages**.
- Step 2** Follow the voice prompts.
-

Access Audio Voicemail

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

Procedure

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

Phone Behavior with Voicemail Setting

This table lists the phone behavior in various scenarios when the **Handset LED Alert** field in the Configuration Utility is set to Voicemail.

Starting State	Event	LED Status After Event	LED Turn Off Criteria
No Voicemail, No Missed Call	There is no active call and a call is missed or a call is on hold and the call is missed.	LED Off	-
No Voicemail, No Missed Call	Voicemail comes in	LED On	User calls the voicemail to retrieve a message.
Voicemail	There is no active call and a call is missed or a call is on hold and the call is missed.	LED On	User calls the voicemail to retrieve a message.
Missed Call	Voicemail comes in	LED On	User calls the voicemail to retrieve a message.
No Voicemail, No Missed Call	No event	LED Off	-

Phone Behavior with Voicemail and Missed Call Configuration Setting

This table lists the phone behavior in various scenarios when the **Handset LED Alert** field in the Configuration Utility is set to **Voicemail, Missed Call**.

Starting State	Event	LED Status After Event	LED Turn Off Criteria
No Voicemail, No Missed Call	There is no active call and a call is missed or a call is on hold and the call is missed.	LED On	User interacts with the phone.
No Voicemail, No Missed Call	Voicemail comes in	LED On	User calls the voicemail to retrieve a message.
Voicemail	There is no active call and a call is missed or a call is on hold and the call is missed.	LED On	User interacts with the phone and calls the voicemail to retrieve a message.
Missed Call	Voicemail comes in	LED On	User interacts with the phone and calls the voicemail to retrieve a message.

Starting State	Event	LED Status After Event	LED Turn Off Criteria
No Voicemail, No Missed Call	No event	LED Off	-



CHAPTER 6

Settings

- [Change the Ringtone, on page 53](#)
- [Assign a Ring Tone with the Phone Web Page, on page 54](#)
- [Forward Calls in Specific Situations from Your Phone, on page 54](#)
- [Turn on Do Not Disturb from the Phone Screen, on page 55](#)
- [Turn on DND from the Phone Web Page, on page 55](#)
- [Block an Anonymous Call, on page 55](#)
- [Block Caller ID , on page 56](#)
- [Secure a Call, on page 56](#)
- [Set Up an Auto Answer Page, on page 57](#)
- [Set Up Voicemail, on page 57](#)
- [Change the Time Format, on page 57](#)
- [Change the Date Format, on page 58](#)
- [Configure the Screen Saver with the Phone Web Interface, on page 58](#)
- [Change the Screen Saver, on page 59](#)
- [Add a Logo as a Phone Background, on page 60](#)
- [Change Wallpaper from the Phone Page, on page 60](#)
- [Set Language, on page 61](#)
- [Set Password, on page 61](#)
- [Set up the Profile Account, on page 61](#)
- [Add Multiple Locations for a BroadWorks XSI User, on page 62](#)

Change the Ringtone

You can set a ringtone for an incoming call.

Procedure

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

Step 4 Press **Select** and then **Set** to save a selection.

Assign a Ring Tone with the Phone Web Page

Procedure

Step 1 On the phone web page, select **User Login > Voice > Ext(n)**, where **(n)** is the number of an extension.

Step 2 In **Call Feature Settings** area, choose a ringtone from the **Default Ring** drop-down list.

If you don't want to specify a ringtone for the phone line, choose **No ring**. Your phone doesn't ring when receiving an incoming call.

Step 3 Click **Submit All Changes**.

Forward Calls in Specific Situations from Your Phone

You can set up your phone so that calls are forwarded during specific situations, such as when your phone is busy.

Before you begin

Call forwarding must be enabled on your phone before you can forward your calls in specific situations.

Procedure

Step 1 Press **Settings**.

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

Step 3 Select **On** for **Call forwarding** to enable call forwarding.

Step 4 Enter a phone number for each of the call forwarding services that you want to enable:

- **Forward all number**—Forwards all incoming calls to a target phone number.
- **Forward busy number**—Forwards all incoming calls to a target phone number when the primary line is active.
- **Forward no answer number**—Forwards an incoming call that is not answered.
- **Fwd no answer delay**—Assigns a response delay time.

If your administrator disables the feature key synchronization (FKS) on your phone, you can enter the value as number of seconds after which call needs to be forwarded.

If your administrator enables feature key synchronization (FKS) on your phone, you can enter the value as number of rings after which call needs to be forwarded.

Step 5 Press **Set**.

Turn on Do Not Disturb from the Phone Screen

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

Procedure

Step 1 Press **Settings**.

Step 2 Select **User preferences > Call preferences > Do not disturb**.

Note If the **Do not disturb** menu doesn't display on the screen, contact your administrator.

Step 3 Select **On** to turn on DND or select **Off** to turn off DND.

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

Turn on DND from the Phone Web Page

Procedure

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

Step 2 Under **Supplementary Services**, set **DND Settings** to **Yes**.

You can turn on DND on for all lines if your administrator hasn't enabled feature key sync (FKS).

Step 3 Click **Submit All Changes**.

Block an Anonymous Call

You can block an incoming call that does not have caller information.

Procedure

Step 1 Press **Settings**.

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

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

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

Block Caller ID

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

Before you begin

Your administrator enables Block CID feature on your phone.

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

Procedure

- Step 1** Press **Settings**.
- Step 2** Select **User preferences > Call preferences**.
- Step 3** Select **Block caller ID**.
- Step 4** Press **Select** to toggle caller ID blocking on or off.

If your administrator enables the block caller ID feature on the XSI Broadworks server, your phone retrieves the value from the server and you see the value that your administrator sets on the server. You can then modify the value from the **Block caller ID** menu on the phone.

- Step 5** Press **Set** to save the change.
-

Secure a Call

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

Procedure

- Step 1** Press **Settings**.
- Step 2** Select **User preferences > Call preferences > Secure call**.
- Step 3** Select **On** to enable secure call feature or select **Off** to disable the secure call feature.
- Step 4** Press **Set** to save the setting.
-

Set Up an Auto Answer Page

Procedure

- Step 1** Press **Settings**.
 - Step 2** Select **User preferences > Call preferences > Auto answer page**.
 - Step 3** Select **On** to enable the Auto answer page or select **Off** to disable Auto answer page.
 - Step 4** Press **Set** to save the changes.
-

Set Up Voicemail

Procedure

- Step 1** Press **Settings**.
 - Step 2** Select **User preferences > Call preferences > Voice mail**.
 - Step 3** Enter a phone number to check voicemail.
 - Step 4** Press **Set** to confirm the assigned number.
 - Step 5** Press **Back** to exit.
-

Change the Time Format

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

Procedure

- Step 1** Press **Settings**.
 - Step 2** Select **Device administration > Date/Time > Time format**.
To set daylight savings, select **Device administration > Date/Time > Daylight savings**. Select **On** to turn on the daylight savings and select **Off** to turn it off.
 - Step 3** (Optional) Select **Device administration > Date/Time > Time zone**.
 - Step 4** Select a time format and press **Set** to apply the changes.
-

Change the Date Format

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

Procedure

-
- Step 1** Press **Settings**.
- Step 2** Select **Device administration > Date/Time > Date format**.
- Step 3** Select a date format and press **Set** to apply the changes.
-

Configure the Screen Saver with the Phone Web Interface

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

Any button press returns the phone to normal mode.

Procedure

-
- Step 1** On the phone web page, select **Voice > User**.
- Step 2** In the **Screen** section, set up the fields as described in the following table.

Parameter	Description
Screen Saver Enable	Select Yes to enable a screen saver on the phone. When the phone is idle for a specified time, it enters screen saver mode. Default: No
Screen Saver Type	Types of screen saver. Options you can choose: <ul style="list-style-type: none"> • Clock—Displays a digital clock on a plain background. • Download Picture—Displays a picture pushed from the phone webpage. • Logo: Displays a logo on the phone screen. Add a logo image in the Logo URL field.
Screen Saver Wait	Amount of idle time before screen saver displays. Enter the number of seconds of idle time to elapse before the screen saver starts. Default: 300

Parameter	Description
Picture Download URL	<p>URL locating the (.png) file to display on the phone screen background. If you select picture as as screensaver type, this image displays as a screensaver on the phone screen.</p> <p>When you enter an incorrect URL to download a new wallpaper, the phone fails to upgrade to the newer wallpaper and displays the existing downloaded wallpaper. If the phone does not have any wallpaper downloaded earlier, it displays a gray screen.</p>
Logo URL	<p>Enter a URL or path for the location where the logo image is saved. If you select logo as as screensaver type, this image displays as a screensaver on the phone screen.</p>

Step 3 Click **Submit All Changes**.

Change the Screen Saver

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

Procedure

- Step 1** Press **Settings**.
- Step 2** Select **User preferences > Screen preferences > Screen saver**.
- Step 3** Select **On** to turn on screen saver and select **Off** to turn it off.
- Step 4** Select **Screen saver settings** to choose the settings:
- **Screen saver type**—Choose one of the following options:
 - **Clock**—Displays a rounded clock with the wallpaper in the background.
 - **Download Picture**—Displays a picture pushed from the phone web page.
 - **Logo**: Displays a logo as the phone screensaver. This image is added in the Logo URL field of the pone web page.
 - **Trigger interval**—Enter the number of seconds that the phone remains idle before the screen saver turns on.
 - **Refresh interval**—Enter the number of seconds before the screen saver should refresh (if, for example, you chose a rotation of pictures).

Step 5 Press **Set**.

Add a Logo as a Phone Background

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

Procedure

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

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

Step 3 Click **Submit All Changes**.

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

Change Wallpaper from the Phone Page

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

Procedure

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

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

- **Default:** Phone does not have any wallpaper. If no wallpaper is added to the phone screen, the phone screen displays monochrome wallpaper.
- **Logo:** In the phone web page you can select **Logo** as your phone background option. The logo that you add in the **Logo URL** is used as the wallpaper.

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

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

Set Language

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

Procedure

- Step 1** Press **Settings**.
 - Step 2** Select **Device administration** > **Language**.
 - Step 3** Select a language from the list of available languages.
 - Step 4** Select **Save**.
-

Set Password

Reset your phone password regularly to maintain network security. Keep all passwords in a safe place to avoid theft.

Before you begin

You must have your existing password.

Procedure

- Step 1** Press **Settings**.
 - Step 2** Select **Device administration** > **Set password**.
 - Step 3** Enter your current password in the Old password field.
 - Step 4** Enter your new password in the New password and the Reenter new password fields.
 - Step 5** Select **Save**.
-

Set up the Profile Account

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

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

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

Before you begin

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

Procedure

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

Add Multiple Locations for a BroadWorks XSI User

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

Before you begin

Your administrator has enabled the Anywhere feature on the extension.

Procedure

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



CHAPTER 7

Product Safety and Security

- [Safety and Performance Information, on page 63](#)
- [Compliance Statements, on page 65](#)
- [Cisco Product Security Overview, on page 67](#)
- [Important Online Information, on page 67](#)

Safety and Performance Information

Power Outage

Your access to emergency service through the phone requires that the phone receive power. If a power interruption occurs, service or emergency calling service dialing does not function until power is restored. If a power failure or disruption occurs, you may need to reset or reconfigure the equipment before you can use service or emergency calling service dialing.

External Devices

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

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

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

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

**Caution**

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

Ways to Provide Power to Your Phone

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

- Use the power adapter that comes with your phone.
- If your network supports Power over Ethernet (PoE), you can plug your conference phone into the network.

If you are not sure whether your network supports PoE, check with your administrator.

Phone Behavior During Times of Network Congestion

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

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

UL Warning

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

EnergyStar



The following phone has EnergyStar certification:

- Cisco IP Conference Phone 7832

Compliance Statements

Compliance Statements for the European Union

CE Marking

The following CE mark is affixed to the equipment and packaging.



Compliance Statements for Canada

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. Privacy of communications may not be ensured when using this phone.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Avis de Conformité Canadien

Cet appareil est conforme aux normes RSS exemptes de licence RSS d'Industry Canada. Le fonctionnement de cet appareil est soumis à deux conditions : (1) ce périphérique ne doit pas causer d'interférence et (2) ce périphérique doit supporter les interférences, y compris celles susceptibles d'entraîner un fonctionnement non souhaitable de l'appareil. La protection des communications ne peut pas être assurée lors de l'utilisation de ce téléphone.

Le présent produit est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada.

Compliance Statements for New Zealand

Permit to Connect (PTC) General Warning

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

Compliance Information for Japan

VCCI Compliance for Class B Equipment



FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:

FCC Part 15.19 Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Part 15.21 Statement

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

FCC RF Radiation Exposure Statement

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

FCC Receivers and Class B Digital Statement

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

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

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

Cisco Product Security Overview

This product contains cryptographic features and is subject to U.S. and local country laws that govern import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors, and users are responsible for compliance with U.S. and local country laws. By using this product, you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations can be found at <https://www.bis.doc.gov/policiesandregulations/ear/index.htm>.

Important Online Information

End User License Agreement

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

Regulatory Compliance and Safety Information

Regulatory Compliance and Safety Information (RCSI) is located here:

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/7832/regulatory_compliance/RCSI-0311-book.pdf

